

LHS 2017-2022 Monitoring Tool

2019/20 – Year Three



There are significant issues that require immediate remedial action. **WILL IMPACT ON SERVICE DELIVERY**



Issues have been identified that will require remedial action if work is to remain within tolerance. **NOT ON SCHEDULE BUT WILL NOT IMPACT SERVICE DELIVERY**



Progressing to plan.

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

Outcomes:

1.1 Increase the supply of affordable housing					
Strategic actions	2019-2020 Actions	2019-2020 Progress	2019/20 Status	Partners	Related documents
Review and update Strategic Housing Investment Plan (SHIP) in accordance with Scottish Government Guidance	Liaise with RSLs for SHIP Project Prioritisation	Ongoing work with RSLs, meetings continue on a regular basis		SHIP Working Group	Strategic Housing Investment Plan (SHIP) 2020-2025 SHIP 2019-2020 Progress Delivery Report
	Liaise with Scottish Government quarterly through SGMHD Liaison Meetings	Ongoing work with Scottish Government, meetings continue on a regular basis			
	SHIP Delivery Support Group to continue to meet regularly	The group was established in 2017/18 and continues to improve working relationships with the development management team and help unlock a number of projects in the Borders			
	Submit SHIP 2020-2025 to Scottish Government in November 2019	SHIP 2020-2025 was submitted to Scottish Government at the end of October 2019. The SHIP received very positive feedback from the Scottish Government			
Identify mismatch of supply and demand in social rented housing, including need for re-provisioning, to inform investment priorities	Continue regular meetings with the Borders Housing Alliance	Meetings are on a frequent basis with the four local RSLs		LHS Partnership Group	Border Housing Alliance Minutes SHIP 2020-2025 Learning Disability Service Strategic Commissioning Plan 2016-19 Space To Live: Wheelchair Accessible Housing in The Scottish Borders SESHoF Minutes Langlee Steering Group minutes The Housing Needs and Aspirations of Young People; Scottish Borders 5 Year Action Plan April 2019
	Working with the Learning Disability Service to identify supported accommodation solutions	SBC housing attend the Learning Disability Commissioning Group to provide a link with delivery of SHIP projects			
	Collaborate with the Mental Health Service to support the delivery of supported housing service	Eildon Housing Association investigating potential site opportunity			
	RSLs developing individual site proposals for SHIP sites	Ongoing work as part of affordable housing delivery			
	Liaise with RSLs to gather information on tenants and those on their housing registers to better understand stock and client groups across the Borders, and explore the potential to commission a piece of work to identify this (if appropriate).	A mis-match project brief has been developed and agreed with the RSLs. Work on this will begin in 2021/22.			
	Undertake an assessment of supply and demand in the social housing sector	A mis-match project brief has been developed and agreed with the RSLs. Work on this will be being in April 2021			
	Commission Consultants to undertake a study on wheelchair housing	Consultants were appointed in March 2019. Work was carried out throughout 2019 and the Wheelchair Accessible Housing Study and associated Action Plan was completed in January 2020			
	Await clarification of HNDA3 timescales and requirements	There have been ongoing discussion with SESHoF, City Region Deal Housing Board and the Scottish Government to discuss the timelines of HNDA3. Its anticipated work will begin in summer 2020.			
	Continue to work to support with Waverley Housing to progress work on Upper Langlee Regeneration	There are 229 homes in the study area and the proposals envisage the demolition of 159 homes, refurbishment of 68 homes and provision of 112 new build energy efficient homes for social rent. The refurbishment element of the regeneration proposals to 68 homes has been awarded to a contractor with work starting on site in January 2020 with a planned completion date of August 2020.			
Implement the actions identified in the Young Persons Housing needs study	Actions from the Young Persons Housing Study are being implemented. A progress report for year 1 is currently being drafted				
Accelerate infrastructure projects to enable affordable housing projects to proceed; engage with infrastructure development agencies and national/regional construction firms to identify housing led growth opportunities (in/around the Border railway corridor)	Engage Scottish Government to review and extend use of Housing infrastructure funding	Discussions initiated with Scottish Government via Edinburgh and South East Scotland City Region Deal		SBC, HfS, Developers, Scottish Enterprise	City Deal Workstreams Minutes Regional Housing Board Minutes SHIP 2020-2025 Housing Supply Strategy 2018-2028
	Identify potential Housing Infrastructure Fund project bids	No new housing infrastructure bids identified			
	Develop Supplementary Planning Guidance	Draft Supplementary Planning Guidance for the Lowood strategic site has been developed and was agreed by the Council during the 2019/20 period. This has now been published as a Consultative Draft with public consultation open until May 2020.			
	Identify infrastructure investment and funding requirements to facilitate developments at Lowood	Once the Supplementary Planning Guidance has been finalised and agreed, it will steer future work to agree a master plan for development, help assemble infrastructure investment and implementation phasing packages.			
	Develop actions related to infrastructure to support housing growth in the final draft of the Housing Supply Strategy.	A review of the first year of implementation on the Housing Supply Strategy is underway. This will include an update on actions, including actions on infrastructure			

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.	A new Regional Housing Board was established in the spring of 2019 as a means of better engaging the housing sector and harnessing its potential contribution towards the wider City Region Deal objectives.		SBC, Borders College, South East Scotland Housing Forum	City Deal Workstreams Minutes
	Work with Economic Development, particularly in response to the establishment of the South East Scotland Enterprise Agency, to support increasing capacity in the construction sector.	RSLs and SBC forging new linkages with the new agency.			Regional Housing Board Minutes
	Monitor and evaluate Eildon Housing Association working in partnership with Harts builder to create apprenticeships and training opportunities through the delivery of affordable housing projects	Eildon Housing Association and Harts working in partnership to create apprenticeships and training opportunities through the delivery of affordable housing projects. Eildon and Harts have jointly funded a Community Benefits Officer A review is expected to be carried out by Eildon Housing and is part of a planned action in the Housing Supply Strategy			Housing Supply Strategy 2018-2028
Proactively engage with housing land owners and developers to improve communication, share market intelligence, influence value expectation and cultivate development opportunities	Continue to engage with landlord owners and developers	Ongoing work through discussion planning, prior to pre-planning application through SHIP and through Housing Land Audit processes		SBC, RSL's	SHIP 2020-2025
	Explore Homes for Scotland facilitated workshop with the Plans and Research Team (Planning)	This has been identified as a priority in the Housing Supply Strategy and initial discussions have taken place with planning. This will be taken forward into 2020/21.			Housing Supply Strategy 2018-2028
1.2 Increase options for affordable housing					
Strategic actions	2019-2020 Actions	2019-2020 Progress	2019/20 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	Short life working group established to look at modern methods of construction and other off site construction methods and opportunities City Region Deal is looking at modern methods of construction which could manifest through the SHIP As the of their Green House Pilot, Eildon Housing Association, have selected 7 of their affordable housing projects for inclusion in the Pilot, which will involve the design, development and delivery of around 79 homes using three different energy efficient solutions such as Passivhaus, Energiesprong and Off-site construction/ Volumetric Design alongside a twelve house traditional build "control" project.		South East Scotland Housing Forum, SHIP Working Group	SHIP 2020-2025 Regional Housing Board Minutes
	Explore collaboration opportunities with the Construction Scotland Innovation Centre	CSIC are involved in the short life working group (SHIP) and the City Region Deal discussions. CSIS gave £50k to Eildon towards monitoring and reviewing the Greenhouse Pilot			
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 continue to take place on a regular basis		South East Scotland Housing Forum, SHIP Working Group	SHIP 2020-2025
	Consider any relevant findings from consultation on the Main Issues Report (LDP process).	Relevant findings have been considered and a response table has been developed for housing matters. The finalised response tables will be available once this has been approved by council			Main Issues Report
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
	Implement and monitor the action plan for young people's housing	Actions from the Young Persons Housing Study are being implemented. A progress report is current being developed for 2019/20			The Housings Needs and Aspirations of Young People; Scottish Borders 5 Year Action Plan April 2019
	Continue to engage with SFT to contribute to the development of the 5k home in the Borders	Discussions are ongoing with Scottish Futures Trust and Eildon to explore opportunity to pilot the 5k and or 40k home at a site in Earlston			Border Housing Alliance Minutes
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	A new Regional Housing Board was established in the spring of 2019 as a means of better engaging the housing sector and harnessing its potential contribution towards the wider City Region Deal objectives.		Skills Development Scotland Business Gateway	Regional Housing Board Minutes
	Develop closer links between Borders housing sector and SOSEA and SOSEP	RSLs and SBC forging new linkages with the new agency.			Border Housing Alliance Minutes
	Eildon working in partnership with development partners to capitalise on local employability opportunities through recruitment of a Community Benefits/ Employability coordinator.	Eildon Housing Association and Harts working in partnership to create apprenticeships and training opportunities through the delivery of affordable housing projects.			Borders Home Energy Forum Minutes

