




















LHS 2017-2022 Monitoring Tool









2021/22 – Year Five

	There are significant issues that require immediate remedial action. WILL IMPACT ON SERVICE DELIVERY
	Issues have been identified that will require remedial action if work is to remain within tolerance. NOT ON SCHEDULE BUT WILL NOT IMPACT SERVICE DELIVERY
	Progressing to plan





LHS Priority 1: The supply of housing meets the needs of our communities









Outcomes:

1.1 Increase the supply of affordable housing					
Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Review and update Strategic Housing Investment Plan (SHIP) in accordance with Scottish Government Guidance	Liaise with RSLs for SHIP Project Prioritisation	Ongoing work with RSLs, meetings continue on a regular basis		SHIP Working Group	Strategic Housing Investment Plan (SHIP) 2022-2027 SHIP 2020-2021 Progress Delivery Report
	Liaise with Scottish Government quarterly through SGMHD Liaison Meetings	Ongoing work with Scottish Government, meetings continue on a regular basis			
	SHIP Delivery Support Group to continue to meet regularly	The group was established in 2017/18 and continues to improve working relationships with the development management team and help unlock a number of projects in the Borders			
	Submit SHIP 2022-27 to Scottish Government	SHIP 2022-2027 was submitted to Scottish Government in September 2021. The SHIP received very positive feedback from the Scottish Government			
Identify mismatch of supply and demand in social rented housing, including need for re-provisioning, to inform investment priorities	Continue regular meetings with the Borders Housing Alliance	Meetings are on a quarterly basis with the four local RSLs		LHS Partnership Group	Border Housing Alliance Minutes SHIP 2022-2027 Learning Disability Service Strategic Commissioning Plan 2016-19 Space To Live: Wheelchair Accessible Housing in The Scottish Borders SESHoF Minutes Langlee Steering Group minutes The Housings Needs and Aspirations of Young People; Scottish Borders 5 Year Action Plan April 2019
	Working with the Learning Disability Service to identify supported accommodation solutions	SHIP 2022/27 contains projects to reflect Services commissioning intentions.			
	RSLs developing individual site proposals for SHIP sites	Ongoing work as part of affordable housing delivery			
	Liaise with RSLs to gather information on tenants and those on their housing registers to better understand stock and client groups across the Borders, and explore the potential to commission a piece of work to identify this (if appropriate).	A mis-match project brief has been developed and agreed with the RSLs. Work on this will be carried forward into 2022/23			
	Implement the findings and Actions of the Wheelchair Accessible Housing Study	The findings of the Wheelchair Study have been included in the SHIP and have being used to support the development of the specialist housing section of HNDA3			
	Develop the third South East Scotland Housing Need and Demand Assessment 3	Work on HNDA3 began in June 2020. A Project Team has been meeting regularly and different workstreams have been allocated for officers to progress. HNDA3 was completed at the end of March 2022 and sent to SG at the beginning of April 2022.			
	Continue to work to support with Waverley Housing to progress work on Upper Langlee Regeneration	There are 229 homes in the study area and the proposals envisage the demolition of 159 homes and provision of 109 new build energy efficient homes for social rent. Planning Consent was granted on 29 March 2021. Waverley Housing are progressing rehousing of remaining tenants affected by the intended block demolitions. Scottish Government have been supportive in working towards delivery of the regeneration vision and have assisted the rehousing effort by making available grant to assist Waverley Housing purchase a number of homes to provide additional rehousing options. In 2021, Waverley Housing funded and completed the refurbishment of the 68 flats being retained as one element of the regeneration strategy.			
Implement the actions identified in the Young Persons Housing needs study and update on progress through LHS Annual Progress Report	The Young People's Housing Need Study continues to be monitored but due to the pandemic some of the actions have not been progressed as quickly as anticipated be due to other priorities				
Accelerate infrastructure projects to enable affordable housing projects to proceed; engage with infrastructure development agencies and national/regional construction firms to identify housing led growth opportunities (in/around the Border railway corridor)	Engage Scottish Government to review and extend use of Housing Infrastructure Funding	Discussions are being progressed through South East Scotland City Regional Deal		SBC, HfS, Rural Housing, Scottish Enterprise	City Deal Workstreams Minutes Regional Housing Board Minutes SHIP 2022-2027 Housing Supply Strategy 2018-2028
	Identify potential Housing Infrastructure Fund project bids	No HIF funding bids identified by SBC and RSLs			
	Develop Supplementary Planning Guidance for Lowood site	SPG was approved in June 2021 Planning guidance - Tweedbank – Vision for Growth and Sustainability Scottish Borders Council (scotborders.gov.uk)			
	Identify infrastructure investment and funding requirements to facilitate developments at Lowood	Ongoing work led by SBC Capital Projects Team and Finance. Levelling up fund has been explored as potential funding opportunity for infrastructure.			







	Promote Access to the Rural Housing Fund	A review of the housing pages on SBC's website has begun and is currently ongoing. Officers have provide advice and support to those seeking to access funding. Funding was only offered until march 2021 but this has been extended. 1 unit completed in 2021/22 at Plenderleith Farm Oxnam, 1 unit through Roxburgh Estates (near Kelso). 5 units at Kirkhope Steading Ettrick Bridge due to complete October 2022. Other identified as potential pipeline projects in the SHIP.			
	Explore the potential for providing serviced plots for self-build projects at Lowood	This has been explored but preference offer sites for sale to developers which will be a simpler way of progressing development.			
Build capacity in the construction sector through training and employment initiatives to ensure businesses compete more efficiently	Work together with other LA's within the City Deal Region to promote training and working in the construction sector via the skills and innovation work stream.	Being progressed as intended through the City Deal.		SBC, Borders College, South East Scotland Housing Forum	City Deal Workstreams Minutes Regional Housing Board Minutes Housing Supply Strategy 2018-2028
	Work with Economic Development, particularly in response to the establishment of the South of Scotland Enterprise, to support increasing capacity in the construction sector.	This work is ongoing. The construction Sector Supply Chain forum has recently been established and the terms of reference for the group have been drafted. This activity is also being led through the Edinburgh City Deal work.			
	Monitor and evaluate Eildon Housing Association working in partnership with Harts builder to create apprenticeships and training opportunities through the delivery of affordable housing projects	Eildon Housing Association has also progressed development partnerships with 4 other Developers. These are Cubby Construction Ltd, M&J Ballantyne Ltd, Stewarts & Shields Building Contractor and High Buckholm Ltd.			
	Contribute to the development of the South East Scotland Regional Growth Framework (Housing and Sustainability themes)	The Regional Prosperity Framework (RPF) was approved by the Edinburgh and South East Scotland City Region Deal Joint Committee on 3 September 2021. The RPF is the next phase of the development of Edinburgh and South East Scotland's regional economy, building upon the City Region Deal. It is designed to be a single document that helps to shape where public and private investment, including Levelling Up monies, could make the best contribution to drive the region forward in a sustainable and inclusive manner.			
	Through EES provide ongoing support and opportunities through Borders College training facilities & student employment opportunities	The construction and renewable supply chain forum continues to convene and build relations and share knowledge within the region. Looking at revised opportunities for Community Benefits to support on job training or experience. Engaged with Borders College to help develop training facilities and offer industry experts to present to students.			
Proactively engage with housing land owners and developers to improve communication, share market intelligence, influence value expectation and cultivate development opportunities	Continue to engage with landlord owners and developers	Due to Covid and the impact that this had has on services, arranging a forum has been delayed. This action will be carried forward but in the meantime SBC officers are engaging with Homes For Scotland on the Housing Land requirements and the draft NPF4.		SBC, RSL's	SHIP 2022-2027 Housing Supply Strategy 2018-2028
	Arrange Developer Forum Event in partnership with Homes For Scotland	In addition the Convention of the South of Scotland is also considering the option to hold a "Housing Summit" in the region in early 2023. Engagement with developers has been proactive in relation to the Lowood site.			









1.2 Increase options for affordable housing

Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Based on improved intelligence of the economies of development in the Borders, examine innovative procurement techniques, construction technologies, partnership agreements and funding models to maximise the delivery of housing supply	Ensure improved intelligence is in the SHIP and is part of the development of the SHIP	A range of procurement, design and partnership arrangements can be demonstrated through consideration of SHIP 2022/27 and individual projects.		South East Scotland Housing Forum, SHIP Working Group	SHIP 2022-2027
	Continue to develop and support opportunities with Built Environment-Smarter Transformation (previously Construction Scotland Innovation Centre)	BEST and SBC jointly funded the monitoring evaluation and final report regarding Eildon HA's "Green House Pilot" projects. Covid impact and resultant delays in completion of projects has delayed evaluation report			
Improve understanding of the economics of development in a Borders context including development costs, construction industry capacity and land values through analysis and research across development partners	Meet with RSLs to discuss sites through the project prioritisation process within SHIP, weighting each site by a range of factors including construction	Partnership working is central to the development of the annual SHIP submission. Ongoing work with RSLs, developers and Scottish Government. Discussions and information sharing continue to take place on a regular basis		South East Scotland Housing Forum, SHIP Working Group	SHIP 2022-2027 Main Issues Report Housing Supply Strategy 2018-2028
	Review any impact of the Land and Buildings Transaction Tax (LBBTX) on the Borders Housing Market	Due to Covid and the impact this had and suspension of stamp duty this has not been progressed. This is likely to be considered in next LHS or we will consider any national evaluation. No longer considered a priority but this will be reviewed when work is undertaken to develop the LHS 2023-2028.			

