



SCOTTISH BORDERS COUNCIL'S  
**LOCAL HOUSING  
STRATEGY 2023-2028**  
ANNUAL REPORT 2024/25



**Contents**

1. Introduction ..... 2

2. More Homes in Sustainable Communities ..... 3

3. Specialist Housing, Particular Needs and Independent Living..... 12

4. Climate Change, Fuel Poverty and Energy Efficiency..... 16

5. Condition and Built Heritage ..... 22

6. Preventing and Tackling Homelessness..... 28

## 1. Introduction

We're pleased to present our second annual report on the Local Housing Strategy (LHS) 2023-2028, which highlights key achievements and progress from April 2024 to March 2025.

There have been several challenges over the past five years which have impacted housing delivery and services across our region including the legacy of COVID-19, and the war in Ukraine, inflationary pressures and the cost-of-living crisis. In April, we developed a paper which outlines the significant challenges that we and our partners have been experiencing in ensuring residents in the Scottish Borders have access to a home which meets their needs, this included details of the pressures within housing and homelessness. As a result, Scottish Borders Council declared a housing emergency in May 2024. While we continue to face these significant challenges, it is important that we celebrate our achievements which is what this report seeks to do.

This is the fifth LHS that has been developed for the Scottish Borders. It sets out a detailed action plan and provides the monitoring and evaluation framework for reporting annual progress on the delivery of our five strategic outcomes and the new LHS Vision, which is:

**"Everyone in the Scottish Borders has access to a home that meets their needs and is part of a sustainable community"**

The five strategic outcomes are:

<b>Strategic Outcome 1:</b>	<b>More homes in well designed, sustainable communities that increase opportunity for all and support our economy to thrive</b>
<b>Strategic Outcome 2:</b>	<b>People have access to homes which promote independence, health and wellbeing</b>
<b>Strategic Outcome 3:</b>	<b>Improved energy efficiency of homes and a reduction in fuel poverty while supporting a Just Transition to Net Zero through decarbonising domestic heating and energy</b>
<b>Strategic Outcome 4:</b>	<b>Communities are regenerated through improving the quality and condition of housing and the built heritage</b>
<b>Strategic Outcome 5:</b>	<b>Homelessness is prevented wherever possible, and a range of housing options are provided so people can secure a suitable and sustainable housing outcome as quickly as possible</b>

## 2. More Homes in Sustainable Communities

**Addressing Strategic Outcome 1: More homes in well designed, sustainable communities that increase opportunity for all and support our economy to thrive.**

### Key Actions for Delivery

- Increase the supply of affordable housing.
- Increase the supply of alternative tenure housing to meet a broad range of needs.
- Increase construction capacity and skills to support delivery of more homes.
- Implement revised planning policy and practice to ensure it is directive in shaping existing and new places.
- Support the delivery of housing regeneration in communities (including town centres and rural settlements).
- Support the development and implementation of Local Place Plans to help address local housing challenges.
- Reduce the number of empty homes.
- Explore innovative approaches to housing delivery in conjunction with partners.

### Declaring a Housing Emergency

SBC declared a Housing Emergency on 30<sup>th</sup> May 2024.

As a result, a Housing Emergency Action Plan has been developed, and the new Strategic Housing Forum has been established. The new Forum will effectively act as a Housing Emergency Programme Board, discussing key strategic housing issues, monitoring delivery against the actions set out in the Housing Emergency Action Plan and agreeing key priorities and actions in response to the Housing Emergency.

### Providing Affordable Homes

As part of the LHS 2023-2028 development, the Housing Supply Target for the Scottish Borders was set for the next five years, with an annual target of 370 new homes:

**141 affordable  
homes per year**

**229 market (private)  
homes per year**



The Strategic Housing Investment Plan sets out the strategic investment priorities for affordable housing over the 5-year period to achieve the outcomes set out in the Local Housing Strategy and meeting the Housing Supply Target for affordable homes.

The SHIP 2025-2030 was approved in October 2024 and proposed an ambitious potential delivery of 1,050 new affordable homes underpinned by an estimated investment of £261m.

## 88 affordable homes were delivered during 2024/2025 72 of these were new supply affordable homes

The affordable home completions in 2024/25 were as follows:

Provider	Project Completion		Tenure	General Needs	Particular Needs	Total Units
EHA	Comrades Park East	Chirnside	HA Rent	15		15
EHA	Horsemarket	Earlston	HA Rent	37		37
SBHA	Whitefield Crescent	Newtown St Boswells	HA Rent	4		4
SBHA	Burnfoot	Hawick	HA Rent	12	4	16
SBHA	Open Market Purchase	Various	11 HA Rent 3 MMR	14		14
OMSE	Open Market Shared Equity	Various	HA Rent	2		2
Total				84	4	88

Dominies Way,  
Chirnside -  
Eildon



Fairhurst Drive, Hawick  
- SBHA



Horsemarket,  
Earlston -  
Eildon



Whitefield Crescent, St  
Boswells -  
SBHA





## Open Market Purchases

In light of current challenges within the construction sector, SBHA have been exploring different models to increase the supply of much-needed homes. They have directly purchased 14 homes through Open Market Purchase in the past financial year. These acquisitions cover several communities, including Hawick, Selkirk, Galashiels, Kelso, Tweedbank, and Innerleithen. The homes vary in size from one to four bedrooms and are predominantly former local authority properties, many of which had been lost via the Right to Buy scheme.



## Supporting Housing Delivery

During 2024/25 we used the Second Homes Council Tax Affordable Housing Investment Budget to support:

- The ongoing housing development project at Edgar Road in Westruther.
- The ongoing housing development at Tweedbridge Court in Peebles.
- The sale of the former Howdenburn primary school at Jedburgh which will provide 70 new affordable homes
- The continued provision of the Empty Homes Grant Scheme each year until March 2028

We used Affordable Housing Policy Developer Contributions to:

- Fund research into housing demand for key workers in the South of Scotland
- Support Stow Community Trust to undertake feasibility work focussed on the development of affordable homes and community amenities on the former site of the Royal Hotel in Stow.

## **Our RSL Partners**



## Rural Housing Fund

The Rural Housing and Islands Housing Fund aims to increase the supply of affordable housing of all tenures in rural Scotland. The funds have two parts:

1. a main fund that offers capital support (grants and loans) for direct provision of new affordable housing, and refurbishment of existing empty properties
2. a small fund that contributes to feasibility studies

**2024/25**

**£84,612 for 2 projects  
which will fund 4 new  
affordable homes.**

## **Recognition**



Eildon Housing Association won the award for 'Housing Organisation of the Year' at the Chartered Institute of Housing 2024 Scotland awards for their work in the social housing sector.

SBHA completed the Tweed Court development in 2024, which was shortlisted for the Scottish Home Awards. Additionally, a refurbishment programme was completed alongside Waverley Housing and with the help of Scottish Government funding, which delivered a refurbishment programme of six homes at the site in Kelso.



## **Landbank**

SBHA has taken a step forward with its land banking strategy by acquiring the former Heather Mill site in Selkirk. The brownfield site is set to deliver up to 70 new homes as part of the organisation's long-term development plans. Remediation work is required on site, which is being supported by SBC through Second Homes Council Tax funding. A planning application is expected in 2025/26, with construction anticipated to begin in 2026/27.

Berwickshire Housing Association has undertaken a comprehensive review of their land bank, which at present can accommodate nearly 200 new homes. This has been supported by a strengthening of governance surrounding future development.

