



# **Housing Emergency Action Plan**

**November 2025**





# Foreword

The Aberdeen City Local Housing Strategy 2025-2030 (LHS) sets out the vision and priorities for the delivery of housing and housing related services over the next 5 years.

***Our vision is that the people of Aberdeen live in good quality, safe, sustainable and affordable homes, and in thriving communities that meet their needs.***

Following consideration of a range of personas to capture lived experience and a detailed exploration of the social determinants of health and other sources of evidence, we identified the key challenge and action required to deliver our vision.

**Our Key Challenge:** Many citizens of Aberdeen face barriers accessing good quality, secure and affordable homes with support services which meet their needs, and are in locations they want to live in. This can contribute to poor health outcomes, particularly for those who are more vulnerable.

**Our Response:** We must ensure that there is a sufficient supply of good quality and affordable housing, and more integrated services that provide appropriate support to meet the evolving and varying needs of Aberdeen's citizens, and to promote better, healthier places and communities.

The LHS highlights the need to reduce the level of housing voids as part of a broader goal to ensure a sufficient supply of good quality and affordable housing. Reducing the volume of housing voids would significantly increase the number and variety of homes available and ensure those experiencing homelessness are more able to access a suitable home.

This Plan sets out what is known about housing voids and homelessness performance and details a plan to guide improvement in both areas. Care has been taken to not repeat actions already contained in the Housing Asset Plan and through our shared preventative work with The Royal Foundation. Limiting duplication will ensure coherence and mean that the single system changes articulated in this Plan can be effectively governed through the Aberdeen City Council Communities, Housing and Public Protection Committee.



The Local Housing Strategy 2025-30 clearly articulates our theory of change for the next 5 years.

The summarised LHS Logic Model below shows in red the activities that we believe will help address the issues being experienced, those circled in red are the focus of this Housing Emergency Action Plan. Care has been taken to not duplicate work being undertaken with the Royal Foundation through Homewards or that detailed in the Housing Asset Plan.

Inputs	Activities	Medium Term Outcomes	Impacts
HRA Revenue	<ul style="list-style-type: none"> <li>Bring voids and empty homes back into use.</li> <li>Deliver new affordable housing.</li> </ul>	<ul style="list-style-type: none"> <li>Population retention and growth is supported through housing availability.</li> </ul>	<ul style="list-style-type: none"> <li>There is a sufficient supply of housing to meet the varying needs of the people of Aberdeen.</li> </ul>
HRA Capital	<ul style="list-style-type: none"> <li>Maintain /retrofit older homes.</li> <li>Maximise accessibility in properties including TEC.</li> </ul>	<ul style="list-style-type: none"> <li>Housing related inequalities are reduced and community stability enhanced.</li> </ul>	<ul style="list-style-type: none"> <li>Lesser heard voices shape their communities, focusing on the unique circumstances of a particular place.</li> </ul>
Affordable Housing	<ul style="list-style-type: none"> <li>Build agency of unheard voices.</li> <li>Maximise green space and encourage active lifestyles.</li> </ul>	<ul style="list-style-type: none"> <li>Communities are empowered to shape their environments and services.</li> </ul>	<ul style="list-style-type: none"> <li>Homelessness is rare, brief, and non-recurring.</li> </ul>
Supply Programme	<ul style="list-style-type: none"> <li>Holistic support provided for New Aberdonians.</li> <li>Deliver holistic integrated family support.</li> <li>Deliver easy to access local facilities and services.</li> <li>Deliver specialist and supported accommodation.</li> <li>Deliver a range of housing options and support services to key groups.</li> </ul>	<ul style="list-style-type: none"> <li>Wellbeing and social cohesion in deprived areas is improved.</li> <li>Inclusive, safe, and vibrant neighbourhoods are fostered.</li> <li>No breaches of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order.</li> <li>An adequate supply of good quality temporary accommodation.</li> <li>An adequate supply of specialist housing.</li> </ul>	<ul style="list-style-type: none"> <li>The people of Aberdeen to live as independently as possible, for as long as possible in their community.</li> <li>Health inequalities are reduced by affordable, accessible, high quality and energy efficient homes.</li> <li>High quality homes with improved energy efficiency, alleviating fuel poverty and mitigating climate change..</li> </ul>
RSLs	<ul style="list-style-type: none"> <li>Complete adaptations to support people to live independently.</li> </ul>	<ul style="list-style-type: none"> <li>The right support is available to enable people to live independently at home for as long as possible.</li> </ul>	<ul style="list-style-type: none"> <li>A well-managed private rented sector</li> </ul>
Private sector	<ul style="list-style-type: none"> <li>Develop effective data collection and sharing across housing, health, and social care system.</li> <li>Maximise uptake of benefits entitlements.</li> </ul>	<ul style="list-style-type: none"> <li>Improved communication between housing and health and social care systems to ensure people are not impacted by housing related hospital delays.</li> <li>Improved mental and physical health outcomes via housing support.</li> </ul>	
Data and research	<ul style="list-style-type: none"> <li>Invested to improve / maintaining high standards and energy efficient stock.</li> <li>Expand district heating schemes.</li> <li>Support private landlords.</li> </ul>	<ul style="list-style-type: none"> <li>Emissions from the domestic sector are reduced.</li> <li>Fewer private sector properties in disrepair or substandard.</li> <li>Minimum energy efficiency standard is implemented.</li> <li>Fewer private rented properties are in disrepair.</li> <li>Landlords are supported to remain in the sector and are aware of their duty to comply with legislation.</li> </ul>	

# Declaring a Housing Emergency

Members of the Communities, Housing and Public Protection Committee unanimously agreed to declare a local Housing Emergency in September 2024. The Aberdeen City Council Housing Cross Party Working Group defined this as being due to the significant pressure on homelessness services and the need to address the volume of voids. Addressing homelessness and voids are therefore key improvement priorities, and at the heart of this Housing Emergency Plan.

## Governance of the Housing Emergency Action Plan

In 2024, a Housing Board was established to address the challenges faced across Housing and other linked Clusters. The establishment of the Board coincided with an organisational restructure that brought the Housing and Corporate Landlord Clusters together into the same Function.

The Housing Board oversees progress towards delivery of the Local Housing Strategy; and will oversee progress against this associated Housing Emergency Plan to ensure coherence. Monthly formal internal monitoring will help identify and address issues quickly.

The work of the Housing Board is formally scrutinised by the Communities, Housing and Public Protection Committee on a bi-annual basis through the Housing Board Bi-annual Report. Going forward, the Committee will receive an update against this Plan as part of each Bi-Annual Report. In addition, a Cross-Party Working Group meets with relevant Chief Officers at least 4 times a year. The Working Group both scrutinises progress and offers informative insights gleaned from constituents.

Following consultation with the Housing Cross Party Working Group, four metrics will be used to track our progress through the housing emergency and help determine when we exit. These are when:

- Levels of lettable housing voids return to 2020 levels (from 1,783 in August 2025 to 585 lettable voids)
- Key movement times lower from 307 in August 2025 to 123 days (this takes account of the time taken for our CBL bidding cycles)
- There are no breaches of the of Unsuitable Accommodation Order (137 as of August 2025 to 0)
- The homeless journey is 100 days or less (112 as of August 2025 to 100)

This level of ambition requires a level of investment as outlined in the HRA Business Plan. Failure to ensure sufficient resources will impact on our ability to realise improvement across the 4 measures.





# The Context and Diagnosis of the Problem

## National Context

A national housing emergency was declared by Scottish Government in May 2024. The declaration was made in recognition of the seriousness of the housing situation, which is causing many families to experience housing insecurity and homelessness. The government has also noted the additional pressure on housing supply due to the Reinforced Autoclaved Aerated Concrete (RAAC) being identified by many social landlords.

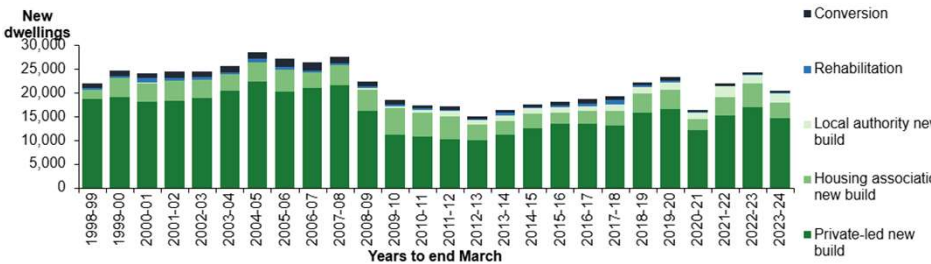
The housing system is complex and heavily influenced by the wider economy and the welfare system. Nationally, over a period of many decades, there is evidence that the national housing emergency is partially attributable to:

- Increasing real term cost of housing relative to income. This disproportionately impacts on those on lower incomes;
- A long-term decline in the number of new homes being built;
- A long-term reduction in the relative size of the social rented sector and the availability of affordable housing more generally;
- A reduction in the number of homes available, in part due to the rising number of second homes;
- The impact of the Covid-19 pandemic on large social landlords;
- A significant increase in the number of single adults living alone;
- A rise in domestic violence leading to increased homeless presentations;
- Rapid growth in refugee populations; and
- A decline in the capacity of the social rented sector to offer a realistic alternative to more expensive private sector options at a local level.

With the exception of the second and fourth bullet point, all factors would apply locally. 13 Councils have now declared a housing emergency, but there is considerable variation in local pressures.

The national Housing Emergency Action Plan, unveiled in September 2025 by Cabinet Secretary Màiri McAllan, pledges up to £4.9 billion over four years to deliver 36,000 affordable homes by 2030, aiming to rehouse 24,000 children. Key measures include doubling acquisition funding to £80 million, implementing Awaab’s Law to address damp and mould, and launching a £1 million “fund to leave” for women escaping domestic abuse. This national direction of travel will be taken into account as further detail becomes available.

Chart 1: Total Supply of New Housing



Source: Scottish Government  
[Housing Statistics 2024: Key Trends Summary](#)

Chart 2: Stock by Tenure as of 2023

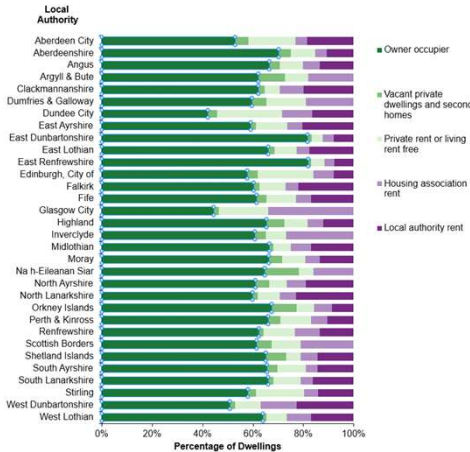
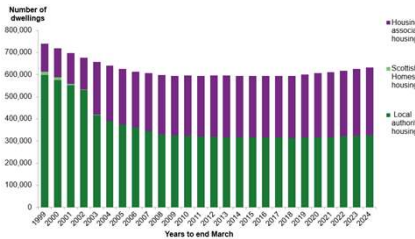


Chart 3: Total Social Sector Stock



Source: Scottish Government  
[Housing Statistics 2024: Key Trends Summary](#)

Local Context

Aberdeen City Council is one of the largest social landlords with over 23,000 homes. Despite the reducing trend in housebuilding nationally, Chart 4 evidences the local commitment to the provision of new social housing. Chart 5 however shows that these homes are most likely to be allocated to those either on the housing waiting list or transferring from another Council property than those experiencing homelessness. As a result, housebuilding is doing little to immediately address homelessness.

RSLs have historically allocated a disproportionately low number of properties to those experiencing homelessness. The over reliance on council social housing has not only added pressure and cost on ACC housing services but also results in a very high proportion of those facing complex challenges accessing local authority social housing. Those facing complex challenges can be more likely to abandon properties and leave them in a poor state of repair. This impacts on the length of time a property is void.

As shown in Chart 6, there is clear evidence that the pandemic was a significant factor in void performance, in part due to the delays accessing properties in light of restrictions in place but also having the systems and resource in place to address the volume of the backlog. As a result of being unable to clear voids at the rate they are returned, the situation has continued to escalate.

The pandemic and cost of living crisis negatively impacted on the mental wellbeing of tenants. In many cases and this was further exacerbated by the downturn in the oil and gas/supporting sectors as tenants faced significantly changed financial circumstances. This is clearly demonstrated by the trend in gross rent arrears (Chart 7).

Private rented sector data, outlined in the 30 Year Business Plan, shows that whilst rent levels are lower than they were 10 years ago, they are still unaffordable for many people, particularly those who require 3 bedrooms or more. This results in demand for social housing increasing due to unaffordable rents in other tenures of housing, further exacerbating the challenges faced by the local authority.

