









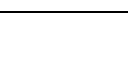




LHS 2017-2022 Monitoring Tool

2017/18 – Year One

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











Outcomes:

1.1 Increase the supply of affordable housing								
Strategic actions	2017-2018 Actions	2017-2018 Progress	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		SHIP Working Group	Strategic Housing Investment Plan (SHIP) 2018-2023 SHIP 2017-2018 Progress Delivery Report			
	Liaise with Scottish Government quarterly through SGMHD Liaison Meetings	Ongoing work with Scottish Government, meetings continue on a regular basis						
	Establish the new SHIP Delivery Support Group	The group was established in 2017/18. It supported improved working relationships with the development management team and helped unlock a number of projects in the Borders.						
	Submit SHIP 2018-2023 to Scottish Government in November 2017	The SHIP was submitted within the timescales						
Identify mismatch of supply and demand in social rented housing, including need for re-provisioning, to inform investment priorities	Continue quarterly meetings with Borders Housing Alliance	Meetings are on frequent basis		LHS Partnership Group	Border Housing Alliance Minutes			
	Integrated Older Person's Study to commission	The study has been commissioned and final study is anticipated in March 2017/18			Integrated Strategic Plan for Older People's Housing, Care and Support 18-28			
	Working with the Learning Disability Service to identify and deliver on re-provisioning	Chris Paterson Place, Galashiels service has been re-provisioned and other specific needs identified	Exploring opportunities to establish a supported housing service for people with challenging needs. EHA progressing house purchase in Galashiels to facilitate relocation of client from out with the Borders Developing proposals for supported housing service at Coopersknowe Galashiels			Learning Disability Service Strategic Commissioning Plan 2016-19		
		Work in partnership with Waverley Housing to commission work on the Masterplan for Upper Langlee				Consultants have been appointed and a steering group established. Work has been begun in the community, working with tenants		Langlee Steering Group minutes
		RSLs developing individual site proposals for SHIP sites				Ongoing work as part of affordable housing delivery		SHIP 2018-2023
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)	Contribute to the City Deal housing work stream, to finalise the deal	Terms of Management have been agreed This will be signed off by the End of March Lowood is now an allocated development site		SBC, HfS, Developers, Scottish Enterprise	City Deal Workstreams Minutes			
	Identify potential Housing Infrastructure Fund project bids	HIF bids have been identified through SHIP. We are currently working through a process with Scottish Government to assist project delivery. Scottish Water and Eildon Housing Association investment programming dovetailed at Earlston			Strategic Housing Investment Plan (SHIP) 2018-2023			
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	As part of the City Deal The Edinburgh & South East Scotland (ESES) Regional Housing Partnership was established, and aims to accelerate the delivery of affordable and low-cost market homes, enable the development of seven major strategic housing sites, drive efficiencies across the public sector estate and increase housing land supply. Proposals include supporting innovative training and skills opportunities to support the regional delivery of Housing. SBC continue to engage with developments as part of this partnership approach.		SBC, Borders College, South East Scotland Housing Forum	City Deal Workstreams Minutes			
Proactively engage with housing land owners to improve communication, share market intelligence, influence value expectation and cultivate development opportunities	Continue to engage with landlord owners and developers	Ongoing work through discussion planning, prior to pre-planning applications i.e. meetings with Buccleuch Estates regarding Sergeants Park, Ballantynes, Persimmons regarding Easter Langlee Met with local construction sector The Older Person's Housing Study has provided improved evidence base		SBC, RSL's	Housing Supply Project Brief Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028			