		Eildon and Harts have jointly funded and appointed a Community Benefits Officer			
	Consider skills and opportunities emerging from Energy Efficient Scotland and how this can align with broader construction opportunities	The Change Works in Peebles project completed supply chain exercise to understand better the barriers, challenges and opportunities for tradespeople with regards energy efficiency. Peebles High School had received £400,000 funding and support through the capital works programme and Energy Efficient Scotland funding and the Scottish Borders Home Energy Forum works collaboratively with Borders College to identify opportunities.			
1.3 Review and progress delivery of locality plans					
Strategic actions	2019-2020 Actions	2019-2020 Progress	2019/20 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	Supporting the delivery of CARS i.e. Jedburgh and Hawick Jedburgh CARS completed year three of its five year duration at the end of 2019/20. Over 75 enquiries for building repair funding have been received. Hawick CARS formally launched in November 2019 and is scheduled to run until March 2024. A complimentary Missing Shares initiative is also being delivered in the town to assist willing owners in progressing with essential repairs where one or more other owners has not engaged.		CPP	Town Centre Strategies - CARS SHIP 2020-25 Town Centre Contribution Statements
	Identify town centre opportunities in the SHIP and report on progress.	Town centre projects are monitored through SHIP. Projects that are within the town centre boundary/ very close to the boundary include: <ul style="list-style-type: none"> • Former St. Aidan’s church site, Gala Park Gala - 24 units Eildon (20/21) • Peebles Road site Innerleithen - 9 units Eildon (2020/21) • Tweedbridge Court site Peebles - 22 units Eildon (2021/22) • The Valley site Selkirk - 4 units Eildon (2020/21) • St Dunstons, Melrose – 8 units SBHA (2022/23) • High St/Market Pl Jedburgh – 4 units Eildon (2022/23) • Burgh Yard Gala - 20 units Eildon (potential pipeline project) 			
	Monitor the number of town centre affordable housing completions annually	121/123 High Street Selkirk - 10 units completed by Eildon Housing Association in 2019/20			
	Develop Housing Contribution Statement to Support Town Centre Living	The housing contribution statement for Hawick has been completed and work is underway on the Eyemouth statement. There are plans to develop contribution statements for other town centres e.g. Galashiels			
Improve understanding of housing need and aspirations through community engagement and by sharing information across services and partnerships	Engage with the locality working groups	Housing Strategy meet regularly with locality partners. The team are Currently developing housing locality profiles for each locality		SESplan Housing Market partnership	Strategic Planning Group Minutes Housing Locality Profiles Community Led Steering Group Minutes
	Contribute to the community led support steering group	Housing Strategy continue to contribute to the community led support steering group			
	Engage with Health and Social Care through the Integrated Joint Board and Strategic Planning Group	RSL and Housing Strategy Team are represented on the Strategic Planning Group			
1.4 Reduce the number of empty homes					
Strategic actions	2019-2020 Actions	2019-2020 Progress	2019/20 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.	Ongoing as part of the Scheme of Assistance and empty homes work		SBC, RSL’s	Scheme of Assistance Communications Plan Housing Supply Strategy 2018-2028
	Work with the Customer Service Team to consider applications where the 200% Council Tax may be exempt to home owners actively bringing properties back into use	Dual approach adopted. Work with owners to agree package of work and timescales. Case application made to customer services requesting discretion – including supporting statement from empty homes officer			
	Continue to update the corporate website with information and advice on empty properties	Information is up to date and relevant. Some Work has undertaken to plan restructure of the housing pages and to improve linkages between private sector initiatives			
	Explore the provision of financial incentives such as an Empty Homes Loan Scheme, with the Shelter Empty Homes Partnership	Work continues with the Empty Homes Partnership. Including discussion around appointing a dedicated officer. In principle a shared funding arrangement has been agreed			
	Monitor the impact of the council raise of 200% on long term empty properties	The long term empty property numbers remain at relatively constant level. The overall empty homes numbers in the Scottish Borders will continue to be monitored.			
	Implement and deliver actions identified in the Housing Supply Strategy which relate to empty properties	Work is ongoing to deliver the actions for year one and provide a progress update			

	Develop Private Sector House Condition Strategy to include a focus on improving conditions and standard of empty properties, supporting owners to bring them back in to use.	A project brief for the strategy has been agreed and work on the strategy is currently being developed			
1.5 Contribute to strategic planning					
Strategic actions	2019-2020 Actions	2019-2020 Progress	2019/20 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	Discussions with Rural Housing Service and Dumfries and Galloway Small Communities Housing Trust have taken place and information events have been attended, and promoted, by Officers.		SBC, RSL's, South East Scotland Housing Forum	Housing Supply Strategy 2018-2028

Performance Indicators:

