

Housing Emergency Action Plan

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

Areas of focus	Outcomes sought	Actions required	Progress/by when?
Improved data management through the establishment of a Housing Data Dashboard.	Improved access and oversight of data to enable real time monitoring of performance at city and community level. Improved use of evaluation to amend arrangements based on local learning. Improved ability to predict further demand based on emerging trends.	Commission a digital system that helps to maintain a live profile of the condition, repair history, adaptations and demand of all property stock.	In progress, will start to be rolled out from summer 2025.
		Establish a partnership with NHSG to share data across health and housing to help inform targeting of support.	Continuing
		Improve the use of national data to help determine local priorities.	Continuing
		Monthly review of the Housing Data Dashboard to trigger re-setting the Action Plan based on local data.	Continuing
Alignment and interconnectivity of Housing Strategies and Plans to ensure decision making is consistent and helps secure improvement in the longer term.	High quality Local Housing Strategy (LHS) in place which has sufficient detail to support short and longer term planning	Public consultation on the LHS, subject to Strategy Board and Communities Housing and Public Protection Committee approval.	Completed – Remove from the Plan
		Final LHS to the Strategy Board and then Communities, Housing and Public Protection Committee for approval in early 2025.	July/August 2025
	Improved information on the current and future needs of our tenants informing our	Interim HRA 30 Year Business Plan to be presented to Council (the interim Plan will be reviewed following completion of the Housing Asset Management Plan)	October 2025

	Asset Management Plan and 30 year HRA Plan.	Session planned for Elected Members on Asset Plan	August/September
	30 year HRA Plan in place that reflects the known needs of our tenants	Development and delivery of an HRA Budget protocol and Critical Path	By May 2025
		Routine oversight of Asylum and Dispersal Plan	In progress
	Housing Asset Management Plan in place to guide decision making	Data collection and interpretation to support the development of the Asset Model: <ul style="list-style-type: none"> • Define measure and classify assets • Identify asset performance measures • Establish an asset scoring system • Scrutinise asset performance outcomes • Appraise options to inform future investment decisions 	Continuing
		Presentation of draft Asset Management Model/Plan to Strategy Board, Housing Board and then to Communities, Housing and Public Protection Committee for approval.	From August
Improved tenancy management and tenant participation.	Maximise the impact of Choice Based Letting	Test approaches to increasing the number of more vulnerable tenants engaging in Choice Based Lettings	Continuing
	Reduced levels of rent arrears	Develop and implement an improvement charter on Rent Arrears	Continuing
	Increased tenancy sustainment	Develop, secure approval for and implement a Rent Assistance Fund and keep the eligibility criteria under routine review	Continuing
	Improved tenant participation and satisfaction	Evaluate the impact of the Housing & Support Model to inform next steps	Continuing

		Map and evaluate the impact of existing tenant participation / engagement activity and determine next steps with tenants (including approach to surveys)	Continuing
		Co-delivery of the Aberdeen Tenant Service Review Group Recommendations	From May
Improvement in stock management to ensure an effective end to end process	Reduction in void rent loss	Create and agree end-to-end processes for work undertaken to Housing stock i.e. response repairs; planned maintenance, capital works; void work.	Continuing
	Utilisation of small scale testing prior to full implementation helps mitigate against risks	Develop a strategic outline case for non-traditional property types and then full business case, for submission to committee	To align with Asset Model
		Review of refusals to capital work upgrades and develop an approach to improve take up	Completed – Remove from the Plan
		Differentiation in policy and process around the different types of Buy Backs and what happens to them going forward.	In progress
		Put a clear plan in place to work towards net zero targets and include on-going reporting of progress to the Regulator with ECIR implementation.	In progress
		Review leadership structures of both Housing and Corporate Landlord to ensure effective joint leadership of operational teams to improve void performance	Complete and currently being consulted upon
		Culture and team building exercises for teams to build relationships and establish collaborative working	From August
		Review of process to engage with private owners for upgrade to communal areas etc.	TBC

		Evaluate the impact of approach to current checks prior to transfers to determine next steps	TBC
		Development of a void management approach to support demand led prioritisation of voids work.	From August
		Oversee performance of delayed discharge	From March
Delivery of Partnership Plan focused on preventing homelessness in Aberdeen.	Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief and non-recurring with a longer-term ambition to end homelessness in Aberdeen City	Develop, in partnership, Project Charters, for each of the improvement projects subject to approval by the Homewards Steering Group and Community Planning Aberdeen Management Board.	In the final stages of development – Remove from the plan
	Reframing perceptions of homelessness	Develop, test and refine change ideas included within each of the project charters.	In progress
	Universal prevention of homelessness and addressing root-causes	Work with the Violence against Women and Girls Partnership to consider how best to prevent victims presenting as homeless	Continuing
	Ensuring adequate supply of housing across all tenures and homes are the right size, type and location	On-going focus on reducing the use of hotels and temporary accommodation	In progress
RAAC	Delivery of person-centred support and keep tenants safe	RAAC Governance Board in place	Established and on-going
		Engagement with tenants to progress through the rehoming process	Almost concluded – Remove from the Plan

		Implement Council decision through: <ul style="list-style-type: none"> • Making use of Valuation Office to ensure impartial advice to owners • Commissioning and overseeing a programme plan in keeping with Council instruction • Engagement with owners to explore alternative options 	Continuing
		Commission additional mental health support for owners/tenants	Completed –on-going monitoring now required so amend wording.
Capital works	Successful delivery of capital programme	Deliver approved capital programme	Continuing
	Successful delivery of new build programme	Deliver approved new build programme	Continuing
Building Safety	Focus on prevention to ensure safety of residents	Assess readiness for Grenfell recommendations	In progress