## **Self-Build Register**

We established a self-build register in 2024 which is available on the SBC website. As of March 2025, there are 6 people who have registered an interest in acquiring land in our area for self-provided housing.

## **South East Scotland City Region Deal**

The Southeast Scotland City Region Deal has continued to work towards developing a regional housing vision statement and delivering the Regional Housing Programme and deliver against five key priorities for the region:



## Affordable Housing Delivery (current and future)

- Develop a regional SHIP.
- Focus on the housing emergency, looking at 2-3 priorities that help tackle our housing emergencies.
- Understand the approach for acquisitions/new builds across Local Authorities.

## Retrofit (EESH2)

- Holding a workshop with presentations from Local Authorities on status of their retrofits.
- Identify housing clusters across the region to identify tailored retrofit and low carbon heating technology

## Regional Delivery Alliance

- Progress with Pilot 3 - Collaborative Procurement and budling of sites
- Sustain and enhance engagement with LAs and RSL partners
- Collating SHIP and pipeline information

## Strategic Sites

- Delivering Strategic Sites Programme
- Delivering programme of strategic site business cases
- Working with Government, agencies and partners to develop innovative finance models and replicate existing successful models

## Innovative Funding Models and Infrastructure Delivery

- Infrastructure delivery and financial innovation workshop on 28th March
- Town centres as an example of delivery - learning from Fife, working with RSLs and other partners to deliver regeneration

### **South East Regional Delivery Alliance (Regional Home Demonstrator Project)**

The South East Regional Delivery Alliance is being delivered by the City Region Deal Housing Partners, alongside Scottish Futures Trust. The project is ongoing which includes the following outputs:

- Project Management Office (PMO) set up
- Confirm key regional documents
- Annual Regional Pipeline update
- Confirm preferred procurement frameworks
- Pre-application planning strategies agreed with councils
- Set up regional website including a Knowledge Hub
- Coordination of feasibility/design testing
- Regional typologies updated/expanded
- Options for additional funding/resources mapped and identified
- Market/costs across region mapped



Design and performance standards for net zero homes



Enabling greater use of off-site construction

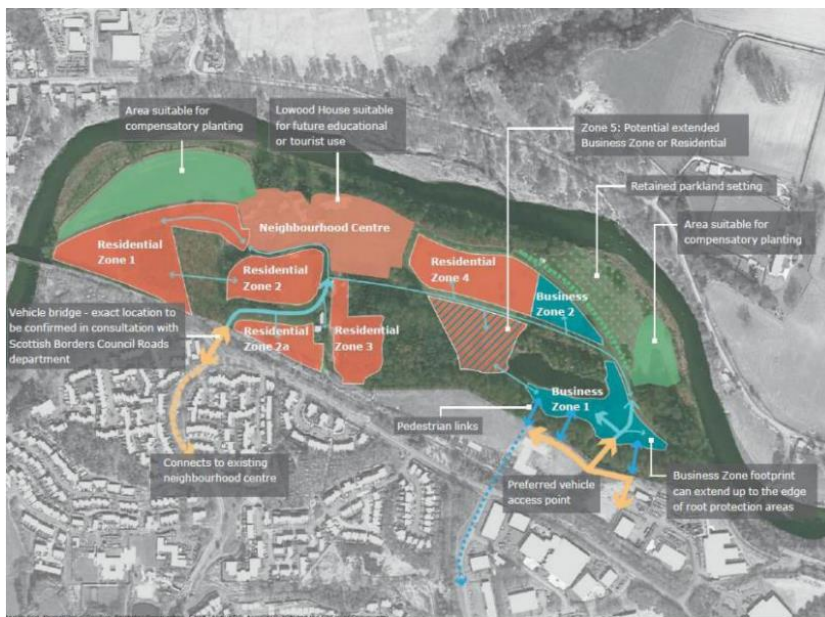


Facilitating more collaborative approaches to procurement and delivery to drive both cost and carbon efficiencies

### **Tweedbank Expansion Strategic Site**

The strategic site at Tweedbank is anticipated to deliver 300-400 homes, with affordable homes comprising a key part of the planned mix of housing stock.





Work is currently taking place on configuring the Tweedbank mixed use development plan through Hub South-East. As well as new homes it's expected that the site will also deliver up to 2,500m<sup>2</sup> of commercial space, 1,500m<sup>2</sup> of retail space, and associated core infrastructure including roads and a bridge.

A Full Business Case for the strategic site is expected to go to Joint Committee in Autumn 2025, which will include extensive market reporting and model analysis to quantify potential costs, returns and profit/deficit. A financial and economic assessment for the

programme – which was last revised in January 2024 – is to be updated, and a governance and delivery strategy set out.

### **South of Scotland Regional Economic Partnership**

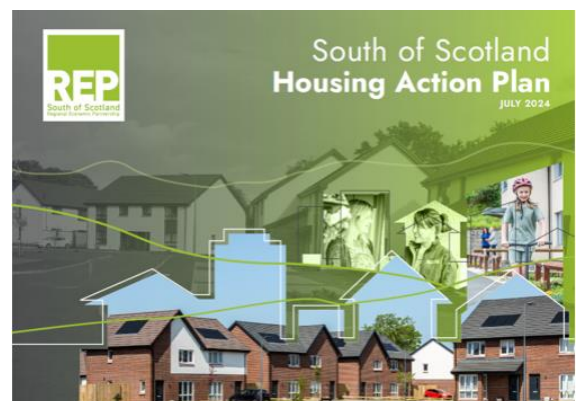
The [South of Scotland Housing Action Plan](#), created by the South of Scotland Regional Economic Partnership (REP) was launched in 2024 to help target urgent need for more homes and a greater choice of homes in the area.

It involved engagement with over 50 local and national organisations, with business and community representatives advising that action was needed. To this end, the plan focuses on six areas:

- Growing our own
- An accessible and enabling planning environment
- Increasing choice for all
- Prioritising our investment
- Putting the South on the map
- Creating the right conditions

Areas of work accelerated in 2024/25 include:

- Rettie's have been appointed and near finalisation of the Housing Prospectus covering the South of Scotland which will be formally launched in Gretna on 2<sup>nd</sup> June 2025.
- Regional research on Key Workers has been commissioned in collaboration with South of Scotland Enterprise, Scottish Futures Trust, South of Scotland Community Housing and Dumfries and Galloway Council and is due to complete by April 2025. This is being undertaken by South of Scotland Community Housing and examines demand for key worker housing in the South of Scotland. Two workshops were held in the Scottish Borders and Dumfries and Galloway in February 2025.



### **Local Place Plans**

As part of the Borderlands Place Programme, four towns were identified in the Scottish Borders as priority towns, with the ultimate objective of developing Borderlands Town Investment Plans. These towns are

Hawick, Galashiels, Jedburgh and Eyemouth. Work has been ongoing in these areas to develop Local Place Plans and other settlements across the region have been working on Local Place Plans as well.

We currently have 4 registered plans:

- [Hawick](#)
- [Coldstream](#)
- [Peebles](#)
- [Leitholm Eccles and Birgham.](#)

Jedburgh and Galashiels Place Plans have been approved by the Borderlands Place Programme Board and are both expected to be registered in May. Eyemouth's Place Plan is due to be taking to Council in April followed by the Borderlands Place Programme Board in May. They are looking to register in the summer.

There are a number of place plans at different stages of development and will be ready to submit soon.