Explore options to make house purchase an attractive option for young economically active people encouraging them to come to or stay in the Scottish Borders	Review provision of information and advice on shared equity and other Low cost Home ownership options and update information points accordingly	A review of the housing pages on SBC's website has begun and is currently ongoing. This includes information and advice on housing options, including low cost home ownership and shared equity		SBC, South East Scotland Housing Forum	Communications Plan
	Continue to implement and monitor the action plan for young people's housing and report on progress through the LHS Annual Progress Report.	The Young People's Housing Need Study continues to be monitored but due to the pandemic some of the actions have not been progressed as quickly as anticipated due to other priorities			The Housings Needs and Aspirations of Young People; Scottish Borders 5 Year Action Plan April 2019
	Continue to engage with SFT to contribute to the development of the 5k and £40k home in the Borders	Potential RSL project considered for this is now being delivered assisted by Scottish Government's Affordable Housing Supply Programme grant.			Border Housing Alliance Minutes
	Consider feasibility and potential service development around apprenticeships linked to provision of housing and consider review of housing allocation policies for young people moving into Scottish Borders for employment and training.	All the four local RSLs have updated their allocations policies since April 2019. RSLs will review their allocations policies in 2023			
Work in partnership with economic development partners to address gaps in construction industry/skills capacity which create a barrier to housing led economic growth	Work together with other LA's within the City Deal Region to promote training and working in the construction sector	Being progressed as intended via the South East Scotland Edinburgh City Region Skills and Innovation work stream.		Skills Development Scotland Business Gateway	Regional Housing Board Minutes
	Develop closer links between Borders housing sector and the newly established South Of Scotland Enterprise Agency	Continuing to develop more links with SOSE staff in addition to those who transferred from SBC.			Border Housing Alliance Minutes
	Eildon working in partnership with development partners to capitalise on local employability opportunities through recruitment of a Community Benefits/Employability coordinator.	A number of Community Initiatives have been progressing across the programme. Eildon Housing Association have been working in collaboration with its building contractors, the Association has been pushing for local employment and suppliers to be used where possible.			Borders Home Energy Forum Minutes
	Consider skills and opportunities emerging from Energy Efficient Scotland and how this can align with broader construction opportunities	Actively promoting technologies that support energy efficient heating and the decarbonisation of heat has allowed SBC to start to develop experience in these technologies. Training remains available within the region for heat pumps and fabric first insulation.			

1.3 Review and progress delivery of locality plans

Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Support the development of a town centre living strategy	Housing officers will continue to engage and support economic development partners in developing town centre strategies	Jedburgh CARS formally closed on 31st March 2022 with some projects granted a limited extension to complete works on site. At the end of year four a total of 59 individual grant awards were made for building repairs, towards 32 town centre buildings, totalling over £749k in spend. Hawick CARS formally launched in October 2019 and has been extended for an additional year due to Covid-19 until March 2025. 3 grant repair projects are now complete and awarded funding, and 1 is currently on site. Hawick CARS is also working with property owners to develop priority building repair projects at six locations in the town centre.		CPP	Town Centre Strategies - CARS
	Identify town centre opportunities in the SHIP and report on progress.	Town centre projects are monitored through SHIP			SHIP 2022-2027
	Monitor the number of town centre affordable housing completions annually	There were one town centre completions by RSLs in 2021/22: <ul style="list-style-type: none"> 2 at Abbotsford Court Galashiels By Cairn Housing Association (remodelling) Some close to the town centre boundary: <ul style="list-style-type: none"> 35 at Huddersfield Street, Galashiels by Eildon Housing Association 39 at Wilkie Gardens (Extra Care Housing), Galashiels by Eildon Housing Association 2 Allars Crescent Hawick (SBHA) 			Town Centre Contribution Statements
	Finalise Housing Contribution Statement to Support Town Centre Living	Contribution Statements has been finalised for Galashiels.			
Improve understanding of housing need and aspirations through community engagement and by sharing information across services and partnerships	Engage with the locality working groups	Housing Strategy meet regularly with locality partners.		SESplan Housing Market partnership	Strategic Planning Group Minutes
	Engage with Health and Social Care through the Integrated Joint Board and Strategic Planning Group	RSL and Housing Strategy Team are represented on the Strategic Planning Group			Housing Locality Profiles Community Led Steering Group Minutes

1.4 Reduce the number of empty homes					
Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Reduce the number of empty properties by offering information and advice to property owners	Provide information, advice and practical assistance regarding; condition, remedial actions, standards to be applied & incentives including VAT exemptions.	Empty Homes Officer is working to actively engage with owners of Empty Homes across the Scottish Borders. Since starting in post, in August 2021, the Empty Homes Officer has an active case load of 110 empty homes, and has been making connections with owners, neighbours and communities being affected by empty homes		SBC, RSL's	Scheme of Assistance Communications Plan Housing Supply Strategy 2018-2028
	Work with the Customer Service Team to consider applications where the 200% Council Tax may be exempt to home owners actively bringing properties back into use	The Empty Homes Officer works with empty homes owners to agree a package of work and timescales. Following an application to customer services, requesting discretion by the owner, a discretion report based on property visit and agreements made with the owners is provide to customer services by the Empty Homes Officer.			
	Continue to update the corporate website with information and advice on empty properties	A review of the housing pages on SBC's website has begun and is currently ongoing.			
	Explore the provision of financial incentives such as an Empty Homes Loan Scheme, with the Shelter Empty Homes Partnership	Following appointment of the Empty Homes Officer a report to committee was prepared and approved for an Empty Homes Grant Scheme. Providing grant support as a package of works to aid in bringing homes back into use. Work is underway to prepare all key documentation ready for launch in the next financial year.			
	Monitor the impact of the council raise of 200% on long term empty properties	The long term empty property numbers remain at relatively constant level. Data on Empty Homes provided by council tax is reviewed on a monthly basis. This provides the basis of directing appropriate contact with owners. There has been a level of data cleansing required. This data will continued to be monitored monthly.			
	Recruitment an Empty Homes Officer	Empty Homes Officer has been recruited and started in August 2021.			
	Review and update Empty Homes Strategy and prepare health check	Ongoing; following the appointment of the Empty Homes Officer review of Policy Statement is required to provide an updated profile of empty homes in the Scottish Borders.			
1.5 Contribute to strategic planning					
Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Use the land reform and community empowerment agendas to promote and offer opportunities for land assembly through local communities	Gain a better understanding of the potential to use this legislation to assist affordable housing delivery in the Borders	Engagement with South of Scotland Community Housing as a means of exploring and promoting the delivery of affordable housing via this route. Partnership project with the Scottish Empty Homes Partnership also being considered to deliver capacity and resource in the Borders to support this.		SBC, RSL's, South East Scotland Housing Forum	Housing Supply Strategy 2018-2028
	Work with Local Community Housing Trusts and support them to acquire land for affordable housing development				

Performance Indicators:

