Chart 4: New Housing Supply as of 2023

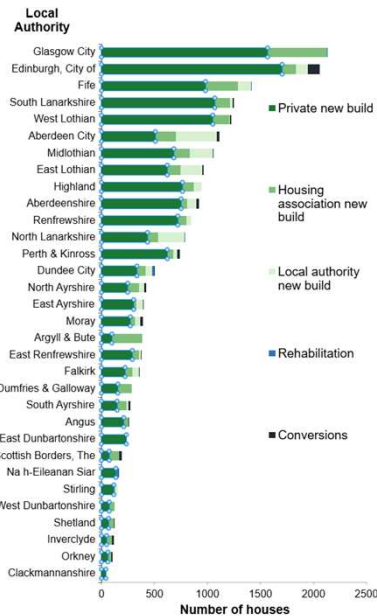
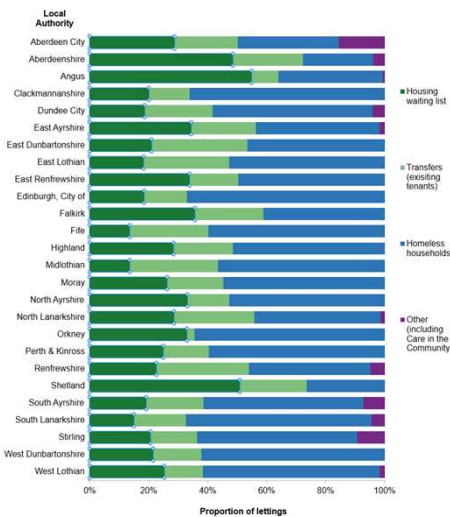


Chart 5: Total Supply of New Housing



Source: Scottish Government  
[Housing Statistics 2024: Key Trends Summary](#)

Chart 6: ACC Average time taken to re-let properties (days)

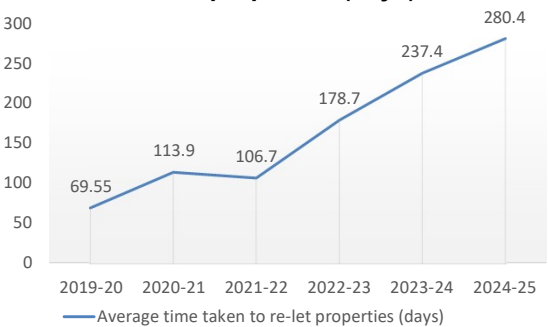
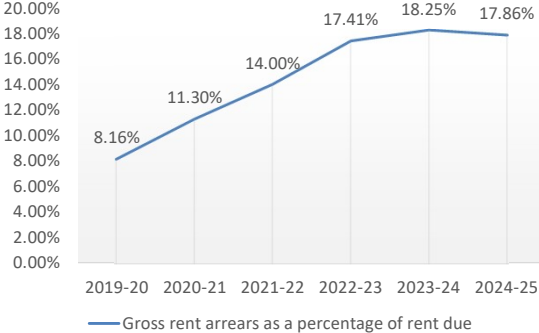


Chart 7: ACC Gross rent arrears as a percentage of rent due



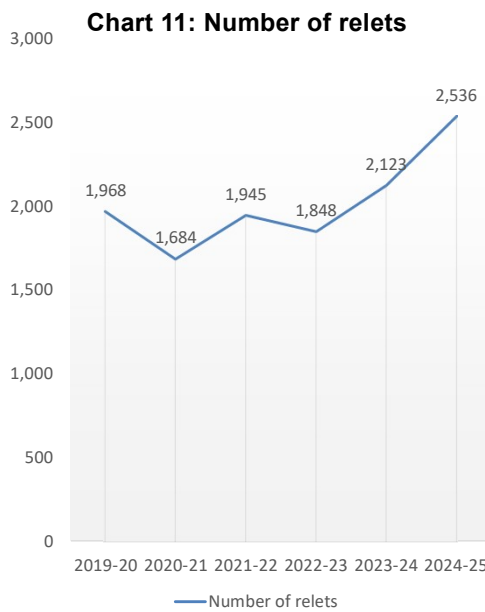
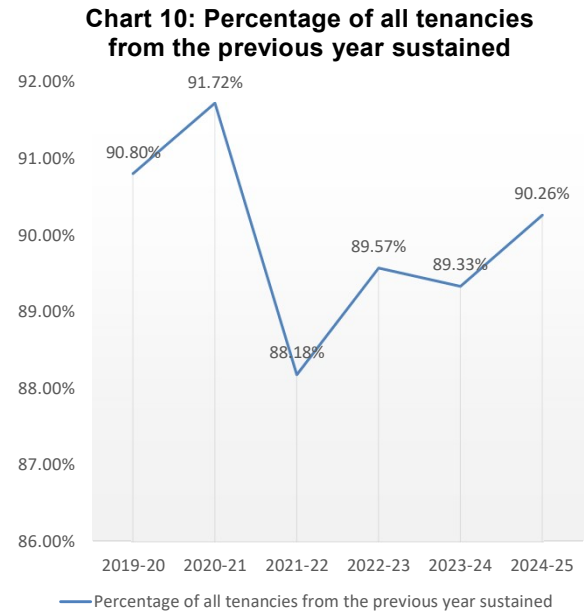
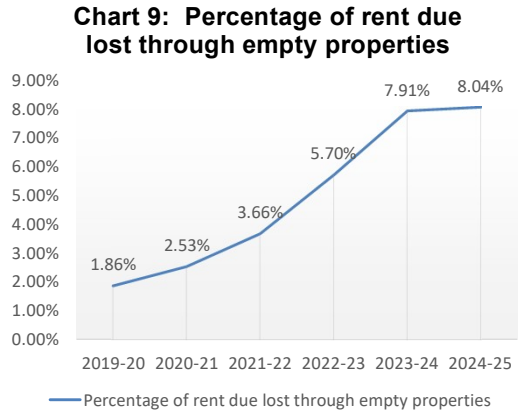
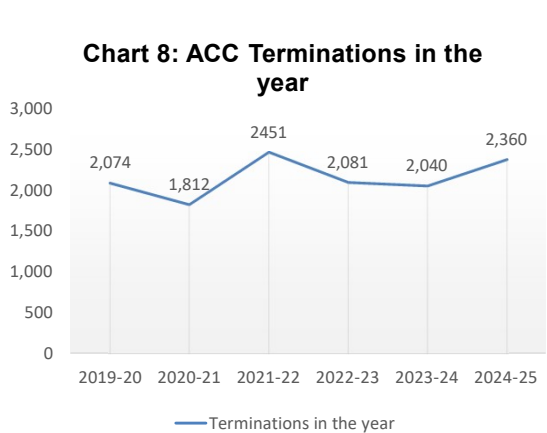
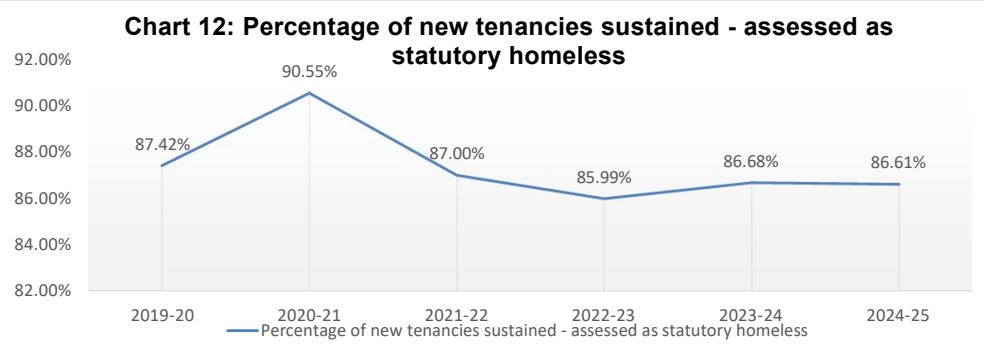
The general downturn in the local economy made the private rented sector housing more affordable for a spell and many Council tenants chose to move into the private sector as shown in Chart 8. As the volume of empty properties rose in 2020/21, as did the percentage of rent lost (Chart 9). The most recent peak in terminations is linked to the release of new build homes with many current Council tenants seeking a new build home. Over 11% of Council stock changed hands in 2024/25, the second highest level of churn nationally.

This churn in housing stock has added to the volume of voids, which are prepared to a Minimum Letting Standard, which further exacerbates the challenges facing Building Services. The number of relets (Chart 11) has steadily increased over the last few years and can be correlated with the release of new build homes.

As can be seen in Chart 12, the impact of this on those experiencing homelessness was a reduction in the extent to which tenants with the most complex challenges were able to sustain their tenancies and a rapid increase in the proportion of tenants benefiting from direct housing costs.

There is considerable evidence of more tenants (around 50%) refusing the Council access to undertake improvement works. This again adds to the work required to be undertaken as properties become void.

The investment of time responding to the finding of RAAC in properties, has impacted on teams who have rightly prioritised the health and safety of tenants and owners.



The average time taken to turn around voids is circa 307 days for the Council, whilst the Scottish average is 60.6 days. The voids process, outlined later in this Plan, is complex and now sits across Housing, Corporate Landlord and Capital. The high number of key movements in current processes amplifies the challenges. There is significant delays created in dealing with external agencies, such as utility companies.

Over the last 5 years Building Services have received circa 40.6 mainstream voids per week. Following a considerable focus, they now return as many properties as they receive. Building Services also receive circa 20 temporary accommodation voids per week and return similar numbers weekly with an average turnaround timescale of 5 working days. The turnaround of properties is also supported by a range of external contractor support. Historically, the 3 teams worked quite separately from each other, and this can limit the ability to respond to emerging risks at pace and share learning. This has now been addressed and is helping to reduce the use of hotels as temporary accommodation.

Building Services controls work on voids manually via excel spread sheets. This reliance on spreadsheets means that there is no single source of truth to support effective oversight of the voids process and this is being addressed through the commissioning of the NEC system. The new system will be live from mid 2026 and care has been taken to ensure that changed systems and processes are ingrained in the new system.

The costs of addressing housing voids has been impacted by construction cost inflation and supply chain issues in recent years. In real terms this has significantly escalated costs to the Housing Revenue Account, which in turn pits pressure on revenue and capital finance. Some Council policies, such as improvements to the Minimum Letting Standard (MLS) and Choice Based Lettings (CBL) have significantly added to the length of void times. The MLS has since been reviewed and an evaluation of CBL concluded that the benefits to tenants outweighs the lengthened timescales.

Our properties are ageing and there are increasing compliance requirements. As outlined in the Housing Asset Plan, there requires to be investment in older housing stock given the very high proportion requiring major works when they become void, placing significant demands on Building Services for maintenance. This has rapidly increased demand from tenants for new stock, all of which has to be processed and places significant additional demand on housing services.

The voids process is complex and has a range of interdependencies. In real terms, delays in one part of the process can have a significant impact on timescales. This necessitates both a simplification of the voids path, and improvement at each stage. This Plan sets out the changes we will make to the void path and then goes onto explore the single system improvements around homelessness later in the Plan.

Chart 13: Value of Direct Housing Costs

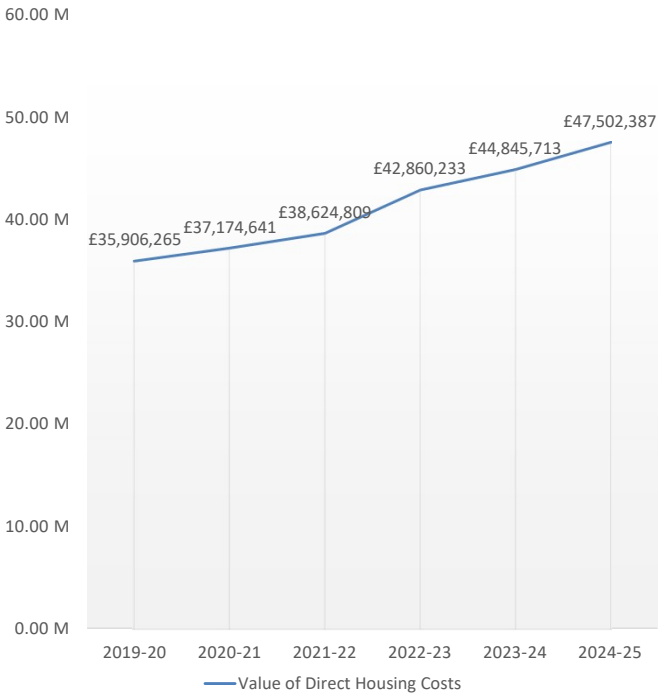
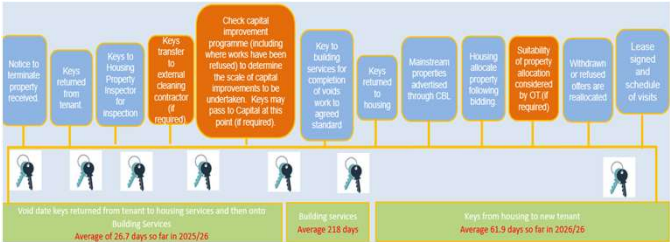


Figure 1: The void Process





# Housing Board progress to date

Since 2024 the Housing Board has invested time in understanding and addressing the issues identified in our housing system and procuring/establishing longer term solutions, some of which are now in the final stages of being implemented. This work has been invaluable in establishing the right conditions for long-term improvement. Progress is evident across a number of workstreams.

## **Improved Data Management:**

The establishment of a Housing Data Dashboard is supporting officer analysis and decision-making. Data now more consistently drives the work of teams.

## **Expansion of NEC Housing:**

The NEC module has been commissioned to support the logging and scheduling of works and provide real-time communication to tenants. This will help ensure that all Council Clusters, including Capital, work to a shared data set and that progress through the void process can be accurately tracked.

## **Alignment of Housing Strategies and Plans:**

There was a need to align all Strategies and Plans to ensure coherence. Work on this areas has included:

- **The development and implementation of the Local Housing Strategy:**<sup>9</sup>  
The LHS, including the Independent Living and Specialist Housing Provision Market Position Statement has set a clear direction of travel for the next 5 years.
- **The HRA 30 Year Business Plan and Housing Asset Management Plan:**  
These two key documents articulate what needs to happen to improve our housing stock and will help Elected Members set rent levels.
- **The Strategic Housing Investment Plan (SHIP)** sets out strategic investment priorities for affordable housing over a 5-year period to achieve the outcomes set out in the Local Housing Strategy (LHS).

## **Improvement in Stock Management to clarify accountabilities:**

New Cluster structures have been developed and are now being implemented.

## **Acquisition and Disposal Policy:**

Policy updated to ensure alignment support delivery of the Housing Asset Plan.

## **Entry arrangements to ensure compliance with Health and Safety Programmes:**

Revised system in place to address the very high number of tenants who resist compliance programmes.

## **Rent Assistance Fund:**

The Rent Assistance Fund has been developed, tested and evaluated.

## **Choice Based Letting (CBL) evaluation:**

CBL has been evaluated to help determine next steps.

## **Development and implementation of a Quality Improvement Framework**

A clear framework has been developed and implemented

## **Rent Arrears Improvement Charter:**

A rent arrears improvement charter is now helping to address levels of arrears.

## **As of August 2025, improvements being realised include:**

- |  |   |
|--|---|
| • 12.7% reduction in hotel placements compared to the same period last year                    | • 28 day reduction in homeless journey time compared to the same period last year                                       |
| • 17.3% reduction in the number of withdrawals of offers compared to the same period last year | • 25% increase in general needs lets allocated to homeless applicants   |
| • 5.1% reduction in the number of refusals compared to the same period last year               | • 65% of unintentional homeless cases closed met the 100 day average journey time, up 22% on the same period last year. |
| • 60% reduction in void buy backs since April 2025   | • Homeless tenancy sustainment has hit 90%, up 3.4% on last year.   |



# SECTION 1 – Housing Voids





The Housing Asset Plan 2025-2030 has been established to enhance the long-term management and sustainability of the council's housing stock. The plan aims to ensure that the housing assets are fit for purpose, meet tenant requirements, and are financially sustainable. The Plan focusses on several key areas:

**Improving Housing Quality and Supply:** The plan emphasises the need to improve the condition of existing homes and balance investment in new and older homes. It aims to increase the supply of affordable housing, reduce fuel poverty, and ensure that new-build homes are of high quality and affordable.

**Integrated Asset Management:** The plan outlines the development of a Housing Asset Model to assess the performance of housing stock from various perspectives, including service, financial, and investment planning. This model will help identify areas for investment and support assessments on the viability of the housing stock.

**Performance Measurement:** The plan includes an integrated approach to measuring asset performance, focusing on key performance indicators such as service, investment, financial, technical, and place performance. This approach ensures that continued investment in housing stock is sustainable.