### **South of Scotland Community Housing**

South of Scotland Community Housing (SOSCH) continue to work with local communities in the Scottish Borders in supporting community organisations relative to the planning and delivery of community-led housing. In 2024/25 SOSCH have been:



- Working with Newcastleton and District Community Trust
- Working with Stow Community Trust
- Undertaking research on the demand for key workers in South East Scotland.
- Won the award for 'Outstanding Contribution' at the Empty Homes Awards 2025.

### **Empty Homes**

Our empty homes officer has been working to bring empty homes back into use, the figures below highlight progress in this area within the last year:

- Over 100 empty homes being brought back into use through officer support as of March 2025. This includes 17 brought back into use in 2024/25.

The Empty Homes Grant Scheme, launched in 2022, secured further funding in October 2024 to extend the allocation for the duration of the current LHS – ending in March 2028.

- Grant scheme has supported 19 projects to date, with 13 being made available for affordable rent. There has been a total grant allocation of £467,244 which has unlocked investment of over £1.4m.

Following the success of the grant scheme, an additional £700k has been allocated to support more owners to bring empty homes back into use. There have been 7 new applications which are currently being reviewed, with 3 of these being approved totalling £75k.

Our Empty Homes Officer and two grant-supported projects were finalised at the SEHP conference, with Saphire House winning Best Environmentally Friendly Retrofit 2025.

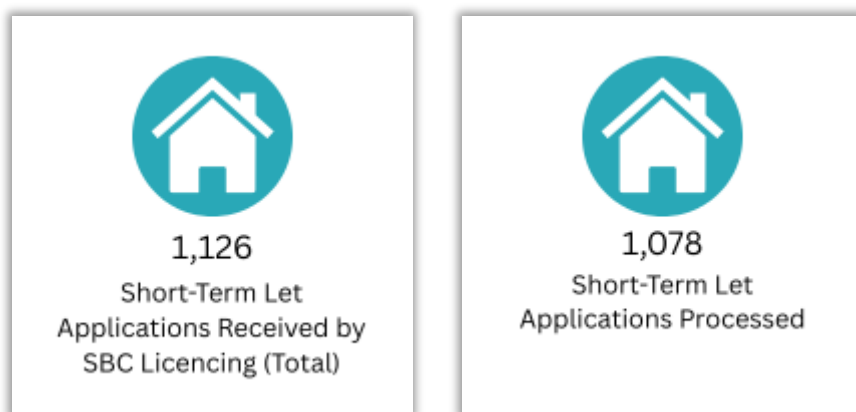
‘A project that highlights the dedication and craftsmanship required to restore a 17<sup>th</sup>-century period property.... The owners were conscious not only of the historical significance of the property but also of the need to use complementary products and materials’



### **Short Term Lets and Second Homes**

Analysis of short term let licenses, and second homes is being undertaken with a view to identify any areas suffering from housing pressure. It is expected this will help inform any future decision making around implementing short term let control areas. A report of the status of Short Term Lets within the Scottish Borders and their impact on housing availability has been prepared and was circulated for internal officer consultation in early 2025. This analysis will be considered by the Strategic Housing Forum at their June 2025 meeting.

As of December 2024, there are:



### **Landlord Registration**

Landlord Registration allows local authorities to control and regulate who can operate legitimately as a private landlord. As of the end of March 2025, we had:



There has been an overall reduction in both number of landlords and number of registered properties – with 188 fewer properties for rent than in March 2024, and 168 fewer landlords. This continues the trend from the past few years, where numbers of both landlords and registered properties have been steadily decreasing.

### **Key Performance Indicators for Strategic Outcome 1:**

Performance Indicators	Baseline (2022/23)	Target	2023/24	2024/25
No. of new homes (Market, Affordable/Rent) (HST)	228	370	Not available	Not available
No. of new build affordable homes	120	141	177	72
Total number of affordable homes delivered	141	150	221	88
No of new? Mid-Market Rent properties (RSL)	91	TBC	5	3
No. of long-term empty homes	1,730	<1550	1,822	1,737
No. of Empty Homes brought back into use	37	30 p.a.	30	tbc
No. of Empty Homes brought back into use by direct officer interaction	19	20 p.a.	28	17
No. of Empty Homes/ Property Grant applications	18	10 p.a.	8	26
Financial commitment through Empty Homes Grant	£ 274,426.99	N/A	£124,921.42	£550k
No. of active properties registered through landlord registration	7,325	Context	7,446	7,258
No. of people on the self-build register	N/A	N/A	N/A	6
No. of live Local Place Plans	0	Context	0	4

### 3. Specialist Housing, Particular Needs and Independent Living

**Addressing Strategic Outcome 2: People have access to homes which promote independence, health and wellbeing.**

#### Key Actions for Delivery

- Work in partnership to deliver more accessible homes across tenures.
- Increase the supply of wheelchair housing.
- Provide information, advice and assistance on housing options and adaptations to meet particular needs across tenures.
- Review the Scheme of Assistance ensuring the new Guidance on the Provision of Equipment and Adaptations is reflected.
- Strengthen joint working with partners in HSCP, NHS, RSLs and others to deliver appropriate housing solutions for individuals with complex needs.
- Strengthen joint working to support key worker and employer led housing opportunities.
- Identify land and funding opportunities to more effectively meet the needs of the Gypsy and Gypsy Traveller community.

#### Scottish Housing Day

We celebrated Scottish Housing Day on 18<sup>th</sup> September, which focused celebrating Homes for Life. We focused on an adaptations case study which was posted on social media which can be viewed [here](#).

IT'S SCOTTISH HOUSING DAY!



SCOTTISH HOUSING DAY  
**18 SEPTEMBER 2024**

#### Extra Care Housing

There have been no extra care housing developments in 2024/25 but there are currently two separate needs assessments currently being undertaken by Indigo House and Buchan Associates to review current need and to update the extra care housing needs analysis carried out in 2016. There are sites that have yet to be developed, these are Stirches in Hawick (40 units), the former high school in Eyemouth (36 units) and a potential development in Peebles which are being considered as part of these assessments. We are currently awaiting the results and recommendations from these assessments.

#### Wheelchair Accessible Housing Target

One wheelchair accessible home has been built in 2024/25 and while this does not meet the target, over the past 5 years (since the wheelchair housing target has been in place, a total of 95 wheelchair accessible homes have been built, this is an average of 19 per year. Current programme information in the Strategic Housing Investment Plan indicates that RSLs could deliver an estimated 62 wheelchair accessible homes over the period 2025/30. This figure is subject to change and will be updated in the SHIP 2026/31.



**20 Homes**  
Annual Wheelchair  
Accessible  
Housing Target

15 delivered by  
RSL's

5 delivered by  
Private Sector



We continue to work with RSLs to ensure the Wheelchair Housing Target is being met and will be met in the future. Some RSLs have committed to 10% wheelchair housing on suitable developments.

### **Specialist and Supported Accommodation Work Programme**

We have started a programme of work in partnership with Health and Social Care, alongside other partners, to fully understand current and future unmet supported and specialist housing provision need in the Scottish Borders in order to inform strategic housing delivery. We are gathering information on current need for supported and specialist provision (accommodation and care/ support services) that will help to support people to live independently and identify the likely requirement for this provision over the next 5-10 years.

A workshop is being scheduled for later this year with the intention to bring together existing knowledge from partners and agree an approach to gathering information on future housing needs annually to inform project prioritisation.

