

Housing Emergency Action Plan

(New additions to the Plan are shown in red, areas in green are nearing completion and will soon be removed).

Areas of focus	Outcomes sought	Actions required	Progress/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. Improved use of evaluation to amend arrangements based on local learning. Improved ability to predict further demand based on emerging trends.	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 – Remove from the Plan
		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.	Complete – Remove from the Plan
		Create and publish the Housing dashboard and agree roles and responsibilities for maintaining and monitoring data	Complete – Remove from the Plan
		Commission a digital system that helps to maintain a live profile of the condition, repair history, adaptations and demand of all property stock.	In progress, will start to be rolled out from March 2025.
		Establish a partnership with NHSG to share data across health and housing to help inform targeting of support.	In progress
		Improve the use of national data to help determine local priorities.	In progress
		Monthly review of the Housing Data Dashboard to trigger re-setting the Emergency Action Plan based on local data.	In progress
Alignment and interconnectivity of Housing Strategies and Plans to ensure decision making is consistent and	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 – Remove from the Plan
		Supporting information for each of the LHS strategic outcomes drafted, informed by the recent Housing Need and Demand Assessment, IJB Market Position Statement and incorporating the social determinants of health.	Complete – Remove from the Plan

helps secure improvement in the longer term.	Improved information on the current and future needs of our tenants informing our Asset Management Plan and 30 year HRA Plan.	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
	30 year HRA Plan in place that reflects the known needs of our tenants	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)	Complete – update to reflect annual review cycle
		Commissioning of support to develop a Housing Asset Management Plan	Complete – Remove from the Plan
	Housing Asset Management Plan in place to guide decision making	Housing Board session to help shape the product ACC requires	Complete – Remove from the Plan
		Session planned for Elected Members on Asset Plan	Oct 2024
		Data collection and interpretation: <ul style="list-style-type: none"> • Define measure and classify assets • Identify asset performance measures • Establish an asset scoring system • Scrutinise asset performance outcomes • Appraise options to inform future investment decisions 	In progress
		Presentation of draft Asset Management 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	Complete – Remove from the Plan
	Reduced levels of rent arrears	Test approaches to increasing the number of more vulnerable tenants engaging in Choice Based Lettings	In progress
	Increased tenancy sustainment	Develop and implement an improvement charter on Rent Arrears	In progress

	Improved tenant participation and satisfaction	Develop, secure approval for and implement a Rent Assistance Fund and keep the eligibility criteria under routine review	Complete, but continue to monitor impact
		Evaluate the impact of the Housing & Support Model to inform next steps	In progress
		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.	Complete - Remove from the Plan
	Utilisation of small scale testing prior to full implementation helps mitigate against risks	Clarify roles and responsibilities in decision making (Corporate Landlord, Housing and Capital Clusters)	Complete - Remove from the Plan
		Responsibility for voids risk management is recognised as a joint risk between Housing and other relevant clusters in the risk register	Complete - Remove from the Plan
		Create and agree end-to-end processes for work undertaken to Housing stock i.e. response repairs; planned maintenance, capital works; void work to be consistent with new asset system	In progress
		Develop a strategic outline case for non-traditional property types and then full business case, for submission to committee	Dec 2024
		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. Acquisition and disposal policy part of this report.	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 EICR implementation.	In progress
		Review leadership structures of both Housing and Corporate Landlord to ensure effective joint leadership of operational teams to improve void performance	Complete – to be recruited to when approvals are in place

		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 – Remove from the Plan
		Agree primary drivers for work around homelessness	Complete - Remove from the Plan
	Reframing perceptions of homelessness	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
	Universal prevention of homelessness and addressing root-causes	Develop, test and refine change ideas included within each of the project charters.	TBC
	Ensuring adequate supply of housing across all tenures and homes are the right size, type and location	Work with the Violence against Women and Girls Partnership to consider how best to prevent victims presenting as homeless	In progress
RAAC	Delivery of person-centred support and keep tenants safe	RAAC Governance Board in place	Established and on-going
		Engagement with tenants to progress through the rehoming process	On-going

		Options appraisal commissioned to help determine long term plans	Complete - Remove from the Plan
		Presentation of options to Council for decision	Complete – Remove from the Plan
		Implement Council decision through: <ul style="list-style-type: none"> • Making use of Valuation Office to ensure impartial advice to owners • Commissioning and overseeing a programme plan in keeping with Council instruction 	In progress
		Commission additional mental health support for owners/tenants	In progress
Capital works	Successful delivery of capital programme	Deliver approved capital programme	In progress
	Successful delivery of new build programme	Deliver approved new build programme	In progress