

# LHS 2017-2022 Monitoring Tool

## 2020/21 – Year Four

	There are significant issues that require immediate remedial action. <b>WILL IMPACT ON SERVICE DELIVERY</b>
	Issues have been identified that will require remedial action if work is to remain within tolerance. <b>NOT ON SCHEDULE BUT WILL NOT IMPACT SERVICE DELIVERY</b>
	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	2020-2021 Actions	2020-2021 Progress	2020/21 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) 2021-2026 SHIP 2020-2021 Progress Delivery Report
	Liaise with Scottish Government quarterly through SGMHD Liaison Meetings	Ongoing work with Scottish Government, meetings continue on a regular basis			
	SHIP Delivery Support Group to continue to meet regularly	The group was established in 2017/18 and continues to improve working relationships with the development management team and help unlock a number of projects in the Borders			
	Submit SHIP 2021-26 to Scottish Government in November 2020	SHIP 2021-2026 was submitted to Scottish Government in November 2020. The SHIP received very positive feedback from the Scottish Government			
Identify mismatch of supply and demand in social rented housing, including need for re-provisioning, to inform investment priorities	Continue regular meetings with the Borders Housing Alliance	Meetings are on a quarterly basis with the four local RSLs		LHS Partnership Group	Border Housing Alliance Minutes SHIP 2021-2026 Learning Disability Service Strategic Commissioning Plan 2016-19 Space To Live: Wheelchair Accessible Housing in The Scottish Borders SESHoF Minutes Langlee Steering Group minutes The Housings Needs and Aspirations of Young People; Scottish Borders 5 Year Action Plan April 2019
	Working with the Learning Disability Service to identify supported accommodation solutions	SHIP 2021/26 contains projects to reflect Services commissioning intentions.			
	RSLs developing individual site proposals for SHIP sites	Ongoing work as part of affordable housing delivery			
	Liaise with RSLs to gather information on tenants and those on their housing registers to better understand stock and client groups across the Borders, and explore the potential to commission a piece of work to identify this (if appropriate).	A mis-match project brief has been developed and agreed with the RSLs. Work on this will begin in 2021/22.			
	Implement the findings and Actions of the Wheelchair Accessible Housing Study	The findings of the Wheelchair Study have been included in the SHIP and are being used to support the development of the specialist housing section of HNDA3			
	Develop the third South East Scotland Housing Need and Demand Assessment 3	Work on HNDA3 began in June 2020. A Project Team has been meeting regularly and different workstreams have been allocated for officers to progress. The timescales for completing the HNDA3 is October 2021.			
	Continue to work to support with Waverley Housing to progress work on Upper Langlee Regeneration	There are 229 homes in the study area and the proposals envisage the demolition of 159 homes and provision of 109 new build energy efficient homes for social rent. A detailed major Planning Application for the new build housing proposals was submitted to Scottish Borders Council in June 2020. This is on track to be considered by the Planning and Building Standards Committee on 29 March 2021.			
Implement the actions identified in the Young Persons Housing needs study and update on progress through LHS Annual Progress Report	The Young People's Housing Need Study continues to be monitored but due to the pandemic some of the actions have not been progressed as quickly as anticipated be due to other priorities				
Accelerate infrastructure projects to enable affordable housing projects to proceed; engage with infrastructure development agencies and national/regional construction firms to identify housing led growth opportunities (in/around the Border railway corridor)	Engage Scottish Government to review and extend use of Housing Infrastructure Funding	Discussions are being progressed through South East Scotland City Regional Deal		SBC, HfS, Rural Housing, Scottish Enterprise	City Deal Workstreams Minutes Regional Housing Board Minutes SHIP 2021-2026 Housing Supply Strategy 2018-2028
	Identify potential Housing Infrastructure Fund project bids	No HIF funding bids identified by SBC and RSLs			
	Develop Supplementary Planning Guidance for Lowood site	Public Consultation Exercise has been carried out. Intention to take to revised and finalised SPG to Council Committee in June 2021.			
	Identify infrastructure investment and funding requirements to facilitate developments at Lowood	Ongoing work led by SBC Capital Projects Team and Finance			
	Promote Access to the Rural Housing Fund	A review of the housing pages on SBC's website has begun and is currently ongoing. Officers have provide advice and support to those seeking to access funding.			
Explore the potential for providing serviced plots for self-build projects at Lowood	This has been explored but preference offer sites for sale to developers which will be a simpler way of progressing development.				
Build capacity in the construction sector through training and employment initiatives to ensure businesses compete more efficiently	Work together with other LA's within the City Deal Region to promote training and working in the construction sector via the skills and innovation work stream.	Being progressed as intended through the City Deal.		SBC, Borders College, South East Scotland Housing Forum	City Deal Workstreams Minutes