### **Key Workers**

Key workers is a key area of the LHS and as already mentioned in section 2, we are collaborating on regional research on key workers with South of Scotland Enterprise, Scottish Futures Trust and Dumfries and Galloway Council. This is being undertaken by South of Scotland Community Housing and to examine demand for key worker housing in the South of Scotland. Two workshops were held in Dumfries and Hawick in early February with stakeholders to discuss the needs, barriers and solutions for key worker housing. This research will conclude in early 2025/26 with a list of recommendations. In the meantime, we continue to work with our RSL partners and Health and Social Care on delivering key worker accommodation in the region:

- Eildon Housing Association continue to provide 10 properties at McQueen Gardens for key workers – 5 for NHS Borders and 5 for SBC Adult Social Care.
- SBHA – have given priority to key workers on their Mid-Market Rent properties. In 2024/25, SBHA acquired an additional 3 properties for Mid-Market Rent.

### **Scheme of Assistance**

The Scheme of Assistance offers advice and support to people who need to carry out repair and improvement work to their homes. It aims to help more people keep their homes in good condition and suitable for their needs. The Scheme of Assistance also sets out what advice and support the council provides for adaptations to support people with disabilities in their homes.

Council agreed to the proposal to introduce a Missing Shares scheme on the 30<sup>th</sup> of January 2025, along with staffing resourcing to implement the scheme. There is an intention to begin rolling this scheme out in 2025/26.

### **Adaptations**

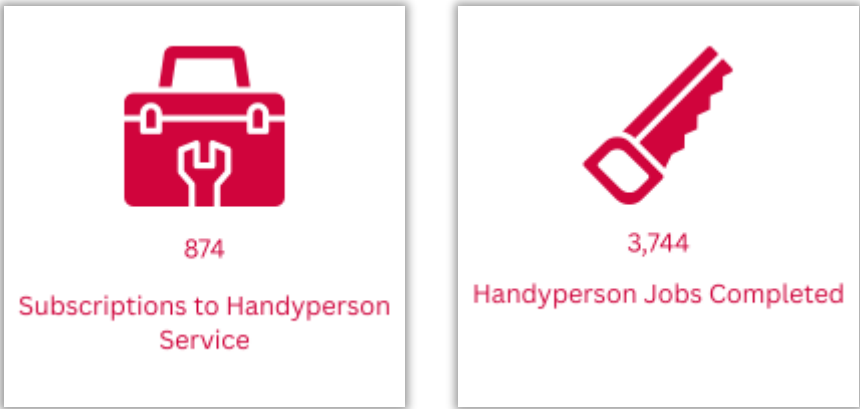
Scottish Borders Council has a contract with Eildon Housing Association to deliver the Borders Care and Repair Service. The aim of this service is:

*“To provide a Care and Repair Service to assist older or disabled residents of the Scottish Borders, living in the private sector, by offering independent advice and assistance to help repair, improve or adapt their homes so that they can live in comfort and safety in their own home & community, in accordance with Scottish National Care and Repair Standards’.*

We have approved and completed a number of adaptations applications during 2024/25:



The handyperson service provided through Care and Repair had:



Type of Adaptation	Number Completed
Closomat	1
Create Shower Room	1
Create Wet Floor Shower Room	1
Curved Stair Lift	6
External Handrail	1
External Ramp	1
Graded External Steps	1
Level Access Shower	28
Permanent Ramp with Level Threshold Door	1
Ramped Access	2
Straight Stair Lift	18
Wet Floor Shower Room	8
<b>Total</b>	<b>69</b>
*Some applications have more than one type of adaptation, so the applications total and adaptations total is different.	

### **Gypsy Traveller Site Provision**

Work began in 2023 with a 'call for sites' to identify sites which, in accordance with national guidance, would ensure the Gypsy/Traveller community have 'safe and culturally appropriate places to live and travel' and to help reduce incidences of unauthorised encampments. The [call for sites](#) invited land owners, developers, agents or any other interested parties to submit information on sites in the Scottish Borders area that they think might be suitable for consideration. Work to understand the viability of site provision is still underway which includes:

- Developing a business case
- Liaising with other local authorities to better understand their approach
- Financial analysis

### **Key Performance Indicators for Strategic Outcome 2:**

Performance Indicators	Baseline (2022/23)	Target	2023/24	2024/25
No. of Wheelchair Accessible Homes built	6	20 p.a. 15 RSL	38 RSL	1
No. of particular needs homes built	10	40 p.a.	38	4
No. of adaptations funded to existing homes	674	530 p.a.	705	573
% of private sector homes built to HfVN Standards	tbc	30%	tbc	tbc
No. of private major adaptations	68	80 p.a.	63	69
No. of social rented major adaptations	170	120 p.a.	167	87
No. of private minor adaptations + repairs	353	300 p.a.	384	299
No. of social minor adaptations + repairs	88	110 p.a.	100	121
Private Sector Major Adaptations Budget	£450k	N/A	£525k	£500k
No. receiving community alarm or other TEC options	N/A	1,500 p.a.	N/A	tbc
Number of additional permanent sites provided for Gypsy Travellers	0	1	0	0

## 4. Climate Change, Fuel Poverty and Energy Efficiency

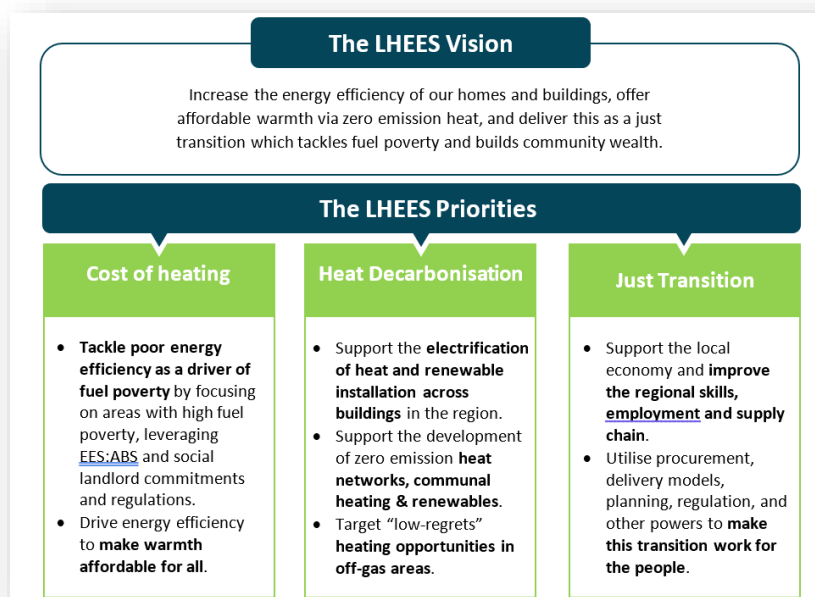
Addressing Strategic Outcome 3: Improved energy efficiency of homes and a reduction in fuel poverty while supporting a Just Transition to Net Zero through decarbonising domestic heating and energy.

### Key Actions for Delivery

- Work with partners to improve energy efficiency across all tenures
- Develop the first Local Heat and Energy Efficiency Strategy for the Scottish Borders
- Implement a public engagement strategy for heat in buildings
- Work with partners to develop the skills needed to deliver energy efficiency & zero emissions heating systems
- Explore wider measures to better manage energy and increase warmth in the home
- Adapt and retrofit existing homes to improve their energy efficiency
- Consider next steps from CLES report including development of joint initiatives with regional partners

### Local Heat and Energy Efficiency Strategy

The Local Heat and Energy Efficiency Strategy 2024-2028 was approved by Executive Committee on 30th May 2024.