**Addressing Housing Challenges:** The plan identifies key challenges, such as the high number of housing voids, the need for significant investment in older housing stock, and the impact of tenants refusing maintenance. It aims to address these challenges to maximize the resources available to the Housing Revenue Account.

**Promoting Health and Well-being:** The plan gives emphasis to the importance of promoting health through housing by ensuring good quality, affordable, and energy-efficient homes. It also highlights the need for integrated services to support the evolving needs of Aberdeen's citizens.

Overall, the Housing Revenue Account Housing Asset Plan 2025-2030 aims to create sustainable, high-quality housing stock that meets the needs of Aberdeen's residents and supports their health and well-being.



The Plan identifies void properties as a key challenge. Analysis undertaken to understand the challenges faced across our housing assets determined that Building Services generally turn around the same number of void properties as they receive, but the backlog is not being addressed.

As a result, the Housing Asset Plan articulates the need to:

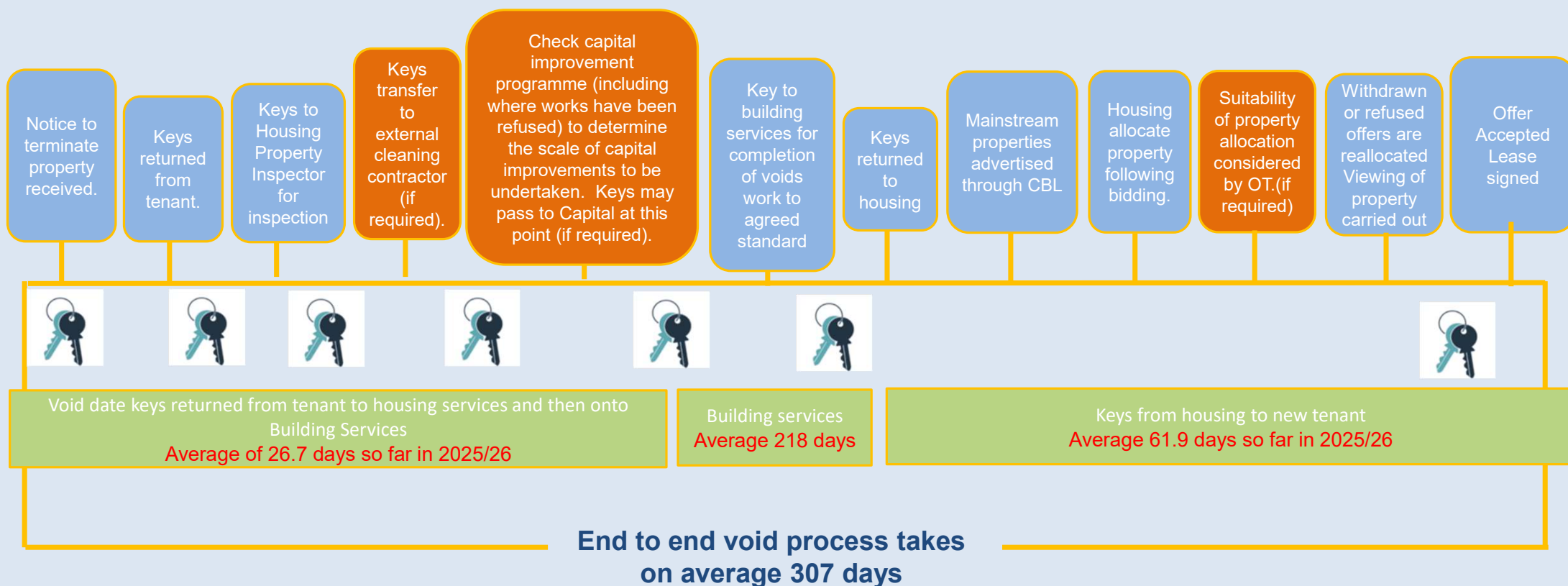
- Continue to address buy backs thorough an external contractor as they generally require significant investment to meet the minimum letting standard.
- Introduce a new voids pathway(s) as part of our work to introduce the NEC system in 2026.
- Restructure across Corporate Landlord and Capital to consolidate void steps.
- Use external contractor support to help address the backlog of housing voids.
- Reinstate planned maintenance programmes as budgets allow to improve older stock.

These actions will be overseen through delivery of the Housing Asset Plan and are not repeated in this Housing Emergency Action Plan.



# The Current Void Path

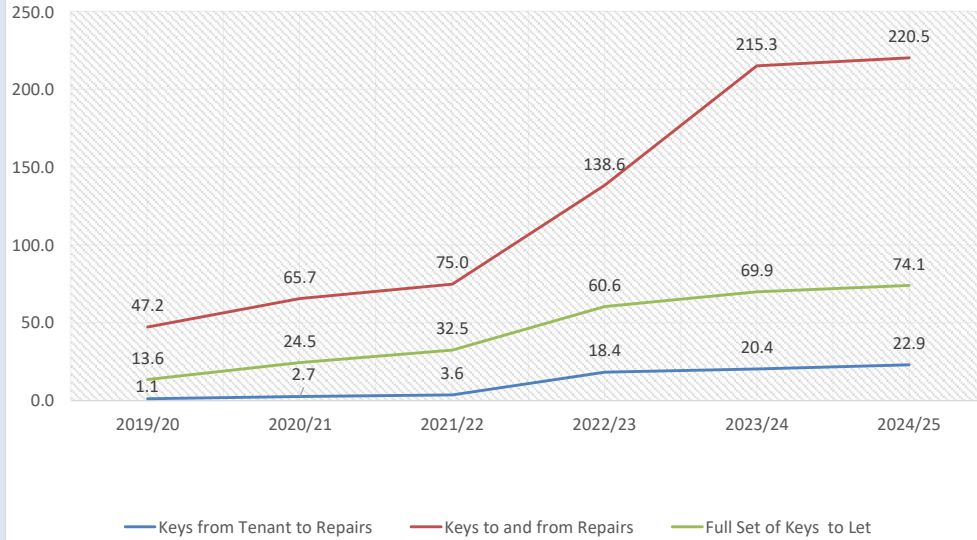
In order to respond positively to the local housing emergency, within the context of delivering the wider Local Housing Strategy, there is a need to fully understand the void process. A home is considered void from the moment a tenancy is terminated.



As can be seen above, there is a need to reduce the time taken across each stage of the void path. This can only be realised by fully understanding the challenges faced at each stage and taking proactive steps to simplify and decrease the timescales from a house becoming void to a lease being signed.

# Key measures and targets

Chart 14: Average Days Key Movements



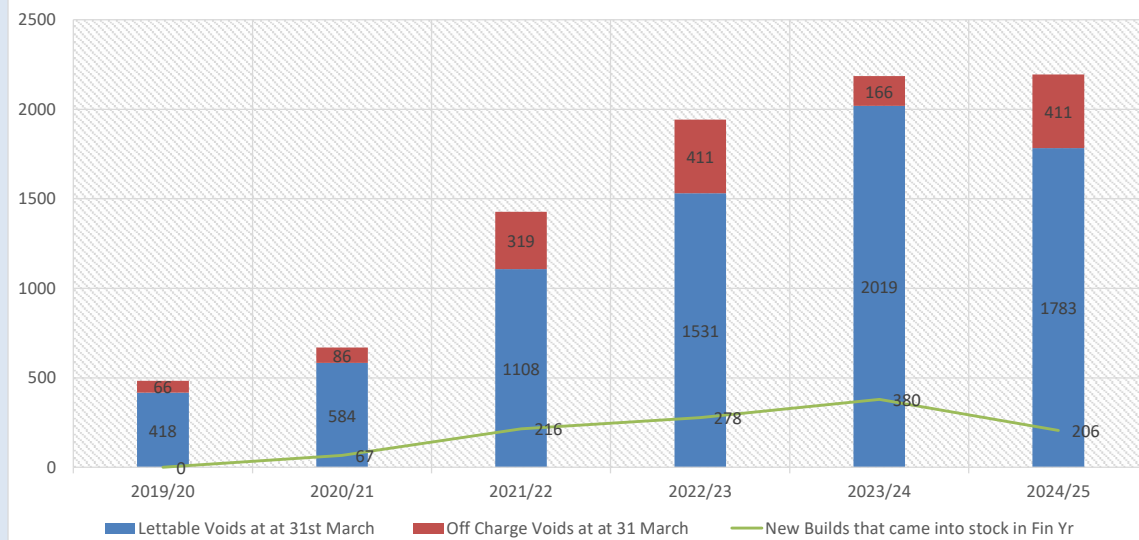
The pandemic, introduction of the Minimum Letting Standard and use of Choice Based letting drove a significant rise in the time taken to relet properties.

Other factors included:

- A rise in the number of tenants with complex needs led to more voids being returned in poor condition and taking longer to turn around.
- The volume of buy backs which required significant investment to meet statutory requirement e.g. re-wiring.
- The prioritisation of resources around various programmes, such as supporting our response to Ukraine and RAAC.

Through this Housing Emergency Action Plan, we aspire to return key movement times from 307 days to 123 days.

Chart 15: Voids



The volume of voids rose sharply as a result of pandemic restrictions, resulting in their being insufficient internal capacity to clear the backlog.

Other factors included:

- The lack of a single data source across Council clusters
- Different Council Clusters prioritising different areas
- The rising cost of labour and materials leading to thresholds for works being a consideration and leading to some void properties remaining void for long periods of time
- Ageing stock requiring more considerable investment than budgeted for
- Considerable churn as tenants sought to secure tenancies in new build properties.

Through this Housing Emergency Action Plan, we aim to return levels of lettable housing voids to 2020 levels (from 1,783 to 585 lettable voids). This will require additional investment to realise.

# What does the data tell us about the notice to terminate and keys returned from tenant stages?

## Notice to Terminate

Over 2024/25 there were 2,368 terminations. 495 of these were as a result of tenants seeking to transfer to another Council property, 419 as a result of a tenant passing away and 307 as a result of rehoming those living in Balnagask (all tenants who previously lived in Balnagask have now moved into a safe home).

The pattern of the highest proportion of terminations being as a result of a tenant's desire to move to another Council property is very clearly linked to the release of new build properties. There is a direct link between the release of new build properties and higher levels of bids on our Choice Based Letting System and associated notices to terminate. There is considerable evidence that tenants in some older Council stock are seeking to move to newer properties, in part due to some of the issues they experience in older stock. The Housing Asset Plan sets out the desire to invest more in older Council stock to help address the high level of churn.

A review of the data suggests that we could make better use of the notice to terminate period, in order to speed up later stages of the void path. There is also a need to find a better means of delivering Stage 1 of the utilities process, as there is considerable evidence that this leads to delays.

**Notice to terminate Baseline:** 2024/25 57.4% within 28 days, 2025/26 as of 31<sup>st</sup> August 58.9%

## What will we do to improve?

- We will deliver the Housing Asset Plan, in particular the gradual reinstatement of planned maintenance and investment in older stock. This should help reduce the level of churn in the system.
- Where a property requires SHQS work to be carried out during the void, the Corporate Landlord Housing Asset and Capital Housing Team will begin scheduling works and housing will be notified that the property should be removed from charge (if required). The Property Inspector (located within Corporate Landlord) will then visit the property to finalise all works required to re-let the property.
- All stages of the utilities process will be completed by a new utilities team working across Corporate Landlord and Housing.
- Review existing void paths to take into consideration demand for property and priorities of works.

## Keys Returned from Tenant

Analysis shows that the most significant delays occur when a tenant passes away. In these sad circumstances, a rent-free two-week clearance period is given to the relatives/executors, to allow time to clear out the property before the property is added to the void path. A two-week rent-free period is common practice across social landlords.

Despite these arrangements being in place, the average time for keys to be returned from relatives/executors is currently sitting at 31.34 days. Only 37.6% of properties are returned within the 2 week rent free period, with around 5% not returned until 100 days later.

## Baseline for keys returned on time across all tenancies:

2024/25 - 70.9%, 2025/26 as of 31<sup>st</sup> August 75.0% within 3 days

A review of case studies evidences that there was no extenuating circumstances that warranted the lengthy time for keys to come in. There was no evidence that properties were being taken out of the ARC Indicator calculations for what was deemed a 'reasonable time taken to clear the property' and also no evidence to show that we are implementing/enforcing the process of Raising an Invoice when the relatives/executors have requested to hold on to a property for a longer timescales that noted above.

## What will we do to improve?

- We will put in place greater oversight, follow up and communication with family/next of kin by the Housing team to minimise the time taken for keys to be returned.
- We will train staff and implement our reviewed termination procedure where it is due to the death of the tenant giving clearer guidance on the use and implementation of the new process for raising an invoice.
- As previously outlined, all stages of the utility process will be completed by a new utilities team across within Corporate Landlord and Housing.



# What does the data tell us about key being passed to Inspectors/cleared and cleaned and checked for Capital Improvements?

## Passed to Inspectors

Over 2024/25 it took on average 4.03 days for keys to be passed to Housing Inspectors.

**Baseline:** 2024/25 4.03 days, 2025/26 as of 31 August 2025 - 3.51 days.

Despite the improvement evident in current data, it is still taking too long for keys to be passed to Housing Property Inspectors.

## What will we do to improve?

- We will consider a change in the process with a Property Inspector located within Corporate Landlord inspecting properties at the start of the void process, leading to the development of a works schedule for all works required to the property including maintenance, cleaning and safety checks earlier in the process.

## Properties Checked for Capital Improvements

Checks for capital improvements are currently undertaken manually through spreadsheet and baseline data is therefore challenging to determine. This is labour intensive with Housing, Corporate Landlord and Capital all holding different spreadsheets with differing information.

The adoption of the new NEC module and full roll out from mid 2026 will ensure that there is one single data entry system with full information on all properties.

## What will we do to improve this?

- We work to implement the NEC module.
- In keeping with the earlier change, where a property requires SHQS work to be carried out during the void, this will be identified as part of the works schedule development and will only be undertaken if absolutely required. Housing will be notified that the property should be removed from charge (if required). The Property Inspector within Corporate Landlord will then visit the property to finalise the works required.

## Properties being cleaned and cleared

Over 2024/25, it took on average 15.35 days for properties to be cleared and cleaned.

Time with cleaning	Void count	%
Less than 5 days	204	13.8%
5 – 10 days	617	51.7%
11 - 20 days	344	23.2%
Over 20 days	314	21.2%

This has been reduced to 11.76 days so far this financial year.

Time with cleaning	Void count	%
Less than 5 days	44	7.3%
5 – 10 days	220	36.6%
11-20 days	308	51.2%
Over 20 days	29	4.8%

**Baseline:** 2024/25 15.35 days, 2025/26 as of 31<sup>st</sup> August 11.76 days

The volume of voids contributes greatly to the time taken for clearing and cleaning. There is a need to enhance oversight of the contract management arrangements to determine if there is scope to reduce the number of days for cleaning and clearing and/or consider alternative delivery models.