1.2 Increase options for affordable housing					
Strategic actions	2017-2018 Actions	2017-2018 Progress	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	Eildon Housing Association and Harts have signed a development partnership Eildon and Trust Housing Association have appointed the same design team for Langhaugh and Todlaw Extra Care housing developments. Exploring new funding models with Scottish Futures Trust i.e. the £5k and £40k home		South East Scotland Housing Forum, SHIP Working Group	Strategic Housing Investment Plan (SHIP) 2018-23
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	Ongoing work with RSLs, developers and Scottish Government. Discussions and information sharing		South East Scotland Housing Forum, SHIP Working Group	Strategic Housing Investment Plan (SHIP) 2018-23
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	Provide information and advice on shared equity schemes	Information is available on SBC website and we continue to provide information and advice to promote the schemes		SBC, South East Scotland Housing Forum	Communications Plan?
	Consider evidence on young people and their housing options in advance of developing a young person's housing plan in 2018/19	Work has been completed on the project brief for assessing young people's housing needs and aspirations which will consider the housing options of young people			Young Person's Housing Need and Aspirations Brief
	Incorporate the housing recommendations of the <i>Life Chances of Young People in Scotland</i> Report into the evidence for young people's housing plan. (Improve housing advice for young people and Deliver more affordable housing options for young adults)	The recommendations have been included in the young people's housing needs and aspirations project brief and will be incorporated in the final assessment.			Life Chances of Young People in Scotland Report
	Explore new funding models with Scottish Futures Trust	Discussions are ongoing with Scottish Futures Trust to develop the £5k home for young people			
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	As part of the City Deal The Edinburgh & South East Scotland (ESES) Regional Housing Partnership was established, and aims to accelerate the delivery of affordable and low-cost market homes, enable the development of seven major strategic housing sites, drive efficiencies across the public sector estate and increase housing land supply. Part of the proposals are to support innovative training and skills opportunities to support the regional delivery of Housing. SBC continue to engage with developments as part of this partnership approach.		Skills Development Scotland Business Gateway	City Deal Workstreams Minutes
	Consider opportunities in the restructure of housing and economic development	Opportunities were discussed a number of workshops in August 2017			Briefing Papers from Workshops
	All the partners to work together to provide opportunities for training and apprenticeships	Eildon Housing Association and Harts working in partnership to create apprenticeships and training opportunities through the delivery of affordable housing projects			
1.3 Review and progress delivery of locality plans					
Strategic actions	2017-2018 Actions	2017-2018 Progress	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	Support the delivery of CARS i.e. Selkirk		CPP	Town Centre Strategies CARS
	Identify town centre opportunities in the SHIP and report on projects delivered	This has been identified through SHIP and progress has been made in Lintburn Street, Galashiels (8) and Roxburgh Street/ Union Street, Kelso (18) and Gowanlea Coldstream [4]			Strategic Housing Investment Plan (SHIP) 2018-23
	Monitor the number of town centre affordable housing completions annually	18 new affordable homes completed at Roxburgh Street, Kelso			Affordable Housing Update
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 Team liaise with locality planning officers		SESplan Housing Market partnership	Young Person's Housing Need and Aspirations Brief
	Contribute to the community led support steering group	Housing continues to be represented at this meeting			Locality Plans
	Engage with Health and Social Care through the Integrated Joint Board	RSL and Housing Strategy Team are represented on the Strategic Planning Group			Strategic Planning Group Minutes Community Led Steering Group Minutes

	Engage with older people and relevant services through the development of Integrated Older Peoples Plan	Refer back to Older Persons Housing Study work			Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028
	Develop project brief for the housing needs and aspirations of young people in the Scottish Borders	The brief has been complete and sent out to tender			Young Person's Housing Need and Aspirations Brief
1.4 Reduce the number of empty homes					
Strategic actions	2017-2018 Actions	2017-2018 Progress	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.	Continuous - as part of Scheme of Assistance & Empty homes remit		SBC, RSL's	Scheme of Assistance
	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	Proposal drafted. Empty homes strategy review required - these processes will be further explored as proposed actions.			
	Continue to update the corporate website with information and advice on empty properties	Information up to date and relevant - Including revision of the PRS pages. Proposing website restructuring to provide a Private Sector Landing page - to improve linkage between other private sector initiatives.			Communications Plan?
	Continue to promote Empty Homes Loan Scheme and work in partnership with Shelter Scotland Empty Homes Initiative	Continuous - as part of Scheme of Assistance & Empty homes remit			Scheme of Assistance
	Monitor the impact of the council raise of 200% on long term empty properties	Increased requirement to support Long term empty home owners in regard to discretion. Continue to monitor effect on overall empty home numbers in Scottish Borders. This will be included with review of the empty homes strategy.			
	Develop brief and a project plan for housing supply strategy which will include empty homes	A brief for the development of a housing supply strategy has been finalised			Housing Supply Strategy Brief
	Develop brief for private sector house condition strategy which will incorporate empty homes	A brief for the private sector house condition strategy has been finalised			Scheme of Assistance Private Sector House Condition Project Brief
1.5 Contribute to strategic planning					
Strategic actions	2017-2018 Actions	2017-2018 Progress	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	Officers have attended meetings with Scottish Government and Rural Housing Service, SFHA and Chartered Institute of Housing representatives		SBC, RSL's, South East Scotland Housing Forum	Land Reform

Performance Indicators:

Strategic outcome	Relevant Indicators	Baseline (date)	Targets	Performance 2017-18	Status	Data type and source	Timescale
1.1 Increase the supply of affordable housing	Total number of completions	325 per annum (ave: 2011/12 – 2014/15)	348 pa	222		SG house building statistics	2017-22
	Number of affordable homes completed	87 pa (2011/12 – 2014/15)	128 pa	145		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	77% ¹		SBC, SG AHIP	2017 - 2022
	Number of other affordable homes completed (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	23%		SBC, SG AHIP	2017 - 2022
1.2 Increase options for affordable housing	Options identified	None	Complete option identification			SBC Committee reports	2020
	Feasibility studies undertaken	None	Complete feasibility studies			SBC operational information	2020
	No. of MMR units	None	Increase provision of MMR	45 (Bridge Homes)		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 and increase supply of affordable housing in Town Centres in line with Whole Town Plans e.g. Selkirk, Kelso, Hawick and Galashiels	Locality Plans currently being developed		SBC, SG returns, SLAED	2017-22
1.4 Reduce the number of empty homes	No. of long-term empty homes	1,362 (2015)	< 888 homes	1,419 (2017)		Scottish Government Data	2017-22
	Enforcement orders used – e.g. CPOs	0	>0	0		SBC data	2017-22
	Homes brought back into use	9 (ave 2011/12 – 2014/15)	> 9 homes	5		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	Proposed plan has been submitted to Scottish Government reporter		SBC Committee reports	2018
	Delivery of HNDA3	HNDA2	Set in place partnership arrangements to deliver HNDA3 and inform the next LHS	Discussions have begun at SESHof		South East Scotland Housing Forum, HNDA3	2022
	Engage with Planning Review	HNDA3, SHIP	Mechanisms to streamline and enable new housing supply			HNDA3, SHIP	2017-22








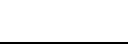







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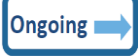











-  Target is not being met. Some variables out with the Council and partners control
-  Target is not being met but progress is being made
-  Target is being met

¹ This includes RSL House purchases





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

Outcomes:












2.1 Social housing stock meets the SHQS					
Strategic actions	2017-2018 Actions	2017-2018 Progress	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	The Borders Housing Alliance continues to meet regularly.		SBC, RSLs, developers	Scottish Social Housing Charter RSL Policies
	Identify any plans from the RSLs	In 2017/18 SBC has supported Waverley Housing Association to commission consultants to carry out a Master planning exercise for Upper Langlee area of Galashiels. Option Appraisals will be carried out in 2018/19.			
2.2 Social Housing stock meets EESSH 2020 target					
Strategic actions	2017-2018 Actions	2017-2018 Progress	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	Develop home energy database	The database has been developed and handed over from Changeworks to the Housing Strategy Team along with guidance		SBC, RSLs, developers	SBC Home Energy Database RSL Annual Summary of Information?
	Carry out an audit on energy efficiency measure installed and planned installations in the social rented sector	This was carried out as part of the process of building the home energy database but further work will be carried out in the future			
	Identifying funding opportunities through partnership working and Scottish Government initiatives	The Borders Home Energy Forum has been established and there has been improved joint working and opportunities identified through HEEPS. In addition Berwickshire, Waverley and SBHA have submitted a joint bid for funding to the Decarbonisation Fund announced by Scottish Government.			
RSLs to prepare annual reports on their progress on achieving EESSH	Collate and monitor annual reports from RSLs, reporting progress through fuel poverty plan.	RSLs have submitted their EESSH returns to the Scottish Housing Regulator and progress is being monitored through the Home Energy Forum.		SBC, RSLs, developers	RSL Asset Management Strategies?
2.3 Significant improvement in fuel efficiency of housing stock					
Strategic actions	2017-2018 Actions	2017-2018 Progress	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	The first meeting of the Borders Home Energy Forum was held in March 2018. This provides partners opportunities for joined working and knowledge sharing. To date a joint bid for funding has been submitted to SG from 3 Housing Providers, and funding allocated to Care and Repair to offer "softer" energy efficiency measures to vulnerable clients in 2018/19.		SBC, SG, Utility Companies, Developers, East Scotland Home Energy Forum	Borders Home Energy Forum Minutes
	Support communities to bid for the Climate Challenge Fund as appropriate	Officers have been able to signpost to appropriate support and help promote opportunities. The development of the new Affordable Warmth plan in 2018/19 will consider in more detail how support is currently offered and if this can be improved.			
Incentivise mixed tenure approaches to improve energy efficiency	Proactively looking for opportunities through HEEPS	A number of smaller opportunities were identified in the 2017/18 programme and RSL have been engaged early in development of the 2018/19 and asked to consider opportunities based on the draft HEEPS proposals.		SBC, SG, RSLs, Developers,	HEEPS Reports and Bids Peebles Local Heat and Energy Efficiency Strategy (LHEES)
	Consider mixed tenure solutions as part of the SEEP pathfinder pilot project bid for funding	Mixed tenure has been considered. The pilot is still early on and there is some learning. A standing list of contractors will be finalised in 2018/19 and RSLs are invited to engage with that exercise.			
	Liaise with RSLs to identify opportunities	RSLs continue to engage with the SEEP programme but funding criteria constraints have led to little opportunities in the Peebles Pilot. The Home Energy Forum will have SEEP (now Energy efficient Scotland) as a standing agenda item.			
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 efficiency and condition standards in private rented housing: A Scotland's Energy Efficiency Programme Consultation	A consultation response was submitted to Scottish Government from Scottish Borders Council		SBC, SG, RSLs, Developers, SAL, Private Landlords, East Scotland Home Energy Forum	Feedback from the Energy efficiency and condition standards in private rented housing consultation Private Landlord Engagement Plan Borders Home Energy Forum Minutes
	Continue to keep the website up to date	The website is kept up to date but further work is being carried out in 2018/19 to improve the navigation of the pages			
	Work with Home Energy Scotland on local home energy engagement	There continues to be a close relationship between SBC and HES with joint activity. SBC continue to promote and signpost residents to HES for impartial advice and in summer 2017 embarked on a joint campaign, with Scottish Water to help make Galashiels the first water efficient town in Scotland.			
	Work with the Private Landlord Liaison Officer at Home Energy Scotland	Strategic Housing continues to work closely with HES and the Private Landlord Liaison officer has worked with local landlords in 2017/18.			