### Croft Street Waste Water Feasibility

Feasibility work was completed in Croft Street, Galashiels, to assess the viability of a heat network to deliver waste heat from the sewerage system to existing buildings with heat demand. We now have 12 months of data, which suggest that a local Heat Network could be supported. This data will be supported as local development plans are considered.

### **LHEES Pilot Project by Southern Uplands Partnership (SUP)**

We secured funding to develop an LHEES pilot property, supported by SUP. This sought to support the “self-funding” market and offer a service that supports households throughout the retrofit process.

This led to a shortlist of villages, with Swinton being chosen, and the lessons learned can be shared and used by other villages. Retrofit projects and support are a key part of the LHEES and we expect to undertake more of these with local communities.

### **Borderlands Funding Application**

We, along with other groups, submitted an expression of interest for funding to develop projects that are tied into the wider LHEES. These included a town-based shared borehole Ground Source Heat Network proposal to serve an off-gas rural village, and a regionwide retrofit support project aimed at householders who want to reduce energy use.

### **South of Scotland Heat Network Prospectus**

Working with South of Scotland Enterprises (SOSE) and Dumfries and Galloway Council, we have appointed consultants “Natural Power” to develop a prospectus showcasing the potential opportunities for heat networks across the South of Scotland.

Looking at different sites, technologies and sizes, the Prospectus aims to raise the profile of heat network opportunities in the area and tackle challenges specific to the Borders such as:

- Older and inefficient building stock,
- Population living in small settlements or rural settings
- Buildings off of the gas grid

District Heat Networks tend to be viable in town centres, “campus” environments or industrial areas, whereas Shared Heat Collector Networks can be viable at a wide range of scales, all the way down to small blocks of flats or rows of cottages.

The Prospectus aims to prompt conversations between interest parties and build momentum and interest and highlight the benefits of heat networks such as job creation, skills enhancement, fuel poverty alleviation and carbon reduction.

### **Construction Sector Forum**

Our Construction Sector Forum is growing, this supports regional supply chain activity and information sharing. This forum has also prompted the development of a Trusted Trader website.



As of the end of 2024 there were 20 trusted traders signed up to the website, with 2 more in the process of joining.



## **Energy Efficient Scotland: Area Based Schemes (EES:ABS)**

EES:ABS continues to be delivered across the Borders, reflecting our committed focus to the introduction of renewable technologies for the region, as well as retrofit insulation that suits common wall construction. We were awarded £1.827 from Scottish Government for 2024/25 for energy efficiency measures.

We work with Changeworks, the leading environmental charity working with Local Authorities across Scotland, who act as our managing agent to support delivery. Two students from Galashiels Academy and Peebles High School recently benefitted from a work experience placement during March 2024 with Changeworks.



Forecasted completions for 2024/25 are as follows:

- Solar PV & Battery: 50 completions
- Air Source Heat Pumps: 20 completions
- Internal Wall Insulation: 45 completions

We have positively impacted people's lives during 2024/25, for example installing air source heat pumps. One of our [case studies](#) provides detail on how this technology helped a homeowner, and they stated:

*"If you get the chance of getting help installing it, then go for it."*



An update on our EES:ABS Solar PV and battery project in Eyemouth, where as a part of the community benefits of this project, a lifesaving defibrillator was installed at the Berwickshire Swap (a local charity which supports children and families struggling with clothing poverty) site in Eyemouth by contractor Union Technical.

In addition to the installation, Union Technical, in collaboration with Wel Medical, provided staff with training on how to use the device effectively in emergencies and allowed the Berwickshire Swap team to gain confidence and knowledge of how to use and maintain a defibrillator.

### Home Energy Scotland Referrals and Interactions:

Type of Interaction	2024-25			
	Q1	Q2	Q3	Q4*
Advice Email	96	51	45	
Email	31		28	
Energycarer Interaction (non-visit)	7	6	5	
Event	32	227	325	
Home Visit - Home Renewable	2	2	1	
Inbound call	349	412	284	
Competition		317	68	
Online Quiz				
Outbound call	548	256	232	
Other	4	32	35	
Total	1,069	1,303	1,023	
*Q4 Data not available at time of publishing				

## **EESHS 2 Standard / Social Housing Net Zero Standard (SHNZS)**

The original Energy Efficiency Standard for Social Housing (EESHS) was introduced in March 2014 and set a target for social landlords to meet a target of EPC C or D in their properties by December 2020. This was followed by EESHS2 which outlined that all social housing should meet EPC B, or be as energy efficient as possible, by December 2032 within the limits of cost, technology and necessary consent. EESHS2 also stipulated that no social housing below EPC D should be re-let from December 2025.

Currently the Social Housing Net Zero Standard (SHNZS) has been delayed with no indicative date when it will be published. This has left social housing providers without clear guidance on how to proceed with retrofit projects. Whilst we await a date for the SHNZS, social housing providers were encouraged to take considered work and interventions – which may be projects such as improving fabric efficiency of buildings and the decarbonisation of heating.

### **Consultation on a new Social Housing Net Zero Standard in Scotland**

November 2023

 Scottish Government  
Riaghaltas na h-Alba

## **Registered Social Landlords**

Local RSLs in partnership with South of Scotland Enterprise, Changeworks and Built Environment – Smarter Transformation (BE-ST) have submitted a bid for £3.4m to further improve the local response to decarbonisation of homes.

## **Warm and Well Borders**

The SBHA Warm and Well energy advice and support service was established in 2019. It has since been extended in scope to also support Borders Housing Network partners in 2023/24 and received further support for 2024/25 through the Borders “Cost of Living” fund.

Since April 2023 financial support has been provided to over 3,700 social housing tenants across the Scottish Borders, with total funding distributed and household savings identified of £765k. - an average benefit of £200 per household. The service has 100% satisfaction rating. The Social Value impact of the service (using the HACT Social Value Bank) is that the project has a social value return of £7.1m - that is £19 on every £1 spent.

A total of 2,433 RSL tenants who are in significant hardship have been supported by the Warm and Well service in 2024/25, distributing a total of £222k in funding to alleviate fuel poverty with £58k in household savings identified.

## **Local Energy Advice Forum (LEAF)**

Starting in March 2025, SBC will take on the role of chairing the Local Energy Advice Forum. This forum aims to bring together various local energy advice organizations to discuss their valuable contributions to the community. The primary focus will be on sharing insights, best practices and exploring potential collaborative projects that can enhance their collective impact.

## **Centre for Local Economic Strategies (CLES) Report Follow Up Workshops**

In 2023 SOSE launched the Centre for Local Economic Strategies (CLES) report “A Roadmap to Decarbonisation”, which set out the economic opportunities associated with a progressive procurement approach to energy efficiency retrofit in the South of Scotland.

One of the opportunities to take forward was a wider study and sharing of insight around national property archetypes and the best retrofit solution for each. We will continue to attend workshops and feed into and support this ongoing activity as it supports and benefits the aspirations of both the LHS and LHEES.



We continue to support the initiative around archetype definition and consolidation. This has developed in several areas where groups including the council and the RSL.

## **Building Assessment Report (BARs)**

The role of a Building Assessment Report (BAR) is to help assess the suitability of a non-domestic property for connecting to a heat network, as defined in Part 5 of the Heat Networks (Scotland) Act 2021.