Strategic outcome	Relevant Indicators	Baseline (date)	Targets	Previous Performance	Performance 2019-20	Data type & source	Timescale
1.1 Increase the supply of affordable housing	Total number of completions	325 per annum (ave: 2011/12 – 2014/15)	348 pa	2017/18 – 222 2018/19 – 345	331 (provisional figure)	SBC Housing & Planning	2017-22
	Number of affordable homes completed	87 pa (2011/12 – 2014/15)	128 pa	2017/18 – 87 RSL 2018/19 – 139 (130 RSL & 9 NHT)	114	SBC Housing & Planning	2017 - 2022
	Number of new social rented homes completed	79% of affordable completions in 2014/15 were social rent	85% of affordable housing to be social rent	2017/18 – 78% 2018/19 – 84%	84%	SBC, SG AHIP	2017 - 2022
	Number of other affordable homes delivered (all subsidised and un-subsidised intermediate tenures and mid-market rented homes)	21% of affordable completions in 2014/15 were not social rent	15% of affordable housing to be 'other' affordable housing	2017/18 – 146 (23%) 2018/19 – 192 (16%)	141 (16%)	SBC, SG AHIP	2017 - 2022
1.2 Increase options for affordable housing	Options identified	None	Complete option identification	Exploring SFT 5k and 40k house model	Model being explored with partners	SBC Committee reports	2020
	Feasibility studies undertaken	None	Complete feasibility studies	Not applicable	-	SBC operational information	2020
	No. of MMR units	None	Increase provision of MMR	2017/18 – 45 (Bridge Homes) 2018/19 – 9 (Bridge Homes)	0	SBC, RSL information	2017-22
1.3 Review and progress delivery of locality plans	No of Locality Plans reviewed and delivered	SOA agreed 2013	Locality Plans in place and increase supply of affordable housing in Town Centres in line with Whole Town Plans e.g. Selkirk, Kelso, Hawick and Galashiels	-	Housing Locality Profiles have been developed for the five localities	SBC, SG returns, SLAED	2017-22
1.4 Reduce the number of empty homes	No. of long-term empty homes	1,421 (2014 figure)	< 1,421 homes	March 2018 – 1,438 March 2019 – 1,500	March 2020 – 1,542	Revenues and benefits data	2017-22
	Enforcement orders used – e.g. CPOs	0	>0	2017/18 – 0 2018/19 – 0	6 (in collaboration with Building Standards)	SBC data	2017-22
	Homes brought back into use	9 (ave 2011/12 – 2014/15)	> 9 homes	2017/18 – 5 2018/19 –	6	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	-	SESPLAN SDP2 was rejected by Ministers due to transport concerns. SDP2 has not been adopted, and in 2020/21 LAs will work towards developing a new Regional Spatial Strategy.	SBC Committee reports	2018
	Delivery of HNDA3	HNDA2	Set in place partnership arrangements to deliver HNDA3 and inform the next LHS	-	Work on HNDA3 will commence summer 2020	South East Scotland Housing Forum, HNDA3	2022
	Engage with Planning Review	HNDA3, SHIP	Mechanisms to streamline and enable new housing supply	-	Housing Officers are involved in the development of 2 regional spatial strategies (South East Scotland and one with D&G Council)	HNDA3, SHIP	2017-22

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

Outcomes:

2.1 Social housing stock meets the SHQS					
Strategic actions	2019-2020 Actions	2019-2020 Progress	2019-20 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	Borders Housing Alliance Minutes
	RSLs to carry out stock condition surveys and report to the Scottish Housing Regulator annually	RSLs provide data each year to the Scottish Housing Regulator as part of their ARC submissions (Scottish Social Housing Charter)			SHR Data
2.2 Social Housing stock meets EESSH 2020 target					
Strategic actions	2019-2020 Actions	2019-2020 Progress	2019-20 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	Maintain the Borders Home Energy Database and use it when targeting future funding opportunities	Database is maintained and update by the Energy Efficiency Strategy and Policy Officer.		SBC, RSLs, developers	Borders Home Energy Database
	Carry out an audit on energy efficiency measure installed and planned installations in the social rented sector	Data requested from RSLs as part of the RSL annual summary of information for 2018/19			BHEF Minutes
	Identifying funding opportunities through partnership working and Scottish Government initiatives	The Borders Home Energy Forum has proactively responded to funding opportunities throughout the year. The most significant award was £500k over 2 years from the Warm Homes Fund.			Affordable Warmth and Home Energy Efficiency Strategy
RSLs to prepare annual reports on their progress on achieving EESSH	Collate and monitor annual reports from RSLs, and report progress through the Borders Home Energy Forum	RSLs provide annual updates on EESSH compliance as part of their reporting to the Scottish Housing Regulator. These can be considered at the Borders Home Energy Forum <ul style="list-style-type: none"> • BHA – 71% EESSH compliance • Eildon – 95% EESH compliance • SBHA – 93% EESSH compliance • Waverley–96% EESSH compliance 		SBC, RSLs, developers	Affordable Warmth and Home Energy Efficiency Strategy SHR Data
2.3 Significant improvement in fuel efficiency of housing stock					
Strategic actions	2019-2020 Actions	2019-2020 Progress	2019-20 Status	Partners	Related documents
Explore the potential to support communities to come together to negotiate discounted rates for fuel provision in rural areas or acknowledged areas of deprivation	Work in partnership with RSLs, Home Energy Scotland and Changeworks to identify opportunities and examples of good practice and to develop case studies accordingly	Borders Home Energy Forum continues to meet regularly to promote and develop opportunities. Identified positive impacts of case studies with Changeworks and requested for new studies as appropriate.		SBC, SG, Utility Companies, Developers, East Scotland Home Energy Forum	Affordable Warmth and Home Energy Efficiency Strategy
	Borders Home Energy Forum to consider opportunities to work with utility companies and other agencies to explore ways to offer cheaper energy to households across the Borders	Exploring opportunities within the forum. Contact within utility company identified as potential guest speaker at forum pending members/chair approval.			BHEF Minutes
	Liaise with HES to understand the best practice to engage these types of householders and areas	Ongoing meetings with HES to develop strategic use of data, Home Analytics and Borders Home Energy Database to identify areas and householders that would be a "right fit". Work to share best practice. Identified with Duns scoped as a potential area.			
Incentivise mixed tenure approaches to improve energy efficiency	Continue to proactively look for opportunities through HEEPS and Energy Efficient Scotland	Early engagement with RSLs to deliver HEEPS:ABS alongside RSL stock improvements. RSL focus on EESSH 1 resulted in limited appetite. As RSLs pass EESSH 1 deadline and focus on EESSH 2 will follow up opportunities.		SBC, SG, RSLs, Developers,	Affordable Warmth and Home Energy Efficiency Strategy
	Consider mixed tenure solutions as part of the HEEPS:ABS/Energy Efficient Scotland programme development and funding bid process	Offered a workable process to RSLs where private properties identified in blocks adjacent to RSL properties, those able to receive HEEPS:ABS funding can be progressed if the RSLs opts to carry out measures within their property. Ongoing as further opportunities are scoped. RSLs identify properties with private neighbours to assess against HEEPS funding.			BHEF Minutes
	Liaise with RSLs to identify opportunities regularly and through the Home Energy Forum	Ongoing meetings directly with RSL and through Borders Home Energy Forum.			
Target resources, information and advice to ensure owner occupiers and private landlords benefit from opportunities for insulation, double glazing, upgraded heating systems etc.	Respond to the Energy related consultations from Scottish Government as they emerge	Submitted a response to the Energy Efficient Scotland: Improving Energy Efficiency in Owner Occupied Homes consultation.		SBC, SG, RSLs, Developers, SAL, Private Landlords, East Scotland Home Energy Forums	Affordable Warmth and Home Energy Efficiency Strategy
	Develop an increased web presence on the SBC website and on social media to promote energy efficiency and affordable warmth in the home, referral mechanisms and funding opportunities	Content for the website was updated in June 2019 and is continually reviewed and updated. Further work will be carried out throughout 2020			Consultation Responses
	Explore opportunities to engage and support households in relation to behavioural change, energy efficiency and affordable warmth in the home – including liaison with Home Energy Scotland	SBC has recently secured two years of funding to the amount of £551,000, from National Grid's Warm Homes Fund to deliver the "Warm and Well Borders" project. This project will help develop a multi-agency approach to reducing fuel poverty, improving the energy efficiency of homes and improving the health and well-being of the most vulnerable households in the Borders.			