	Work with Economic Development, particularly in response to the establishment of the South of Scotland Enterprise, to support increasing capacity in the construction sector.	This work is ongoing. The construction Sector Supply Chain forum has recently been established and the terms of reference for the group have been drafted.			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 has also progressed development partnerships with 4 other Developers. These are Cubby Construction Ltd, M&J Ballantyne Ltd, Stewarts & Shields Building Contractor and High Buckholm Ltd. Between these 4 Developers it is envisaged that up to 162 new homes will be completed by end of 2021/22.			Housing Supply Strategy 2018-2028
	Contribute to the development of the South East Scotland Regional Growth Framework (Housing and Sustainability themes)	Work to develop the draft Regional Growth Framework is ongoing. The framework will be published for consultation in June 2021.			
	Through HEEPS provide ongoing support and opportunities through Borders College training facilities & student employment opportunities	ESS:ABS Community Benefits has enabled Borders College to develop an Insulation training facility at the Hawick campus to support students and supply chain, supported by EES:ABS contractors and suppliers. Contractors delivering EES:ABS will also support training, product awareness and keen to take on staff from the student body. Looking at how to work with Youth Guarantee funding to raise funding opportunities for apprentices and/or employment.  The construction and renewable supply chain forum is working to build relations and share knowledge within the region. A number of different activities are ongoing that need drawn together through supply chain forum.			
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 Arrange Developer Forum Event in partnership with Homes For Scotland	Due to Covid and the impact that this had has on services, arranging a forum has been delayed. This action will be carried forward but in the meantime SBC officers are engaging with Homes For Scotland on the Housing Land requirements and the draft NPF4.		SBC, RSL's	SHIP 2021-2026 Housing Supply Strategy 2018-2028
<b>1.2 Increase options for affordable housing</b>					
<b>Strategic actions</b>	<b>2020-2021 Actions</b>	<b>2020-2021 Progress</b>	<b>2020/21 Status</b>	<b>Partners</b>	<b>Related documents</b>
Based on improved intelligence of the economies of development in the Borders, examine innovative procurement techniques, construction technologies, partnership agreements and funding models to maximise the delivery of housing supply	Ensure improved intelligence is in the SHIP and is part of the development of the SHIP	A range of procurement, design and partnership arrangements can be demonstrated through consideration of SHIP 2021/26 and individual projects.		South East Scotland Housing Forum, SHIP Working Group	SHIP 2021-2026
	Explore collaboration opportunities with the Construction Scotland Innovation Centre	CSIC and SBC have jointly funded the future monitoring evaluation and final report regarding Eildon HA's "Green House Pilot" projects.			
Improve understanding of the economics of development in a Borders context including development costs, construction industry capacity and land values through analysis and research across development partners	Meet with RSLs to discuss sites through the project prioritisation process within SHIP, weighting each site by a range of factors including construction	Partnership working is central to the development of the annual SHIP submission. Ongoing work with RSLs, developers and Scottish Government. Discussions and information sharing continue to take place on a regular basis		South East Scotland Housing Forum, SHIP Working Group	SHIP 2021-26 Main Issues Report Housing Supply Strategy 2018-2028
	Review any impact of the Land and Buildings Transaction Tax (LBTT) on the Borders Housing Market	Due to Covid and the impact this had and suspension of stamp duty this has not been progressed. This is likely to be considered in next LHS or we will consider any national evaluation. No longer considered a priority but this will be reviewed when work is undertaken to develop the LHS 2023-2028.			
Explore options to make house purchase an attractive option for young economically active people encouraging them to come to or stay in the Scottish Borders	Review provision of information and advice on shared equity and other Low cost Home ownership options and update information points accordingly	A review of the housing pages on SBC's website has begun and is currently ongoing. This includes information and advice on housing options, including low cost home ownership and shared equity		SBC, South East Scotland Housing Forum	Communications Plan The Housings Needs and Aspirations of Young People; Scottish Borders 5 Year Action Plan April 2019 Border Housing Alliance Minutes
	Continue to implement and monitor the action plan for young people's housing and report on progress through the LHS Annual Progress Report.	The Young People's Housing Need Study continues to be monitored but due to the pandemic some of the actions have not been progressed as quickly as anticipated due to other priorities			
	Continue to engage with SFT to contribute to the development of the 5k and £40k home in the Borders	Potential RSL project considered for this is now being delivered assisted by Scottish Government's Affordable Housing Supply Programme grant.			
	Consider feasibility and potential service development around apprenticeships linked to provision of housing and consider review of housing allocation policies for young people moving into Scottish Borders for employment and training.	All the four local RSLs have updated their allocations policies since April 2019.			
Work in partnership with economic development partners to address gaps in construction industry/skills capacity which create a barrier to housing led economic growth	Work together with other LA's within the City Deal Region to promote training and working in the construction sector	Being progressed as intended via the South East Scotland Edinburgh City Region Skills and Innovation work stream.		Skills Development Scotland Business Gateway	Regional Housing Board Minutes
	Develop closer links between Borders housing sector and the newly established South Of Scotland Enterprise Agency	Continuing to develop more links with SOSE staff in addition to those who transferred from SBC.			