As an owner of non-domestic stock, we are required to complete BARS on our own properties. This was completed in partnership with our Estates team in late 2024, with all properties requiring a BAR having received one. These are logged and can be reviewed as part of wider LHEES and Heat Network scoping. We continue to receive external BARS, which will also be included in regional scoping.

## **Fully funded Green Skills Training**

Green Skills Training was launched by Borders College, intended to enhance the skills of the workforce to align with evolving property standards. These free courses ran from early-mid 2024.

## **Energy Company Obligation (ECO)**

ECO is a UK government initiative aimed at reducing carbon emissions and tackling fuel poverty by requiring energy suppliers to fund energy efficiency improvements in low-income and vulnerable households. The current phase, ECO4, runs until March 2025 with an annual budget of approximately £1 billion.

ECO Flex extends this by allowing local councils to approve referrals for households that may not meet standard ECO criteria.

In partnership with the Energy Agency, we have made significant progress:

- 103 ECO Flex referrals completed, delivering 229 energy-saving measures
- £1.48 million in total investment
- £176,626 estimated annual fuel bill savings
- 423.3 tonnes of carbon savings

The Borders is particularly well-suited for ECO due to its rural nature, older housing stock and high number of off-gas heating systems. We have agreed to maintain 10 pre-approved contractors and have the option

of adding more if there is interest. This ensures quality by only working with vetted installers and prioritizing Scottish and local firms.

### **Key Performance Indicators for Strategic Outcome 3:**

Performance Indicators	Baseline (2022/23)	Target	2023/24	2024/25
Total number of households supported by EES-ABS	138	150	88	TBC
Total number of measures installed through EES-ABS	225	220	165	TBC
EES-ABS investment/allocation in Scottish Borders	£1,806,000	£1,827,840	£1,824,000	£1,824,000
Total no. of homes in the social rented sector retrofitted with specific measures introduced to improve energy efficiency	699	Context	735	TBC
% of owner-occupied stock compliant with EPC C or higher	30%	>30%	30%	33%
% of privately rented stock compliant with EPC C or higher	22%	100%	22%	23%
% of RSL stock EPC C or above	77%	Context	77%	TBC
% of RSL stock that is EESSH 1 compliant	92%	100%	92%	TBC
% of RSL stock that is EESSH 2 compliant	-	-	-	-
No. of households in Fuel Poverty	29% (SHCS 2017-19)	<29%	29% (SHCS)	29% (SHCS)
Number of feasibility studies relating to heat networks	1	3	1	TBC
Reduction in carbon emissions (see estates)	TBC	TBC	TBC	TBC
Number of ECO Flex referrals	0	TBC	0	103

## 5. Condition and Built Heritage

**Addressing Strategic Outcome 4: Communities are regenerated through improving the quality and condition of housing and the built heritage.**

### Key Actions for Delivery

- Provide holistic advice and assistance to owners/tenants to undertake house condition/ energy improvement/home safety works and co-ordinate or explore funding options.
- Provide supporting information and assistance to owners and landlords to meet existing and future house condition standards in private housing.
- Review and develop the Scheme of Assistance to provide a more coordinated and collaborative approach to house condition standards.
- Work to better coordinate the partnership approach to Below Tolerable Standard (BTS) Housing, which is complementary to the Scheme of Assistance.
- Continue to implement Missing Shares and consider expansion of Missing Shares provision.
- Ensure activity in relation to repairs, maintenance, energy efficiency improvements and conversion are sensitive to the built heritage.

### Landlord Engagement

We continue to undertake a variety of engagement activities with landlords in the Scottish Borders over the year 2024/25, including:

**561 courtesy final reminder letters sent prior to landlord expiration**

**110 follow up actions in relation to late registration during the year, including letters, phone calls and visits**

**1,529 instances of support and advice surrounding issues like referrals and tenancies**





## **Missing Shares Scheme**



The missing shares scheme primarily acts in conjunction with the Scheme of Assistance in the Hawick Conservation Area Regeneration Scheme (CARS). Due to COVID there were delays with the scheme and as a result it was extended until March of 2025.

During 2024/25 the Missing Shares Scheme received commitment to roll out to the entirety of the Scottish Borders to better address common repair and maintenance issues. This was approved in January alongside a budget for staffing to administer the scheme going forward.

To assist with delivery of the Scheme of Assistance, the intention is to introduce the Shared Repair App, managed by Novoville. This will allow users to initiate repair requests and collaborate with other residents to ensure timely maintenance. It also offers the ability to open an account to collect shares for repairs from different owners/landlords.

## **Conservation Area Regeneration Scheme (CARS)**

Hawick CARS is a partnership project focused on a range of heritage and conservation-based regeneration activities within the town centre over a six-year period (2019-2025). The project has an overall budget of just over £1.5million, funded by Historic Environment Scotland (£1.32m), Scottish Borders Council (£200k), and South of Scotland Enterprise (£60k)

Priority Building Grants:		
Glenmac Mill	CARS Grant Offer: £25,000	<p>Despite initially offering £135,000 towards the stone repairs and repointing to the coursed sandstone west and south elevations, new windows and doors to match historic profile, joinery work, and redecoration, the owner did not want to sign up to the conditions associated with a large grant award. CARS revised their grant offer to £25,000 for the new timber windows only. The windows have been installed and the new doors within the arched opening to be installed in the next financial year.</p> 
4 Round Close	CARS Grant Offer: £50,000	<p>Eligible works were for chimney repairs, existing cement render to be removed, 4 new cills, loose pointing removed from end gable, clear stonework and prepare for render. Slateworks and lead soakers to be installed along chimneys, including flashings. Rainwater goods replaced to cast iron gutters, and joinery works associated with new rooflights and external render using lime mortar. Currently on site and due for completion Summer 2025.</p> 

Liberal Club – Phase 2	<p>Current allocation of approx. £275,000 for works and currently out to tender. The proposed end use was affordable housing in partnership with SOSE, SBC economic development, SBHA and Hawick Development Trust, however there are yet new buyers on the horizon who potentially have different ideas. Project to be developed in the coming months and on site Spring/Summer 2025.</p> 
------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

### **General Repair Grants:**

Grants of up to £15,000 are available for property owners within the Hawick CARS boundary area to undertake repairs to their traditional buildings to accepted conservation standards.

Project	CARS Grant Offer	Description of Works
23 High Street	£63,600	C-listed building. Proposed works includes chimney repairs, cleaning stonework and repointing to frontage, roofing and gutter works. Pre-start meeting held March 2025. Due to start on site in the summer 2025.
53 High Street	£1,200	Joinery repairs to dormer windows. Works complete Dec 24.
16 Bourtree Place	£4,765	Works included roofing repairs, joinery works and decoration. Complete end of 2024.
77 High Street	£15,000	External roofing works to storage unit. Works to start on site March 2025.
5-7 Lothian Street	£15,000	Proposed works included roofing works – replace damaged zinc ridge and roof glazing, and gutter works – repair and update interior gutters and paint finish, repair damaged rainwater pipes and leaking cast iron rhones. Due to start on site March/April 2025
3 Towerknowe	£45,000	Repointing and render works to chimneys, installation of lead soaker flashings, defective haunching removed and replaced, preparation of stonework for flashings, roof slates reinstalled. Front elevation (north) – stonework to be cleaned, repointing to cornices and mortars joints cleaned. Roofing works. Front and rear elevation gutters to be repaired and new gutters decorated. New dressed stone to match existing to be installed.
47 High Street	£80,000	Proposed eligible works was roofing works including zinc, slate and leadworks, joinery works to roof, repair existing rooflights, repair/ replacement of stonework to frontage, re-pointing works and drainage/ gutter works. Started on site March 2025.
2 Croft Road	£3,500	Proposed eligible works as joinery repairs to windows, builder/pointing repairs and paintworks to windows. Completed March 2025.
4 Bourtree Place	£15,000	C-listed property. Proposed eligible works are the reinstatement of architectural features, leadworks and remedial joinery works to shopfront, including to brackets, cappings, door, signboard, decorative heads, painter works and render works. Due on site April 2025.

