



Local
Government
Benchmarking
Framework



is.
improvement service

Peer Collaborative Improvement Pilot Programme
**Evaluation of Phase 2,
November 2025**

1. About you

1. Are you (select one):				
			Response Percent	Response Total
1	Part of the host authority		57.14%	4
2	Part of the peer review team		42.86%	3
			answered	7
			skipped	0

2. Benefits and Value

2. To what extent do you agree that the process helped you achieve your objectives?				
			71.43%	5
2	Agree		28.57%	2
3	Neither agree nor disagree		0.00%	0
4	Disagree		0.00%	0
5	Strongly disagree		0.00%	0
			answered	7
			skipped	0



Please provide more detail, both in terms of those objectives that were realised, and also any that weren't. (6)

1	20/09/2025 09:28 AM ID: 280682410	It allowed a full dissection of their full void process so for that reason it fulfilled the objective of peers reviewing their process.
2	03/10/2025 12:58 PM ID: 281488054	The peer review has been beneficial for me in considering communication and information sharing throughout our void process to improve efficiencies.
3	06/10/2025 15:37 PM ID: 281633654	Our main objective in taking part in the peer review was to learn from other landlords, both in terms of good practice

2. To what extent do you agree that the process helped you achieve your objectives? (select one)

			Response Percent	Response Total
		to emulate and in avoiding any pitfalls they had already encountered. I feel the review was successful in this regard.		
4	03/11/2025 15:23 PM ID: 283611861	I agree that the objectives of the Peer Review were achieved. I don't think there were any objectives that weren't met. Aberdeenshire were already considering some areas e.g. sheltered housing issues with the high turnover and difficulty in letting some of these properties and also reviewing their current processes and remote working.		
5	06/11/2025 10:05 AM ID: 283904161	Provided a clear and balanced approach to ensure that areas for improvement were identified and planned.		
6	07/11/2025 12:21 PM ID: 284029905	<p>The Tenancy Management team were grateful for the opportunity to discuss planned changes to the New Tenancy Sign-Up process. Proposals to ensure digital access to information outlined during the process was supported, it was beneficial to consider best practice in respect of this approach.</p> <p>The Review process has also prompted additional work in respect of the Sign-Up process for Homeless applicants and the need to provide additional support to improve tenancy sustainability levels - teams have been successful in a bid for Tackling Poverty and Inequalities funding to support a pilot project that will offer person centred and practical assistance in the early stages of a tenancy and to ensure that referral pathways are improved.</p> <p>It is envisaged that proposed changes to the Sign-Up process and the full implementation of NEC Housing Online will improve performance in this area.</p>		

3. To what extent do you agree that you gained benefits from taking part? (select one)

			Response Percent	Response Total
1	Strongly agree		57.14%	4
2	Agree		42.86%	3
3	Neither agree nor disagree		0.00%	0

3. To what extent do you agree that you gained benefits from taking part? (select one)

		Response Percent	Response Total
4	Disagree	0.00%	0
5	Strongly disagree	0.00%	0
		answered	7
		skipped	0

Please provide more detail on what these benefits were or why you did not agree that there were benefits. (6)

1	20/09/2025 09:28 AM ID: 280682410	Participating in the peer review of another authority provided me an evidence base of participating in the peer review which was good for personal development. It gave insight into how other authorities (both Aberdeenshire and the other peer review authorities) manage voids and I took away some suggested improvements for our own mangement of voids. I paticularly liked how they were using technology (camera/video).
2	03/10/2025 12:58 PM ID: 281488054	There was very productive discussion around areas of improvements and appropriate suggestions and actions identified, none of which would be considered too onerous for the service to implement.
3	06/10/2025 15:37 PM ID: 281633654	Meeting with peer landlords was helpful and gave insight into our processes and good practice examples to learn from. However, Aberdeenshire Council had already made big improvements in void performance by the time of the review, meaning that the benefits to overall performance are likely to be limited.
4	03/11/2025 15:23 PM ID: 283611861	It was helpful in terms of benchmarking and sharing processes and procedures. I took a couple of things away to consider for PKC e.g. The Cloud pano 360 videoing, storing of these videos for use across housing and the smart phone video clips used pre tenancy signup.
5	06/11/2025 10:05 AM ID: 283904161	Agree, the process was helpful and streamlined.
6	07/11/2025 12:21 PM ID: 284029905	Peer review promotes both personal and organisational development. This is particularly important from an Aberdeenshire Council perspective due to the significant changes in working practice as a result of the implementation of the Hybrid working model. Resultant change processes must therefore be subject to scrutiny

3. To what extent do you agree that you gained benefits from taking part? (select one)

		Response Percent	Response Total
	from a tenant & service user perspective but also more widely, through oversight by peers. The Void process is particularly complex, requiring input from all operational Housing teams, all ongoing significant additional change as a result of the drive towards greater levels of efficiency to support the HRA Business Plan. The Peer Review process allows a holistic overview of complex processes in light of such change pressures.		