	Eildon working in partnership with development partners to capitalise on local employability opportunities through recruitment of a Community Benefits/Employability coordinator.	A number of Community Initiatives have been progressing across the programme. Eildon Housing Association have been working in collaboration with its building contractors, the Association has been pushing for local employment and suppliers to be used where possible.			Border Housing Alliance Minutes
	Consider skills and opportunities emerging from Energy Efficient Scotland and how this can align with broader construction opportunities	Having an understanding of what type of technologies are to be funded and promoted in the coming years to support energy efficient heating and the decarbonisation of heat has allowed SBC to start to develop experience in using these technologies. Training is now available within the region for heat pumps and fabric first insulation that ensures effectiveness of renewable technology in properties.  Seeing the Scottish government's EES route map, the council's commitment to decarbonisation and renewable technology, and the technology that will be supported and delivered through EES:ABS, SBC have been able to offer householders the opportunity to sign up for these measures. This in turn will raise the profile, and increase the number of households that have the technology installed, this supports the development and upskilling of the local supply chain and college to support, install and service these measures.			Borders Home Energy Forum Minutes

**1.3 Review and progress delivery of locality plans**

Strategic actions	2020-2021 Actions	2020-2021 Progress	2020/21 Status	Partners	Related documents
Support the development of a town centre living strategy	Housing officers will continue to engage and support economic development partners in developing town centre strategies	Jedburgh CARS has entered its final year and will draw to a close on 31st March 2022. At the end of year four a total of 34 individual grant offers for building repairs, towards 22 town centre buildings, totalling over £285k had been made with a number projects progressing on site.  Hawick CARS formally launched in October 2019 and has been extended for an additional year due to Covid-19 until March 2025. Three grant repair projects are now complete and awarded funding, and one is currently on site.		CPP	Town Centre Strategies - CARS  SHIP 2021-26  Town Centre Contribution Statements
	Identify town centre opportunities in the SHIP and report on progress.	Town centre projects are monitored through SHIP. There are two projects that are within the town centre boundary and five that are very close to the boundary: <ul style="list-style-type: none"> <li>High St/Market Place corner block Jedburgh, which is an SBC led CPO initiative with intention to demolish the block and replace with 4 new build flats for sale to Eildon HA upon completion.</li> <li>Peebles Road Innerleithen, which is a redevelopment gap site, to provide 9 new build homes by Eildon HA.</li> </ul> <ul style="list-style-type: none"> <li>Huddersfield Street, Galashiels</li> <li>Langhaugh ECH, Galashiels</li> <li>Oakwood Park, Galashiels</li> <li>St Aidans Gala Park, Galashiels</li> <li>Tweed Bridge Court, Peebles</li> </ul>			
	Monitor the number of town centre affordable housing completions annually	There were no town centre completions by RSLs in 2020/21 but Housing Strategy continue to monitor projects through SHIP			
	Finalise Housing Contribution Statement to Support Town Centre Living	Contribution Statements have been finalised for Hawick and Eyemouth. These may be extended to include other town centres, for example Galashiels			