	Continue to deliver the local HEEPS projects which are aimed at improving the efficiency in the private sector	SBC was awarded £1,045,619 in grant funding and levered in an additional £363,500 in ECO funding - resulting in a total of £ 1,409,119 being spent on energy efficiency measures for homes across the region. The funding was used to ² : Fill over 600 Hard to Treat Cavities Install External Wall Insulation on 37 properties Install Internal Wall Insulation on 35 properties The annual fuel bill savings resulting from this year's programme are estimated to be £172,618 and a reduction in CO2 emissions of around 719 tonnes per annum.			
Ensure effective targeting of energy efficiency measures on those who are experiencing fuel poverty	Respond to the Scottish Government's Fuel Poverty Strategy Consultation	Response to the consultation was submitted in February		SBC, RSLs, SG, East Scotland Home Energy Forum, SPAP	Affordable Warm and Energy Efficiency Project Plan 2018
	Development of new fuel poverty plan	A project plan has been developed for a new Affordable Warmth and Energy Efficiency Strategy. this has been delayed due to Scottish Government's Fuel Poverty Strategy Consultation			
	Carry out an audit on all fuel poverty activity in the area, working in partnership with RSLs, Changeworks, Home Energy Scotland	This was carried out as part of the process of building the home energy database but further work will be carried out in the future			
	Continue to priorities HEEPS investment in fuel poor areas	HEEPS programmes are always prioritised in Fuel poor areas, but further to this the link with Home Energy Scotland will ensure that householders get the relevant checks to ensure their household income relates to their circumstances, which will include benefit and pension credit checks carried out by DWP.			
Develop a local, multi-agency home energy forum to support the development and implementation of the strategic approach to tackling fuel poverty	Develop terms of reference for the forum	Terms of reference have been finalised		SBC, RSLs, East Scotland Home Energy Forum	Borders Home Energy Forum minutes
	Identify members of the forum	Members have been identified			
	Hold initial meeting by March 2018	Initial meeting was held on the 19 th March 2018			
Explore the development of a comprehensive local network of delivery options to provide enhanced fuel poverty and energy efficiency advice	Review Healthy Homes Highland Council model	Officers at SBC have met with partners, and discussed with Officers at Highland how this approach has worked for them. Findings will be considered by the Home Energy Forum.		SBC, RSLs, East Scotland Home Energy Forum	Borders Home Energy Forum minutes
	With partners, assess the feasibility of carry out the model in the Borders	The new Borders Home Energy Forum has been established and over the course of 2018/19 will consider whether this might be a model that could be realistically replicated in the Borders			
	Work with Home Energy Scotland 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.	In 2017/18 Home Energy Scotland were present in a number of GP practices across the Borders, engaging with clients. Links have also been established with the new HUBs which are being monitored by the Community Led Support Steering Group. There is also a representative from health on the new Borders Home Energy Forum.			
2.4 Improved functioning of the private sector housing portfolio					
Strategic actions	2017-2018 Actions	2017-2018 Progress	Status	Partners	Related documents
Work in partnership to improve condition of empty homes in rural areas and town centres	Work in partnership with Shelter Scotland Empty Homes Initiative	The Housing Strategy Team work closely with Shelter on a regular basis		SBC, SG, RSLs, Developers, CPP	
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	Plans to hold a forum in June are underway. This was delayed in 2017/18 due to the delayed recruitment in the Private Rented Sector Liaison and Enforcement Officer		SBC, RSLs, Private Landlords, SAL	Private Landlord Engagement Plan
	Develop a project brief the private rented sector engagement plan	A brief on engagement with the private rented sector has been finalised			
	Work closely with Scottish Government, managing agents, landlords and other organisations to support and facilitate effective communications	An event was held for agents in Galashiels in August by Scottish Government to inform them of the new letting agent regulations.			
Deliver multi-tenure information and advice to enable households to manage the condition of	Develop a project brief for a new Private Sector House Condition Strategy	A brief for the private sector house condition strategy has been finalised		SBC, RSLs, Shelter, CAB	Scheme of Assistance