## What will we do to improve?

- Property Inspectors within Corporate Landlord will in future inspect properties, adding to the works schedule and identifying and instructing both void and cleaning works required
- We will strengthen contract management arrangements by Corporate Landlord assuming full responsibility for this. As part of the increased oversight, we will evaluate the current use of an external provider to clean/clear properties to determine next steps.

# What does the data tell us about keys being passed to Building Services and works being completed?

## Keys Passed to Building Services

Currently, housing fit a key safe to hold the keys at the property. Properties are passed to Building Services daily and it currently takes on average 2.07 days.

**Baseline:** 2024/25 2.3 days, 2025/26 to 31 August 2025 - 2.07 days

Currently, properties are only accepted by Building Services once Housing have inspected the property and arranged for any cleaning or clearing to be carried out. Housing should also have completed the transfer of utilities over to our preferred supplier, British Gas. Some properties cannot be transferred over to this supplier due to high debt on the account or because the type of meter is not supported by British Gas, triggering the need for an engineer to visit the property. This creates a delay in the time taken to pass voids to Building Services.

The void path was not reviewed when the clearing and cleaning of void properties was passed to Housing to arrange in September 2021. Since then, there has been further delays with utility issues, especially given the rising number of tenants in arrears on their energy bills. Given that this is a considerable block in our void process, we need to work across Housing and Corporate Landlord to find an alternative way of addressing utilities. This is a known national issue.

## What will we do to improve?

- Property Inspectors within Corporate Landlord will now inspect properties, adding to the works schedule and identifying any works/cleansing that need to be done
- We will identify dedicated officers across Housing and Corporate Landlord to manage routine utilities, these officers will work across Cluster to address this.
- The team will work closely with utilities companies in relation to those that can't be transferred to our preferred supplier British Gas. The team will also work proactively to resolve billing issues and ensure that all meters are compliant and ready for use.
- As a known national issue, best practice will be adopted from other areas when known.

## Works being completed by Building Services

Works across Building Services are managed through three separate void workstreams. Some properties are passed directly to external contractors (currently buy-backs), the second a team who manage the return of temporary accommodation and the third and largest team responsible for the return of mainstream housing voids. Current arrangements see voids taking on average 212.8 days to return to Housing.

**Baseline:** 2024/25 225.16 days, 2025/26 as of 31 August 2025 - 212.80 days

Following a period of testing, there is benefit in asking for flexibility amongst available resource to support acceleration in a single area at times. There is also a need to set clear expectations in terms of how long different works should take to complete, to support the effective programming of different trades and reduce timescales where possible to do so. This will be done through the routine adoption of an improved work scheduling tool to help calculate the average times to undertake common works and support programming. This work will support our preparations for the roll out of the NEC module.

## What will we do to improve?

- Development of new external contractor frameworks to consider all back-log voids with weekly reporting to improve the flow of full set properties and twice weekly internal meetings to support prioritisation and monitor performance.
- Finalise and make use of a work scheduling tool to act as a guide for the length of time a property should take to turn around.
- Utilise the work scheduling tool to set a target end date for all void properties to increase accountability. This will be managed through a spreadsheet held by Building Services in the short term, but this will transfer fully to the new NEC system when operational.
- Review the process of paperwork being passed back to Housing to minimise timescale (digitally enable the process).
- Building Services to take pictures of void properties which will be passed back to Housing electronically along with completed paperwork

# What does the data tell us properties being returned to housing and our use of CBL?

## Properties returned to Housing

Currently, properties are returned back to Housing on a daily basis with the keys situated within the key safe on the property until it is ready to be relet. This helps eliminate unhelpful key handling.

For mainstream properties, the Housing Property Inspectors (currently located in Housing) are requested to attend the property to obtain photographs and property details to allow the property to be uploaded for Choice Based Letting. The timescale for this may be several days.

There is a need to eliminate the step of the Housing Property Inspector taking photographs wherever possible as it is contributing to the delays.

New build properties can sit within the system for many weeks, and steps will be taken to decrease this time period given the very high demand for such properties.

## What will we do to improve?

- As outlined earlier, Building Services to take pictures of void properties which will be passed back to housing electronically along with completed paperwork
- **We will advertise new build properties sooner and trial a show home approach in keeping with feedback from Aberdeen Cyrenians.**

## Choice Based Lettings

Our evaluation of Choice Based Lettings in 2024 showed that CBL had not significantly improved void rent loss rates, tenancy sustainment or refusal rates, arguably there are other factors that need to combine and align to realise an improvement across these measures. In fact, the evaluation proved that the use of the system actually increases the length of time a property remains void.

As a local authority with a considerable focus on digital options, transparency, participation, empowerment, and choice, CBL does provide a platform to meet and continue to support and encourage a greater level of these across our residents actively seeking housing options in the city. This participation is realising improvement across a number of areas where citizens have engaged with the system, this is supported by feedback from tenants and staff.

Our evaluation concluded that the benefits of the system outweigh the lengthened void times, and so our focus in this Housing Emergency Plan is how we can utilise the system to help reduce times.

**Full set to CBL edition Baseline: 2024/25 15.16 days, 2025/26 as of 31 August 2025 - 5.27 days**  
**CBL closes to first offer made Baseline: 2024/25 1.18 days, 2025/26 as of 31 August 2025 - 1.25 days**

## What will we do to improve?

- Given the high level of churn, use previously filed photographs where still representative of the property and upload these onto the CBL system
- On completion of all works photographs of property will be taken and held electronically with shared access.
- As outlined previously, test the relocation of certain tasks currently carried out within the housing team to Corporate Landlord
- Utilise the void scheduling tool to identify when works are near completion so that properties can be considered for CBL at an earlier stage
- New build properties to be advertised 2 weeks in advance of official handover from Capital. Also, including trialling an open house of a representative 'showhome' rather than individual tenant visits to new properties and lease signings carried out onsite.
- **In keeping with feedback from Aberdeen Cyrenians, we will develop easy read information about our Choice Based Lettings process for prospective tenants and our third sector partners in order to both clarify arrangements and manage expectations.**



# What does the data tell us about the letting process?

## Housing Allocations

Over 2024/25 there were 2,536 housing allocations, of which 312 were new builds. 977 of these lets were to those experiencing homelessness, 840 to those awaiting a transfer and 609 to those on the waiting list.

As of 31 August 2025, 1,019 allocations have been made, of which 133 were new builds. 482 were to those experiencing homelessness, 280 to those awaiting a transfer and 256 to those on the waiting list.

Tenancy Sustainment in 2024/25 sat at 90.26%, with those presenting as homeless sustaining tenancies 86.61% of the time. There is evidence of further improvement over 2025/26 to date, with tenancy sustainment sitting at 92.26% and nearer 90% for those who presented as homeless. As a result, we can conclude that the allocations, when made, are correct.

## OT Assessments and Withdrawn Offers

Data for 2025/26 to date shows that only 47.9% of offers are confirmed and accepted.

Total offers made	% accepted	% refused	% withdrawn	% still to be resulted	OT offers	% OT withdrawals
2081	47.9%	31.8%	17.7%	2.6%	429	30.5%

31.8% are refused, most often due to personal reasons, not interested in the area offered or no contact/application cancelled. 17.7% of offers are withdrawn due to sensitive lets being place. In addition to this, an OT assessment of a property leads to over 30% of offers being withdrawn. There is a need to reduce the number of withdrawn offers and amend our arrangements around the provision of assessments.

Note – Data slightly distorted due to particular schemes such as Homes for Ukraine and RAAC..

## What will we do?

- In keeping with feedback from Aberdeen Cyrenians, we will consider the impact of the Housing Needs Assessment (including OT assessment process and timescales) to define areas for further improvement.
- We will explore approaches to medical priorities with neighbouring local authorities.
- We will review the provision of sensitive lets in new build properties.
- We will improve the documentation of adaptations to properties (aligned to the Housing Asset Plan) as the new NEC system is in place in 2026 to ensure that these are taken into account at the offer stage.
- We will review existing process for OT assessment of properties to ensure that relevant information is gathered on a particular property at the earliest opportunity to minimise future unsuitable offers being generated.
- Review the offer process for MAPPA, OT and complex cases to identify efficiency in the process.
- In keeping with feedback from Aberdeen Cyrenians, we will clarify when individuals are informed of property allocations and of when any planned work will begin, in part through use of the NEC system.

## Lease Signing

Once a property has been allocated, viewed and accepted, a lease signing appointment is made in one of the local housing offices. At this meeting prospective tenants are provided with necessary information on their responsibilities as set out within their lease agreement for their new tenancies. They are also supported to set up suitable arrangements to ensure their rent liability is covered.

**Offer to Let Baseline:** 2024/25 19.87 days, 2025/26 to 31 August 2025 -18.40 days

## What will we do?

- Review our existing processes to determine better ways of working and reduction in overall timescale.
- Introduce revised timescales from Offer – Let stage

# The Future State

## NEC system

By mid 2026, the new NEC system will be operational. The NEC property record contains comprehensive details including tenure type, property element specifications (such as number of bedrooms, door entry type, central heating system, kitchen type, etc.), records of previous works completed, a schedule of planned capital works, as well as compliance and safety information.

In the future, when Housing becomes aware that a property will become void, the status of the property will be updated in NEC (void; potential void) and a "demand priority" assigned. The Housing Team determines priority based on stock type, area, and waiting list applicants.

Officers across Corporate Landlord, Capital and Housing will all use NEC Go Mobile to update property records, this will replace the current process of using the paper-based "unique sheet," which is manually completed and then scanned for upload to NEC, ensuring that there is a single source of information. When a property becomes void NEC will automatically add the planned works to the schedule. After the works have been completed, NEC automatically updates the property record/capital programme providing a profile of estimated and actual costs.

In NEC, once the void process begins (e.g. tenancy termination, death etc), an inspection notification is scheduled automatically in the system. The scheduler tool assigns the inspection, which appears in the inspector's work tray. Before visiting, the inspector can access the property details they need. When at the property the inspector will fit the key safe, take meter readings and raise all the jobs required on the property (including cleaning). This will all be recorded and actioned using NEC Go Mobile from a device whilst at the property.

NEC calculates the total cost of the repairs raised by the inspector. If the costs of the works required exceed a threshold (to be agreed) then this automatically flags a notification for a decision / approval to be made on if the work is to go ahead. NEC organises work and assigns jobs. Trade operatives check in and out of jobs using a hand-held device providing a real time view on where work is, alongside actual costs and an estimation of how long work will take (this will build on work being undertaken on work scheduling).

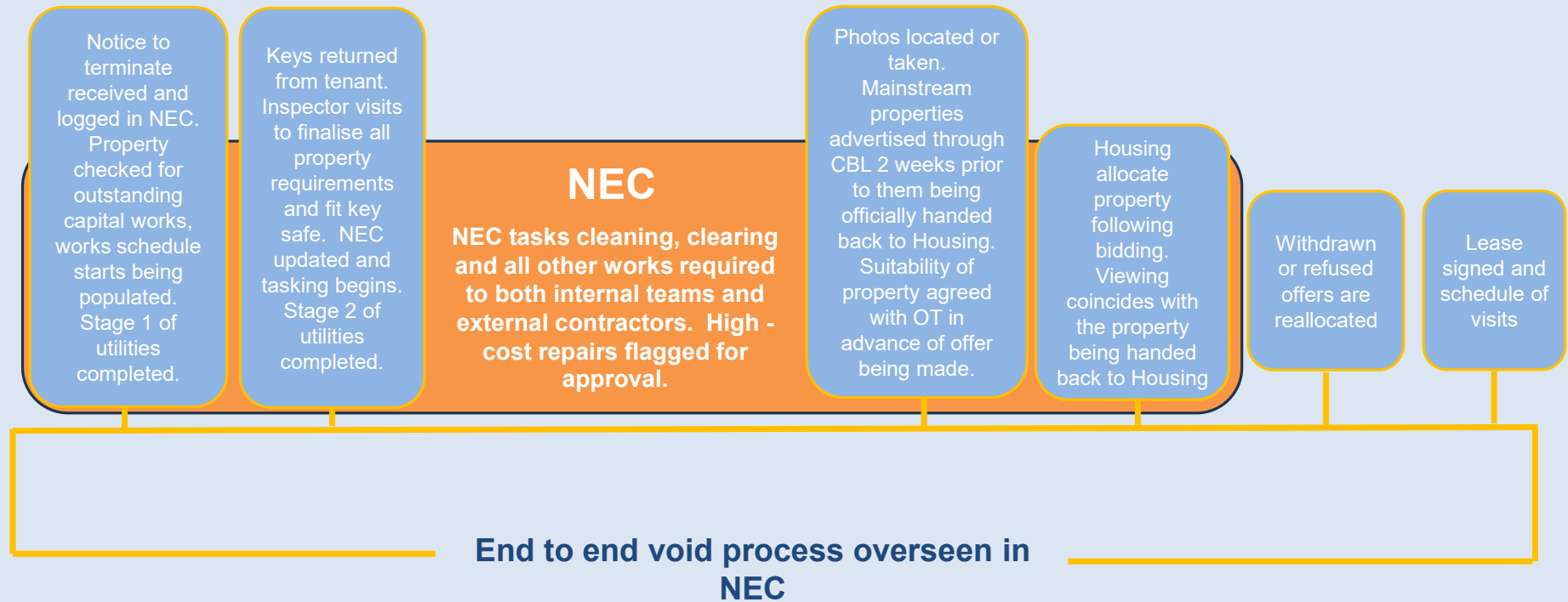
The NEC Contractors Portal is used to manage and instruct external contractors on void property work. Work orders are created within the portal, detailing the specific requirements for each property. Contract deliverables and associated actions are defined, including timelines, specifications, and any supporting documentation. Notifications are sent to contractors, alerting them to new tasks and instructions available.

Contractors log into the portal to review new work orders and instructions from ACC. Progress updates are entered into the portal in real time and ACC monitor these updates to track progress, address queries, and ensure that work is proceeding according to plan.

This system, when operational mid 2026, will transform how voids are managed.



## The Future Void Path



The implementation of the new NEC system, coupled with the actions detailed in this Plan, could help us realise a considerable simplification of the voids path. As with any change, there can be unintended consequences that are not currently anticipated. As a result, the changes will be implemented incrementally and carefully monitored.