## **Public Realm Scheme**

A CARS Grant Offer was made for the Public Realm Scheme of £93,150 (total £106,500). In April 2023, consultants were asked to develop designs for public realm improvements to repair and enhance the arrival point at the James Thompson bridge along Mill Port adjacent to the former Glenmac Mill. Proposed eligible works included formation of kerbs, footways, paved areas, roads and steps to areas between footbridge and no.21 Teviot Road and the formation of kerbs and grinding margin to flood wall to area in front of no. 21 Teviot Road.

Works started on site in September 2024, and due for completion April 2025. Total project costs were £335,000, of which match funding was received from Hawick Flood Protection (£50,000), Place Based Investment Fund (£141,850), and SBC Economic Development (£50,000).

Before images:



Progress to date:





### **Community Regeneration Partnership Funding**

As part of a successful Scottish Borders £20m Community Regeneration Fund application announced this year, £3m has been secured for future investment in delivering phase 1 of the Croft St Area Masterplan in Galashiels.

This area contains 152 homes and is a mixed tenure 1960s development. This successful bid will enable the Croft St area to undertake roof replacement and public realm works.

There has been additional funding of £0.55m in Burnfoot in Hawick to undertake safety and remedial work and to explore energy efficiency interventions to both upgrade existing stock and to meet the Tolerable Standard in an area of high deprivation. Also there has been £2m of funding secured for the purchase of 3-5 Exchange Street in Jedburgh where the buildings are deteriorating.



### **Community Heritage Education & Traditional Skills Training**

The Education and Training projects in Hawick focus on community engagement and supporting local heritage initiatives. Working with Partner Organisations in Hawick several heritage education and training initiatives have been undertaken. Key activities include:

- **Community Workshops and Events (2024):** These raised awareness about Hawick's built heritage, with participants creating heritage-inspired features. These included a schools education programme and a series of community workshops related to the textile heritage of Hawick were delivered one Saturday a month by local heritage craft specialists
- **Big Lego Build (April 17–20, 2025):** A family-friendly event where participants will build a LEGO model of the Towerhouse, engaging the community in preserving local history.
- **Heritage Artist in Residence:** Artist Luke created a sculpture based on community input, displayed at the Textile Museum, highlighting Hawick's mill buildings. A short film was produced of the process.
- **Training Young People:** A strong focus has been on training young people in the Hawick Community in areas related to traditional heritage skills. This has ranged from traditional building skills to specific heritage craft skills that are in decline. This was enabled by partnerships with Hawick Industries and Businesses.
- **Young people at the High School** worked with specialist Trainers to produce an exhibition titled 'Heritage in Every Stitch – Fabric of Our Future'. This exhibition will be on show in a gallery of the Textile Towerhouse Museum, April – July 2025.



#### **Key Performance Indicators for Strategic Outcome 4:**

<b>Performance Indicators</b>	<b>Baseline (2022/23)</b>	<b>Target</b>	<b>2023/24</b>	<b>2024/25</b>
Number of owners supported through Missing Shares scheme	10	10	25	17
No. of private sector properties provided with advice and practical assistance	48	30 p.a.	130	112
No. of s29 Dangerous Building Cases (Domestic)	16	<16	0	27
No. of s30 Dangerous Building Notices served	1	<1	0	0
No. of Under One Roof events hosted with Borders residents	1	2	1	0
No. of contractors signed up to Trusted Trader Scheme	4	10	12	20
No of individual CARS building grants awarded	25	Context	1	18
Town centre buildings supported through CARS	5	Context	1	8
No. of Empty Homes/buildings in Town Centres brought back in to use	N/A	15 p.a.	N/A	TBC
Percentage of RSL dwellings that meet the SHQS	77%	100%	86%	TBC
No. of RPN's issued	7	<5	2	2
No. of cases heard by the tribunal	6	Context	0	0
No. of repairing standard related visits	28	<30	42	24
No. of follow up actions to expired landlords (phone calls, letters, online checks)	381	<280	379	110



## 6. Preventing and Tackling Homelessness

**Addressing Strategic Outcome 5: Homelessness is prevented wherever possible and a range of housing options are provided so people can secure a suitable and sustainable housing outcome as quickly as possible.**

### Key Actions for Delivery

- Continue to Implement Rapid Rehousing
- Improve access to housing for homeless or potentially homeless households across all tenures
- People who experience homelessness reach a settled housing outcome as quickly as possible
- Ensure homeless households can access the right support at the right time
- All partners actively contribute to preventing homelessness

Positive outcomes up to March 2025:

- The level of repeat homelessness applications in the Scottish Borders remains low, with 4% of applicants assessed as homeless or threatened with homelessness having applied within the previous year.
- 92% of households assessed as unintentionally homeless, where there was a known outcome, secured settled accommodation
- 43% of RSL lets went to homeless households.

### Scottish Borders Rapid Rehousing Transition Plan (RRTP)

The Borders Rapid Rehousing Transition Plan (RRTP) links into the Local Housing Strategy and Strategic Housing Investment Plan and allows us to consider how permanent and settled housing options are secured for every potentially homeless and homeless household.

The key RRTP outcomes remain critical, and the re-establishment of the Borders Health & Homelessness Strategic partnership will govern this.



### RRTP Outcomes:

<b>Outcome 1:</b>	Fewer Households experience Homelessness
<b>Outcome 2:</b>	Access to housing for homeless or potentially homeless households is improved across all tenures, and people reach a settled housing outcome as quickly as possible.
<b>Outcome 3:</b>	Homeless Households can access the right support at the right time.
<b>Outcome 4:</b>	All Partners actively contribute to preventing homelessness

### **Youth Homelessness Pathways**

Officers from the homeless service have joined a weekly social work huddle in the Hawick locality to discuss and agree a joint approach to homeless prevention for vulnerable young people. Links have also been established with Hawick High School who are hosting a regular meeting which officers attend to engage in discussion with young people about housing.

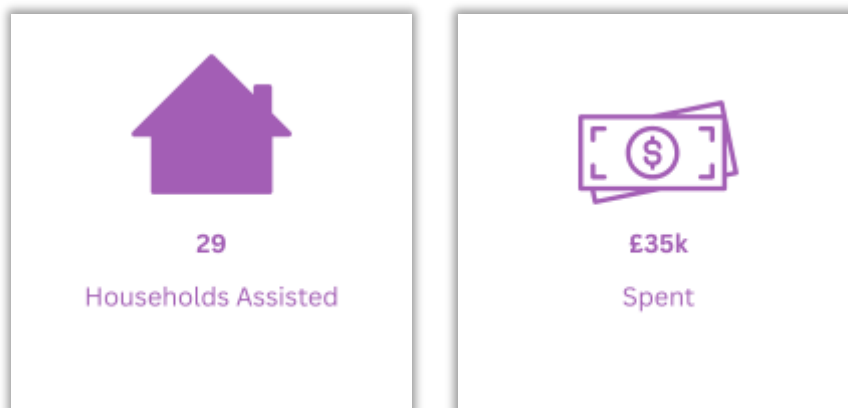
### **Sustainable Housing on Release for Everyone (SHORE) Standards**

A pilot project was introduced during 2023/24 to progress the pathway for anyone entering and exiting the prison system in line with the National SHORE standards. During 2024/25 we had:



### **Crisis and Homeless Intervention Funding**

Our Crisis and Homeless Intervention Funds are two discretionary funds aimed at preventing homelessness for households in rent arrears, as well as promoting tenancy sustainment. Through these funds we:



Applications included assistance with essential household goods, mobile phones, MIFI (mobile Wi-Fi) devices and items to assist children to settle into their new home. To date 0 of these applicants has gone on to make a homeless application.