4. To what extent do you agree that the process has or will inform local changes and improvements? (select one)

		Response Percent	Response Total
1	Strongly agree	57.14%	4
2	Agree	42.86%	3
3	Neither agree nor disagree	0.00%	0
4	Disagree	0.00%	0
5	Strongly disagree	0.00%	0
		answered	7
		skipped	0

3. Improvements

5. Please provide more detail about how the process has or will inform local changes or improvements. For example, what improvements, if any, have you already implemented? What improvements are planned for the future? Where no specific improvements are planned, are there areas of service development where learning from this process may help to inform and shape your thinking?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	7
1	<u>20/09/2025 09:28 AM</u> <u>ID: 280682410</u>	I hope to explore some of the technological means that Aberdeenshire are currently using and it makes me want to develop technological opportunities to ensure that data	

5. Please provide more detail about how the process has or will inform local changes or improvements. For example, what improvements, if any, have you already implemented? What improvements are planned for the future? Where no specific improvements are planned, are there areas of service development where learning from this process may help to inform and shape your thinking?

			Response Percent	Response Total
		is handled only once from initial inspection to raising works order - our own process could be streamlined and improved.		
2	30/09/2025 10:34 AM ID: 281243922	Process helpful at having a focused review into a particular area of work and sharing of data, systems used, processes and methods. In my organisation we have already utilised some of the reporting information used by other local authorities to incorporate into our new system.		
3	03/10/2025 12:58 PM ID: 281488054	An area of improvement which falls within my remit was to consider additional opportunities for the advertising and awareness raising for low demand properties. We are now looking to utilise social media more effectively to raise the profile of out sheltered housing low demands.		
4	06/10/2025 15:37 PM ID: 281633654	Aberdeenshire Council will take forward recommendations around accountability and sign-up procedures that will improve monitoring and enhance the service we offer to new tenants.		
5	03/11/2025 15:23 PM ID: 283611861	Examples of take aways are in the response to the previous question. Being part of the review team also served as a reminder in considering our own processes and where these are working well or otherwise. Reminders were the importance of good communication across teams and having one officer with overall lead responsibility to ensure consistent focus on improvements.		
6	06/11/2025 10:05 AM ID: 283904161	We have embraced a collaborative, cross-functional approach, leveraging shared learning across teams to identify both areas of excellence and opportunities for improvement. This reflective process has led to the development of targeted actions designed to drive measurable progress. Currently, all teams are engaged in a comprehensive mapping exercise to document the end-to-end process. Once finalised, this will serve as the foundation for a robust management framework within our system software. The aim is to eliminate reliance on manual checks and interventions, which have historically		

5. Please provide more detail about how the process has or will inform local changes or improvements. For example, what improvements, if any, have you already implemented? What improvements are planned for the future? Where no specific improvements are planned, are there areas of service development where learning from this process may help to inform and shape your thinking?

		Response Percent	Response Total
7	07/11/2025 12:21 PM ID: 284029905		
	<p>contributed to delays, and to ensure a streamlined, accountable workflow that supports operational efficiency and service delivery.</p> <p>As detailed, the process will support ongoing change within Tenancy Services that aims to improve the level of interaction with tenants throughout the Sign-Up process. Use of technology for the digital enabled is a key theme and good practice explored during the Review will be incorporated within changes envisaged. Challenges associated with the sustainability of tenancies involving homelessness applicants has led to the submission for Tackling Poverty and Inequalities funding.</p>		
		answered	7
		skipped	0

4. No Improvements

6. Please explain why you disagree that the process has or will inform local changes and improvements

		Response Percent	Response Total
1	Open-Ended Question	0.00%	0
No answers found.			
		answered	0
		skipped	7

