

Appendix C- Housing Board Agile Action Plan

Areas of focus	Outcomes sought	Actions required	By when?
Improved data management through the establishment of a Housing Data Dashboard.	Improved access and oversight of data to enable real time monitoring of performance at city and community level.	Agree data requirements for Housing dashboard (including high level voids, evictions, capital programme, planning maintenance, repair and response times, homelessness applications, use of hotels etc.)	Complete
	Improved use of evaluation to amend arrangements based on local learning.	Identify sources of data for the Housing dashboard, the required frequency of updates and data flows to ensure that this live data feeds the Housing Board Dashboard in real time.	In progress.
	Improved ability to predict further demand based on emerging trends.	Create and publish the Housing dashboard and agree roles and responsibilities for maintaining and monitoring data	In progress.
		Commission a digital system that helps to maintain a live profile of the condition, repair history, adaptations and demand of all property stock.	Subject to approval at F&R
Better co-ordination of Housing Strategy (Housing Needs and Demand Assessment (HNDA), Local Housing Strategy (LHS), The 30 year HRA Plan) to ensure decision making is consistent and helps secure improvement in the longer term.	High quality Local Housing Strategy (LHS) in place which has sufficient detail to support short and longer term planning	Detailed research and consultation with stakeholders to enable the presentation of high level LHS Outcomes to Committee for approval.	Complete
	Improved information on the current and future needs of our tenants informing our Asset Management Plan and 30 year HRA Plan.	Supporting information for each of the LHS strategic outcomes drafted, informed by the recent Housing Need and Demand Assessment and incorporating social determinants of health.	In progress
		Public consultation on the LHS, subject to Strategy Board and Communities Housing and Public Protection Committee approval.	Jan-Mar 2025
		Final LHS to the Strategy Board and then Communities, Housing and Public Protection Committee for approval in early 2025.	Apr/May 2025
		Interim HRA 30 Year Business Plan to be presented to Council (the interim Plan will be reviewed following completion of the Housing Asset Management Plan)	Oct 2024

	30 year HRA Plan in place that reflects the known needs of our tenants	Commissioning of support to develop a Housing Asset Management Plan	Complete
		Housing Board session to help shape the product ACC requires	Complete
		Data collection and interpretation	In progress
	Housing Asset Management Plan in place to guide decision making	Presentation of draft Asset Plan to Strategy Board, Housing Board and then to Communities, Housing and Public Protection Committee for approval.	TBC
Improved tenancy management and tenant participation.	Maximise the impact of Choice Based Letting	Evaluate the impact of Choice Based Lettings to determine next steps	In progress
		Develop and implement an improvement charter on Rent Arrears	In progress
	Reduced levels of rent arrears Increased tenancy sustainment	Develop, secure approval for and implement a Rent Assistance Fund and keep the eligibility criteria under routine review	Complete
		Improved tenant participation and satisfaction	Evaluate the impact of the Housing Support Model to inform next steps
	Map and evaluate the impact of existing tenant participation / engagement activity and determine next steps with tenants (including approach to surveys)	In progress	
Improvement in stock management to ensure an effective end to end process	Reduction in void rent loss	Evaluate impact of Minimum Letting Standard to conclude whether benefits are proportionate to cost and determine next steps.	In progress
		Clarify roles and responsibilities in decision making (Corporate Landlord, Housing and Capital Clusters)	Complete
	Utilisation of small scale testing prior to full implementation helps mitigate against risks	Responsibility for voids risk management is recognised as a joint risk between Housing and other relevant clusters in the risk register	Complete
		Create and agree end-to-end processes for work undertaken to Housing stock i.e. response repairs; planned maintenance, capital works; void work	In progress
		Develop a business case for the management and maintenance of city centre multi-storeys, for submission to committee	TBC

		Develop a strategic outline case for non-traditional property types and then full business case, for submission to committee	TBC
		Review of refusals to capital work upgrades and develop an action plan to improve take up	In progress
		Differentiation in policy and process around the different types of Buy Backs and what happens to them going forward.	In progress
		Put a clear plan in place to work towards net zero targets and include on-going reporting of progress to the Regulator with ECIR implementation.	In progress
		Review leadership structures of both Housing and Corporate Landlord to ensure effective joint leadership of operational teams to improve void performance	In progress
		Culture and team building exercises for teams to build relationships and establish collaborative working	TBC
		Review of process to engage with private owners for upgrade to communal areas etc.	TBC
		Evaluate the impact of approach to current checks prior to transfers to determine next steps	TBC
		Development of a void management approach to support demand led prioritisation of voids work.	TBC
Delivery of Partnership Plan focused on preventing homelessness in Aberdeen.	Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief and non-recurring with a longer-term ambition to end homelessness in Aberdeen City	Form the Homewards Coalition	Complete
		Agree primary drivers for work around homelessness	Complete
		Develop, in partnership, Project Charters, for each of the improvement projects subject to approval by the Homewards Steering Group and Community Planning Aberdeen Management Board.	In progress

	<p>Reframing perceptions of homelessness</p> <p>Universal prevention of homelessness and addressing root-causes</p> <p>Ensuring adequate supply of housing across all tenures and homes are the right size, type and location</p>	Develop, test and refine change ideas included within each of the project charters.	TBC
RAAC	Delivery of person-centred support and keep tenants safe	RAAC Governance Board in place	Complete
		Engagement with tenants to progress through the rehoming process	On-going
		Options appraisal commissioned to help determine long term plans	Complete
		Presentation of options to Council for decision	Complete
		Implement Council decision	In progress
Capital works	Successful delivery of capital programme	Deliver agreed capital programme	In progress
	Successful delivery of new build programme	Deliver agreed new build programme	In progress