Improve understanding of housing need and aspirations through community engagement and by sharing information across services and partnerships	Engage with the locality working groups	Housing Strategy meet regularly with locality partners.		SESplan Housing Market partnership	Strategic Planning Group Minutes  Housing Locality Profiles  Community Led Steering Group Minutes
	Engage with Health and Social Care through the Integrated Joint Board and Strategic Planning Group	RSL and Housing Strategy Team are represented on the Strategic Planning Group			
	Develop and finalise Housing Profiles for each Locality area	Housing Locality Profiles have been developed. This include information on a wide range of housing, included affordability and income			

1.4 Reduce the number of empty homes					
Strategic actions	2020-2021 Actions	2020-2021 Progress	2020/21 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 have also promoted initiatives such as the matchmaker service for empty home owners for which a database has been created.		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	A dual approach has been adopted. The Senior Private Sector Officer works with empty homes owners to agree a package of work and timescales. A Case application is then made to customer services requesting discretion – including supporting statement from empty homes officer/senior private sector housing officer.			
	Continue to update the corporate website with information and advice on empty properties	A review of the housing pages on SBC's website has begun and is currently ongoing.			
	Explore the provision of financial incentives such as an Empty Homes Loan Scheme, with the Shelter Empty Homes Partnership	The expectation is that a dedicated empty homes officer will be appointed in the first half of the 2021/22 financial year. A key part of this role will be exploring feasibility and options to develop financial incentives such as grants or loans. Some background exploratory work is already underway.			
	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 but due to the pandemic and other pressures some of the actions have not been progressed as much as intended. It is anticipated the appointment of a dedicated empty homes officer in 2021 will support delivery of this action.			
	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.	Toward the latter end of 2021 work will be begin developing the next LHS 2023-2028. This will include a review of house condition across the Borders and include priorities for action. Over the last 2 years work has continued to progress in this area with the establishment of the missing shares scheme in Hawick and the anticipated recruitment of a dedicated empty homes officer in 2021 will increase capacity.			
	Prepare Business case for recruitment of an Empty Homes Officer including paper on options to be explored to support owners	A Business Case for an Empty Homes Officer has been completed – this will go to committee in April 2021.			
Review and update Empty Homes Strategy and prepare health check	An Empty Homes Policy Statement has been developed which provides an updated profile of empty homes in the Scottish Borders. The statement reviews the previous empty homes strategy				
1.5 Contribute to strategic planning					
Strategic actions	2020-2021 Actions	2020-2021 Progress	2020/21 Status	Partners	Related documents
Use the land reform and community empowerment agendas to promote and offer opportunities for land assembly through local communities	Gain a better understanding of the potential to use this legislation to assist affordable housing delivery in the Borders	Engagement with South of Scotland Community Housing as a means of exploring and promoting the delivery of affordable housing via this route.		SBC, RSL's, South East Scotland Housing Forum	Housing Supply Strategy 2018-2028
	Work with Local Community Housing Trusts and support them to acquire land for affordable housing development				