5. Improving the Process

7. What do you feel worked well in the process?			Response Percent	Response Total
1	Open-Ended Question		100.00%	7
1	20/09/2025 09:28 AM ID: 280682410	<p>I felt the process was very organised and structured. I think 3 Council peer review is probably enough. Online worked well.</p> <p>Some sessions were longer than others but that was to be expected because of how the process was split. There was good engagement from the officers.</p> <p>There was a lot of time invested and perhaps clearer suggestion of the time commitment and volume of meetings shared earlier might be useful. It was hard to set times due to conflicting diary commitments.</p>		
2	30/09/2025 10:34 AM ID: 281243922	<p>The process being broken down into specific sessions was helpful and allowed enough time for a thorough review of each process within the void journey. It was also worthwhile hearing from a variety of different staff across the whole void process to compare / contrast their views.</p>		
3	03/10/2025 12:58 PM ID: 281488054	<p>The process was very efficient and the breakdown of the sessions to include only those involved ensured that time was not wasted for everyone who has a responsibility within the process and allowed participants to be open and honest about any areas for development or improvement. Having peer reviewers from various local authorities and with differing roles was also beneficial and provided a different perspective as opposed to specific parts of the process being overseen by peers with the same experience or knowledge.</p>		
4	06/10/2025 15:37 PM ID: 281633654	<p>I think the choice to meet about each stage of our void process separately was beneficial, allowing the peer reviewers to focus on a particular team and especially the handover points between teams, which are where issues often arise. Overall, I feel the process was well facilitated by the Improvement Service and the selection of peer reviewers gave a good mix of experience and varied circumstances.</p>		
5	03/11/2025 15:23 PM ID: 283611861	<p>The organisation, structure of the process was excellent, the process was very clear which ensured the review team</p>		


7. What do you feel worked well in the process?



		Response Percent	Response Total
6	06/11/2025 10:05 AM ID: 283904161		
7	07/11/2025 12:21 PM ID: 284029905		
		answered	7
		skipped	0

8. What do you feel could be improved in the process for future iterations?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	7
1	20/09/2025 09:28 AM ID: 280682410	Share perhaps more detail about the time and number of meetings required. I wonder if there would be an opportunity for a notetaker because as peer review panel we are asking questions and trying to take our own notes but perhaps this would be too big a task or ask.	
2	30/09/2025 10:34 AM ID: 281243922	Accepting the geographical restrictions, I thought it would be more beneficial and take up less time overall if sessions could have been in person and condensed over a day or two.	
3	03/10/2025 12:58 PM ID: 281488054	I have no additional comments for improvements.	
4	06/10/2025 15:37 PM ID: 281633654	It would have been useful to have a peer reviewers to represent some of the more technical aspects of the process - the review was focused at a manager level, and it might be useful to include front-line staff in future iterations to get a practical view on how things work on the ground (both from the host organisation and the perr reviewers).	
5	03/11/2025 15:23 PM ID: 283611861	Genuinely feel the process was managed and executed extremely well. It will always be difficult to work around people's current work and annual leave etc but this was managed very well.	
6	06/11/2025 10:05 AM ID: 283904161	Worked well	
7	07/11/2025 12:21 PM ID: 284029905	- Lived experience/ tenant representative involvement.	
		answered	7
		skipped	0

6. Template and SharePoint (Peer Review Team)


9. Did you use the fieldwork template that was shared by the Improvement Service?				
			Response Percent	Response Total
1	Yes		100.00%	3
2	No		0.00%	0
3	Not applicable		0.00%	0
			answered	3
			skipped	4
If "yes", please tell us if you found the template helpful? (2)				
1	20/09/2025 09:28 AM ID: 280682410	Yes it helped give a focus although my notes during the sessions were all over the place but having the recording is useful but that again takes more time.		
2	03/11/2025 15:23 PM ID: 283611861	Yes the templates were all very clear and helpful.		

10. Did you use the online Sharepoint site to access materials?				
			Response Percent	Response Total
1	Yes		66.67%	2
2	No		33.33%	1
3	Not applicable		0.00%	0
			answered	3
			skipped	4
If you answered "yes", please tell us if you found the SharePoint site helpful. If "no", please tell us why you didn't use it. (2)				
1	20/09/2025 09:28 AM ID: 280682410	it appears that our IT did not allow me to access but the team shared the documents via e-mail.		
2	03/11/2025 15:23 PM ID: 283611861	The Sharepoint site was really useful in terms of having easy access to all documents at any stage of the process.		