Strategic outcome	Relevant Indicators	Baseline (date)	Targets	Previous Performance	Performance 2021/22	Data type & source	Timescale
1.1 Increase the supply of affordable housing	Total number of completions	325 per annum (ave: 2011/12 – 2014/15)	348 pa	2017/18 – 222 2018/19 – 345 2019/20 – 321 2020/21 – 294 (provisional figure)	Not available at time of reporting	SG house building statistics	2017-22
	Number of affordable homes completed	87 pa (2011/12 – 2014/15)	128 pa	2017/18 – 87 RSL 2018/19 – 139 (130 RSL & 9 NHT) 2019/20 – 114 2020/21 – 94	238	SG house building statistics	2017 - 2022
	Number of new social rented homes completed	79% of affordable completions in 2014/15 were social rent	85% of affordable housing to be social rent	2017/18 – 78% 2018/19 – 84% (includes RSL purchase) 2019/20 – 84% 2020/21 – 89%	76%	SBC, SG AHIP	2017 - 2022
	Number of other affordable homes delivered (all subsidised and un-subsidised intermediate tenures and mid-market rented homes)	21% of affordable completions in 2014/15 were not social rent	15% of affordable housing to be 'other' affordable housing	2017/18 – 145 (23%) 2018/19 – 192 (16%) 2019/20 – 141 (16%) 2020/21 – 107 (8%)	314 (5%)	SBC, SG AHIP	2017 - 2022
1.2 Increase options for affordable housing	Options identified	None	Complete option identification	Exploring SFT 5k and 40k house model	Borders sites proposed in relation to the Edinburgh Home Demonstrator Project ph 3 pilot.	SBC Committee reports	2023
	Feasibility studies undertaken	None	Complete feasibility studies	Not applicable	-	SBC operational information	2020
	No. of MMR units	None	Increase provision of MMR	2017/18 – 45 (Bridge Homes) 2018/19 – 9 (Bridge Homes) 2019/20 – 0 2020/21 – 0	0	SBC, RSL information	2017-22
1.3 Review and progress delivery of locality plans	No of Locality Plans reviewed and delivered	SOA agreed 2013	Locality Plans in place & increase supply of affordable housing in Town Centres in line with Whole Town Plans e.g. Selkirk, Kelso, Hawick & Galashiels	-	-	SBC, SG returns, SLAED	2017-22
1.4 Reduce the number of empty homes	No. of long-term empty homes	1,421 (2014 figure)	< 1,421 homes	March 2018 – 1,427 March 2019 – 1,499 March 2020 – 1,543 (1,041 long term + 502 exemptions) 2020/21 – 1,260 ¹ (990 long term empty + 270 exemptions)	1,587 (1,249 Long term empty + 338 exemptions)	Revenues and benefits data	2017-22
	Enforcement orders used – e.g. CPOs	0	>0	2017/18 – 0 2018/19 – 0 2019/20 – 6 (in collaboration with Building Standards) 2020/21 – 14 in progress. With official notice due early 21/22	5 defective building notices served in regard to common repair issues where owners could not reach collective decision to progress.	SBC data	2017-22
	Homes brought back into use	9 (ave 2011/12 – 2014/15)	> 9 homes	2017/18 – 5 2018/19 – 2019/20 – 6 2020/21 – 4	Empty Homes Officer in post Aug 2021 – has an active case load of 110 empty homes	SBC operational information	2017-22
1.5 Contribute to strategic planning	Adoption of SESplan2	SESplan	Adopt SESplan2 in 2018, as basis for HSTs, LDP and wider strategic planning	-	-	SBC Committee reports	2018
	Delivery of HNDA3	HNDA2	Set in place partnership arrangements to deliver HNDA3 and inform the next LHS	-	Work is underway on HNDA3 – with the aim to submit to SG by March 2022	South East Scotland Housing Forum, HNDA3	2022
	Engage with Planning Review	HNDA3, SHIP	Mechanisms to streamline and enable new housing supply	-	Continue to respond to consultation on NPF4	HNDA3, SHIP	2017-22










¹ As of March 2021, exemptions are much lower at 270. Further analysis will be carried out in due course to identify the reason for this decrease.

LHS Priority 2: More people live in good quality energy efficient homes






Outcomes:










2.1 Social housing stock meets the SHQS					
Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
SBC and RSL's partner will work together to develop a plan for addressing SHQS failures, exemptions and abeyances	Monitor progress through the Borders Housing Alliance	Refer to the RSL Asset Management plans		SBC, RSLs, developers	Borders Housing Alliance Minutes SHR Data
	RSLs to carry out stock condition surveys and report to the Scottish Housing Regulator annually	RSLs are currently in the process of arranging comprehensive stock condition surveys to be carried out			
2.2 Social Housing stock meets EESSH 2020 target					
Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Work in partnership to improve the quality of the social housing stock: to meet SHQS and EESSH targets, and support improved energy efficiency standards in new build developments	Update the Borders Home Energy Database with 2019/20 data and use it when targeting future funding opportunities	Ongoing. Database is maintained and update by the Energy Efficiency Strategy Officer. New data suites provided as part of LHEES preparation and National Assessment.		SBC, RSLs, developers	Borders Home Energy Database BHEF Minutes Affordable Warmth and Home Energy Efficiency Strategy
	Carry out an audit on energy efficiency measure installed and planned installations in the social rented sector	RSLs have carried out extensive internal review and assessments of their stock. SBC have engaged with local RSLs to understand their projected schedule of works relating to energy efficiency improvements and to establish where there may be synergy with ESS:ABS activity. Potential joint working opportunities identified (e.g. mixed tenure blockers)			
	Identifying funding opportunities through partnership working and Scottish Government initiatives	Attend Govt meetings and liaise with stakeholders to take advantage of appropriate right for initiatives. Ongoing.			
RSLs to prepare annual reports on their progress on achieving EESSH	Develop Paper outlining RSLs response to the Efficiency Standards for Social Housing 2 (EESH2) targets to be met by 2032	Detailed surveys on condition will inform EESSH 2 strategy (and LHEES for SBC) comprehensive stock condition surveys carried out.		SBC, RSLs, developers	Affordable Warmth and Home Energy Efficiency Strategy SHR Data
	Prepare report on RSL progress with EESSH and achieving EESSH by 2020	RSL progress on EESSH is reported in Annual reports and the Affordable Warmth strategy annual update report. An overall EESSH compliance of 92% for 2020 has now reduced to 91.2% for 2021/22. Updated against this standard requested. Very slight reduction due to some EPCs and properties being reassessed. <ul style="list-style-type: none"> Waverley Housing – 96.12% SBHA – 97.14% - Revised - 97.68% BHA – 76% Eildon – 95% 			
2.3 Significant improvement in fuel efficiency of housing stock					
Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Explore the potential to support communities to come together to negotiate discounted rates for fuel provision in rural areas or acknowledged areas of deprivation	Work in partnership with RSLs, Home Energy Scotland and Changeworks to identify opportunities and examples of good practice and to develop case studies accordingly	Ongoing. Borders Home Energy Forum continues to meet regularly to promote and develop opportunities and support options to cooperate for funding opportunities. Case studies from EES:ABS and Warm & Well Borders scheme used to both promote schemes and examples of scheme worth when applying for additional funding.		SBC, SG, Utility Companies, Developers, East Scotland Home Energy Forum	Affordable Warmth and Home Energy Efficiency Strategy BHEF Minutes
	Borders Home Energy Forum to consider opportunities to work with utility companies and other agencies to explore ways to offer cheaper energy to households across the Borders	Ongoing attendance at colleagues in Highlands and Islands forum. Sharing information and activity re: energy suppliers. Insight into energy price increases and concerns.			
	Liaise with HES to understand the best practice to engage these types of householders and areas	Continued to meet regularly with HES and share issues, challenges and opportunities. There was an increase in online referrals and activity. In line with focus on this area due to Covid impact.			
Incentivise mixed tenure approaches to improve energy efficiency	Consider mixed tenure solutions as part of the EES:ABS/Energy Efficient Scotland programme development and funding bid process	SBC and RSLs share data to see where EES activity can work in shared blocks or to free up blockers. In part of major planned works SBC were able to apply EES:ABS funding to enable a private property within a social EWI scheme to be installed. Looking at larger opportunities and how to use funding to support private properties alongside social housing.		SBC, SG, RSLs, Developers,	Affordable Warmth and Home Energy Efficiency Strategy BHEF Minutes
	Liaise with RSLs to identify opportunities regularly and through the Home Energy Forum	Ongoing activity. Worked with RSLs to ensure that private "blockers" in RSL led schemes could be progressed (e.g. via EES:ABS) so the scheme maximised impact and could treat all properties in scope.			