## **Private Rented Sector**

Assisted by a small fund from wider RRTP grant has enabled the set up a deposit guarantee scheme to assist access and uptake into private rented tenancies where this is a suitable sustainable option for the household.

A partnership with The Rock Trust Art Therapy project during 2024/25 proved very successful and some positive feedback was received from participants.

**'The art project experience was exceptional. Empathetic, genuinely caring and nurturing and helped me reconnect with my creativity and lessen my anxiety. I'm so grateful for my time with the project. I cannot overstate the importance of my sessions and how much they've helped me in my healing process.'**

**'I always felt heard, seen and valued. I was able to communicate openly and honestly because the facilitator enabled the safety I needed to do so whilst maintaining professionalism and guiding the sessions, so I felt secure.'**

## **Housing First Service**

Our Housing First pilot with Cyrenians launched in October 2021 to provide general settled housing as a first response for people with complex needs.

The initial pilot was for a period of two years, this was extended for a further year to end of September 2024. As of Sep 24, the project had:

- Supported 25 applicants
- Sustained 16 permanent tenancies



## **Housing Support**

The Housing Support team have continued to provide vital service provision to supported people throughout 2024/25. 254 new referrals have been received into service. 81% of cases have been closed due to interventions being successfully completed. There were 361 cases open within Housing Support Services during the reporting period.

We sought the views of our partners in 2024 in order to improve practices, identify service development opportunities and contribute to improvement planning. The survey incorporated different areas of service delivery, accessibility, communication, partnership working, quality of service and responsiveness. 75% agree or strongly agreed that the Housing Support team provide high quality support.

Feedback from the survey included;

‘Each officer is supportive, proactive and give consistent and good support to a range of different clients, tailoring support to individual circumstances and carrying out face to face contact’

‘When I contact the team, they are very responsive and supportive, keen to work with us to resolve issues.’

The Housing Support Team sought feedback from supported people during 2024. 100% of feedback received confirmed they were satisfied with the service they received. During 2024-25 Housing Support staff were consulted on service delivery, management and leadership, training and development. 100% of staff said they always feel like a valued member of the team, and 100% of staff fed back they were always encouraged to be involved in improving the service.

‘My mental health was bad, I left a toxic family breakdown, this was my first ever time living on my own. I was down, depressed and suicidal and without the help and support of you guys I probably wouldn’t be here right now. I can honestly say I’m absolutely made up with all the help and support and thanks to all of you. I have a beautiful home and never been so happy. My life is now on the right track, and I’ve came so so far.’

‘I 1000% would recommend this service to anyone struggling or in a bad situation I was in. I can’t believe how fast things happened for me and how quick I had a roof over mine and my therapy dog’s head and how fast I found a beautiful home. I’m forever grateful.’

### Temporary Accommodation



139

Properties



£373k

Spend on repair and  
maintenance



£660k

Spend on rental properties

While we continue to manage the increased volume and cost of temporary accommodation, we are working to ensure we provide suitable temporary accommodation options to homeless applicants and as a result, in 2024-25 there were no breaches of the Unsuitable Accommodation Order.

Following committee approval in May 2024, Maxmill Park in Kelso which provided 14 individual properties for homeless applicants on a temporary basis, has been fully decommissioned. The development was no longer meeting the standard and model of temporary accommodation to support homeless applicants. A range of additional community-based properties have been procured from Registered Social Landlords, assisting the homeless service to support applicants in their local communities where they have access to vital services.

### **Tenancy Support**

Berwickshire Housing Association continues to provide support services and financial assistance to individuals and families – with more than 190 households receiving support from their specialist Tenancy Sustainability Team (TST). Through the year, 60% of referrals to this team related to financial inclusion and benefit maximisation have resulted with a net gain for customers of approximately £650,000.

### **Resettlement Schemes**

Key updates from the following resettlement schemes are presented below.

- Syrian UK Resettlement Scheme
- Afghan Citizens Resettlement Scheme and Afghan Relocation and Assistance Policy
- Ukraine Family Visa Scheme, Homes for Ukraine and Scottish Super Sponsor Scheme
- Unaccompanied Asylum-Seeking Children

Hotels in the Scottish Borders will be decommissioned for this purpose by the end of May 2025. Asylum seekers, supported by MEARS, have started to arrive in small numbers. Some scenario planning and preparation for impacts on presentations to homelessness services has been undertaken.

### **Veterans**

Scottish Borders Council is working to establish local links with charities in the Scottish Borders supporting veterans. A local representative is attending frontline officers team meetings to facilitate joint working, to support veterans who are homeless and in housing need.

### **Key Performance Indicators for Strategic Outcome 5:**

Performance Indicators	Baseline (2022/23)	Target	2023/24	2024/25
No. of households who approached the homelessness service for advice and/or assistance	827	Context	821	928
Proportion of households who approached the homelessness service assessed as homeless or threatened with homelessness	95%	Context	690 (84%)	637 (69%)
% Repeat statutory homeless presentations (1 year)	4%	5%	4%	4%
Total no. of individual homeless households referred to RSLs under section 5	642	Context	446	645
Proportion of RSL lets to homeless households (locally based RSL's)	39%	50% (24/25)	41%	43%
No. of statutory homeless cases open at close of period, who had an unintentionally Homeless or Threatened with Homelessness (TWH) decision at close of period	327	Context	338	334
No of Bed and Breakfast placements starting in period	7	0	13	33
No. of Households in temporary accommodation at close of period	116	Reduction (24/25)	129	120
% of households requiring temporary or emergency accommodation to whom an offer was made	100%	100%	100%	100%
Average total time spent in temporary accommodation (days)	169	<10% p.a.	166	184
No. of breaches to the Unsuitable Accommodation Order	1	0	0	0
No of people who received Housing Support in the period (both homeless service and commissioned service)	470	Context	590	792
Proportion of all housing support cases closed due to successfully completed intervention. (Homeless and commissioned service data)	79%	80%	82%	80%
No. of tenancies commenced where the tenant is supported by Housing First	3	15 (23/24)	5	3



You can get this document on audio CD, in large print, and various other formats by contacting us at the address below. In addition, contact the address below for information on language translations, additional copies, or to arrange for an officer to meet with you to explain any areas of the publication that you would like clarified.

**HOUSING STRATEGY, POLICY & DEVELOPMENT**

Council Headquarters | Newtown St Boswells | MELROSE | TD6 0SA

tel: 01896 661392 | email: [housingenquiries@scotborders.gov.uk](mailto:housingenquiries@scotborders.gov.uk) | [www.scotborders.gov.uk](http://www.scotborders.gov.uk)