# Our Plan to Address Housing Voids

Void Path	Action	Baseline Performance	Target performance	Owner
<b>Notice to terminate property received</b>	<ul style="list-style-type: none"> <li>• With a sufficient allocation of resources, we will deliver the Housing Asset Plan, in particular the gradual reinstatement of planned maintenance and investment in older stock. This should help reduce the level of churn in the system.</li> <li>• Where a property requires SHQS work to be carried out during the void, the Corporate Landlord Housing Asset and Capital Housing Team will begin scheduling works and Housing will be notified that the property should be removed from charge (if required). The Property Inspector (located within Corporate Landlord) will then visit the property to finalise all works required to re-let the property.</li> <li>• Where works are delayed until a tenant is in occupation, we will look at mechanisms to ensure access for these works e.g. kitchen replacement.</li> <li>• All stages of the utilities process will be completed by a new utilities team working across Corporate Landlord and Housing.</li> <li>• Review existing void paths to take into consideration demand for property and priorities of works.</li> </ul>	2024/25 - 57.4% of properties terminated within the set 28 day period	70% of properties terminated within the set 28 day period.	Housing & Support
<b>Keys returned from tenant</b>	<ul style="list-style-type: none"> <li>• Housing to liaise directly with tenant/tenants' family for return of keys and put in place mechanism to realise greater oversight, follow up and communication with family/next of kin to minimise the time taken for keys to be returned.</li> <li>• Review of the current termination procedure where it is due to the death of the tenant giving clearer guidance on the use of Raising an Invoice for when properties are required to be held by the family/executors for longer than the normal timescale.</li> <li>• Review of the current termination procedure where it is due to the death of the tenant to incorporate the SHR guidelines regarding reasonable time to clear a property to remove this time from the void period.</li> <li>• Training of staff on the procedure to be followed for terminations due to the death of the tenant.</li> </ul>	2024/25 -70.9% keys returned on time	80% of keys returned on time.	Housing & Support

Void Path	Action	Baseline Performance	Target performance	Owner
<b>Keys to Housing Inspectors for inspection</b>	<ul style="list-style-type: none"> <li>We will consider a change in the process with a Property Inspector located within Corporate Landlord inspecting properties at the start of the void process, leading to the development of a works schedule for all works required to the property including maintenance, cleaning and safety checks.</li> </ul>	2024/25 - 4.03 days	This step is no longer part of the new process.	Corporate Landlord
<b>Keys to building services</b>	<ul style="list-style-type: none"> <li>Property Inspectors within Corporate Landlord will inspect properties, adding to the works schedule and identifying any works/cleansing that need to be done at the beginning of the void period.</li> <li>We will identify dedicated officers across Housing and Corporate landlord to manage routine utilities; these officers will work across Clusters to address this.</li> <li>The team will work closely with Utilities companies in relation to those that can't be transferred to our preferred supplier British Gas. The team will also work proactively to resolve billing issues and ensure that all meters are compliant and ready for use.</li> <li>Best practice will be adopted from other areas when known.</li> </ul>	2024/25 - 2.3 days	All keys to building services within 2 days	Corporate Landlord
<b>Property to be cleared/cleaned</b>	<ul style="list-style-type: none"> <li>We will strengthen contract management arrangements and transfer the responsibility for this to Corporate Landlord and seek to identify appropriate resource for this. If increased oversight isn't sufficient to realise improvement, we will evaluate the current use of an external provider to clean/clear properties to determine next steps.</li> </ul>	2024/25 - 15.35 days	5 day target for standard properties following instruction	Corporate Landlord
<b>Works complete by building services and returned back to housing</b>	<ul style="list-style-type: none"> <li>Development of new external contractor frameworks to consider all back-back voids with weekly reporting to improve the flow of full set properties</li> <li>Finalise and make use of a work scheduling tool to act as a guide for the length of time a property should take to turn around.</li> <li>Utilise the work scheduling tool to set a target end date for all void properties to increase accountability. This will be managed through a spreadsheet held by Building Services in the short term, but this will transfer fully to the new NEC system when operational.</li> <li>Review the process of paperwork being passed back to Housing to minimise timescale.</li> <li>Corporate Landlord to take pictures of void properties which will be passed back to Housing electronically along with completed paperwork</li> </ul>	2024/25 - 225.16 days	74 days	Corporate Landlord

Void Path	Action	Baseline Performance	Target Performance	Owner
<b>Mainstream properties advertised through CBL</b>	<ul style="list-style-type: none"> <li>New build properties to be advertised 2 weeks in advance of official handover from Capital (including trialling an open house of a representative 'showhome' approach rather than individual tenant visits to new properties).</li> <li>Utilise the void scheduling tool to identify when works are near completion so that properties can be considered for CBL at an earlier stage.</li> <li>Given the high level of churn, trial using previously filed photographs where still representative of the property and upload these onto the CBL system.</li> <li>In keeping with feedback from Aberdeen Cyrenians, we will develop easy read information about our Choice Based lettings process for prospective tenants and our Third Sector Partners in order to both clarify arrangements and manage expectations.</li> </ul>	2024/25 - 15.16 days + 12 days for CBL cycle	The total performance from completion of repairs to let – 42 days	Housing Access & Housing & Support
<b>Offer of accommodation generated.</b>	<ul style="list-style-type: none"> <li>We will consider the impact of the Housing Needs Assessment (including OT assessment process and timescales) to define areas for further improvement.</li> <li>We will explore approaches to medical priorities with neighbouring local authorities.</li> </ul>	2024/25 - 1.18 days	Linked to the target below.	Housing Access
<b>Outcome of offer – withdrawn or refused, property to be reallocated –</b>	<ul style="list-style-type: none"> <li>We will review the provision of sensitive lets in new build properties.</li> <li>We will improve the documentation of adaptations to properties (aligned to the Housing Asset Plan) as the new NEC system is in place in 2026 to ensure that these are taken into account at the offer stage.</li> <li>In keeping with feedback from Aberdeen Cyrenians, we will review existing process for OT assessment of properties to ensure that relevant information is gathered on a particular property at the earliest opportunity to minimise future unsuitable offers being generated.</li> <li>Review the offer process for MAPPA, OT and complex cases to identify efficiency in the process.</li> </ul>	2024/25 43.4% accepted 22.6% withdrawn 33.8% refused	Aim to increase accepted offered by 5%	Housing Access & Housing & Support
<b>Lease signing</b>	<ul style="list-style-type: none"> <li>Review our existing processes to determine better ways of working and reduction in overall timescale.</li> <li>Introduce revised timescales from accepted offer – Let stage.</li> <li>In keeping with feedback from Aberdeen Cyrenians, we will clarify when individuals are informed of property allocations and of when any planned work will begin, in part through use of the NEC system.</li> </ul>	2024/25 - 19.87 days	Reduce by 5%	Housing & Support



Void Path	Action	Baseline Performance	Target Performance	Owner
<b>Property relet –increase tenancy sustainment</b>	<ul style="list-style-type: none"> <li>Implement the new tenant survey to gather relevant information on customers' journey through the application/rehoming process and any issues that are identified with property that they have been rehoused to.</li> <li>Undertake a home visit within the first 6 weeks of a tenancy commencing</li> </ul>	Tenancy Sustainment 2024/25 - 90.26%  No current data for home visits	92%  To be developed	Housing & Support
<b>Void returned to housing – allocation stage.</b>	We will work with internal audit to review our void plan and identify areas for further consultancy support.		To be developed	Housing & Support

# Voids Evaluation Framework

To help us track progress, measures have been identified to help us fully understand progress in the level of voids and each stage of the voids process. Taking this approach will help us determine where improvement may be required. All measures relating to housing voids have been brought together into a single evaluation framework so that they can be routinely reviewed to determine what is working well and what needs to change.

## Measures from the Local Housing Strategy and Core Measures

<b>Local Housing Strategy:</b> Level of void properties. Baseline August 2025 is 1,791 (lettable voids) with aim of reducing to circa 500 voids by 2030.	<b>Housing Emergency Core Measure:</b> Return key movement times to lower levels with the addition of consideration around the changes to operational context since 2020, including the introduction of CBL from 307 days to 123 days.
<b>Housing Emergency Core Measure:</b> Levels of lettable housing voids return to 2020 levels (from 1,783 to 585 lettable voids) Baseline: 1791	Baseline: 307 days

Measures around the void path				
<b>Notice to terminate</b> Baseline: 2024/25 57.4% within 28 days  31 August 2025 58.9%	<b>Days between void expected date and keys returned</b> Baseline: 2024/25 70.9% within 3 days  31 August 2025 75.0% within 3 days	<b>Keys to Property Inspector (for inspection)</b> Baseline: 2024/25 4.03 days  31 August 2025 3.51 days	<b>Property to be cleared/cleaned and dealing with Utility issues</b> Baseline: 2024/25 15.35 days  31 August 2025 11.76 days	<b>Works completed and returned back to housing</b> Baseline: 2024/25 225.16 days  31 August 2025 212.80 days

Average number of days from properties being terminated to being returned to housing will reduce from a total of 245.7 days to 81 days

<b>Mainstream properties average days from FSKA to advertised through CBL</b> Baseline: 2024/25 15.16 days  31 August 2025 5.27 days	<b>CBL Cycle</b>  Up to a maximum of 12 days (excluding low demand & repeat CBL cycles)	<b>CBL cycles closes – offer generated.</b> Baseline: 2024/25 1.18 days  31 August 2025 1.25 days	<b>Outcome of offer – generated, viewed &amp; relet</b> Baseline: 2024/25 19.87 days  31 August 2025 18.40 days	<b>Outcome of offer</b> Baseline: 2024/25 43.4% accepted 22.6% withdrawn 33.8% refused  31 <sup>st</sup> August 2025 47.9% accepted 17.7% withdrawn 31.8% refused	<b>Property Relet – Tenancy Sustainment</b> Baseline 2024/25 All tenancy sustainment 90.26%  31 August 25 92.26% 2024/25 Homeless 86.61% 31 August 2025 90%
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Average number of days for properties to be let, after being returned to housing following completion of repairs will reduce from 61.9 days to 42 days



## Section 2 – Homelessness





# Local Housing Strategy - Make Homelessness Rare, Brief and Non-recurring

Our Local Housing Strategy aims to make homelessness rare, brief and non-recurring.

Since 2020/21, there has been an increase in the number of people experiencing homelessness in Aberdeen (from 1,466 in 2020 to 1,747 in 2024/25). Although homelessness demand dropped by 2% between 2023/24 and 2024/25, data available during this financial year suggests that we will be reporting an increased number of applications at the end of 2025/26.

Increased pressure on homelessness services means that there is a need to ensure adequate provision of accommodation. Through our Local Housing Strategy we have committed to support a proactive housing options approach and will work collaboratively to provide a person-centred service to make homelessness rare, brief, and non-recurring. The Strategy is being delivered in collaboration with the range of partners, many of whom are supporting our work with The Royal Foundation through Homewards. Care has been taken to not duplicate work already being progressed in partnership with others, as a result, the upstream drivers of homelessness and housing insecurity are not the focus of this Plan.

This Housing Emergency Action Plan will focus on our single system improvements identified through our review of data, consideration of personas, and national benchmarking against the recently released Scottish Government Statistics. It will highlight key areas that we need to focus on in the immediacy to reduce the homeless journey time and eliminate our reported breaches of the unsuitable accommodation order. We recognise that the actions detailed in our plan to address voids above, are interlinked with the outcomes that we are seeking to achieve around homelessness in the city.

## Local Housing Strategy Logic Model

Strategic Priority	Output		Outcome
	Activities	Rate/volume	
We will support a proactive housing options approach and will work collaboratively to provide a person-centred service to make homelessness rare, brief, and non-recurring.	Prevent homelessness through Housing Options approach.	<ul style="list-style-type: none"><li>- Reduce the average homeless journey time to 100 days by 2026/27 – Baseline: 134 days 2024/25.</li><li>- 20% fewer people report rough sleeping as part of their homeless assessment by 20% by 2030.</li><li>- Homeless applications by 16/17-year-olds is below national levels by 2030.</li></ul>	<ul style="list-style-type: none"><li>• Homelessness rare, brief and non-recurring.</li><li>• There are no breaches of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order</li><li>• There is adequate supply of good quality temporary accommodation.</li><li>• More of those at risk of homelessness from the private rented sector sustain their tenancy</li></ul>
	Support people in secure tenancies rather than insecure accommodation	20% more people affected by homelessness receive permanent accommodation by 2030	
	Deliver Rapid Rehousing Transition Plan	Actions and measures are detailed in the Delivery Plan	
	Upskill Council staff and partners to identify the risk of homelessness and act to prevent	Implement the Ask and Act Duty	
	Move to a more integrated model of Family Support to help reduce family breakdowns which can lead to homelessness	Fewer homeless presentations report family breakdown as the key factor	
	Implement agreed SHORE standards to ensure suitable accommodation and support for prison leavers	90% fewer people are released from prison without suitable accommodation by 2026	
	Work with partners to ensure a wide range of facilities and services are easy to access locally to support people to live independent, health and fulfilling lives. This could include schools, shops, doctors, libraries, support services, food banks and pantries	Understand causes and prevent homelessness as part of Homewards	
Input assumptions		Output Assumptions	External Factors and Risks
<ul style="list-style-type: none"><li>• Adequate funding and resources will be available to support homeless initiatives.</li><li>• Secure adequate funding to enable the delivery of more affordable homes.</li><li>• Focus on prevention including rial Prevention Fund.</li><li>• Effective housing support to promote tenancy sustainment.</li><li>• Homewards Coalition.</li></ul>		<ul style="list-style-type: none"><li>• New Housing Support tender for Outreach Housing Support and Housing First developed and implemented.</li><li>• Removal of supported accommodation model in 2025 which held tenants with high support needs in temporary accommodation.</li></ul>	<ul style="list-style-type: none"><li>• Long-term public service pressures</li><li>• Increased unemployment</li><li>• Lower wages</li><li>• State of the housing market</li><li>• Disproportionate impacts on vulnerable persons</li></ul>

Our personas highlight the pressures that people can face when experiencing a lack of a home, whilst often navigating what can feel like several different complicated systems. We remain committed to a Rapid Rehousing approach in the city, recognising the importance of a home and its ability to provide a safe, stable environment for people who can be experiencing a number of other traumatic life events.

# Personas

**Mohamed, is 33 years old and has been in the UK for 12 months, he is a refugee and arrived in Aberdeen from London.**



## About Mohamed...

- Mohamed arrived in Aberdeen and came to Marischal College with a small number of belongings, having spent the night sleeping rough after leaving home office accommodation in London following his positive asylum decision.
- Mohamed has been accommodated at West North Street Accommodation unit and had his homeless assessment completed.
- After a week at West North Street Mohamed is moved into a 1 bedroom temporary flat whilst he awaits an offer of permanent accommodation, as the outcome of his homeless assessment is that he is unintentionally homeless.
- Mohamed makes contact with the Housing Options team to advise that his wife and 3 children have just arrived in the UK and will also now need accommodation, Mohamed had not declared during his homeless assessment that he had family who would be arriving and require accommodation. Mohamed also advises that he has started a full time ESOL course at Aberdeen College.
- Whilst in the city Mohamed has experienced hate crime and feels worried about the safety of his wife and children when they arrive in the city.