Target resources, information and advice to ensure owner occupiers and private landlords benefit from opportunities for insulation, double glazing, upgraded heating systems etc.	Respond to the Energy related consultations from Scottish Government as they emerge	Ongoing. Several energy related consultations that SBC have responded to, these included consultation responses to: LHEES development. EPC reforms. Heat Network Delivery plans.		SBC, SG, RSLs, Developers, SAL, Private Landlords, East Scotland Home Energy Forum	Affordable Warmth and Home Energy Efficiency Strategy Consultation Responses
	Update the energy efficiency and affordable warmth web pages as part of the as part of the website review	A review of the housing pages on SBC's website was completed and web site updated			
	Develop an increased presence on social media to promote energy efficiency and affordable warmth in the home, referral mechanisms and funding opportunities	Shared social media "tool box" with local communities to self-promote EES:ABS schemes. Similarly the core changers to SBCs website. Kept up to date. Covid had detrimental impacts across a lot of planned delivery. Social media was used to advise of Covid response and guidance.			
	Explore opportunities to engage and support households in relation to behavioural change, energy efficiency and affordable warmth in the home – including liaison with Home Energy Scotland	Post install survey and questionnaire being used on EES:ABS installations. Changeworks (Managing Agent) to provide report on insight gathered.			
	Develop an evidence base relating to the behaviour in the home post energy efficiency improvement	Annually within the EES:ABS scheme a proportion of the funding and resource is set aside to complete monitoring & evaluation on the effectiveness of the scheme. Recent insight and feedback report provided by Changeworks.			
	Explore opportunities to engage with households in relation to fuel costs.	Community engagement remained not possible due to Covid. Instead householders would be signposted to HES, Changeworks, CAB, and Warm & Well Borders through phone, email or on line. As restrictions eased some drop in and face to face engagement was able to start up again.			
	Explore opportunities to engage with households in relation to income maximisation	Warm & Well Borders scheme continued to support households across the Covid pandemic. With restrictions reliance on engaging digitally via email. As restrictions lifted this distant support remained effective at reaching households and allowed more cases to be supported.			
	Proactively inform private landlords of requirements for Energy Efficient Scotland and engage further to outline support, resources, funding opportunities and advice in collaboration with Scheme of Assistance	Ongoing. Awaiting timescales and Government update. Policy and expected legislative changes were delayed in response to the Covid pandemic. SBC are closely monitoring the guidance and advice from Govt and as soon as firm details are in place, these will be shared with local private landlords across SBC platforms, comms and awareness sessions.			
	Continue to deliver the local EES:ABS/Energy Efficient Scotland projects which are aimed at improving the efficiency in the private sector	In the financial year 20/21 SBC were awarded £1.7m in EES:ABS funding. The Covid-19 pandemic continued to have a detrimental impact on the programme's delivery. It was still possible to install 141 energy efficiency measures supporting over 83 households. For the 21/22 programme SBC have been allocated over £1.77m, highest allocation for the Borders to date.			
	Apply for future funding to expand the Energy Efficient Scotland projects in the Borders out into other Localities and towns	Ongoing. Opportunities across other funding streams being considered.			
	Identify new and existing schemes to leverage funding to support the fuel poor.	A number of new funding opportunities are being progressed such as: Levelling up fund, SFHA Fuel Poverty fund, financial inclusion funding, community renewal funding, financial hardship funding,			
	Ensure all support extends to, and is relevant for rural and/or off-gas grid areas, and is relevant for; the elderly and vulnerable and; households that are experiencing child poverty.	On line digital support as a result of Covid restrictions has embedded behaviours that can support isolated households such as those in very rural areas or those particularly vulnerable. Recent focus on rural off gas areas to ensure this demographic and communities are supported.			
	Explore best practice on engaging the 'self-funded' market to develop a programme of encouragement and support for this these homeowners	Ongoing regular meetings with HES to understand the interactions and traffic of the able to pay households in relation to energy efficiency enquiries. Ensure understand where enquiries and areas of interest are within region and the volumes HES are experiencing.			
Ensure effective targeting of energy efficiency measures on those who are experiencing fuel poverty	Undertake Affordable Warmth Strategy & Energy Efficiency Annual Report for year 3	Year three of the strategy has been implemented and a progress report is currently being developed		SBC, RSLs, SG, East Scotland Home Energy Forum, SPAP	Affordable Warmth and Home Energy Efficiency Strategy BHEF Minutes
	Carry out an audit on all fuel poverty activity in the area, working in partnership with RSLs, Changeworks, Home Energy Scotland and through the local Home Energy Forum	Ongoing			
	RSLs to continue financial inclusion activity and develop bespoke projects with key partners (such as Changeworks) to deliver targeted home energy advice to tenants	Ongoing			

	Continue to prioritise EES:ABS investment in fuel poor areas and effectively target programmes, utilising information from a wide range of resources, including the home energy database, RSLs and local knowledge	Continue to use Home Analytics and Arc GIS mapping to explore areas most at risk of fuel poverty or with other specific challenges to delivering affordable warmth. Strategic targeting and delivery of EES:ABS as fuel poor areas identified. Developed processes ahead of LHEES development. Regular weekly meeting with internal ArcGIS planning colleagues to refine processes and increases skills and processes			
Develop a local, multi-agency home energy forum to support the development and implementation of the strategic approach to tackling fuel poverty	Ensure the Borders Home Energy Forum remains fit for purpose in terms of membership, networks and priorities	Ongoing. New membership welcomed and guest speakers invited to forum ensures broad range of content.		SBC, RSLs, East Scotland Home Energy Forum	BHEF Minutes
	Lead officer/Chair to prepare Annual Activity Report detailing the forums progress over 2021/22	Ongoing. Report being combined to cover 2 years activity due to Covid impact which reduced output. However, forum continued to convene remotely.			
Explore the development of a comprehensive local network of delivery options to provide enhanced fuel poverty and energy efficiency advice	Develop a longer-term approach for the Borders for home energy efficiency and fuel poverty projects, which includes a comprehensive local network of delivery options	Continued focus on longer term aspirations beyond annual EES:ABS delivery. Renewable technology and training in college now core to curriculum. Supporting local awareness and interest in both renewables and energy efficiency fabric first measures.		SBC, RSLs, East Scotland Home Energy Forum	Affordable Warmth and Home Energy Efficiency Strategy BHEF Minutes
	Set Up a Construction and Supply Chain forum	Ongoing. Continue to represent SBC at the forum. Convenes regularly and increasing delegates from across region. Borders College have now taken chair responsibilities.			
	Continue to be involved and participate in the Sustainability Development Group	Ongoing			
	Monitor Eildon's Green Homes Pilot and identify new construction methods which could be considered across the Borders	Delays experienced in delivery primarily due to Covid impacts and supply chain. SBC remain involved in scheme as continues towards completion. Ongoing			
	Work with Home Energy Scotland, Health and Social Care and NHS Borders to engage with the health sector (and particularly with GP practices and community pharmacies and hospitals), to reach people who are in or at risk of fuel poverty.	Supported delivery and roll out of NHS Money Worries app and received ongoing NHS support of Warm & Well Borders.			
	Deliver, monitor and report on the "Warm and Well" project	Successfully completed phase 1 of Warm & well. Based on successful delivery were able to secure funding for a further year's extension into 2022 and beyond. Revised delivery model partnering with CAB			

2.4 Improved functioning of the private sector housing portfolio

Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Work in partnership to improve condition of empty homes in rural areas and town centres	Work in partnership with, and provide local support, to the Shelter Scotland Empty Homes Initiative	Empty Homes Officer was recruited in August 2021 and works for both Scottish Borders Council and Shelter.		SBC, SG, RSLs, Developers, CPP	CARS Empty Homes Work
Develop effective routes to liaise and collaborate with the private landlord sector to maximise the quality and impact of the private rented sector in Scottish Borders	Hold at least one landlord forum per annum	Postponed due to Covid recovery but intended for 2022/23. Working in partnership with Landlord Registration Scotland		SBC, RSLs, Private Landlords, SAL, BHHSP	Communication Plan PRS Quarterly Reports
	Continue to work in partnership with SAL to provide training to landlords in the Borders	SBC continued to work in conjunction with LAS to provide training for landlords. Training moved to a virtual classroom, making it more accessible for many of the region's landlords the latest session was preparation for possession actions			
	Work closely with Scottish Government, managing agents, landlords and other organisations to support and facilitate effective communications and referrals	Landlord registration and the related support service is a constantly changing environment although 2021-22 saw some sort of return to normality. Work continued to develop robust procedures in relation to prescribed information and the common occurrence relating to invalid applications. Scottish Borders Council also introduced a courtesy reminder to ensure oversights of registration renewal aren't unduly affected by late fees applied by SG.			
	Prepare quarterly Private Rented Sector reports	Quarterly reports are produced and circulated			
	Work in partnership with Homelessness to ensure the private rented sector and empty homes actions are being monitored and implemented	Recruitment for a RRTP Private Sector Officer is ongoing			