	Explore opportunities to engage with households in relation to fuel costs.	Warm and Well Borders aims to have support 1,420 fuel poor households to live affordably warm at home by tackling high fuel bills, fuel debt, and supporting skills to be in better control of energy costs as well as building resilience to tackle the causes of fuel poverty.			
	Explore opportunities to engage with households in relation to income maximisation	Three Citizens Advice Bureau offices across Borders are partners in Warm & Well Borders scheme. Key roles are the Income Maximisation Advisors. Sharing best practice and developing networks to enable signposting householders to income maximisation support across all channels.			
	Proactively inform private landlords of requirements for Energy Efficient Scotland and engage further to outline support, resources, funding opportunities and advice in collaboration with Scheme of Assistance	Energy Efficiency Standards in the PRS was the key topic for discussion at the Private Landlord Forum held in September 2019. This event was very well attended. Landlord also receive advice and support via newsletters, social media posts, web pages and HEEPS:ABS.			
	Continue to deliver the local HEEPS/Energy Efficient Scotland projects which are aimed at improving the efficiency in the private sector	The total amount of Scottish Government HEEPS: ABS 2019/20 grant awarded in the Scottish Borders is £1.34m. It is anticipated that around 250 homes are expected to receive free or subsidised insulation measures across the region and for the first time HEEPS: ABS also includes an Air Source Heat Pump installation scheme. The 2019/20 programme targets the following areas: <ul style="list-style-type: none"> External Wall Insulation (EWI): Targeting specifically Langlee, Burnfoot, Jedburgh and Hawick Internal Wall Insulation (IWI): Targeting all HEEPS:ABS areas across the Borders Hard to Treat Cavity Wall Insulation (HTTCs): Targeting all HEEPS:ABS areas across the Borders 			
	Identify new and existing schemes to leverage funding to support the fuel poor.	Discuss and share potential funding opportunities within forum and colleagues. Have attended webinars hosted by Low Carbon Energy Development Fund to scope options for potential new funding streams.			
	Ensure all support extends to, and is relevant for rural and/or off-gas grid areas, and is relevant for; the elderly and vulnerable and; households that are experiencing child poverty.	HEEPS:ABS criteria applied through individual householder assessment to ensure eligible applicants out with a defined HEEPS:ABS area can receive support. Offers increased flexibility to better support vulnerable households. Developed process with Changeworks & HES to ensure right households are offered support.			
	Explore best practice on engaging the 'self-funded' market to develop a programme of encouragement and support for this these homeowners	Learnings from the Change Works in Peebles scheme has informed how to best engage the "able to pay" market. Share finding of final report with forum and wider.			
Ensure effective targeting of energy efficiency measures on those who are experiencing fuel poverty	Gather data relating to the new fuel poverty definition, to ensure actions remain fit for purpose	The Scottish House Condition Survey includes the new fuel poverty definition in its figures. This data is downloaded and monitored annually by the team.		SBC, RSLs, SG, East Scotland Home Energy Forum, SPAP	Affordable Warmth and Home Energy Efficiency Strategy BHEF Minutes
	Develop & Implement An Affordable Warmth and Home Energy Efficiency Strategy	The strategy was endorsed by the executive committee in June 2019. The first year of the strategy is currently being implemented.			
	Carry out an audit on all fuel poverty activity in the area, working in partnership with RSLs, Changeworks, Home Energy Scotland and through the local Home Energy Forum	Ongoing activity to track and review across delivery channels. Potential to be and carried forward into 20/21			
	RSLs to continue financial inclusion activity and develop bespoke projects with key partners (such as Changeworks) to deliver targeted home energy advice to tenants	SBHA have a secured funding for project to support their tenants with energy efficiency and awareness. Also called "Warm & Well" but directed at social tenants. Share best practice with SBC and other RSLs via Home Energy Forum.			
	Continue to prioritise HEEPS investment in fuel poor areas and effectively target programmes, utilising information from a wide range of resources, including the home energy database, RSLs and local knowledge	Ongoing use of data analysis and Home Analytics to identify target areas. Developing network of relations such as NHS, Area Partnerships and community groups such as Sustainable Selkirk, to raise awareness of HEEPS programmes in fuel poor areas.			
Develop a local, multi-agency home energy forum to support the development and implementation of the strategic approach to tackling fuel poverty	Ensure the Borders Home Energy Forum remains fit for purpose in terms of membership, networks and priorities	As part of the update for the forum, a review of the terms of reference is being carried out following an anonymous survey by members.		SBC, RSLs, East Scotland Home Energy Forum	BHEF Minutes
	Lead officer/Chair to prepare Annual Activity Report detailing the forums progress over 2019/20	The annual activity report for the forum is currently being developed			
Explore the development of a comprehensive local network of delivery options to provide enhanced fuel poverty and energy efficiency advice	Develop a longer-term approach for the Borders for home energy efficiency and fuel poverty projects, which includes a comprehensive local network of delivery options	A local network infrastructure being developed and shared with stakeholders to further ensure as may partners can be included. Ensure all stakeholders are aware of activity across the region.		SBC, RSLs, East Scotland Home Energy Forum	Affordable Warmth and Home Energy Efficiency Strategy BHEF Minutes
	Work with Home Energy Scotland, Health and Social Care and NHS Borders to engage with the health sector (and particularly	Ongoing activity with NHS and social care to ensure that opportunities and options available to signpost for support. Key deliverable of the Warm & Well Borders scheme is to embed support within Social Care.			

	with GP practices and community pharmacies and hospitals), to reach people who are in or at risk of fuel poverty.				
2.4 Improved functioning of the private sector housing portfolio					
Strategic actions	2019-2020 Actions	2019-2020 Progress	2019-20 Status	Partners	Related documents
Work in partnership to improve condition of empty homes in rural areas and town centres	Work in partnership with, and provide local support, to the Shelter Scotland Empty Homes Initiative	Housing Strategy, Policy and Development work with Shelter Empty Homes Partnership. Officers have also met with Energise Galashiels to discuss specific issues and provide advice.		SBC, SG, RSLs, Developers, CPP	CARS Empty Homes Work
Develop effective routes to liaise and collaborate with the private landlord sector to maximise the quality and impact of the private rented sector in Scottish Borders	Hold at least one landlord forum per annum	A private landlord forum was held in October 2019 in Galashiels in partnership with LAS. Continued partnership with LAS has been agreed. In November 2019 the Council along with LAS provided a training course, held in Hawick, on Tenancy Agreements & Notices for private landlords and letting agents		SBC, RSLs, Private Landlords, SAL, BHSP	Communication Plan PRS Quarterly Reports
	Develop a private rented sector engagement strategy to support effective engagement with landlords and tenants across the Scottish Borders (including activity such as newsletter, guidance, checklists, training events etc)	This has been included in the Communications Strategy for Housing Strategy, Policy and Development. This includes a communication timeline			
	Work closely with Scottish Government, managing agents, landlords and other organisations to support and facilitate effective communications and referrals	Legislative changes and guidance are effectively shared using the communication routes described above. Consultations and working groups are contributed to inform best practice in the private rented sector.			
	Prepare quarterly Private Rented Sector Report	This is prepared on a regular basis. KPI's have been identified and are updated on a monthly basis and a quarterly reported is produced.			
	Develop information and guidance materials for private tenants (RRTP 2.16)	Checklists for landlords and tenants have been developed, providing information what is expected of them and signposting			
Deliver multi-tenure information and advice to enable households to manage the condition of their property	Develop a new Private Sector House Condition Strategy	A project brief for the strategy has been agreed and work on the strategy is currently being developed		SBC, RSLs, Shelter, CAB	Scheme of Assistance
	Develop processes, and packages of advice and assistance to ensure SBC'S duty to deal with BTS property is met where possible, including exploring potential enforcement actions and resource required	Draft guidance on organising repairs has been prepared. In particular relating to Common and mutual repairs. Improved processes promoting the responsibility of owners to undertake repair - better aligning those responsibilities through to enforcement action as a last resort.			
	Better align private sector initiatives such as Scheme of Assistance, landlord engagement, empty homes and enforcement activity	Improved referral and communication with Environmental Health – in particular in the PRS with the dual roles of the Tolerable and Repairing Standards are encountered.			
Explore and implement mixed tenure solutions to improve stock condition	Explore and consider the use of the missing share power under section 50 of the Housing (Scotland) Act 2006 to enable common repairs to proceed	A two year missing share pilot was approved in Oct 2019 – the pilot will cover the Hawick Conservation Area and aligns with the approved Hawick Conservation Area Regeneration Scheme.			Missing Shares Committee Report