**Performance Indicators:**

Strategic outcome	Relevant Indicators	Baseline (date)	Targets	Previous Performance	Performance 2020-21	Data type & source	Timescale
1.1 Increase the supply of affordable housing	Total number of completions	325 per annum (ave: 2011/12 – 2014/15)	348 pa	2017/18 – 222 2018/19 – 345 2019/20 – 331 (provisional figure)	Figure not available yet	SG house building statistics	2017-22
	Number of affordable homes completed	87 pa (2011/12 – 2014/15)	128 pa	2017/18 – 87 RSL 2018/19 – 139 (130 RSL & 9 NHT) 2019/20 – 114	94	SG house building statistics	2017 - 2022
	Number of new social rented homes completed	79% of affordable completions in 2014/15 were social rent	85% of affordable housing to be social rent	2017/18 – 78% 2018/19 – 84% (includes RSL purchases) 2019/20 – 84%	89%	SBC, SG AHIP	2017 - 2022
	Number of other affordable homes delivered (all subsidised and un-subsidised intermediate tenures and mid-market rented homes)	21% of affordable completions in 2014/15 were not social rent	15% of affordable housing to be 'other' affordable housing	2017/18 – 145 (23%) 2018/19 – 192 (16%) 2019/20 – 141 (16%)	107 (8%)	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	Proposed Home Scheme units at Eildon HA's Earlston development	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) 2019/20 – 0	0	SBC, RSL information	2017-22
1.3 Review and progress delivery of locality plans	No of Locality Plans reviewed and delivered	SOA agreed 2013	Locality Plans in place 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	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 (1,041 long term + 502 exemptions)	1,260 <sup>1</sup> (990 long term empty + 270 exemptions)	Revenues and benefits data	2017-22
	Enforcement orders used – e.g. CPOs	0	>0	2017/18 – 0 2018/19 – 0 2019/20 – 6 (in collaboration with Building Standards)	14 in progress. With official notice due early 21/22	SBC data	2017-22
	Homes brought back into use	9 (ave 2011/12 – 2014/15)	> 9 homes	2017/18 – 5 2018/19 – 2019/20 – 6	4	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. SBC are working with relevant partners to develop 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	-	Project Team has been established and meet regularly to progress HNDA3	South East Scotland Housing Forum, HNDA3	2022
	Engage with Planning Review	HNDA3, SHIP	Mechanisms to streamline and enable new housing supply	-	SBC are involved in the development of 2 regional spatial strategies (South East Scotland Edinburgh City Region and one for the South of Scotland with D&G Council)	HNDA3, SHIP	2017-22

<sup>1</sup> Long term empty properties are calculated using long term empty property and exemption data from Council Tax (please note only some exemptions are used in calculating empty homes figures). Recent trends show that long term empty homes remain at a figure of approx. 1,500 of which approx. 500 are exemptions. As of March 2021, exemptions are much lower at 270. Further analysis will be carried out in due course to identify the reason for this decrease.