	Monitor the impact prescribed information is having on the landlord registration process	Scrutinising prescribed information provided on applications and liaising with landlords where there are anomalies. This is an important point of engagement, landlords are offered guidance on legislation relating to letting properties. Rental properties are being improved as a result and landlords also gain a better understanding of the requirements when letting in the private sector Prescribed information also includes for the provision of Energy Performance Certificates. Landlords are becoming increasingly aware of the need for energy efficiency and proposed future energy standards affecting the rental market. Advice and support is offered through our liaison service.			
	Ensure engagement and consultation with private landlords is include in the new LHS 2023-2028	A draft private landlord survey has been developed			
	Examine the potential and feasibility of a project to match suitable private landlords with tenants	This will be taken forward as an action in the LHS 2023-2028. It will include the results and recommendations from the private landlord survey			
Deliver multi-tenure information and advice to enable households to manage the condition of their property	Develop the Private Sector House Condition Improvement Strategy	Toward the latter end of 2021 work will be begin developing the next LHS 2023-2028. This will include a review of house condition across the Borders and include priorities for action. Over the last 2 years work has continued to progress in this area with the establishment of the missing shares scheme in Hawick and the recruitment of an Empty Homes Officer in Aug 2021 will increase capacity.		SBC, RSLs, Shelter, CAB	Scheme of Assistance
	Develop Strategy to address Below Tolerable Standard Housing as part of the Private Sector House Condition Strategy. This will include the develop processes, and packages of advice and assistance to ensure SBC'S duty to deal with BTS property is met where possible, including exploring potential enforcement actions and resource required	A focused examination of BTS properties will be included in the review of house condition referred to in the action above. Processes linking scheme of assistance continue to be developed. Guidance notes relating to common repair, for example, have been drafted. Pathways from Scheme of Assistance to support stewardship through to enforcement, as a last resort, are clearer. Including introduction of a Missing Shares Scheme supporting CARS activity in Hawick.			
	Better align private sector initiatives such as Scheme of Assistance, landlord engagement, empty homes and enforcement activity	Within our team Private Sector initiatives are approached more holistically and appropriately linked. Referral and liaison with other departments has improved although scope for further enhancement remains. Website content has been reviewed with a draft content progressed – this includes private sector Housing pages which further aligns the service provision in these areas.			
	Develop a Procedural and Policy Framework for Improving Conditions and Management of Properties in the Private Rented Sector	Evolution of our service from an enforcement function to liaison and support continues. Of note our approaches to prescribed information have been developed and a lot of work to improve information available on our website has been undertaken			
	Review and update the Scheme of Assistance	Partially drafted. It's been agreed to postpone its implementation until review of supporting actions i.e. Missing Shares can be made			
Explore and implement mixed tenure solutions to improve stock condition	Evaluate year one of the Missing Shares Project	Progress in the delivery of the missing shares scheme was hampered by Covid-19, in light of this the scheme has been extended until the 31 st March 2025 to mirror the duration of the Conservation Area Regeneration Scheme. It yet requires to be tested although the threat of use is an effective tool to encourage 'missing' owners participation in common repairs			Missing Shares Pilot










Performance Indicators:












Strategic outcome	Relevant Indicators	Baseline (date)	Targets	Previous Performance	Performance 2021/22	Data type & source	Timescale
2.1 Social housing stock meets the SHQS	% of dwellings that meet the SHQS	91% compliance (2014/15)	100%	2017/18 – 94% 2018/19 – 94% 2019/20 – 95% 2020/21 – 98%	Not available at time of reporting	RSL SHR returns	2018
	% of dwellings with failures, abeyances or exemptions	9% (2014/15)	0%	2017/18 – 6% 2018/19 – 6% 2019/20 – 5% 2020/21 – 2%	Not available at time of reporting	Audit Scotland return	2020
2.2 Social Housing stock meets EESSH 2020 target	% of dwellings that meet the EESSH 2020 target	Baseline to be established as a key priority.	100% compliance	2017/18 – 68% 2018/19 – 80% 2019/20 – 91% 2020/21 – 92%	91.2%	RSL SHR returns; Audit Scotland return	2017-20
2.3 Significant improvement in fuel efficiency of housing stock	Production of a 2017 Fuel Poverty Delivery Strategy	N/A	Complete	2018/19 – Draft Affordable Warmth and Energy Efficiency Strategy is currently out for consultation 2019/20 – Affordable Warmth and Energy Efficiency Strategy was approved by council. First year of implementation 2020/21 – Second year of the strategy has been implemented	3 rd year of the strategy has been implemented	SBC operational	2018
	Households in fuel poverty	40% fuel poor and 11% extreme fuel poor (2011-2013)	Reduce households in fuel poverty	2014-2016 – 34% fuel poor and 13% extreme fuel poor 2015-2017 – 31% fuel poor and 8% extreme fuel poor 2016-2018 – 29% fuel poor and 15% extreme fuel poor 2017-2019 – 29% fuel poor and 14% extreme fuel poor	Not available at time of reporting – most recent available: 2017-2019 – 29% fuel poor and 14% extreme fuel poor	SHCS	2017-22
	EES-ABS investment in Scottish Borders	£1,623,023 (2014/15)	Full EES:ABS spend	2017/18 – £1,409,119 2018/19 – award is almost £1.3m 2019/20 - £1.4m 2020/21 – £1.7m	£1.78m	SBC	2017-22
	Social rented sector stock built to Silver energy standard	N/A	100%	2017/18 – 87 2018/19 – 130 2019/20 – 114 2020/21 – 103	-	RSL data	2017-22
	No. of private sector measures installed	420 (370 External wall insulation, 50 cavity wall insulation) (2014/15)	>420	2017/18 – Over 700 (600 Hard to Treat cavities, 37 External wall insulation, 35 internal wall insulation) 2018/19 – 732 private measures and 3 social measures (10 virgin loft, 39 loft top-up, 32 room in roof, 50 CWI, 8 underfloor, 44 IWI, 26 EWI, 526 HTTCs) 2019/20 - 278 private measures installed (126 HTTC, 65 EWI, 56 IWI & 25 Air Source Heat Pumps) 2020/21 – Following Covid restrictions it was still possible to install 100 of the planned 278 energy efficiency measures supporting over 75 hsehlDs	141 measures installed supporting 83 households More complicated multi measures including renewable technologies.	Operational data	2017-22
	No. of households provided with energy advice/information	4,041 Engagements; 895 referrals (Home Energy Scotland) (2014/15)	>4,041	2017/18 – 5,124 Engagements; 2,034 referrals 2018/19 – 5,411 engagements; 847 referrals 2019/20 – 5,117 engagements, 724 referrals 2020/21 – 5,501 Engagements, 183 Referrals	6,391 engagements 173 referrals	Operational data	2017-22

2.4 Improved functioning of the private sector housing portfolio	Finalise private sector strategy, including provision for BTS strategy	N/A	Complete	Will be reviewed as part of LHS 2023-2028 development	Included in the development of LHS 2023-2028	SBC operational	2018
	No. of private sector properties where serious disrepair and BTS reduced	TBC	80 units per annum	2017/18 - 18 supported with Advice and practical Assistance. 11 resulting in action 2018/19 - 25 supported with Advice and practical Assistance. 2019/20 – 40 instances of practical assistance. 2020/21 – 46 instances of advice and practical assistance	38 instances of advice and practical assistance	SBC: Environmental Services data;	2017-22
	Enforcement orders used	0	>0	2017/18 – 0 2018/19 – 0 2019/20 – 6 (in collaboration with Building Standards) 2020/21 – 14 in progress. With official notice due early 21/22	5 defective building notices served in regard to common repair issues where owners could not reach collective decision to progress.	SBC data	2017-22

LHS Priority 3: Fewer People are affected by homelessness

Outcomes:

3.1 Use effective housing options and preventative intervention to successfully prevent homelessness					
Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Develop and analyse client group profiles for homeless applicants to identify reasons for homelessness, housing support needs and how to target prevention activity to specific groups	Map and analyse current housing support arrangements across all housing agencies, to inform further actions (RRTP 4.1)	Extension to current Housing Support Contract has been granted until July 2023 to allow for revision of the tender and re-tender of our contact in line with mapping current Housing support networks.		BHHSP, Housing Support providers, Information & advice agencies	Rapid Rehousing Transition Plan (RRTP)
Monitor the strategic homelessness approach through the newly established Homelessness and Health Strategic Partnership, and delivery of the new Rapid Re-Housing Transition Plan	Review the RRTP and action plan annually and monitor the delivery of the RRTP (RRTP 3.10)	Activities and spend template submitted to SG 30/06/2020. It has been agreed that the RRTP action plan should undergo a review to reconsider the priorities of the BHHSP during 2022/2023.		BHHSP, SG, private landlords, Housing Support providers, Information & advice agencies	
3.2 Improve access to & impact of Housing Options model					
Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Conduct research and analysis of the reasons behind sustainment outcomes for previously homeless households to ensure that effective support models are identified and are made more widely available	Undertake further local modelling to continue to better understand the whole picture of homelessness in the Scottish Borders including with regard to homelessness demand, housing supply, range and availability of housing options, housing options advice and assistance services, access to housing, homelessness prevention, housing sustainment, support services. (RRTP 1.4)	Work undertaken to better understand housing allocation lets to homeless and potentially homeless households to identify current pressures and blockages.		BHHSP, Housing Support providers, Information & advice agencies	Rapid Rehousing Transition Plan (RRTP)
	Develop and implement a Crisis Intervention Fund to remove homelessness risk in specific cases that do not fit into established pathways and to test new solutions and new ways of working. (RRTP 2.9)	Two pilot intervention Funds available in 2021/2022, funded by Scottish Government Ending Homelessness Together fund. The £175,000 Scottish Government Tenant Grant fund was administered by SBC in 2021/2022, supporting tenants who incurred rent arrears as a result of the pandemic to retain their tenancies.			
Improve access and links to education, training or employment opportunities within homelessness and resettlement processes	Map the availability of Employment Support Services for household who are homeless or threatened with homelessness (RRTP 4.5)	Due historically unprecedented demand on homelessness service, the continued impact of the pandemic and impact from the Ukrainian programme the SBC RRTP will be reviewed in 2022/2023 to take into account the changing landscape. This action will be considered as part of the review.		BHHSP, Employability services, Housing Support providers	Rapid Rehousing Transition Plan (RRTP)
Implement a common approach to housing options which stimulates collaboration, considers all tenures, focuses on prevention and early action and creates a single point of access	Carry out an evaluation of prevention and early intervention activities, across SBC, RSLs, Health and Social Care Partnership aimed at improving tenancy sustainment in a consistent way (RRTP 2.1)	Due historically unprecedented demand on homelessness service, the continued impact of the pandemic and impact from the Ukrainian programme the SBC RRTP will be reviewed in 2022/2023 to take into account the changing landscape. This action will be considered as part of the review.		BHHSP, BWA, private landlords, Housing Support providers, Info & advice agencies, IJB, H&SCP,	Rapid Rehousing Transition Plan (RRTP)
	Review the delivery of services, develop housing and support pathways for the following groups, with the aim of preventing or alleviating homelessness for; <ul style="list-style-type: none"> Individuals with Drug and/or Alcohol use Individuals up to the age of 26 who were previously looked after by the local authority Individuals with an offending history Victims of domestic abuse (RRTP 2.7)	National reviews ongoing in these areas and work stream/guidance being fed down from SG. <ul style="list-style-type: none"> *Care Leavers – Youth Homelessness Prevention Pathway: Improving Care Leaver Housing pathway – published in November 2019 by a Way Home Scotland ** Domestic Abuse – Improving housing Outcomes for women and children experiencing domestic abuse, published December 2020 ***Poverty is a thread that will run through all pathways however this action will seek to ensure that no gaps remain following the completion of the individual pathways work. 			
Develop a range of Housing Options pathways tailored to the needs of specific client groups and communities	Complete a review of direct matching with SBHA (RRTP 2.11a)	Due historically unprecedented demand on homelessness service, the continued impact of the pandemic and impact from the Ukrainian programme the SBC RRTP will be reviewed in 2022/2023 to take into account the changing landscape. This action will be considered as part of the review.		BHHSP, BWA, private landlords, Housing Support providers, Info & advice agencies, IJB, H&SCP	Rapid Rehousing Transition Plan (RRTP)
	Update SBC website with a guide to housing options	Currently working update SBC website with a section on 'finding a home' this will include a wide range of information on housing options		BHHSP, BWA, private landlords, Housing Support providers, Info & advice agencies, IJB, H&SCP	Rapid Rehousing Transition Plan (RRTP)

3.3 Improve access to a range of settled accommodation options					
Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Improve access to a better range of settled accommodation options for homeless households	Develop communications plan for improving awareness across private sector. (RRTP 2.15)	Work is ongoing to recruit a RRTP Private Sector Officer		SG, DWP, BHHSP, BWA, private landlords, Housing Support providers, Info & advice agencies	Rapid Rehousing Transition Plan (RRTP)
	Develop information and guidance materials for private tenants (RRTP 2.16)	Developing a private landlord survey that will identify the needs and support landlords want			
	Create awareness of and make appropriate use of First-tier Tribunal referral powers, monitoring cases considered by the First-tier tribunal (RRTP 2.18)	This will be a key responsibility of the RRTP Private Sector officer when appointed.			
	Raise awareness according to need on new private tenancy regime and tenancy rights for relevant staff including; <ul style="list-style-type: none"> Homelessness Staff Housing Support Providers Advocates Health and Social Care staff Domestic Abuse Pathway Staff RSLs Through Care After Care Officers (RRTP 2.19)	Partially complete – Homeless, DA, TCAC, Housing support officer have completed bespoke training. Remaining to consider awareness raising needs of RSLs, Advocates and Health and Social Care officers.			
	Enhanced link between RSL Voids processes, Allocations processes, and Homeless/ Housing Options applicants in order to inform Personal Housing Plans (RRTP 3.5)	National working Group looking at PHP, SBC are part of the national group. Draft guidance and templates expected to be finalised for consideration by the Government the end of March 2021. Consider localised implementation following publication of guidance.			
	Explore ways in which to establish formal working relationships with all non-Borders based RSLs who have a presence in the Scottish Borders. (RRTP 3.9)	SBC and Link have been working on Section 5 protocol and are currently in final draft and awaiting confirmation from senior management re-sign off.			
3.4 Lessen the impact of residing in temporary accommodation					
Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Review the strategy for temporary accommodation to ensure financial sustainability and to continuously improve customer outcomes	Scope ways in which to reduce no of applicants being placed into bed and breakfast and length of time spent in temporary accommodation (RRTP 5.1)	A Crash Pad was established within the temporary homeless accommodation portfolio and will become operational in April 2021. 28 applicants, who otherwise may have been placed into bed and breakfast accommodation, utilised the Crash Pad in 2021/2022.		SG, DWP, BWA, BHHSP, private landlords, Housing Support providers, Info & advice agencies	Rapid Rehousing Transition Plan (RRTP)
	Scope ways in which to reduce the number of people placed into temporary accommodation (RRTP 5.2)	As part of the national public health response homelessness services increased the number of temporary accommodation units in partnership with the RSLs. The change in course was due to the global pandemic.			
	Review temporary accommodation rental structure to increase accessibility to temporary accommodation when it is needed (RRTP 5.7)	The national finance framework for temporary accommodation has been delayed and is not expected to complete until 2022/2023 at the earliest.			
Explore ways to expand the range of transitional accommodation options for homeless households	Review temporary accommodation type and size need and align with customer need as RRTP develops (RRTP 5.6)	This has been delayed due to COVID-19 response and our need to increase temporary accommodation to deal with this national crisis		SG, BHHSP, private landlords, Housing Support providers, Information & advice agencies	Rapid Rehousing Transition Plan (RRTP)
3.5 Promote independent living & tenancy sustainment through effective delivery of housing support duty					
Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Improve access to health and social care services for homeless people, particularly for those with complex needs by working with integration partners	Implement a pilot, Housing First model that meets the needs of people with multiple needs in the Scottish Borders and which, as far as is possible in a rural context, conforms with the 7 principles of Housing First'. (RRTP 4.2)	Cyrenians appointed as the service provider and a two year pilot was launched in October 2021.		BHHSP, IJB, H&SCP	Rapid Rehousing Transition Plan (RRTP)

Performance Indicators:














Strategic outcome	Relevant Indicators	Baseline (date)	Targets	Previous Performance	Performance 2021/22	Data type & source	Timescale
3.1 Use effective housing options and preventative intervention to successfully prevent homelessness	% of closed Housing Options cases assisted to a. maintain existing accommodation b. access settled housing	(a) 10% remained in existing accommodation: 2014/15 (b) 26% accessed settled accommodation – 17% social/9% PRS: 2014/15	a. 2% increase per annum b. 2% increase per annum per annum	2017/18 – (a) 13% (b) 15% 2018/19 – (a) 11% (b) 7% 2019/20 – (a) 26% (b) 13% 2020/21 –(a) 30% (b) 13%	a) 26% b) 17%	SBC Homeless Case Management Prevention Data	2017-22
	Number & % assessed as homeless	535 (83% of all applications): 2014/15	Not applicable	2017/18 – 590 (84% of applications) 2018/19 – 629 (82%) 2019/20 – 645 (82%) 2020/21 – 558 (84%)	578 (84%)	SBC HL1 data – assessed in period	2017-22
	% applicants reassessed as homeless in same year	44 (4.5% of all applications): 2014/15	1% reduction per annum	2017/18 – 30 (4.5%) 650 2018/19 – 29 (3.8%) 2019/20 – 36 (4.6%) 2020/21 – 33 (4.9%)	17 (2.5%)	SBC HL1 data – assessed in period	2017-22
	% young people presenting as homeless	210 (34% applications): 2014/15	5% reduction per annum	2017/18 – 171 (24% applications) 2018/19 – 197 (26% applications) 2019/20 – 205 (27% applications) 2020/21 – 198 (29% applications)	149 (23%)	SBC HL1 data – open in period. 16-24yr old	2017-22
3.2 Improve access to & impact of Housing Options model	Number accessing Housing Options service	636: 2014/15	5% increase per annum	2017/18 – 403 2018/19 – 268 2019/20 – 288 2020/21 – 179	774	SBC Homeless Case Management Prevention Data	2017-22
	Number partners delivering Housing Options model	1 (Homelessness Team) 2014/15	5 partners offering full Housing Options service	2017/18 – For consideration in 2018/19 by Borders Homelessness & Health Strategic Partnership 2018/19 – Agreement of Scottish Borders RRTP 2019/20-2023/24 including actions 1.16, 1.17 and 1.18. 2019/20 – Agreement of Scottish Borders RRTP 2019/20-2023/24 including actions 1.16, 1.17 and 1.18. 2020/21 – Agreement of Scottish Borders RRTP 2019/20-2023/24 – Target date 31/03/2023	Agreement of Scottish Borders RRTP 2019/20-2023/24 – Target date 31/03/2023	SBC data	2022
	% housing options cases that progress to homeless application	37%: 2014/15	Not applicable	2017/18 – 62% 2018/19 – 65% 2019/20 – 49% 2020/21 – 48%	46%	SBC Homeless Case Management Prevention Data	2017-22
3.3 Improve access to a range of settled accommodation options	% homeless cases closed in period accessing settled accommodation as outcome a. Social housing b. Private housing	(a) 55% accessed social housing: 2014/15 (b) 3% accessed assured PRS tenancy: 2014/15	a. 1% increase per annum b. 2% increase per annum	2017/18 – (a) 57% (b) 6% 2018/19 – (a) 58% (b) 7% 2019/20 – (a) 59% (b) 6% 2020/21 – (a) 59% (b) 8%	a. 64% b. 7%	SBC HL1 Data – closed in period	2017-22
	% unintentionally homeless household access settled accommodation	59% (2014/15)	90%	2017/18 – 62% 2018/19 – 78% 2019/20 – 80% 2020/21 – 89%	94%	SBCHL1 Data – closed in period	2022
	Number of homeless people housed through rent deposit scheme	84 (2014/15)	10% increase per annum	2017/18 – 21 2018/19 – 2019/20 – 10 2020/21 – 3	0	DGS Data	2017-22
	% RSL lets to homeless households	23% (2014/15)	50%	2017/18 – 22% 2018/19 – 28% 2019/20 – 30% 2020/21 – 33%	30%	SHR data	2022