Performance Indicators:

Strategic outcome	Relevant Indicators	Baseline (date)	Targets	Previous Performance	Performance 2019-20	Data type & source	Timescale
2.1 Social housing stock meets the SHQS	% of dwellings that meet the SHQS	91% compliance (2014/15)	100%	2017/18 – 94% 2018/19 – 94%	Data not available yet	SHR returns	2018
	% of dwellings with failures, abeyances or exemptions	9% (2014/15)	0%	2017/18 – 6% 2018/19 – 6%	Data 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	2017/18 – 68% 2018/19 – 80%	Data 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	Draft Affordable Warmth and Energy Efficiency Strategy is currently out for consultation	Affordable Warmth and Energy Efficiency Strategy was approved by council. First year of implementation	SBC operational	2018
	Households in fuel poverty	40% fuel poor and 11% extreme fuel poor (2011-2013)	Reduce households in fuel poverty	2014-2016 – 34% fuel poor and 13% extreme fuel poor 2015-2017 – 31% fuel poor and 8% extreme fuel poor	2016-2018 – 29% fuel poor and 15% extreme fuel poor (please note new definition is being used)	SHCS	2017-22

	HEEPS-ABS investment in Scottish Borders	£1,623,023 (2014/15)	Full HEEPS:ABS spend	2017/18 – £1,409,119 2018/19 – award is almost £1.3m	£1.34 million	SBC	2017-22
	Social rented sector stock built to Silver energy standard	N/A	100%	2017/18 – 87 (100%) 2018/19 – 130	114	RSL data	2017-22
	No. of private sector measures installed	420 (370 External wall insulation, 50 cavity wall insulation) (2014/15)	>420	2017/18 – Over 700 (600 Hard to Treat cavities, 37 EWI, 35 IWI) 2018/19 – 732 private measures and 3 social measures (10 virgin loft, 39 loft top-up, 32 room in roof, 50 CWI, 8 underfloor, 44 IWI, 26 EWI, 526 HTTCs)	278 private measures installed (126 Hard to Treat Cavities, 65 External Wall Insulation, 56 Internal Wall Insulation and 25 Air Source Heat Pumps)	Operational data	2017-22
	No. of households provided with energy advice/information	4,041 Engagements; 895 referrals (Home Energy Scotland) (2014/15)	>4,041	2017/18 – 5,124 Engagements; 2,034 referrals 2018/19 – 5,411 engagements; 847 referrals	5,117 engagements, 724 referrals	Operational data	2017-22
2.4 Improved functioning of the private sector housing portfolio	Finalise private sector strategy, including provision for BTS strategy	N/A	Complete	-	Strategy to be finalised by March 2021	SBC operational	2018
	No. of private sector properties where serious disrepair and BTS reduced	TBC	80 units per annum	2017/18 - 18 supported with Advice and practical Assistance. 11 resulting in action 2018/19 - 25 supported with Advice and practical Assistance.	40 instances of practical assistance.	SBC: Environmental Services data;	2017-22
	Enforcement orders used	0	>0	2017/18 – 0 2018/19 – 0	6 (in collaboration with Building Standards)	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	2019-2020 Actions	2019-2020 Progress	2019/20 Status	Partners	Related documents
Develop and analyse client group profiles for homeless applicants to identify reasons for homelessness, housing support needs and how to target prevention activity to specific groups	Map and analyse current housing support arrangements across all housing agencies, to inform further actions (RRTP 4.1)	A number of factors served to delay the recruitment process of a dedicated RRTP officer, which has resulted in a delay of some of the RRTP actions, additionally the COVID-19 emergency has further restricted the full application of this resource. A dedicated officer is now in post and additional resource have been allocated, in order to compensate for time lost and a full review of the RRTP action plan is underway.		BHHSP, Housing Support providers, Information & advice agencies	Rapid Rehousing Transition Plan (RRTP)
Monitor the strategic homelessness approach through the newly established Homelessness and Health Strategic Partnership, and delivery of the new Rapid Re-Housing Transition Plan	Monitor delivery of year one of the new RRTP and prepare progress report on year 1.	The BHHSP has monitored and progressed the RRTP throughout 2019/2020		BHHSP, SG, private landlords, Housing Support providers, Information & advice agencies	
3.2 Improve access to & impact of Housing Options model					
Strategic actions	2019-2020 Actions	2019-2020 Progress	2019/20 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	Develop and implement comprehensive local modelling framework to build on existing evidence base and ensure that we continually improve our understanding of the whole picture of homelessness in the Scottish Borders including with regard to homelessness demand, housing supply, range and availability of housing options, housing options advice and assistance services, access to housing, homelessness prevention, housing sustainment, support services. (RRTP 1.5)	A number of factors served to delay the recruitment process of a dedicated RRTP officer, which has resulted in a delay of some of the RRTP actions. A large part of this work will be delivered through the implementation of the RRTP as more evidence is gathered and through work on the next Housing need and Demand Assessment which will begin in June 2020		BHHSP, Housing Support providers, Information & advice agencies	Rapid Rehousing Transition Plan (RRTP)
Improve access and links to education, training or employment opportunities within homelessness and resettlement processes	Map the availability of Employment Support Services for household who are homeless or threatened with homelessness (RRTP 4.5)	A number of factors served to delay the recruitment process of a dedicated RRTP officer, which has resulted in a delay of some of the RRTP actions, additionally the COVID-19 emergency has further restricted the full application of this resource. A dedicated officer is now in post and additional resource have been allocated, in order to compensate for time lost and a full review of the RRTP action plan is underway.		BHHSP, Employability services, Housing Support providers	Rapid Rehousing Transition Plan (RRTP)
Implement a common approach to housing options which stimulates collaboration, considers all tenures, focuses on prevention and early action and creates a single point of access	Carry out an evaluation of prevention and early intervention activities (RRTP 2.1)	Scoping work completed for Crisis Intervention Fund which will be launched in 20/21, this will be further enhanced by a review of Section 11 procedures.		BHHSP, BWA, private landlords, Housing Support providers, Info & advice agencies, IJB, H&SCP,	Rapid Rehousing Transition Plan (RRTP)
	Review the National Housing Options Training Toolkit, completed an impact assessment to establish required resources to deliver (RRTP 1.17)	The launch of the National Toolkit has been delayed, however, SBC have continued to monitor the development progress and have actively input into the development of the modules.			
	Review the delivery of services at preventing homelessness for key groups* (RRTP 2.7)	The Scottish Government announced that they would be convening working groups to produce guidance, local work streams will be informed by these guidance's as they are published. 'A Way Home Scotland' Guidance was published in November 2019, aimed at preventing youth homelessness for young people with care experience.			
Develop a range of Housing Options pathways tailored to the needs of specific client groups and communities	SBC and local RSLs continue to work together to review rehousing processes to ensure homeless households, or those in greatest housing need are being housed as quickly as possible (RRTP 2.11)	Local RSL reviewed and implemented new Allocation Policies, taking account of the aims and objectives of the Scottish Borders RRTP.		BHHSP, BWA, private landlords, Housing Support providers, Info & advice agencies, IJB, H&SCP	Rapid Rehousing Transition Plan (RRTP)
	Ensure pathways are developed to provide support to groups who are predictably at highest risk of rough sleeping and homelessness, namely the key groups* (RRTP 4.4)	As RRTP action 2.7 above, we await SG guidance before local works can be progressed.		BHHSP, BWA, private landlords, Housing Support providers, Info & advice agencies, IJB, H&SCP	Rapid Rehousing Transition Plan (RRTP)
	Explore and define the requirements for the development and implementation of a Housing First model that meets the needs of people with multiple needs in the Scottish Borders and which, as far as is possible in a rural context, conforms with the 7 principles of Housing First. (RRTP 4.2)	Given the delays highlighted above a new target date of April 2021 has been set against the launch of a Housing First Pilot, the RRTP action plan is currently being reviewed and will reflect this new target date.			