## What does Mohamed need?

- Accommodation that is large enough for his family.
- Support to understand his housing options in the city.
- An understanding of what is available to support him to furnish their new home.
- An understanding of the benefits that Mohamed and his family will be entitled too whilst he is undertaking an ESOL course at the College.

## How is Mohamed feeling?

- Worried about the lack of space in his current accommodation, where will his wife and children sleep when they arrive?
- Scared that his wife and children will experience what he has, and feel unsafe and be unable to settle in the city.
- Uncertain about how they will be able to cover rental costs whilst he is attending college to improve his English so he can find it easier to gain employment.
- Tired of feeling unsafe, unsettled and upset about feeling forced to leave his home country for his safety.

# Personas

**Zoe, 47, is a mother of 5 children aged between 3 and 18 in private rented accommodation.**



## About Zoe...

- Zoe lives in a 3 bedroomed private rented property in the city with her children. Zoe approached the Housing Options Team due to the condition of the property and a notice to quit being served by the Landlord due to their intention to sell the property. Zoe is not currently in employment.
- Her second oldest child is struggling at school and is getting involved in anti-social behaviour. Her third oldest child has complex support needs and attends an Additional Support Needs Wing. Issues have also been flagged about her youngest child's development by the Health Visitor.
- Following an assessment Zoe has been given an unintentional homeless decision and due to the complex support needs an additional bedroom recommendation and a further recommendation that any future property be no higher than the first floor.
- Zoe remains in the private tenancy currently as the legal process progresses, Zoe does not want to move into temporary accommodation as she is worried about this being in a different area of the city and the challenge of her children getting to the same school which has been very supportive and understands their needs.
- Two offers of accommodation have been generated for Zoe, one was withdrawn due to the OT assessing it as unsuitable, the other was refused and an appeal submitted which was upheld.

## What does Zoe need?

- A larger tenancy with five or more bedrooms to provide enough space for the family.
- A home that is no higher than the first floor.
- Ensuring her children have the support they need to do well in school.
- Access to specialist support for her child with additional support needs.
- Staying in the community to remain connected and avoid disrupting her children's education.

## How is Zoe feeling?

- Exhausted and overwhelmed due to the overall stress of managing a large family in an overcrowded home.
- Worried that time is running out and the family may have no option but to accept temporary accommodation.
- Frustrated at the lack of housing options in her community.
- Concerned that she could be perceived as a poor parent because of the various impacts her housing situation is having on her children's development.
- Frightened that if her housing situation is not resolved she will not be able to properly care for her children.
- Zoe would like a secure garden space to allow her children to access an outdoor space.



# Personas

Carol, 38, has lived in her Aberdeen City Council tenancy for 8 months after terminating her previous tenancy with a registered social landlord due to a prison sentence.



## About Carol...

- Carol felt that terminating was the only option for her at the time, as it would allow her a fresh start on release and she had no means to cover the rental costs whilst in prison, due to the length of sentence, universal credit would not continue to cover the housing costs for the duration of the sentence.
- Since being liberated Carol has been supported by the Criminal Justice team and has been attending appointments at the Timmermarket to continue with her methadone script which was started whilst Carol was in prison. Carol's Criminal Justice Social Worker has been in touch with her current Housing and Support Officer to advise that Carol no longer feels safe within the tenancy, is potentially being cuckooed and is concerned that there is a danger that Carol will return to harmful substance use to help her cope with her feelings of anxiety about her situation and because of the pressure being applied by those using her tenancy.
- Efforts to speak directly with Carol about the situation have been difficult, her past experience of dealing with the Housing service has added to her trauma, she has found it difficult to navigate the systems in place, her Criminal Justice Social Worker feels that an immediate move is the only route to improving the situation for Carol.
- Carol has not reported any incidents to Police Scotland, during visits to the block the Housing and Support Officer has noted some damage to the communal door and the front door to Carol's home.

## What does Carol need?

- A home where she feels safe.
- Support to understand the housing options available to her.
- Support to continue to attend the appointments at the Timmermarket.
- A 'no wrong door approach' to help Carol navigate the system.
- A trauma informed approach for all interactions with services.

## How is Carol feeling?

- Scared to return to her home but doesn't know how to fix the situation.
- Anxious that she will not get the help that she needs right now.
- Nervous about contacting Police and Housing, unsure what their response will be.
- Exhausted and overwhelmed due to living in constant fear for her safety.

# Personas

## Alisha 17, worried about her housing options and where she is going to stay



### About Alisha...

- Alisha is 17 years old and has contacted the Out of Hours Team on a Saturday night as they need somewhere to stay, after being asked to leave their friends house as they have had an argument. Alisha had been staying with this friend for around 4 months, before this with another friend for a couple of weeks.
- Alisha had been asked to leave their family home due to arguments with their Dad, Alisha is not currently working or in further education and their Dad had reached a point of being unwilling to support them any longer.
- Alisha is provided with accommodation at West North Street for the weekend, however on Monday advises that they cannot stay there any longer as they know other people at who are also staying there, that they doesn't get on with.
- Alisha speaks with the Housing Options Officer on Monday morning to complete a homeless assessment and wants to be provided with alternative temporary accommodation as they have nowhere else to go and can't stay at West North Street.

### What does Alisha need?

- An understanding of what it's like to have their own tenancy.
- Support with how to set up a home, pay bills, claim benefits, budget.
- Discussions with someone who will listen to them about what they could do next.

### What is Alisha feeling?

- Confused about what their housing options are.
- Scared about being at West North Street because of the other people there.
- Unsure if she would manage a home of her own, she doesn't really know much about this or what it entails.
- Nervous about what is next and how they will cope.

# Personas

## Adam, 49, unable to access accommodation at the time that he needs it most



### About Adam...

- Adam is 49 years old; He is currently in HMP Grampian and is due for liberation in 8 weeks time. He has no accommodation to return but wishes to live in the city as has family connections and had been staying between friends and family at the time of his sentencing.
- Adam has been in and out of prison for a large part of his life, often struggling to settle in the community for any substantial period of time.
- Whilst in prison his homelessness assessment has been completed, and he has a live application for rehousing and a referral into the Outreach Housing Support is made to support Adam on his release.
- On day of liberation plans are made for Adam to present at Marischal college to sign for his temporary accommodation, however he does not arrive for this appointment, the property is held for Adam for 2 days whilst continued attempts are made to contact Adam.
- An offer of permanent accommodation is generated for Adam, however, there has been no contact with Adam, so the offer is refused, it is later that the team is advised that Adam is back in custody. Adam had shared that on his day of liberation he had come to Marischal but had been late and the building was closed and didn't have a phone to be able to contact anyone.

### What does Adam need?

- Support to plan for his needs to be met on the day he leaves prison.
- A way of contacting services when leaving prison.
- Accommodation that is accessible.

### How is Adam feeling?

- Concerned about his past associates in the city catching up with him.
- Anxious about living alone.
- Worried about managing the responsibility of a tenancy and having what he needs to set it up.
- Wants this time to be different and to stay out of prison but worried that it won't be.

# Personas

## James, in hotel accommodation after being asked to leave his ex-partners home.



### About James...

- James is 48 years old and is currently in hotel accommodation in the city after presenting as homeless after being asked to leave his ex partner's home in Dundee as their relationship broke down.
- James decided to return to the city as he has a cousin who stays here and he thought that they would help him out, with day-to-day tasks , James is a full time wheelchair user, following amputation of his legs.
- James has been accommodated in the hotel for 3 weeks whilst the assessment into his homelessness is undertaken, in this time several other guests of the hotel have raised issue with the fact that James has been shouting and swearing within the lobby area of the hotel, the hotel manager has requested that James be moved out of the hotel immediately.
- James doesn't wish to leave the hotel as he quite likes being in a place with other people, it close to where his cousin stays and he likes being in one room, without responsibility of running a tenancy.

### What does James need?

- A place to stay that is fully wheelchair accessible.
- Support to explain fully the available options for James.
- Information about the different support options that can help James to start to manage and sustain a tenancy.
- Support to help James settle and connect with people and organisations in the city.

### How is James feeling?

- Lonely and isolated.
- Frustrated that he is being asked to leave the hotel.
- Misunderstood, sometimes he feels angry about the situation that he is in and can shout but he regrets it afterwards.
- Like no-one is listening.
- Worried that his only option will be to move into permanent accommodation.



# What are the key themes emerging from consideration of the Personas?

## Consideration of the personas outlined in the previous pages guides us to:

- Focus on the need to stop breaching the unsuitable accommodation order, recognising that hotel accommodation can compound what is already a challenging time (included in this Housing Emergency Action Plan)
- Highlight the importance of a no wrong door, trauma informed approach, this is being considered through our Homewards Aberdeen Action Plan.
- Developed understanding that a house alone will not be enough to support a long-term sustainable outcome for people experiencing homelessness.
- Continue to work on universal and targeted prevention to try and ensure ways to limit people experiencing already difficult circumstances from entering a system that can cause further harm due to the need for multiple moves, prevention workstreams are the focus of our work within Local Outcome Improvement Plan, Homewards Aberdeen Action Plan, and aligned to the Local Housing Strategy.
- Recognise that whilst we seek to prevent homelessness, it will not always be preventable and when it is not, we need a system that has adequate available stock in communities where people can feel safe and settled as highlighted through our Local Housing Strategy, and our focus on increasing available stock through our plan to address housing voids.
- Better understand and share the complexities that exist for people who are experiencing homelessness whilst trying to navigate what can appear to be a complex system.
- Understand that there can be a disconnect between our available stock and what people may want or feel would be most beneficial for their current need.
- Further highlight the importance of lived experience input to ensure we can explain things in a way that is understandable and will better manage expectations, allowing people to make informed choices about their housing outcomes aligned with the work in our Local Outcome Improvement Plan and Homewards Aberdeen Action Plan.

# Benchmarking Data

National benchmarking data was released in September 2025, with much of the data drawn from open placements at the 31 March 2025. We have reviewed the data to help us determine how well our local system is performing compared to others. In the vast majority of measures, our data compares favourably against the national average.

33 people per 10,000 were housed in temporary accommodation across the city, this is far better than the 68 per 10,000 seen nationally

The average total time single people (closed cases) spend in temporary accommodation is 120 days, this is significantly better than the national average of 217 days

The average total time couples with children (closed cases) spend in temporary accommodation is 147 days, this is significantly better than the national average of 386 days

There was a 7% increase in the number of closed cases locally, this is better than the national average which sits at 5%.

The average time from presentation of those assessed as homeless or threatened with homelessness to case closure sat at 102 days in Aberdeen in 2024/25. This is far better than the 280 days seen nationally.

More people exited temporary accommodation than entered it. This is at odds with the national averages.

Couples (closed cases) spend on average 73 days in temporary accommodation, this is significantly better than the national average of 241 days.

All people who require temporary accommodation are offered it, this is better than the national position.

87% of those homeless or threatened with homelessness secured settled accommodation, this is far better than the national average of 82%.

The average time for those assessed as not homeless or threatened with homelessness was 20 days in 2024/25. This is far better than the national average of 36 days.

Better than average

In line with national

Poorer than national

There were 1747 homelessness applications over 2024/25, a 2% reduction on the previous year. This is a greater reduction than the national average of 1%.

The number of children associated with homelessness applications reduced in 2024/25 by 11%. This is a far greater reduction than the 7% seen nationally.

There was a 15% reduction in the number of families in temporary accommodation in 2024/25 compared to the previous year. This is more improved than the national average.

Homeless applications where at least one member of the household experienced rough sleeping the night prior to application, as a proportion of all applications sits at 6%. This is in line with the national average.

There was a significant increase in the number of homeless applicants who report rough sleeping night prior to application. Local analysis shows that a contributing factor is applicants travelling from other parts of the UK. The 120% increase seen locally is significantly greater than the 28% seen nationally.

As of March 31<sup>st</sup> 2025, there were 542 live homelessness cases, a 15% reduction on the previous year and far better than the 1% increase seen nationally.

Households with a pregnant women in temporary accommodation decreased by 44% in 2024/24. This is more improved than the national average.

The number of children in temporary accommodation decreased by 54% in 2024/25. This is more improved than the national average.

430 accommodation placements were in breach of the unsuitable accommodation orders in 2024/25. this isn't worse than the national, but an area of focus.

The average time from application to assessment sat at 30 days in 2024/25, which was 9 days better than the previous year. This is however higher than the national average of 18 days. Our service standard is aligned with guidance at 28 days.

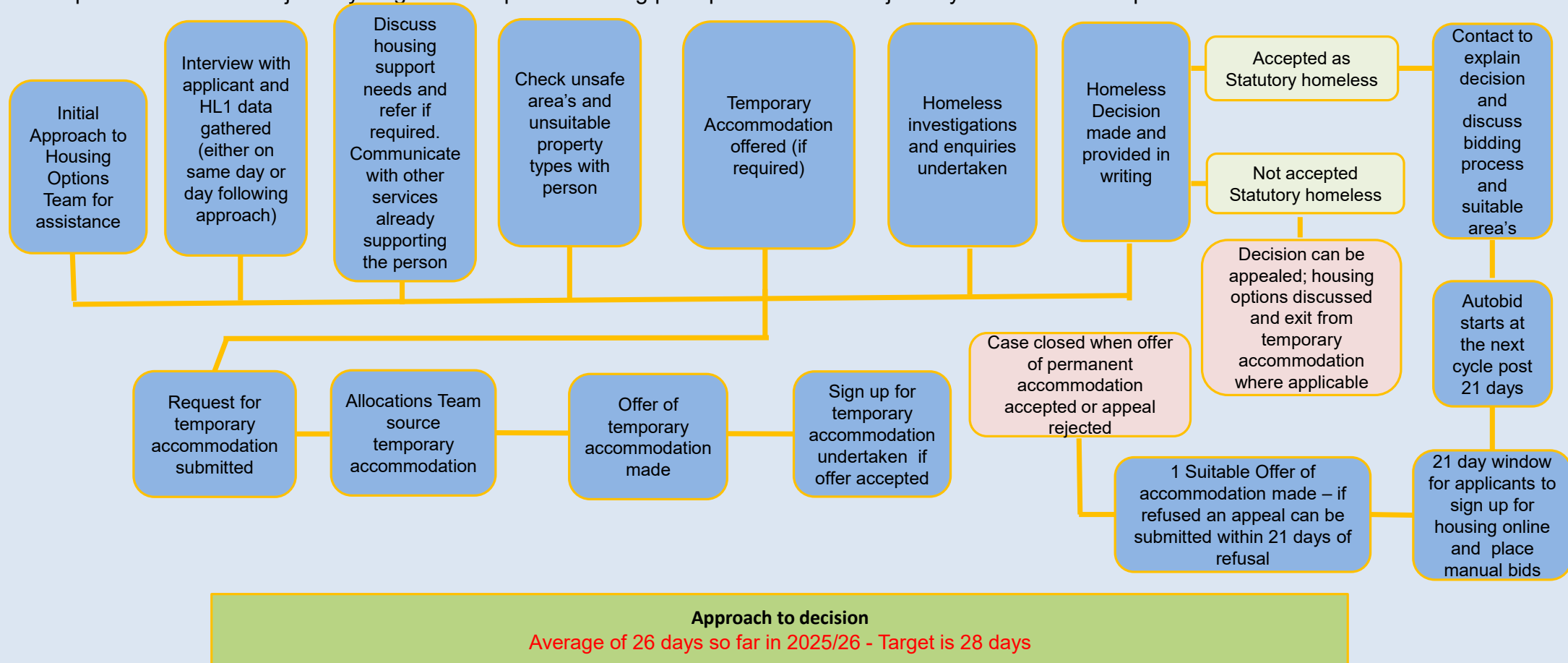
Better than average

In line with national

Poorer than national

# The Current Homeless Journey

The “homeless journey” describes the stages a household goes through from first approaching the council to reaching a settled housing outcome, below is a simplified version of this journey. Aligned to Rapid Rehousing principals we want this journey to be as brief as possible.