11. How much time in total were you required to commit to the process? (in hours)

			Response Percent	Response Total
1	Open-Ended Question		100.00%	7
1	20/09/2025 09:28 AM ID: 280682410	20		
2	30/09/2025 10:34 AM ID: 281243922	20		
3	03/10/2025 12:58 PM ID: 281488054	4		
4	06/10/2025 15:37 PM ID: 281633654	30		
5	03/11/2025 15:23 PM ID: 283611861	9		
6	06/11/2025 10:05 AM ID: 283904161	20		
7	07/11/2025 12:21 PM ID: 284029905	4		
			answered	7
			skipped	0


12. Would you be willing to take part in future peer collaborative reviews based on your experience?

			Response Percent	Response Total
1	Yes		100.00%	7
2	No		0.00%	0
			answered	7
			skipped	0

Comment: (2)

1	20/09/2025 09:28 AM ID: 280682410	I certainly found it valuable and whilst I may not do the next one myself I will certainly release a member of my team who has a remit for a specific subject matter to participate to give them the experience and for them to consider improvements to our process etc.
2	06/10/2025 15:37 PM ID: 281633654	N/A

13. Would you recommend taking part in a future peer collaborative review to others?

			Response Percent	Response Total
1	Yes		100.00%	7
2	No		0.00%	0
			answered	7
			skipped	0

Comment: (3)

1	20/09/2025 09:28 AM ID: 280682410	i didn't record how many hours so 20 is an estimate.
2	06/10/2025 15:37 PM ID: 281633654	Overall, I found the experience to be positive - even where Aberdeenshire Council did not ultimately take up some recommendations, the constructive criticism from the peer reviewers forced us to consider our position and evaluate what we do. This means that even where we have not adopted a recommendation, it is a positive choice informed by evidence rather than a default acceptance of the status quo and gives us potential options for the future if the situation changes.

13. Would you recommend taking part in a future peer collaborative review to others?

			Response Percent	Response Total
3	03/11/2025 15:23 PM ID: 283611861	I would recommend this to members of my team and others as a good development opportunity.		

7. Final Page

14. Finally, having taken part in this peer collaborative improvement process, what would you say has been the most valuable benefit to the service?			Response Percent	Response Total
1	Open-Ended Question		100.00%	7
1	20/09/2025 09:28 AM ID: 280682410	Makes you reflect on our own organisation, take good practice or suggestions from others and see if they can be incorporated into our own. It was also good personal development experience.		
2	30/09/2025 10:34 AM ID: 281243922	Networking, time to learn about different processes and ways of working - it can be difficult to have this time to devote at any other time due to the demands of my current role.		
3	03/10/2025 12:58 PM ID: 281488054	Taking part in the peer collaborative process allowed the service to focus on the void process and prioritise this over other areas of work and has actually given clarity to the fact that although there are areas for improvement, our procedure is robust and there are many areas of good practice.		
4	06/10/2025 15:37 PM ID: 281633654	For me, the most valuable benefit was the opportunity for constructive criticism and learning from our peer reviewers. Even where this did not lead to reommendations for improvement, it can still provide reassurance on the activities that are working well, and provide inspiration for future improvements if circumstances change.		
5	03/11/2025 15:23 PM ID: 283611861	Networking, benchmarking and encouraging me to review our own processes as well as the couple of take aways.		
6	06/11/2025 10:05 AM ID: 283904161	The most valuable benefit to the service has been the establishment of a clear strategic focus, coupled with sustained momentum for meaningful change. This collaborative improvement process has aligned teams around shared priorities, fostered a culture of continuous learning, and accelerated progress toward service enhancements that directly impact performance and customer outcomes.		
7	07/11/2025 12:21 PM ID: 284029905	There are a range of challenges that are currently impacting on the delivery of Housing Services nationally. In addition the wider changes in service delivery from an		

14. Finally, having taken part in this peer collaborative improvement process, what would you say has been the most valuable benefit to the service?

	Response Percent	Response Total
<p>Aberdeenshire Council perspective has led to a significant level of uncertainty amongst Officers. The ability to participate in a constructive, open and reflective debate on the Voids process has provided some confidence within operational teams that they continue to provide an essential service to the best of their abilities.</p>		
	answered	7
	skipped	0