3.3 Improve access to a range of settled accommodation options					
Strategic actions	2019-2020 Actions	2019-2020 Progress	2019/20 Status	Partners	Related documents
Improve access to a better range of settled accommodation options for homeless households	Increase use of Deposit Guarantee Scheme, including expand as a wider option for households in housing need not just homelessness or potential homeless households (RRTP 2.14)	Under the Resource Plan section of the Scottish Borders RRTP 2019/20-2023/24, the aim was to have 0.5 FTE Private Sector Officer in place from September 2019. This has been delayed and is currently being reviewed in line with the RRTP action plan review.		SG, DWP, BHHSP, BWA, private landlords, Housing Support providers, Info & advice agencies	Rapid Rehousing Transition Plan (RRTP)
	Enhance rehousing solutions in the private rented sector (RRTP 2.17)	Under the Resource Plan section of the Scottish Borders RRTP 2019/20-2023/24, the aim was to have 0.5 FTE Private Sector Officer in place from September 2019. This has been delayed and is currently being reviewed in line with the RRTP action plan review.			
	Commence review model of access to social housing across Scottish Borders including across all providers, to minimise homelessness and achieve rapid rehousing as the default response as homelessness occurs. (RRTP 3.3)	In May 2019 SBHA introduced a direct matching process for homeless applicants, early indications are that the new process is bedding in well and contributing to the aims of the Scottish Borders RRTP. EHA are adopting a similar process in October 2020 following a review of their allocations policy. The Crash Pad also has a key aim of reducing time spent in temporary accommodation.			
	Carry out analysis on specific areas (localities/ settlements) of the Scottish Borders to gain a better understanding on pressure points for housing demand	Housing Locality Profiles are currently being developed. This include information on a wide range of housing, included affordability and income			
3.4 Lessen the impact of residing in temporary accommodation					
Strategic actions	2019-2020 Actions	2019-2020 Progress	2019/20 Status	Partners	Related documents
Review the strategy for temporary accommodation to ensure financial sustainability and to continuously improve customer outcomes	Scope ways in which to reduce no of applicants being placed into bed and breakfast and length of time spent in temporary accommodation (RRTP 5.1)	Scoping work completed with the aim of introducing a 'Crash Pad' in 2020/21, which will be complimented by a change in the homelessness duty system.		SG, DWP, BWA, BHHSP, private landlords, Housing Support providers, Info & advice agencies	Rapid Rehousing Transition Plan (RRTP)
	Scope ways in which to reduce the number of people placed into temporary accommodation (RRTP 5.2)	Scoping work completed with the aim of introducing a 'Crash Pad' in 20/21, which will be complimented buy a change in the homelessness duty system.			
	Scope ways in which to reduce average length of time spent in temporary accommodation (RRTP 5.3)	In May 2019 SBHA introduced a direct matching process for homeless applicants, early indications are that the new process is bedding in well and contributing to the aims of the Scottish Borders RRTP. EHA are adopting a similar process in October 2020 following a review of their allocations policy.			
	Review temporary accommodation rental structure to increase accessibility to temporary accommodation when it is needed (RRTP 5.7)	The Scottish Government are currently reviewing the temporary accommodation funding framework which will inform the local review.			
Explore ways to expand the range of transitional accommodation options for homeless households	Review temporary accommodation type and size need and align with customer need as RRTP develops (RRTP 5.6)	Ongoing throughout the RRTP, to date there has been no requirement to reconfigure the current temporary homeless accommodation profile.		SG, BHHSP, private landlords, Housing Support providers, Information & advice agencies	Rapid Rehousing Transition Plan (RRTP)
3.5 Promote independent living & tenancy sustainment through effective delivery of housing support duty					
Strategic actions	2019-2020 Actions	2019-2020 Progress	2019/20 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	Carry out an evaluation of current activities across SBC, RSLs, Health and Social care partnership aimed at improving tenancy sustainment in a consistent way (RRTP 2.2)	The BHHSP has contribute to the strengthening linkages in this area and expectation that these linkages will play a vital role in further evaluation of tenancy sustainment activities.		BHHSP, IJB, H&SCP	Rapid Rehousing Transition Plan (RRTP)

Performance Indicators:

Strategic outcome	Relevant Indicators	Baseline (date)	Targets	Previous Performance	Performance 2019-20	Data type & 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) 26% accessed settled accommodation – 17% social/9% PRS: 2014/15	a. 2% increase per annum b. 2% increase per annum per annum	2017/18 – (a) 13% (b) 15% 2018/19 – (a) 11% (b) 7%	a) 26% b) 13%	SBC Homeless Case Management Prevention Data	2017-22
	Number & % assessed as homeless	535 (83% of all applications): 2014/15	Not applicable	2017/18 – 590 (84% of applications) 2018/19 – 629 (82%)	645 (82%)	SBC HL1 data – assessed in period	2017-22