End to end homeless journey takes on average 112 days so far in 2025/26



# What does the data tell us about homeless applications?

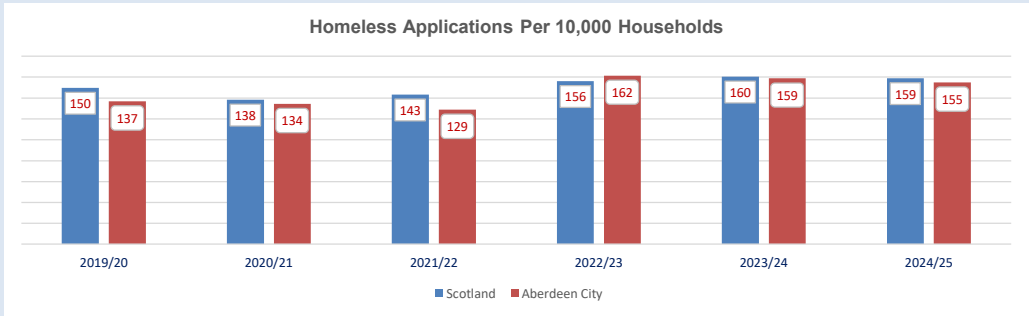
## Homeless Applications

Homelessness applications declined over 2024/25, however applications for 2025/26 are showing a 23% increase to date compared to last year. The main reasons for people presenting as homeless in the city remains consistent with previous years, most often these being asked to leave the current accommodation or a dispute within the household. There is also a notable increase in those travelling to the city to register as homeless.

Generally speaking, there is an increase in those requiring mental health support, and increase in people with multiple support needs indicating some of the underlying factors that can cause a person to face housing instability. Our application profile continues to be predominately single people with 71% of households applying each year fitting this profile.

**Baseline:** 1,747 applications received in 2024/25, as of 31 August 2025 - 908, applications has been recorded. Our target set within the LOIP is 1,592 applications.

Our work to reduce the demand into homelessness services must focus on preventative activity, particularly for those cases that are preventable. This can only be achieved by working in partnership with others and is being driven through our work with The Royal Foundation – Homewards (Stretch Outcome 12 of the Local Outcome Improvement Plan.) and the Local Housing Strategy. We know that not all homelessness can be prevented so we will work to further reduce the journey time for those who present as homeless.



## Homeless Assessments

When a person/household presents as homeless, Aberdeen City Council has a duty to undertake an assessment to determine intentionality and if the person is eligible for assistance under homelessness legislation. We know that an increase in homeless applications drives an increase in the number of assessments that need to be undertaken, which in turn can drive an increase in the time taken to undertake this assessment. In line with national guidance, we aim to complete our enquires into homelessness within a 28 day period. We understand the link between completing these enquiries and the positive impact that this can have on overall journey time, increasing the likelihood of the person staying engaged in the process.

The level of enquiries that are required to be made to satisfy the decision around a person’s homelessness can be varied, as shown through our personas. A person can already be experiencing a variety of complex issues whilst having to provide documentation and complete a homeless interview.

**Baseline:** 2024/25 average days 30, 2025/26 average to date 26 days with 55% meeting the 28 day target.

The level of assessments, and percentage completed within 28 days is directly related to demand, if we can reduce the demand through our preventative approach being developed through Homewards, we would see a reduction in applicants assessed as homeless.



# What does the data tell us about our use of temporary accommodation

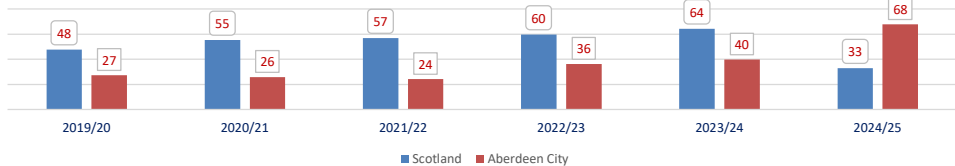
## Temporary Accommodation

We have a duty to provide temporary accommodation to anyone experiencing or threatened with homelessness. Despite increasing our number of temporary furnished homes, we still must rely on hotel accommodation to meet surges of increased demand. We are currently operating at a void rate for temporary accommodation of 31.2% (31<sup>st</sup> August 2025) reducing this would have a positive impact on our use of hotels.

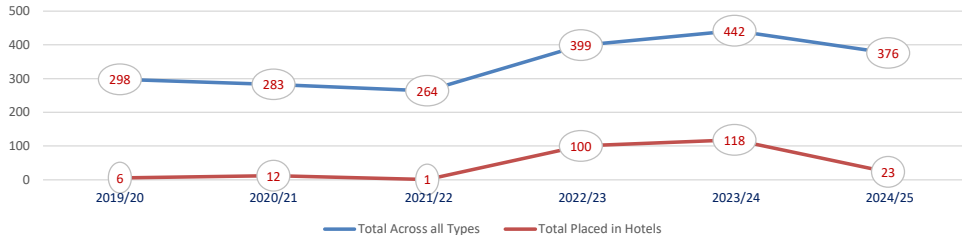
We know that more applicants than before require temporary accommodation. In previous years we operated at between 56- 62% of applicants requiring and provided temporary accommodation, more recently this has risen to 71% year to date.

We also need to focus on our management of existing temporary tenancies, to ensure they are being occupied, keys are returned promptly at the end of the tenancy and consider further our use of the accommodation at West North Street to provide a short-term accommodation option for people who present out of hours.

Average Households Per 10,000 Accommodated in Temp at Year End



Homeless Households Accommodated in Temp at Year End



## Beaches

A breach of the unsuitable accommodation is recorded when a homeless household/person spends more than 7 days in accommodation that is classed as unsuitable. This order was extended in May 2020 to all homeless households, it previously only applied to an applicant who was pregnant, a person whose household included a pregnant woman or a person whose household included dependent children.

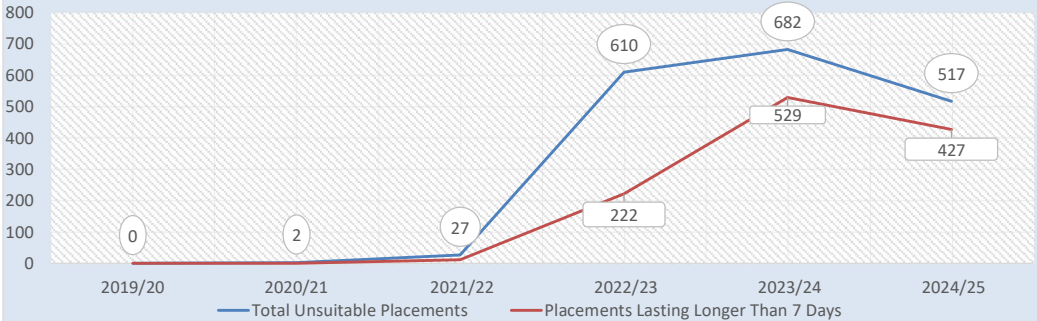
Unsuitable accommodation currently used in the city would be the hotel accommodation, which is classed as unsuitable because it does not have the use of adequate cooking facilities and the use of a living room.

**Baseline:** In 2024/25 Aberdeen City Council recorded 427 breaches of the order, reducing to 137 as of the 31 August 2025.

Our reduction reported in 2024/25 sat against the national trend of a 6% rise; however, Aberdeen has recorded the 3rd highest levels of breaches of this order in 2024/25, with only Edinburgh and Glasgow recording a higher level. It is worth noting that the Scottish Government advise that the data relating to this measure is treated with caution due to inconsistencies stemming from different interpretations of the legislation.

We have focused work in this area through our reducing hotel action plan, this work must continue.

Homeless Unsuitable Placements



# What does the data tell us about homeless applicants provided with permanent or general needs housing?

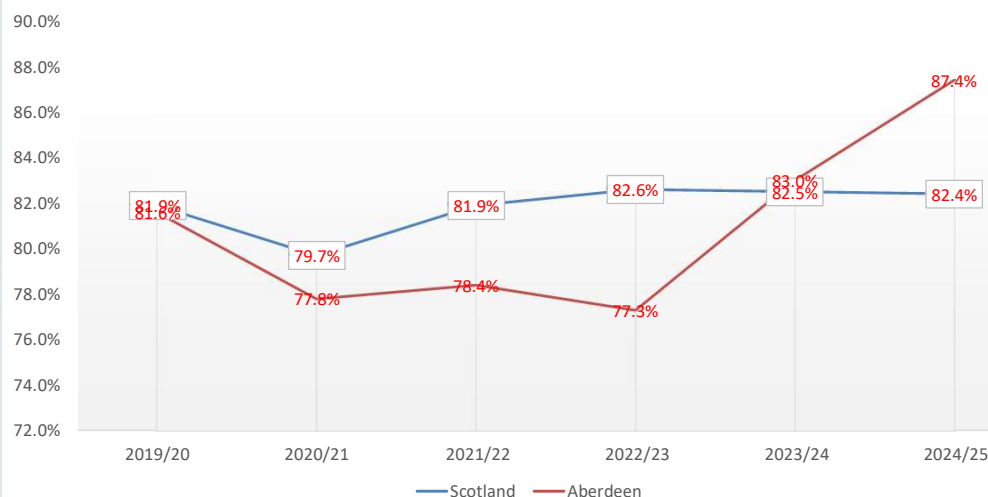
## Permanent Accommodation

Considerable work has been undertaken to increase the proportion of those presenting as homeless with permanent accommodation, with a sharp rise to 87.4% evident over 2024/25. As of August 2025, this level has been maintained.

**Baseline:** 2024/25 87.4%, 2025/26 data as of 31 August 2025 - 85.2%

This approach aligning to the overarching principal of rapid rehousing needs to continue, alignment with our plan to address voids, seen above, in this area is crucial, securing improvements in the levels of voids, ensures we have adequate stock to meet the demands of increasing homeless presentations and continue to provide permanent accommodation, from ACC stock. Recognising that other options, such as RSL stock can also support this. There is a need to continue to maintain this improvement, which is now greater than levels nationally.

**% Unintentional Homeless Households Whom Maintained Contact & Were Provided Permanent Accommodation**



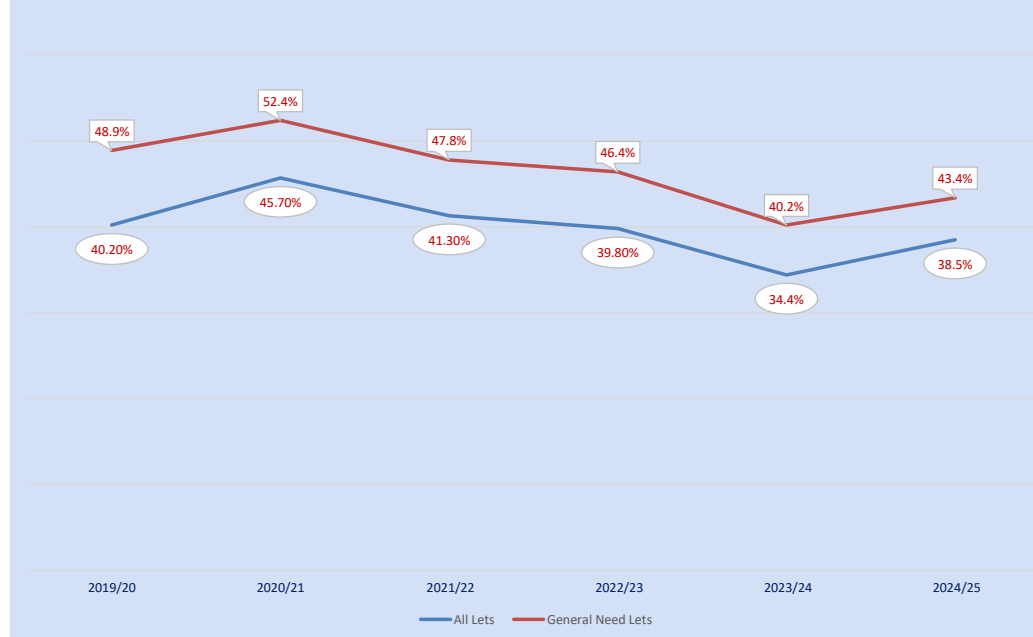
## General Needs Housing

Work has also progressed to ensure that a higher proportion of general needs housing is offered to those who present as homeless more quickly. Supporting people and households to be settled into secure permanent accommodation. Improvements on the previous year were noted in 2024/25 data. 2025/26 data (as of 31 August 2025) shows a further improvement with levels now sitting at 53.8%.

**Baseline:** 2024/25 43.4%, 2025/26 data as of 31 Aug 2025 - 53.8%

This will continue to be an area of focus, recognising the positive impact on other linked measures such as journey time, and our use of temporary accommodation.

**% ACC Lets to Homeless**



# What does the data tell us about journey times?

## Journey Times

Following a considerable focus, journey times for those experiencing homelessness have been reduced from 134 in 2024/25, to 112 days so far in 2025/26. This is significantly better than the Scottish average which sat at 298 days in 2024/25.

Journey times can be impacted by several factors including our ability to have accommodation available in suitable areas, of suitable size and type, in particular when these may also need to have certain adaptations to meet a persons or households needs. Our personas also highlighted the different life events that can be happening alongside an application for homelessness, meaning that sometimes it will be more complex or take longer to secure an outcome for a person or household.