² Estimates based on uptake to date. Final outcomes and numbers will be confirmed in September 2018.







their property	Review the Scheme of Assistance	With minor amendment it remains relevant to current Legislation.			Private Sector House Condition Strategy Brief
	Develop process and policy to ensure SBC'S duty to deal with BTS property is met, including enforcement actions	Processes to be written in conjunction with the Private Sector House condition Strategy. Proposals for the introduction of missing shares drafted.			Private Landlord Engagement Plan
	Better align private sector initiatives such as Scheme of Assistance, landlord engagement, empty homes and enforcement	Improved linkages with Private Rented Sector implemented. Further development required.			
Explore and implement mixed tenure solutions to improve stock condition	Improve functions to deal common repair issues, linking through to other private sector initiatives	Guidance on common repair drafted. Better understanding of the linkages to private rented sector and how support is delivered.			Private Sector House Condition Strategy Brief Scheme of Assistance





Performance Indicators:

Strategic outcome	Relevant Indicators	Baseline (date)	Targets	Performance 2017-18	Status	Data type and source	Timescale
2.1 Social housing stock meets the SHQS	% of dwellings that meet the SHQS	91% compliance (2014/15)	100%	92% (2016/17) (2017/18 SHR not available yet)		RSL SHR returns	2018
	% of dwellings with abeyances or exemptions	9% (2014/15)	0%	8% (2016/17) (2017/18 SHR not available yet)		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	53% (2016/17) (2017/18 SHR not available yet)		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	Carried forward into 2018/19 – held back due to SG’s fuel Poverty Consultation		SBC operational	2018
	Households in fuel poverty	43% of households ‘Scottish Borders Council Fuel Poverty Activity Annual Update’ (2014-15),	Reduce households in fuel poverty	38% - 2013-2015 34% - 2014-2016		SHCS	2017-22
	HEEPS-ABS investment in Scottish Borders	£1,623,023 (2014/15)	Full HEEPS:ABS spend	£1,409,119		RSL operational data (annual)	2017-22
	Social rented sector stock built to Silver energy standard	N/A	100%	87 (100%)		RSL data	2017-22
	No. of private sector measures installed	420 (370 External wall insulation, 50 cavity wall insulation) (2014/15)	>420	Over 700 (600 Hard to Treat cavities, 37 External wall insulation, 35 internal wall insulation)		Operational data	2017-22
	No. of households provided with energy advice/information	4,041 Engagements; 895 referrals (Home Energy Scotland) (2014/15)	>4,041	5,124 Engagements; 2,034 referrals – Home Energy Scotland		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	Project plan has been completed, strategy will be developed in 2018/19		SBC operational	2018
	No. of private sector properties where serious disrepair and BTS reduced	TBC	80 units per annum	18 supported with Advice and practical Assistance. 11 resulting in action		SBC: Environmental Services data;	2017-22
	Enforcement orders used	0	>0	0		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	2017-2018 Actions	2017-2018 Progress	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	Development and implementation of new SBC integrated Customer Advice and Support Service	Development of new SBC integrated Customer Advice and Support Service completed and new Service implemented. Following on from this, SBC will lead on establishing new Borders Homelessness and Health Strategic Partnership (BHHSP) in 2018/2019 and this action will be considered by BHHSP in light of Scottish Government's Rapid Rehousing Transition Planning framework.		SBC, RSLs, Housing Support providers, Information & advice agencies	
Re-establish a strategic homelessness approach, which incorporates a variety of partners, and develop a detailed homelessness action plan	Development and implementation of new SBC integrated Customer Advice and Support Service	Development of new SBC integrated Customer Advice and Support Service completed and new Service implemented. Following on from this, SBC will lead on establishing new Borders Homelessness and Health Strategic Partnership (BHHSP) in 2018/2019.		SG, SBC, RSLs, private landlords, Housing Support providers, Information & advice agencies	Homelessness and Wellbeing Project Brief
3.2 Improve access to & impact of Housing Options model					
Strategic actions	2017-2018 Actions	2017-2018 Progress	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	Development and implementation of new SBC integrated Customer Advice and Support Service	Development of new SBC integrated Customer Advice and Support Service completed and new Service implemented. Following on from this, SBC will lead on establishing new Borders Homelessness and Health Strategic Partnership (BHHSP) in 2018/2019 and this action will be considered by BHHSP in light of Scottish Government's Rapid Rehousing Transition Planning framework.		SBC, RSLs, Housing Support providers, Information & advice agencies	
Improve access and links to education, training or employment opportunities within homelessness and resettlement processes	(as above)	(as above)		Employability services, SBC, RSLs, Housing Support providers	
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	(as above)	(as above)		SBC, BWA, RSLs, private landlords, Housing Support providers, Info & advice agencies, IJB, H&SCP,	
Develop a range of Housing Options pathways tailored to the needs of specific client groups and communities	(as above)	(as above) SBC worked with local authority partners in the Scottish Government's East Housing Options HUB to develop local arrangements for SHORE. This included commissioning Four Square to provide tenancy sustainment support and resettlement advice on behalf of the HUB partners, including SBC, for people who are in custody at HMP Edinburgh on a 1 year pilot basis from early 2018/2019. A 'Housing Options Protocol for Care Leavers in the Scottish Borders' was implemented at the start of 2017/2018. The Protocol seeks to ensure that the priority accommodation and support needs of care leavers are recognised in order that their needs for suitable housing are met in a planned and sustainable way and that they do not need to enter the homelessness system in order to access housing. During the first year of the Protocol the number of statutory homelessness applications received from care leavers fell by 28%.		SBC, BWA, RSLs, private landlords, Housing Support providers, Info & advice agencies, IJB, H&SCP	