	% applicants reassessed as homeless in same year	44 (4.5% of all applications): 2014/15	1% reduction per annum	2017/18 – 30 (4.5%) 650 2018/19 – 29 (3.8%)	36 (4.6%)	SBC HL1 data – assessed in period	2017-22
	% young people presenting as homeless	210 (34% applications): 2014/15	5% reduction per annum	2017/18 – 171 (24% applications) 2018/19 – 197 (26% applications)	205 (27% applications)	SBC HL1 data – open in period. 16-24yr old	2017-22
3.2 Improve access to & impact of Housing Options model	Number accessing Housing Options service	636: 2014/15	5% increase per annum	2017/18 – 403 2018/19 – 268	288	SBC Homeless Case Management Prevention Data	2017-22
	Number partners delivering Housing Options model	1 (Homelessness Team) 2014/15	5 partners offering full Housing Options service	2017/18 – For consideration in 2018/19 by Borders Homelessness & Health Strategic Partnership 2018/19 – Agreement of Scottish Borders RRTP 2019/20-2023/24 including actions 1.16, 1.17 and 1.18.	Agreement of Scottish Borders RRTP 2019/20-2023/24 including actions 1.16, 1.17 and 1.18.	SBC data	2022
	% housing options cases that progress to homeless application	37%: 2014/15	Not applicable	2017/18 – 62% 2018/19 – 65%	49%	SBC Homeless Case Management Prevention Data	2017-22
3.3 Improve access to a range of settled accommodation options	% homeless cases closed in period accessing settled accommodation as outcome a. Social housing b. Private housing	(a) 55% accessed social housing: 2014/15 (b) 3% accessed assured PRS tenancy: 2014/15	a. 1% increase per annum b. 2% increase per annum	2017/18 – (a) 57% (b) 6% 2018/19 – (a) 58% (b) 7%	(a) 59% (b) 6%	SBC HL1 Data – closed in period	2017-22
	% unintentionally homeless household access settled accommodation	59% (2014/15)	90%	2017/18 – 62% 2018/19 – 78%	91% ¹	SBCHL1 Data – closed in period	2022
	Number of homeless people housed through rent deposit scheme	84 (2014/15)	10% increase per annum	2017/18 – 21 2018/19 –	10	DGS Data	2017-22
	% RSL lets to homeless households	23% (2014/15)	50%	2017/18 – 22% 2018/19 – 28%	30%	SHR data (RSL provided for 2019/20 as ARC not yet published)	2022
3.4 Lessen the impact of residing in temporary accommodation	Number of self-contained temporary accommodation spaces	104 spaces: 2014/15	104 spaces	2017/18 – 107 2018/19 – 104	106	SBC data	2017-22
	Number of supported accommodation spaces	8 spaces (5 x refuge, 4 x looked after children): 2014/15	13 spaces	2017/18 – 8 spaces (4 x refuge, 4 x looked after children) 2018/19 – 8 spaces (4 x refuge, 4 x looked after children)	8 spaces (4 x refuge, 4 x looked after children)	SBC data	2017-22
	% accessing temporary accommodation (i.e. not emergency placements)	94%: 2014/15	100%	2017/18 – 99% 2018/19 – 98%	Data not available yet	SHR data	2022
	% of households who occupied temporary accommodation - B&B accommodation	7%: 2014/15	0%	2017/18 – 1% 2018/19 – 2%	Data not available yet	SHR data	2022
	Average length of stay in temporary accommodation	100 days: 2014/15	10% reduction in length of stay per annum	2017/18 – 118 2018/19 – 128	Data not available yet	SHR data	2017-22
	% satisfaction of temporary or emergency accommodation	83% very and fairly satisfied (2015/16)	90% satisfaction rate	2017/18 – 90% 2018/19 – 90% satisfaction rate	Data not available yet	SHR data	2017-22
	% of offers of temporary or emergency accommodation refused	15%: 2015/16	Reduce refusals by 5%	2017/18 – 14% 2018/19 – 3%	Data not available yet	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	Not applicable	2017/18 – 476 2018/19 – 592	388 (new methodology, see footnote) ²	SBC Better Futures data and commissioned service annual return	2017-22
	Number of cases open within Housing Support Services(inclusive of Commissioned service(s))	237 cases: 2014/15	Not applicable	2017/18 – 278 2018/19 – 296	395	SBC Better Futures data and commissioned service annual return	2017-22

¹ New methodology – now unknowns are excluded from analysis – this is following the same methodology as Scottish Government

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

	Number of housing support cases closed due to successfully completed intervention, as a proportion of total number of housing support cases closed by SBC Homelessness housing support service and its commissioned service(s)	67% 2014/15	3% increase per annum	2017/18 – Collective 73% of total cases closed (291 cases) 2018/19 – 74%	Total closed cases 255, 204 identified with a positive outcome = 80%	SBC Better Futures data and commissioned service annual return	2017-22
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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	2019-2020 Actions	2019-2020 Progress	2019/20 Status	Partners	Related documents
Liaise with RSL partners to consider a range of new, and existing provision that could be adapted to suit changing needs and service configuration.	Consider potential projects for the inclusion in SHIP	Wheelchair housing Study was completed in January 2020. The findings from the study will be included in the next SHIP RSLs bringing forward proposals to include wheelchair provision Kelso High School – 34 units Extra Care Housing – with some of these being to wheelchair standard		SBC, RSLs	Space To Live: Wheelchair Accessible Housing in The Scottish Borders SHIP 2020-2025
Investigate the feasibility of developing shared ownership and equity release schemes for older people to finance property adaptations	Explore the SFT Home Scheme (5k and the 40k home)	Discussions are ongoing with Scottish Futures Trust and Eildon to explore opportunity to pilot the 5k and or 40k home at a site in Earlston		SBC, SG, RSLs	Border Housing Alliance Minutes
Explore the future potential of the Borders Care & Repair scheme to further provide a wider range of services which will enable people to live independently.	Support the implementation and delivery of the older people's housing care and support strategy through the various relevant programme boards	NHS and SBC are developing new governance arrangements to oversee older people's services		SBC, Eildon, SWD	Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028
	Monitor and develop the SoA in relation to the provision of major adaptations, including budget management and eligibility criteria in relation to SG legislation.	Housing Strategy continue to manage the grant budget for major adaptation provision in the borders relative to the requirement of the Housing (Scotland) Act. Satisfactory levels of support and resultant spend have been achieved		SBC Housing Strategy, Care and Repair Service	Scheme of Assistance
Make better use of digital infrastructure and telephony to enable individuals to live independently.	Support the implementation and delivery of the older people's housing care and support strategy through the various relevant programme boards	NHS and SBC are developing new governance arrangements to oversee older people's services		IJB, RSLs, SBC	Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028
	Support the implementation of the Health and Social Care Integrated Strategic Plan and provide updates for inclusion in reporting	The Annual Performance Report has been delayed due to COVID and work will start on this during the summer - housing will continue to contribute			Strategic Plan
4.2 Increased provision of specialised housing					
Strategic actions	2019-2020 Actions	2019-2020 Progress	2019/20 Status	Partners	Related documents
Implement an Older People's Housing Strategy in partnership with the Health and Social Care Partnership	Support the implementation and delivery of the older people's housing care and support strategy through the various relevant programme boards	NHS and SBC are developing new governance arrangements to oversee older people's services		IJB, SWD, RSLs	Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028 RRTP
	Through delivery of the RRTP monitor the numbers of older people experiencing homelessness	Statutory homelessness presentations from older people are being monitored and will be included in RRTP reports			
Assess the extent and nature of needs within the gypsies and traveller community; and develop appropriate response.	Support the development of National Action Plan on Gypsy Traveller Access to services, in particular ensure provision and quality of permanent Gypsy/Traveller sites in the Borders – if required	The Scottish Borders Gypsy Traveller Policy Working Group continue to meet.		SESHoF, SBC, G&T community	RRTP SESHoF minutes LHS Guidance 2019
	Ensure gypsies and traveller community are on the agenda at SESHoF	This continues to be on the agenda and discussed at SESHoF. A Project Initiation Document (PID) for HNDA3 has been developed which includes an increased focus on specialist housing provision – including Gypsy/Travellers			
	Review new draft LHS Guidance from the Scottish Government in relation to requirements for gypsy and traveller communities	A review of the new LHS guidance has been carried out. Further actions will be included in the next LHS			
4.3 Effective housing input to process of health and social care integration					
Strategic actions	2019-2020 Actions	2019-2020 Progress	2019/20 Status	Partners	Related documents
Include housing within integration and locality planning processes to make sure that housing provision for a range of client groups is in the right place with sufficient connectivity to transport and digital infrastructure developments.	Contribute to the annual report for the Health and Social Care Strategic Plan	The Annual Performance Report has been delayed due to COVID and work will start on this during the summer - housing will continue to contribute		IJB, RSLs, Third sector	Strategic Plan Locality Working Group minutes Housing Contribution Statement 2018
	Monitor housings contribution to the Health and Social Care Strategic Plan	The Housing Contribution Statement was updated in 2018 and monitored on a regular basis			
	Attend locality working groups regularly and contribute to implementation of locality plans	Housing attend the locality working groups. The original groups have disbanded and new arrangement have been introduced			
	Ensure housing continues to be represented at the H&SC Strategic Planning Group	SBC and RSL representation attend the Strategic Planning Group			