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

### Outcomes:

2.1 Social housing stock meets the SHQS					
Strategic actions	2020-2021 Actions	2020-2021 Progress	2020/21 Status	Partners	Related documents
SBC and RSL's partner will work together to develop a plan for addressing SHQS failures, exemptions and abeyances	Monitor progress through the Borders Housing Alliance	Refer to the RSL Asset Management plans		SBC, RSLs, developers	Borders Housing Alliance Minutes
	RSLs to carry out stock condition surveys and report to the Scottish Housing Regulator annually	RSLs are currently in the process of arranging comprehensive stock condition surveys to be carried out			SHR Data
2.2 Social Housing stock meets EESSH 2020 target					
Strategic actions	2020-2021 Actions	2020-2021 Progress	2020/21 Status	Partners	Related documents
Work in partnership to improve the quality of the social housing stock: to meet SHQS and EESSH targets, and support improved energy efficiency standards in new build developments	Update the Borders Home Energy Database with 2019/20 data and use it when targeting future funding opportunities	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	SBC have engaged with local RSLs to understand their projected schedule of works relating to energy efficiency improvements and to establish where there may be synergy with ESS:ABS activity.			BHEF Minutes
	Identifying funding opportunities through partnership working and Scottish Government initiatives	Attend Govt meetings and liaise with stakeholders to take advantage of appropriate right for initiatives.			Affordable Warmth and Home Energy Efficiency Strategy
RSLs to prepare annual reports on their progress on achieving EESSH	Develop Paper outlining RSLs response to the Efficiency Standards for Social Housing 2 (EESH2) targets to be met by 2032	RSLs are currently reviewing their stock. Detailed surveys on condition will inform EESH 2 strategy, probably be completed in 2022/23. Some are already started comprehensive stock condition surveys to be carried out.		SBC, RSLs, developers	Affordable Warmth and Home Energy Efficiency Strategy
	Prepare report on RSL progress with EESSH and achieving EESSH by 2020	RSL progress on EESSH is reported in Annual reports and the Affordable warmth strategy annual update report. RSLs achieved good completion of EESSH (1) despite challenges that Covid pandemic presented. An overall EESSH compliance of 92% was achieved. <ul style="list-style-type: none"> <li>Waverley Housing – 99.3%</li> <li>SBHA – 97.14%</li> <li>BHA – 76%</li> <li>Eildon – 95%</li> </ul>			SHR Data
2.3 Significant improvement in fuel efficiency of housing stock					
Strategic actions	2020-2021 Actions	2020-2021 Progress	2020/21 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 and support options to cooperate for funding opportunities.		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	With colleagues in Highlands and Islands are sharing information and activity re: energy suppliers. This will identify any potential opportunities or ways to access alternative tariffs or collective switching.			BHEF Minutes
	Liaise with HES to understand the best practice to engage these types of householders and areas	Additional insight into demographics supported or in contact with HES will allow strategic and informed plans to engage with the different groups on the technology and opportunities that would benefit most. Offering a more tailored approach.			
Incentivise mixed tenure approaches to improve energy efficiency	Continue to proactively look for opportunities through HEEPS and Energy Efficient Scotland funding	This is currently ongoing		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	RSLs actively share information with SBC to see where EES activity can work in shared blocks or to free up blockers. As RSLs understand their stock and where adjacent to private owned homes, more opportunities will be made available. In part of major planned works SBC were able to apply EES:ABS funding to enable a private property within a social EWI scheme to be installed.			BHEF Minutes
	Liaise with RSLs to identify opportunities regularly and through the Home Energy Forum	Ongoing activity. As funding opportunities are identified by members, they are shared at the forum and options to take forward discussed.			
Target resources, information and advice to ensure owner occupiers and private landlords benefit from	Respond to the Energy related consultations from Scottish Government as they emerge	There have been a number of energy related consultations that SBC have responded to, these are: Improving Energy Efficiency in Owner Occupied Homes, New Build Heat Standard, Heat In Buildings Strategy.		SBC, SG, RSLs, Developers, SAL, Private Landlords, East	Affordable Warmth and Home Energy Efficiency Strategy