3.3 Improve access to a range of settled accommodation options					
Strategic actions	2017-2018 Actions	2017-2018 Progress	Status	Partners	Related documents
Improve access to a better range of settled accommodation options for homeless households	Development and implementation of new SBC integrated Customer Advice and Support Service	Development of new SBC integrated Customer Advice and Support Service completed and new Service implemented. Following on from this, SBC will lead on establishing new Borders Homelessness and Health Strategic Partnership (BHHSP) in 2018/2019 and this action will be considered by BHHSP in light of Scottish Government's Rapid Rehousing Transition Planning framework.		SG, DWP, SBC, BWA, RSLs, private landlords, Housing Support providers, Info & advice agencies	
3.4 Lessen the impact of residing in temporary accommodation					
Strategic actions	2017-2018 Actions	2017-2018 Progress	Status	Partners	Related documents
Review the strategy for temporary accommodation to ensure financial sustainability and to continuously improve customer outcomes	Development and implementation of new SBC integrated Customer Advice and Support Service	Development of new SBC integrated Customer Advice and Support Service completed and new Service implemented. Following on from this, SBC will lead on establishing new Borders Homelessness and Health Strategic Partnership (BHHSP) in 2018/2019 and this action will be considered by BHHSP in light of Scottish Government's Rapid Rehousing Transition Planning framework.		SG, DWP, SBC, BWA, RSLs, private landlords, Housing Support providers, Info & advice agencies	Temporary Accommodation Strategy 2017-20
Explore ways to expand the range of transitional accommodation options for homeless households	(as above)	(as above)		SG, SBC, RSLs, private landlords, Housing Support providers, Info & advice agencies	
3.5 Promote independent living & tenancy sustainment through effective delivery of housing support duty					
Strategic actions	2017-2018 Actions	2017-2018 Progress	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	Development and implementation of new SBC integrated Customer Advice and Support Service	Development of new SBC integrated Customer Advice and Support Service completed and new Service implemented. Following on from this, SBC will lead on establishing new Borders Homelessness and Health Strategic Partnership (BHHSP) in 2018/2019 and this action will be considered by BHHSP in light of Scottish Government's Rapid Rehousing Transition Planning framework.		SBC, RSLs, IJB, H&SCP	Health and Social Care Strategic Plan 2015-18

Performance Indicators:

Strategic outcome	Relevant Indicators	Baseline (date)	Targets	Performance 2017-18	Status	Data type and source	Timescale
3.1 Use effective housing options and preventative intervention to successfully prevent homelessness	Number Housing Options cases assisted to a. maintain existing accommodation b. access settled housing	(a) 10% remained in existing accommodation: 2014/15 (b) 28% accessed settled accommodation – 2014/15	a. 2% increase per annum b. 2% increase per annum per annum	a. 13% b. 15%		SBC Homeless Case Management Prevention Data	2017-22
	Number & % assessed as homeless	535 (83% of all applications): 2014/15	1% reduction per annum	590 (84% of applications)		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	30 (4.5%)650		SBC HL1 data – assessed in period	2017-22
	% young people presenting as homeless	210 (32% applications): 2014/15	5% reduction per annum	171 (24% of statutory homelessness applications received)		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	403		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	For consideration in 18/19 by Borders Homelessness & Health Strategic Partnership		SBC data	2022
	% housing options cases that progress to homeless application	37%: 2014/15	1% reduction per annum pa	62%		SBC Homeless Case Management Prevention Data	2017-22
3.3 Improve access to a range of settled accommodation options	% homeless cases 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	a. 57% b. 6%		SBC HL1 Data – closed in period	2017-22
	% unintentionally homeless household access settled accommodation	67% (2014/15)	90%	78%		SBCHL1 Data – closed in period	2022
	Number of homeless people housed through rent deposit scheme	84 (2014/15)	10% increase per annum	21		DGS Data	2017-22
	% RSL lets to homeless households	23% (2014/15)	50%	24% (2016/17) (2017/18 data not available)		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	107 spaces		SBC data	2017-22
	Number of supported accommodation spaces	8 spaces (4 x refuge, 4 x looked after children):2014/15	8 spaces	8 spaces (4 x refuge, 4 x looked after children)		SBC data	2017-22
	% accessing self-contained temporary accommodation (i.e. not emergency placements)	94%: 2014/15	100%	99%		SHR data	2022
	% of households who occupied temporary accommodation - B&B accommodation	6%: 2014/15	0%	1%		SHR data	2022
	Average length of stay in temporary accommodation	97 days: 2014/15	10% reduction in length of stay per annum	118		SHR data	2017-22
	% satisfaction of temporary or emergency accommodation refused	83% very and fairly satisfied (2015/16)	90% satisfaction rate	90%		SHR data	2017-22
	% of offers of temporary or emergency accommodation refused	15%: 2015/16	Reduce refusals by 5%	14%		SHR 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	10% increase per annum	476		SBC data	2017-22
	Number of cases open within Housing Support Services(inclusive of Commissioned service(s))	237 cases: 2014/15	10% increase per annum	278		SBC data	2017-22
	Number of housing support cases closed as a result of service users achieving their individual housing support plan outcomes, 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	Collective 73% of total cases closed (291 cases)		SBC data	2017-22













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	2017-2018 Actions	2017-2018 Progress	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.	Ensure all new RSL housing meets the housing for varying needs standard	All RSL housing meets the varying needs standard		SBC, RSLs	Strategic Housing Investment Plan (SHIP) 2018-2023
Investigate the feasibility of developing shared ownership and equity release schemes for older people to finance property adaptations and promote the national Help to Adapt scheme.	Review the outcomes and the evaluation report of the Help to Adapt Scheme when published	As of Feb 2018, the evaluation report has not yet been published		SBC, SG, RSLs	Help to Adapt Evaluation Report
	Explore new shared ownership/ equity release schemes with Scottish Futures Trust	Exploring new funding models with Scottish Futures Trust i.e. the £5k and £40k home			
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.	Seek to raise the profile and understanding of the role and contribution of the Care and Repair Service	Explore the potential for Care and Repair to provide services to people with dementia Engaging with Angus Council through their Care and Repair Dementia Pilot		SBC, Eildon, SWD	Angus Council Dementia Pilot Integrated Strategic Plan for Older People's Housing, Care & Support 18-28
Make better use of digital infrastructure and telephony to enable individuals to live independently.	Support the implementation of the Health and Social Care Strategic Plan	No IJB budget – take forward into 2018/19		IJB, RSLs, SBC	Housing Contribution Statement
4.2 Increased provision of specialised housing					
Strategic actions	2017-2018 Actions	2017-2018 Progress	Status	Partners	Related documents
Develop an Older People's Housing Strategy in partnership with the Health and Social Care Partnership	Draft a Project Brief for consultants	Project brief completed, consultants have been appointed and steering group meets on a regular basis. It is anticipated that this work will be completed by the end of March		IJB, SWD, RSLs	Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028
	Set up a Steering Group with agreed appropriate members, draft terms of reference and set meeting dates				
	Appoint consultant to carry out the work				
Assess the extent and nature of needs within the gypsies and traveller community; and develop appropriate response.	Ensure gypsies and traveller community are on the agenda at SESHof	The Housing needs of Gypsy Travellers will be reconsidered through the next HNDA development process. The SESHof group has also agreed there needs to be increased consultation with that particular group.		SESHof, SBC, G&T community	SESHof Minutes
	Monitor occupancy of seasonal travelling people site in Innerleithen	Information on gyps travellers is monitored through the Scottish Borders Gypsy Travellers Liaison Initiative			SBC Yearly Data?
4.3 Effective housing input to process of health and social care integration					
Strategic actions	2017-2018 Actions	2017-2018 Progress	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.	Attend locality working groups regularly	Regularly liaise with the locality planning officers		IJB, RSLs, Third sector	Health and Social Care Strategic Plan 2015-18 Locality Plans HST/ Planning Minutes
	Review the Housing Contribution Statement with a view to submit an update in 2018/19	Awaiting national policy steer and clarity how the IJB proposes to revise the Strategic Plan. Carry forward into 2018-19			
	Ensure housing continues to be represented at the H&SC Strategic Planning Group	Housing Strategy Manager and RSL representative both attend the Strategic Planning Group			
	Attend the Housing Strategy and Planning Liaison Meeting	Meetings take place regularly with housing strategy and planning			
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	The first draft of the Community Plan was published in November 2017		SBC, IJB, RSLs, Third sector	Community Plan Locality Plans
	Regularly attend and contribute to the Community Led Support Group for the Borders – 'What Matters'	Housing continues to be represented at this meeting			Community Led Support Group Minutes