Enable a collaborative approach to a mapping exercise with the integration joint board to establish the availability of local advice and support services as part of the locality planning process (rural exclusion analysis)	Contribute to development of locality plans and area partnerships	Housing Strategy are currently developing housing profiles for each locality SBC housing is involved in the new locality planning arrangements		SBC, IJB, RSLs, Third sector	Locality Plans Community Led Support Group Minutes
	Regularly attend and contribute to the Community Led Support Group for the Borders 'What Matters'	Energy Efficiency and Policy Officer attends this meeting to ensure the links between the Hub and Home Energy Scotland are in place			
4.4 Improved availability of housing support services					
Strategic actions	2019-2020 Actions	2019-2020 Progress	2019/20 Status	Partners	Related documents
Monitor availability and impact of housing support for young people and other vulnerable client groups	Re-examine the potential and feasibility of lodgings for young people project or other accommodation sharing projects (RRTP 3.6)	The Scottish Government are currently finalising changes to the Unsuitable Accommodation order, local works cannot commence in this area until this has been completed. To allow for completion of this works and exploration within the Borders a new target date will be set out in the RRTP action plan review.		SBC, RSLs, BHHSP	RRTP The Housings Needs and Aspirations of Young People; Scottish Borders 5 Year Action Plan April 2019
	Implement and Monitor Delivery of the Young People's Housing Needs Plan	The first year of the action plan is currently being implemented and work is currently ongoing on producing a progress report.			
	Deliver on the actions identified in the RRTP	The BHHSP has monitored and progress the RRTP throughout 2019/2020		BHHSP	RRTP
4.5 Increase in prevention and early intervention					
Strategic actions	2019-2020 Actions	2019-2020 Progress	2019/20 Status	Partners	Related documents
Ensure RSLs work in partnership with care and support providers to improve intelligence of need across a range of client groups plus developments in technology and design innovation.	Support the implementation and delivery of the older people's housing care and support strategy through the various relevant programme boards, in particular tech enabled care programme board	NHS and SBC are developing new governance arrangements to oversee older people's services		SBC, RSLs	Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028 Physical Disability Strategy Strategic Plan
	Contribute to the development of the Physical Disability Strategy	Housing Strategy continue to be involved in Physical Disability Strategy Reference Group			
	Commission Consultants to undertake a study on the need/future needs for wheelchair housing in the Scottish Borders to inform strategic investment and SHIP priorities	Consultants were appointed in March 2019. Work was carried out throughout 2019 and the Wheelchair housing Study was completed in January 2020. The findings from the study will be included in the next SHIP			
	Ensure continued Housing Representation on the Strategic Planning Group	SBC and RSL representation attend the Strategic Planning Group			
	Ensure continued Housing Representation on the Learning Disability Commissioning Group	SBC housing is represented on the Commissioning Group			
Provide information and advice to a range of client groups on the options available to them as their housing and care needs change, encouraging and supporting pre-planning.	Review Housing Advice availability within Scottish Borders with the aim of creating a consistent response to people experiencing housing difficulties across all sectors. (RRTP 1.16)	A number of factors served to delay the recruitment process of a dedicated RRTP officer, which has resulted in a delay of some of the RRTP actions, additionally the COVID-19 emergency has further restricted the full application of this resource. A dedicated officer is now in post and additional resource have been allocated, in order compensate for time lost and a full review of the RRTP action plan is underway		SBC, RSLs Third sector	RRTP Communication Plan
	RSLs provide Information and advice on their allocation processes on their stock	Berwickshire and Eildon have recently consulted on their allocations policies			
	Continue to keep the website up to date	Work has begun on updating the website and ensuring it is easy to navigate and user friendly. There have been lots of discussions with officers and the comms team. This will be completed by December 2020			
	Implement the Strategic Housing Teams Communications Plan	The Communication Plan for Housing Strategy, Policy and Development was developed in March 2019, including consultation with the Comms team			

Performance Indicators:

Strategic outcome	Relevant Indicators	Baseline (date)	Targets	Previous Performance	Performance 2019-20	Data type & source	Timescale
4.1 More people being able to live independently in their own homes	Number of persons receiving aids/adaptations and handyman services	Minor adaptations – 355 Minor repairs – 20 Handyperson – 4495 Major adaptations – 75	Minor adaptations – > 355 Minor repairs - > 20 Handyperson – > 4495 Major adaptations – > 88 Targets to be agreed annually with Care and Repair service.	2017/18 – Minor adaptations – 331 Minor repairs – 2 Handyperson – 4,154 Major adaptations – 85 2018/19 – Small repairs and adaptations - 421 Handyperson – 4,058 Major adaptations – 94 RSL adaptations - 128	Small repairs and adaptations – 400 Handyperson – 4,060 Major adaptations – 116	SBC data / annual	2017-22
4.2 Increased provision of specialised housing	Number of specialist housing places	ECH/HwC places = 129 (Dec 2014)	ECH/HwC = 180	2017/18 – 14 2018/19 – 4	5	SBC and AHIP	2017-22
	Number of new homes to wheelchair and varying needs standard	ECH/HwC places = 129 (Dec 2014)	ECH/HwC = 180	2017/18 – 4 2018/19 – 4	5 (2 BHA and 3 EHA)	SBC and AHIP	2017-22
4.3 Effective housing input to process of health and social care integration	Recognition of HCS by HSCP	N/A	Housing involved in service redesign plans.	Housing Contribution Statement 2016 in place	Housing Contribution Statement 2018 in place	Reference SCP and HCS and emerging plans for localities	2020
	Housing represented at strategic planning level	N/A	Housing involved in service redesign plans.	Housing represented	Housing represented	Reference SCP and HCS and emerging plans for localities	2020
	Housing representation on locality planning groups	N/A	Housing involved in service redesign plans.	Housing represented	Housing represented	Reference SCP and HCS and emerging plans for localities	2020
4.4 Improved availability of housing support services	Outsourcing of housing support	N/A	Evaluation of benefits in outsourcing housing support	-	-	SBC	2020
	Number of cases open within Housing Support Services (inclusive of Commissioned service(s))	N/A	Increase in number receiving support	2017/18 – 476 2018/19 – 592	388 (new methodology, see footnote) ³	SBC data annual	2017-22
	Greater transparency and assessment of sufficiency of Housing support services	N/A	Assessment of impact of changes in support of objective	-	-	SBC data	2020
4.5 Increase in prevention and early intervention	Maximise use of Care and Repair budget	Social Rented Sector = £322k, Private Sector = £375k (2016/17)	Monitor and evaluate procedures, value for money and impact of adaptations and equipment provision. Maintain existing level of budget provision.	2017/18 – Social Rented Sector = £423k Private Sector = £442k 2018/19 - Social Rented Sector = £452k Private Sector = £406k	Social Rented Sector = £409k Private Sector = £439k	SBC	2017-22
	Increased use of technology to support individuals	No. receiving community alarm or telecare: Aged 18-64 = 239 and Aged 65+ = 1,690	Introduction of new technologies. Evaluation report on outcomes.	2017/18 - Aged 18 – 64: 219 Aged 65+: 1,445 2018/19 - Aged 18 – 64: 239 Aged 65+: 1,637	Aged 18 – 64: 290 Aged 65+: 2,564	SBC social work and health	2017-22
	Evaluation of housing options advice and general advice/information services	n/a	Evaluation report on outcomes.	2017/18 - Initially considered as part of Homelessness restructure on 2018/19 - Will be taken forward as part of the RRTP	Part of RRTP action Plan	SBC Homelessness team	

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