opportunities for insulation, double glazing, upgraded heating systems etc.	Update the energy efficiency and affordable warmth web pages as part of the as part of the website review	A review of the housing pages on SBC's website has begun and is currently ongoing.		Scotland Home Energy Forum	Consultation Responses
	Develop an increased presence on social media to promote energy efficiency and affordable warmth in the home, referral mechanisms and funding opportunities	Due to the Covid pandemic and priorities around communicating about Covid related issues, has led to delays in development of platform across social media. However there have been opportunities to share social media "tool box" with local communities to self-promote EES:ABS schemes. Similarly the core changes to SBCs website such as the updated Statement of Intent have been achieved.  Covid had detrimental impacts across a lot of planned delivery. Social media was used to advise of Covid response and guidance. As such some of the proposed activity has been temporarily held back as resource and time was used to prioritise Covid response and support activity.			
	Explore opportunities to engage and support households in relation to behavioural change, energy efficiency and affordable warmth in the home – including liaison with Home Energy Scotland	Post install survey and questionnaire being used on EES:ABS installations.			
	Develop an evidence base relating to the behaviour in the home post energy efficiency improvement	As part of the ongoing EES:ABS scheme a proportion of the funding and resource is set aside to complete monitoring & evaluation on the effectiveness of the scheme and the measures installed. This will create data showing how behaviours can further improve efficiency post install, what guidance works and is followed and gaps for further development and improvement.			
	Explore opportunities to engage with households in relation to fuel costs.	Proposals to have community engagement activities were held back due to Covid. The community activities are proposed to be bespoke sessions that set out to provide guidance and advice relating to fuel costs, fuel switching and behaviour change.			
	Explore opportunities to engage with households in relation to income maximisation	Lessons learned through the Warm & Well Borders scheme include how to engage digitally via email, web chat or utilising webcams etc. to offer advice and guidance without having to have face to face or home visits. This was as a result of Covid restrictions, but has provided longer lasting tools and skills to support households.			
	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	Government policy and expected legislative changes were delayed in response to the Covid pandemic. SBC are closely monitoring the guidance and advice from Govt and as soon as firm details are in place, these will be shared with local private landlords across SBC platforms, comms and awareness sessions.			
	Continue to deliver the local HEEPS/Energy Efficient Scotland projects which are aimed at improving the efficiency in the private sector	In the financial year 2019-20 SBC were awarded £1.34m in EES:ABS funding to spend by December 2020. The Covid-19 pandemic has had a significant impact on the programme's delivery due to the restrictions put in place to help prevent the spread of the virus. No installations were able to take place between March and July 2020 and following the nationwide lockdown restrictions remained on works taking place inside people's homes. It was still possible to install 100 of the planned 278 energy efficiency measures supporting over 75 households. £550,000 of the £1.34m grant allocation was drawn down over that period.  For the 2020/21 programme (expected to complete in December 2021) SBC have been allocated over £1.7m, a record allocation for the Borders.			
	Apply for future funding to expand the Energy Efficient Scotland projects in the Borders out into other Localities and towns	Opportunities across other funding streams being considered.			
	Identify new and existing schemes to leverage funding to support the fuel poor.	A number of new funding opportunities are being progressed such as: Levelling up fund, SFHA Fuel Poverty fund, financial inclusion funding, community renewal funding			
	Ensure all support extends to, and is relevant for rural and/or off-gas grid areas, and is relevant for; the elderly and vulnerable and; households that are experiencing child poverty.	On line digital support as a result of Covid restrictions has embedded behaviours that can support isolated households such as those in very rural areas or those particularly vulnerable.			
	Explore best practice on engaging the 'self-funded' market to develop a programme of encouragement and support for this these homeowners	Working with HES to understand the interactions and traffic of the able to pay households in relation to energy efficiency enquiries.			