3.4 Lessen the impact of residing in temporary accommodation	Number of self-contained temporary accommodation spaces	104 spaces: 2014/15	104 spaces	2017/18 – 107 2018/19 – 104 2019/20 – 106 2020/21 – 119	129	SBC data	2017-22
	Number of supported accommodation spaces	8 spaces (5 x refuge, 4 x looked after children): 2014/15	13 spaces	2017/18 – 8 spaces (4 x refuge, 4 x looked after children) 2018/19 – 8 spaces (4 x refuge, 4 x looked after children) 2019/20 – 8 spaces (4 x refuge, 4 x looked after children) 2020/21 – In order to provide Covid safe accommodation, refuge spaces reduced to – 2 women with their children.	Refuge – 2 women and their children.	SBC data	2017-22
	% accessing temporary accommodation (i.e. not emergency placements)	94%: 2014/15	100%	2017/18 – 99% 2018/19 – 98% 2019/20 – No longer recorded through SHR 2020/21 – No longer recorded through SHR	No longer recorded through SHR	SHR data	2022
	% of households who occupied temporary accommodation - B&B accommodation	7%: 2014/15	0%	2017/18 – 1% 2018/19 – 2% 2019/20 – 2020/21 – 0%	0%	SBC data	2022
	Average length of stay in temporary accommodation	100 days: 2014/15	10% reduction in length of stay per annum	2017/18 – 118 2018/19 – 128 2019/20 – 116 2020/21 – 124	143	SBC data	2017-22
	% satisfaction of temporary or emergency accommodation	83% very and fairly satisfied (2015/16)	90% satisfaction rate	2017/18 – 90% 2018/19 – 90% satisfaction rate 2019/20 – 2020/21 –	Not available at time of reporting	SHR data	2017-22
	% of offers of temporary or emergency accommodation refused	15%: 2015/16	Reduce refusals by 5%	2017/18 – 14% 2018/19 – 3% 2019/20 – 5% 2020/21 – 11%	9%	SBC data	2017-22
3.5 Promote independent living & tenancy sustainment through effective delivery of housing support duty	Number of referrals received to Housing Support services(inclusive of Commissioned service(s))	425 cases: 2014/15	Not applicable	2017/18 – 476 2018/19 – 592 2019/20 – 388 (new methodology, see footnote) ² 2020/21 – 261	265	SBC Better Futures data and commissioned service annual return	2017-22
	Number of cases open within Housing Support Services(inclusive of Commissioned service(s))	237 cases: 2014/15	Not applicable	2017/18 – 278 2018/19 – 296 2019/20 – 395 2020/21 – 386	415	SBC Better Futures data and commissioned service annual return	2017-22
	Case closed with positive outcome recorded as a proportion of total number of housing support cases closed by SBC Homelessness housing support service and its commissioned service(s)	67% 2014/15	3% increase per annum	2017/18 – Collective 73% of total cases closed (291 cases) 2018/19 – 74% 2019/20 – Total closed cases 255, 204 identified with a positive outcome = 80% 2020/21 – 85%	83%	SBC Better Futures data and commissioned service annual return	2017-22

² Please note new method is being used. Previous years have included some double counting between services – e.g. 358 received internally and 252 by Commissioned services = 610 (however 218 referral were direct referral to commissioned services from internal service therefore total = 388).

LHS Priority 4: More people are supported to live independently in their own homes

Outcomes:

4.1 More people being able to live independently in their own homes					
Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Liaise with RSL partners to consider a range of new, and existing provision that could be adapted to suit changing needs and service configuration.	Consider potential projects for the inclusion in SHIP	The findings from the Wheelchair Housing Study have been included in the SHIP 2022-27. The SHIP identifies proposed projects which includes particular needs housing provision.		SBC, RSLs	Space To Live: Wheelchair Accessible Housing in The Scottish Borders SHIP 2022-27
Investigate the feasibility of developing shared ownership and equity release schemes for older people to finance property adaptations	Explore the SFT Home Scheme (5k and the 40k home)	Proposed Home Scheme units at Eildon HA's Earlston development have been dropped in favour of 100% social rented units.		SBC, SG, RSLs	Border Housing Alliance Minutes
Explore the future potential of the Borders Care & Repair scheme to further provide a wider range of services which will enable people to live independently.	Support the implementation and delivery of the older people's housing care and support strategy through the various relevant programme boards	A new service contract is being developed between SBC and Care and Repair. Programme Board governance arrangements are being reviewed.		SBC, Eildon, SWD	Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028
	Monitor and Develop the SoA in relation to the provision of major adaptations, including budget management and eligibility criteria in relation to SG legislation.	Covid has adversely impacted on delivery of major adaptations in 2020/21. This has been tracked and reported on through existing budget management arrangements.		SBC Housing Strategy, Care and Repair Service	Scheme of Assistance
Make better use of digital infrastructure and telephony to enable individuals to live independently.	Support the implementation and delivery of the older people's housing care and support strategy through the various relevant programme boards	Older Peoples Strategy governance arrangements have been reviewed.		IJB, RSLs, SBC	Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028
	Support the implementation of the Health and Social Care Integrated Strategic Plan and provide updates for inclusion in reporting	Updates, statistics and reports are provided when requested. Extra Care Housing Board continues to operate to oversee delivery of the ECH programme.		IJB	Strategic Plan
4.2 Increased provision of specialised housing					
Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Implement an Older People's Housing Strategy in partnership with the Health and Social Care Partnership	Support the implementation and delivery of the older people's housing care and support strategy through the various relevant programme boards	Extra Care Housing Board continues to operate to oversee the delivery of the ECH programme		IJB, SWD, RSLs	Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028
	Through delivery of the RRTP monitor the numbers of older people experiencing homelessness	Development of The newly developed Performance Monitoring and Impact Measure Framework pulls together all the PI's from across the service (including equalities) to report on quarterly to the BHSP			RRTP
Assess the extent and nature of needs within the gypsies and traveller community; and develop appropriate response.	Support the development of National Action Plan on Gypsy Traveller Access to services, in particular ensure provision and quality of permanent Gypsy/Traveller sites in the Borders – if required	The Scottish Borders Gypsy Traveller Policy Working Group continue to meet. The group have responded to a number of challenges due to the pandemic and its continued impact. .		SESHoF, SBC, G&T community	SBC Gypsy/ Traveller Meeting minutes
	An increased focus on specialist provision (included need for wheelchair accessible, other accessible, adapted housing and housing for specialist groups for example Gypsy/Travellers and veterans) is included in HNDA3	A sub group have developed a specialist housing section for HNDA3. This has included a wide range of evidence and data.			RRTP
	Include Gypsy and Traveller community work in the project brief of the new LHS (based on LHS guidance)	Gypsy Traveller work will be included in the engagement and consultation stage of the development of the next LHS			HNDA Project Team minutes
4.3 Effective housing input to process of health and social care integration					
Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Include housing within integration and locality planning processes to make sure that housing provision for a range of client groups is in the right place with sufficient connectivity to transport and digital infrastructure developments.	Contribute to the annual report for the Health and Social Care Strategic Plan	The Joint Strategic Needs Assessment and Strategic Plan will be developed in 2022/23		IJB, RSLs, Third sector	Strategic Plan
	Monitor housing contribution to the Health and Social Care Strategic Plan	Governance arrangements being reviewed. Annual Affordable Housing including ECH, Amenity and wheelchair accessible housing delivery reported to Executive Committee.			Locality Working Group minutes
	Attend locality working groups regularly and contribute to implementation of locality plans	Locality working group arrangements suspended due to Covid impact.			Housing Contribution Statement 2018
	Ensure housing continues to be represented at the H&SC Strategic Planning Group	SBC and RSL representation attend the Strategic Planning Group			