4.4 Improved availability of housing support services					
Strategic actions	2017-2018 Actions	2017-2018 Progress	Status	Partners	Related documents
Monitor availability and impact of housing support for young people and other vulnerable client groups through the implementation of the homelessness strategy.	Develop the project brief for the Housing Needs and Aspirations of Young People in the Scottish Borders	The brief has been completed and Terms of Reference for a Working Group have also been completed		SBC, RSLs	Homelessness and Wellbeing Strategic Plan
4.5 Increase in prevention and early intervention					
Strategic actions	2017-2018 Actions	2017-2018 Progress	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.	Ensure housing sector engage with development of client group specific strategies and IJB strategic planning processes	Housing Strategy manager and RSL representative attend the Joint Planning Group Housing Strategy regular attend the Learning Disability Commissioning Group and the Physical Disability Group		SBC, RSLs	Health and Social Care Strategic Plan 2015-18 Housing Contribution Statement
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.	Identify key outcomes and actions from the Older peoples strategy development	The Strategic Plan has been completed and actions will be carried forward into 2018/19		SBC, RSLs Third sector	Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028 RSL Customer Engagement Strategies RSL Allocations Policies
	RSLs provide Information and advice on their allocation processes on their stock	RSL websites kept up to date Customer Engagement Strategies - ensuring everyone has access to information and advice from a wide range of platforms			
	Continue to keep the website up to date	Council's website is constantly kept up to date Directory of Accommodation – housing strategy worked with social work to update the housing needs type			

Performance Indicators:

Strategic outcome	Relevant Indicators	Baseline (date)	Targets	Performance 2017-18	Status	Data type and 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 – 4,495 Major adaptations – 75	Minor adaptations – > 355 Minor repairs - > 20 Handyperson – > 4495 Major adaptations – > 88 Targets to be agreed annually with Care and Repair service.	Minor adaptations – 153 Minor repairs – 2 Handyperson – 4,154 Major adaptations – 85		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	Eildon – 12 BHA – 2		SBC and AHIP	2017-22
	Number of new homes to wheelchair and varying needs standard	ECH/HwC places = 129 (Dec 2014)	ECH/HwC = 180	Eildon - 4		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.			Ref SCP & HCS & emerging plans for localities	2020
	Housing represented at strategic planning level	N/A	Housing involved in service redesign plans.			Ref SCP & HCS & emerging plans for localities	2020
	Housing representation on locality planning groups	N/A	Housing involved in service redesign plans.			Ref SCP & HCS & 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	N/A	Increase in number receiving support	278 (Number of cases open within Housing Support Services(inclusive of Commissioned service(s)))		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) No. receiving community alarm or telecare: Aged 18-64 = 239 and Aged 65+ = 1,690	Monitor and evaluate procedures, value for money and impact of adaptations and equipment provision. Maintain existing level of budget provision.	Social Rented Sector = £423k Private Sector = £442k (2017/18) Aged 18 – 64: 219 Aged 65+: 1445		SBC	2017-22
	Increased use of technology to support individuals	Social Rented Sector = £322k, Private Sector = £375k (2016/17) No. receiving community alarm or telecare: Aged 18-64 = 239 and Aged 65+ = 1,690	Introduction of new technologies. Evaluation report on outcomes.	Social Rented Sector = £423k Private Sector = £442k (2017/18) Aged 18 – 64: 219 Aged 65+: 1445		SBC social work and health	2017-22
	Evaluation of housing options advice and general advice/information services	Social Rented Sector = £322k, Private Sector = £375k (2016/17) No. receiving community alarm or telecare: Aged 18-64 = 239 and Aged 65+ = 1,690	Evaluation report on outcomes.	Social Rented Sector = £423k Private Sector = £442k (2017/18) Aged 18 – 64: 219 Aged 65+: 1445		SBC Homelessness team	