In line with Scottish Government Guidance a person who has entered prison for a sentence that is less than two years will continue to have an open homeless case, when considering this in context of our 24/25 data in the city we closed 29 cases where an applicant had previously been deferred due to being in prison the average journey time for these cases was 449 days, which is 3 times the average journey time achieved in 24/25.

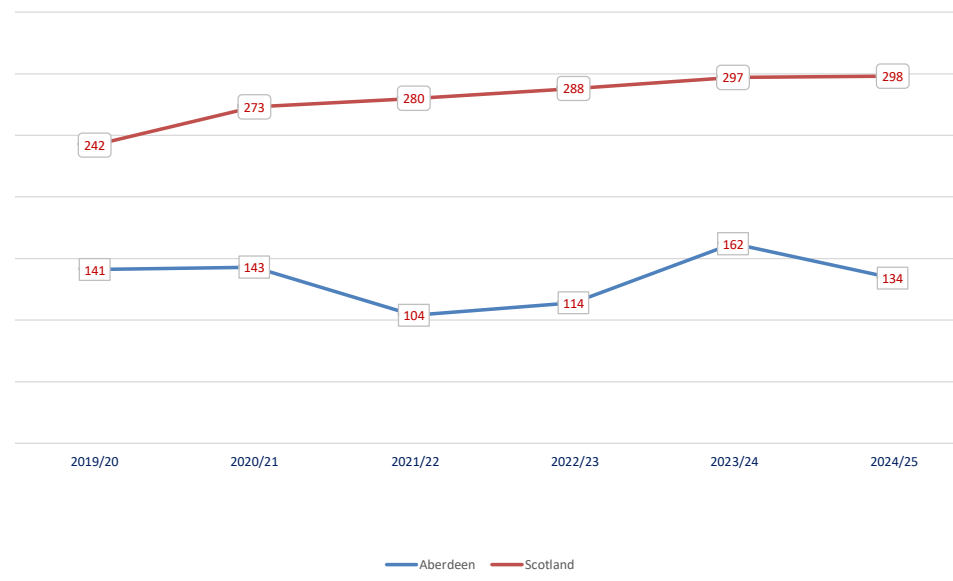
We need to encourage where appropriate for people to consider the variety of available permanent accommodation in the city, support them to secure tenancies with RSL partners, and within the private sector, where it is sustainable to do so. We will work in partnership to increase these avenues alongside continuing to secure outcomes into our local authority stock.

**Baseline: 134 in 2024/25, reduced to 112 so far in 2025/26**

## We will:

- Maintain our focus on this area and aim to secure a homeless journey time of 100 days or less, with the support of measures outlined in the voids action plan above.
- As detailed in the voids action plan have particular focus on refusal and withdrawals, recognising that generating multiple offers for an applicant can lengthen their journey time, we will have particular focus on complex cases and our alignment to SHORE standards.
- Continue to explore and support routes into different types of permanent secure accommodation, such as private lets and secure tenancy with RSLs in the city.

Average Unintentional Homeless Journey in Days





# What does the data tell us about homeless tenancy sustainment

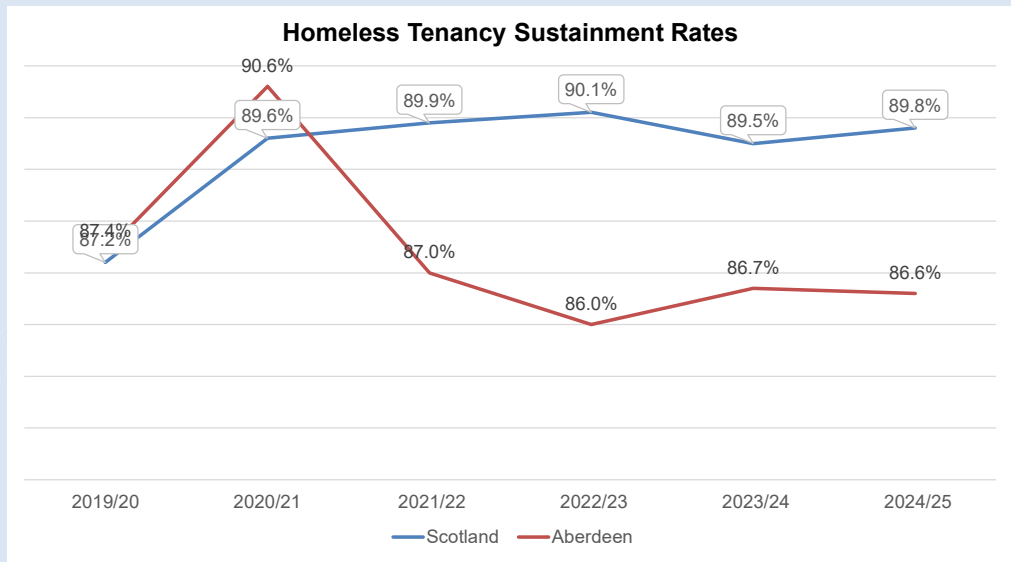
## Homeless Tenancy Sustainment

Year on year tenancy sustainment rates have remained relatively static, it is important to note that not all homeless households who failed to sustain their tenancy for a year or longer is because of negative or avoidable reasons, for example in 2024/25 20% of applicants who had been housed through the statutory homeless route terminated before the end of the 12 month period as they moved into other forms of permanent accommodation.

Baseline 2024/25 86.6%. 31 August 2025 - 90.0%

National Average 2024/25 91.0%, LA Average 89.8%

We continue to offer a range of housing support in line with our statutory duties to people experiencing or threatened with homelessness, as well as support to access goods to help furnish a home.

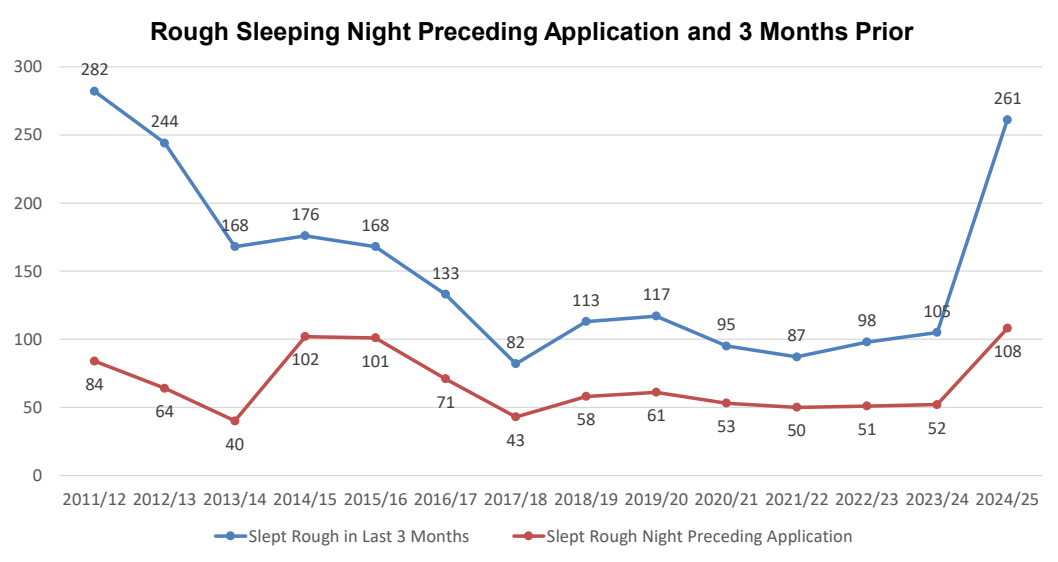


## Rough Sleeping

The increase in levels of rough sleeping has in part been driven by applicants presenting as homeless from out with the city.

Our rough sleeping outreach service works within the city centre to connect with people rough sleeping, feedback through a fortnightly partnership meeting regarding rough sleeping has not reported increased levels of visible rough sleeping in the city centre, the 120% increase equates to a total of 108 people (local data) reporting they had rough slept the night prior to their application. This is marked change when compared with the previous 3 years data when 50-52 people reported this. Nationally we are at odds with the 28% reported increase in this area.

We had identified work on this area through our Local Housing Strategy and will prioritise increasing our understanding of this increasing trend to determine further action required.



# Our Plan to Address Homelessness

Area for improvement	Action	Baseline Performance	Target performance	Owner
<b>Increased strategic oversight of temporary accommodation</b>	Agree a clear set of principles to guide decision making relating to the volume of temporary stock, the rotation of this stock, the profile of this stock and the practice of proactively 'flipping' temporary tenancies to meet the council's statutory obligations to the applicant involved.	Occupied properties flipped from temp to mainstream – 2024/25 – 12  Average time a property is used for temp  Volume of properties cycled in and out of process – 21 (converted to mainstream – 70 added to temp stock)	These figures will be populated as this action progresses.	Housing Access and Housing & Support
<b>Management of temporary accommodation</b>	A test of change around the delivery of tasks that are necessary to effectively manage our temporary stock.  Work alongside Building Services to review the temporary accommodation void pathway to ensure realistic timescales are implemented which can be effectively monitored.  Consider the use of 80 West North Street, moving towards it being a short term accommodation offering to support a reduction of the use of hotels to respond to out of hours presentations.	Percentage of void temporary properties 34.1%  Average time to relet temp (homeless void path) – 87.3 days  Average duration of tenancy at 80 West North Street 2024/25– 54 days	To be set post review.  5 days	Housing Access and Housing & Support

# Our Plan to Address Homelessness

Area for improvement	Action	Baseline	Target	Owner
<b>Rough Sleeping</b>	A key action from our Local Housing Strategy is to consider data gathering through the assessment process to increase understanding of individual reported circumstance to better understand the local context around this reported increase.	Number of people reporting rough sleeping night before application  2024/25 - 108	Reduction in this figure to as low as possible, previous years this figure was at 50-52 applicants.	Housing Access & TPS
<b>Increased letting to statutory homeless households</b>	In keeping with feedback from Aberdeen Cyrenians, continue to prioritise our lets to statutory homeless whilst further developing partnerships with RSLs in the city to secure increased outcomes for people experiencing homelessness into RSL accommodation.	Percentage of ACC general needs lets let to ACC 2024/25 43.4%  Baseline data for RSLs for city only is unknown.	Maintain at above 50%  Target to be agreed and set with RSLs	Housing Access.
<b>Take decisions based on insight from those with lived experience</b>	In keeping with feedback from the Cyrenians, consider routes to seek lived experience participation around how we explain housing systems, and availability in the Aberdeen, to ensure expectations are managed and informed decisions can be made. This further links to work that is being progressed through the Local Housing Strategy and through actions identified as part of the recent review undertaken into Tenant Participation.	Not applicable for this action.	Not applicable for this action.	Housing Access, Support and Strategy
<b>Withdrawals and Refusals</b>	This will be delivered as part of the void action plan, recognising that increased refusals and withdrawals can increase the homeless journey time.	See voids action plan	See voids action plan	See voids action plan

# Our Homelessness Evaluation Framework

To help us track progress, measures have been identified to help us fully understand the homeless journey. Taking this approach will help us determine where improvement may be required. All measures relating to homelessness have been brought together into a single evaluation framework so that they can be routinely reviewed to determine what is working well and what needs to change. Care has been taken to not duplicate work already being overseen by Homewards.

Key Overarching Measures			
<b>There are no breaches of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014.</b>  Baseline: Over 2024/25 there were 427 breaches. As of 31 August 2025, there have been 137 breaches.		<b>The homeless journey is under 100 days</b>  Baseline: Over 2024/25 the homeless journey was 134 days. As of 31 Aug 2025, the homeless journey is sitting at 112 days.	
Supplementary measures from the Local Housing Strategy			
<b>Percentage of homeless assessments completed in 28 days.</b>  Baseline: 2024/25 58.4% 31 Aug 2025/26 54.8%	<b>Percentage of homeless tenancies sustained for more than one year.</b>  Baseline: 2024/25 86.6% 31 Aug 2025/26 90.0%	<b>Percentage of homeless applicants provided with permanent accommodation</b>  Baseline: 2024/25 82.7% 31 Aug 2025/26 82.8%	<b>Percentage of local authority general needs housing let to homeless applicants.</b>  Baseline: 2024/25 43.4% 31 Aug 2025/26 53.8%
Measures aligned to the specific actions of this plan			
<b>Percentage of temporary voids as percentage of total temporary flatted stock</b>  Baseline: 2024/25 34.1% 31 August 25/25 – 31.2%	<b>Number of temporary tenancies ‘flipped’ to mainstream to secure an outcome under our statutory duties.</b>  Baseline: 2024/25 12 31 August 25/26 7	<b>Reported levels of rough sleeping (1 night before application)</b>  Baseline: 2024/25 108 31 August 25/26 89	<b>Percentage of RSL general need housing let to homeless applicants</b>  Baseline: Unknow for Aberdeen City only – published data includes lets across City, Aberdeenshire and Moray.



# Assurance and Risk

## Assurance

Many of the metrics included in this Plan are routinely reported to Committee through established Service Standards reporting. Service Standards will be further aligned to the evaluation framework following approval of this Plan. The evaluation framework, once approved, will be transferred into Power BI to enable real time monitoring of progress.

Delivery of this Housing Emergency Action Plan will be overseen in the first instance by the Housing Board who will receive monthly updates of progress and routinely monitor the evaluation framework through the Power BI. Formal reports to Elected Members, including data extracted from the evaluation framework, will be shared through the Housing Board Bi-Annual Reports presented to the Communities, Housing and Public Protection Committee. The Plan will be routinely updated to ensure that emerging learning continues to be taken into account.

## Managing Risk

The high-level risks and mitigation strategies are outlined below, some of which are shared with the Housing Asset Plan:

Risk	Mitigation	Risk appetite	Remaining level of risk following mitigation.
Increasing levels of demand resulting in unmet needs	Routinely review the number of applications on at least a monthly basis to determine high pressure areas to be prioritised. Negotiate the movement of resource across temporary, mainstream and buy backs as required.	Adverse	Low
Delays in implementing the new NEC system	Mitigated by implementing changes that are aligned in process, to the new system.	Cautious	Low
Insufficient resource to address the backlog of voids	Mitigated by articulating the rent increase required to realise the improvement within the HRA Business Plan and Asset Plan, not implementing a sufficiently high rent increase will result in a lack of sufficient resources to address the backlog of voids and elongate timescales.	Adverse	Medium
Resolving Utilities Issues	With the introduction of a new utility team sitting across the structure, there is still a risk that certain issues will impact on the 12-day target that is set at the beginning of the void process.	Adverse	Medium
Repair to older stock being cost prohibitive	Continue investment in stock condition surveys to inform Housing Asset Model and disinvest in uneconomic stock	Adverse	Medium