

APPENDIX 1 - PEER COLLABORATIVE IMPROVEMENT – VOIDS – ACTION PLAN

No	Area	Description	Proposed Response	Lead Officer	Deadline	Status
1	Voids Structure	<p>Consider current structure in place and number of teams involved in the voids process. Could this be streamlined or tweaked? E.g. can voids and repairs inspectors be standalone?</p> <p>i. It would be beneficial to create a flow chart for the voids process detailing who/what/when etc. This would provide a visual aid to understanding the full void process and who's involved in what stage and associated target times.</p>	<p>Aberdeenshire Council agree with the principle of streamlining teams, but we consider that factors such as our geography may make this financially challenging. We also consider that improving technical systems may give many of the same benefits. Therefore, we will push forward with system upgrades and conduct a cost-benefit analysis before making a decision on structure changes.</p> <p>i. Agreed – we will progress this in tandem with updating our voids procedure.</p>	<p>Housing Manager (Asset Management)</p> <p>Business Planning and Improvement Manager</p> <p>Continuous Improvement Officer</p>	<p>Jan 2026 (Process map)</p> <p>Apr 2026</p>	<p>Implementation of New Voids procedure and Task Manager in progress</p>
2	Voids Responsibility	<p>We recommend identifying a member of staff who would have overall responsibility/full accountability for voids/allocations process, e.g. voids performance officer.</p>	<p>We agree that an officer with overall responsibility for monitoring void performance and identifying delays and improvements would be beneficial. However, we have committed to driving forward systems improvements which would automate aspects of the process. Our view is that we would prefer to conclude this work to determine if the system and the availability of enhanced data and task monitoring is sufficient. If this is not the case then we will revisit the lead responsibility proposal.</p>	<p>Head of Service</p> <p>Business Planning and Improvement Manager</p>	<p>Feb 2026</p>	

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3	Communication	<p>We recommend implementing the following changes in communications structures/processes to improve understanding and clarity between teams over the role of other teams in the voids process.</p> <ol style="list-style-type: none"> i. a weekly or fortnightly void catch-up to improve communication for all voids. Representatives from all teams to attend. ii. Diarise days in the office to bring staff/teams together more frequently to improve communication, particularly to assist training of new staff. 	<ol style="list-style-type: none"> i. Agree the importance of communication to the void process, and propose that we establish a quarterly update meeting to discuss issues and performance. Further to the creation of a monitoring officer above, creation of a group to meet on an ad hoc basis to address any exceptional issues as they emerge. This will support the existing Top 10 Voids weekly meeting, Priority Voids weekly meeting and regular voids monitoring meeting. ii. The benefits of face-to-face collaboration are recognised. Geography presents a significant challenge to frequent face-to-face meetings, particularly as some teams are not area-based. Although this will not be viable for these teams for frequent meetings, we will plan to: <ul style="list-style-type: none"> • bring teams together on a less frequent basis for strategic discussions. • Set up collaboration days for teams across the service to drop in on a regular basis. 	Housing Management Team	Oct 2026	
4	Internal Wall Insulation voids process and	We recommend progress meetings between Internal Wall Insulation repairs team and allocations team around these	Agreed, to be set up.	Housing Managers (Options and	Jan 2026	

No						
	communication around these properties	properties to allow allocations process to commence on time.		Homelessness) and (Asset Management)		
5	Voids reporting, monitoring and target-setting	The Peer Review Team would encourage Aberdeenshire to look at ways of automating voids trackers / processes, e.g. utilising the Housing system. This could assist with picking up on delays in a particular part of the voids process or provide an alert to parts of the voids process that may have been missed. The Peer Review Team believe some of this is carried out manually. Details of Highland's use of a PowerBi tool has been shared for consideration.	Agreed – Task Manager setup covered under activity 1. The PowerBi tool is under consideration.	Systems Team Housing Manager (Options and Homelessness) Business Planning and Improvement Manager	Mar 2026	
6	Exception reports	We recommend exception reports being completed for any voids that are over target, e.g. over 15 days.	Agreed – exception reporting to be set up in line with updated void procedure	Business Planning and Improvement Manager	Mar 2026	
7	Hard-to-let properties	The Peer Review Team acknowledges the impact and on-going work into sheltered properties (low demand). They would encourage Aberdeenshire to continue with the sheltered housing review and implement recommendations. i. Suggestions for discussing at review are: using social media to advertise sheltered properties including videos generated by photobook; consider open days as an advertising opportunity;	Agreed – teams to explore alternative means of advertising properties and supporting viewings.	Housing Manager (Options and Homelessness)	Jan 2026	

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			investigate whether these can be streamlined.			