Enable a collaborative approach to a mapping exercise with the integration joint board to establish the availability of local advice and support services as part of the locality planning process (rural exclusion analysis)	Contribute to development of locality plans and area partnerships	Locality planning arrangements temporarily suspended due to Covid. Housing Strategy included in Area Partnership arrangements.		SBC, IJB,RSLs, Third sector	Locality Plans Community Led Support Group Minutes
4.4 Improved availability of housing support services					
Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Monitor availability and impact of housing support for young people and other vulnerable client groups	Implement and monitor delivery of the Young People's Housing Needs Plan – Year 3	The Young People's Housing Need Study continues to be monitored but due to the pandemic some of the actions have not been progressed as much as they should be due to other priorities		SBC, RSLs, BHHSP	RRTP The Housings Needs and Aspirations of Young People; Scottish Borders 5 Year Action Plan April 2019
	Collaborate with the Mental Health Service to support the delivery of supported housing service	Mental Health Service reviewing wider housing and building based service requirements			
	Review the RRTP and action plan and monitor the delivery of the RRTP	It has been agreed that the RRTP action plan should undergo a review to reconsider the priorities of the BHHSP during 2022/2023.			
	Revise existing Homelessness Housing Support tender documents for re-tendering (RRTP 4.9)	Extension to current Housing Support Contract has been granted until July 2023 to allow for revision of the tender and re-tender for July 2023.			
	Ensure housing is represented on the Children and Young People's Leadership Group	There is no requirement for a housing rep at CYPLG, but there is the opportunity to have items added to the agenda and attend a meeting to discuss these where relevant.			
4.5 Increase in prevention and early intervention					
Strategic actions	2021-2022 Actions	2021-2022 Progress	2021/22 Status	Partners	Related documents
Ensure RSLs work in partnership with care and support providers to improve intelligence of need across a range of client groups plus developments in technology and design innovation.	Support the implementation and delivery of the older people's housing care and support strategy through the various relevant programme boards, in particular tech enabled care programme board	Governance arrangements have been reviewed. There is now a programme board which covers ECH and potential Care Villages.		SBC, RSLs	Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028 Physical Disability Strategy Strategic Plan
	Contribute to the monitoring of the Physical Disability Strategy	Housing Strategy continue to be involved in Physical Disability Strategy Reference Group			
	Consider the findings of the Wheelchair Housing Study	The findings of the Wheelchair Study have been included in the SHIP and are being used to support the development of the specialist housing section of HNDA3			
	Ensure continued Housing Representation on the Strategic Planning Group	SBC Housing Strategy and RSL representatives are on SPG			
	Ensure continued Housing Representation on the Learning Disability Group	SBC Housing Strategy and RSL representatives are on SPG			
Provide information and advice to a range of client groups on the options available to them as their housing and care needs change, encouraging and supporting pre-planning.	Review Housing Advice availability within Scottish Borders with the aim of creating a consistent response to people experiencing housing difficulties across all sectors. (RRTP 1.16)	Following the delayed recruitment of the RRTP officer and additionally the COVID-19 emergency has further restricted the full application of this resource and delayed some of the RRTP actions. The RRTP officer working with the BHHSP have reviewed the action plan and set new dates and targets. A new for completion date for the this action has been set		SBC, RSLs Third sector	RRTP Communication Plan
	RSLs provide Information and advice on their allocation processes on their stock	All the four local RSLs have updated their allocations policies since April 2019 and have them published don their websites.			
	Carry out a review of the website and update all the content and navigation	A review of the housing pages on SBC's website has begun and is currently ongoing.			

Performance Indicators:

Strategic outcome	Relevant Indicators	Baseline (date)	Targets	Previous Performance	Performance 2021/22	Data type & source	Timescale
4.1 More people being able to live independently in their own homes	Number of persons receiving aids/adaptations and handyman services	Minor adaptations – 355 Minor repairs – 20 Handyperson – 4495 Major adaptations – 75	Minor adaptations – > 355 Minor repairs – > 20 Handyperson – > 4495 Major adaptations – > 88 Targets to be agreed annually with Care and Repair service.	2017/18 – Minor adaptations & repairs – 155 Handyperson – 4,154 Major adaptations – 85 2018/19 – Small repairs & adaptations - 421 Handyperson – 4,058 Major adaptations – 94 RSL adaptations – 128 2019/20 – Small repairs & adaptations – 400 Handyperson – 4,060 Major adaptations – 116 2020/21 – Small repairs & adaptations – 264 Handyperson – 2,643 Major Adaptations – 41	Minor adaptations & repairs -199 Handyperson - 3,931 Major adaptations - 33	SBC data / annual	2017-22
4.2 Increased provision of specialised housing	Number of specialist housing places	ECH/HwC places = 129 (Dec 2014)	ECH/HwC = 180	2017/18 – 14 2018/19 – 4 2019/20 – 5 2020/21 – 52	51	SBC and AHIP	2017-22
	Number of new homes to wheelchair and varying needs standard	ECH/HwC places = 129 (Dec 2014)	ECH/HwC = 180	2017/18 – 4 2018/19 – 4 2019/20 – 5 2020/21 – 2	48	SBC and AHIP	2017-22
4.3 Effective housing input to process of health and social care integration	Recognition of HCS by HSCP	N/A	Housing involved in service redesign plans.	Housing Contribution Statement 2016 in place Housing Contribution Statement 2018 in place	Housing Contribution Statement 2018 in place	Reference SCP and HCS and emerging plans for localities	2020
	Housing represented at strategic planning level	N/A	Housing involved in service redesign plans.	Housing represented	Housing represented	Reference SCP and HCS and emerging plans for localities	2020
	Housing representation on locality planning groups	N/A	Housing involved in service redesign plans.	Housing represented	Housing represented	Reference SCP and HCS and emerging plans for localities	2020
4.4 Improved availability of housing support services	Outsourcing of housing support	N/A	Evaluation of benefits in outsourcing housing support	-	-	SBC	2020
	No of people receiving housing support services	N/A	Increase in number receiving support	2017/18 – 476 2018/19 – 592 2019/20 – 388 ³ 2020/21 – 261	265	SBC data annual	2017-22
	Greater transparency and assessment of sufficiency of Housing support services	N/A	Assessment of impact of changes in support of objective	-	-	SBC data	2020
4.5 Increase in prevention and early intervention	Maximise use of Care and Repair budget	Social Rented Sector = £322k, Private Sector = £375k (2016/17)	Monitor and evaluate procedures, value for money and impact of adaptations and equipment provision. Maintain existing level of budget provision.	2017/18 – Social Rented Sector = £423k Private Sector = £442k 2018/19 - Social Rented Sector = £452k Private Sector = £406k 2019/20 – Social Rented Sector = £409k Private Sector = £439k 2020/21 – Social Rented Sector = £139,634 Private Sector Major Adaptations = £187k	Social Rented Sector = £345,837 Private Sector Major Adaptations = £129,273.37	SBC	2017-22

³ Please note new method is being used. Previous years have included some double counting between services – e.g. 358 received internally and 252 by Commissioned services = 610 (however 218 referral were direct referral to commissioned services from internal service therefore total = 388)

	Increased use of technology to support individuals	No. receiving community alarm or telecare: Aged 18-64 = 239 and Aged 65+ = 1,690	Introduction of new technologies. Evaluation report on outcomes.	2017/18 – 18 – 64: 219, 65+: 1,445 2018/19 – 18 – 64: 239, 65+: 1,637 2019/20 – 18 – 64: 290, 65+: 2,564 2020/21 – 18 – 64: 125, 65+: 829	18-64 – 141 65+ – 1,103	SBC social work and health	2017-22
	Evaluation of housing options advice and general advice/information services	n/a	Evaluation report on outcomes	2017/18 - Initially considered as part of Homelessness restructure on 2018/19 - Taken forward as part RRTP 2019/20 – Part of RRTP action Plan 2020/21 – Part of RRTP action Plan	Part of RRTP action Plan	SBC Homelessness team	