Ensure effective targeting of energy efficiency measures on those who are experiencing fuel poverty	Undertake Affordable Warmth Strategy & Energy Efficiency Annual Report for year 2	Year two of the strategy has been implemented and a progress report is currently being developed		SBC, RSLs, SG, East Scotland Home Energy Forum, SPAP	Affordable Warmth and Home Energy Efficiency Strategy BHEF Minutes
	Undertake midpoint review of Year of the Affordable Warmth Strategy	Review of year 1 was completed. Year 2 review follow in same time frame.			
	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	Once restart activity underway will take stock and complete audit across all activity. Restart and delivery current priority.			
	RSLs to continue financial inclusion activity and develop bespoke projects with key partners (such as Changeworks) to delivery targeted home energy advice to tenants	Ongoing			
	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	Have used Home Analytics and Arc GIS mapping to explore areas most at risk of fuel poverty or with other specific challenges to delivering affordable warmth. This resulted in strategic targeting and delivery of heat pump aspect of EES:ABS as off gas fuel poor areas identified.			
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	A review of the SBHEF was completed asking for delegate feedback anonymously online. There was also a review of the terms of reference to ensure they remain fit for purpose. Will be completed annually.		SBC, RSLs, East Scotland Home Energy Forum	BHEF Minutes
	Lead officer/Chair to prepare Annual Activity Report detailing the forums progress over 2020/21	Annual review conducted and led to update of Terms of Reference.			
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	Looking at technology adoption and longer term aspirations beyond annual EES:ABS delivery. Such as renewable technology and training in college. Supporting local awareness and interest in both renewables and energy efficiency fabric first measures.		SBC, RSLs, East Scotland Home Energy Forum	Affordable Warmth and Home Energy Efficiency Strategy BHEF Minutes
	Set Up a Construction and Supply Chain forum	Renewables and construction sector supply chain has been set up. Terms of Reference drafted and key stakeholders on board. These include representations from SBC, Borders College, SoSe, local SMEs			
	Continue to be involved and participate in the Sustainability Development Group	Ongoing			
	Monitor Eildon's Green Homes Pilot and identify new construction methods which could be considered across the Borders	Engaged with Eildon delivery team and monitoring and evaluation project lead to define success criteria and metrics			
	Work with Home Energy Scotland, Health and Social Care and NHS Borders to engage with the health sector (and particularly with GP practices and community pharmacies and hospitals), to reach people who are in or at risk of fuel poverty.	Supported NHS delivery of Warm & Well app and having Warm & Well Borders and EES:ABS promoted on NHS waiting screens across surgeries and hospital.			
	Deliver, monitor and report on the "Warm and Well" project	Regular reporting to the funder and course correction in line with Covid restrictions and challenges. Successful year 1 delivery against revised target.			
<b>2.4 Improved functioning of the private sector housing portfolio</b>					
<b>Strategic actions</b>	<b>2020-2021 Actions</b>	<b>2020-2021 Progress</b>	<b>2020/21 Status</b>	<b>Partners</b>	<b>Related documents</b>
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 continues to work with the Scottish Empty Homes Partnership to assist owners in bringing long term empty properties back into use. Of particular note is the agreement of dual funding for provided a dedicated Empty Homes Officer in the Scottish Borders		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	Financial pressures experienced by SBC concluded a freeze on discretionary spend consequently the delivery partnership with Landlord Accreditation Scotland (LAS) suffered postponement.		SBC, RSLs, Private Landlords, SAL, BHHSP	Communication Plan PRS Quarterly Reports
	Continue to work in partnership with SAL to provide training to landlords in the Borders	The intention is to prepare agreement and restart the partnership early 2021 – in principle the intention is to provide 3 landlord training events and a landlord forum.			
	Work closely with Scottish Government, managing agents, landlords and other organisations to support and facilitate effective communications and referrals	Landlord registration and the related support service is a constantly changing environment and the Covid response saw effort in engagement in regard to tenancy issue for example – where we ensured SG guidance was suitably communicated. Work continued to develop robust procedures in relation to prescribed information and the common occurrence relating to invalid applications.			

		Working closely with landlords to ensure they met their obligation taking into consideration the restrictions encountered due to Covid19			
	Prepare quarterly Private Rented Sector reports	Quarterly reports are produced and circulated			
	Work in partnership with Homelessness to ensure the private rented sector and empty homes actions are being monitored and implemented	Following the delayed recruitment of the RRTP officer and additionally the COVID-19 emergency has further restricted the full application of this resource and delayed some of the RRTP actions. The RRTP officer working with the BHHSP have reviewed the action plan and set new dates and targets. A new for completion date for the this action is March 2023  Initial discussions have taken place about recruiting a RRTP Private Sector Officer – these discussions will continue into 2021/22			
	Monitor the impact prescribed information is having on the landlord registration process	Scrutinising prescribed information provided on applications and liaising with landlords where there are anomalies. This is an important point of engagement, landlords are offered guidance on legislation relating to letting properties. Rental properties are being improved as a result and landlords also gain a better understanding of the requirements when letting in the private sector			
	Investigate Housing Pressure in the Private rented sector	Report on the pressures in the private rented sector has been developed. This is currently being consulted on before being circulated			
	Consider and implement new arrangements for a new in-house private landlord database	A new database has been developed and is currently being used by the team. This supports the functions of the primary national landlord registration database.			
	Examine the potential and feasibility of a project to match suitable private landlords with tenants	Viability to be explored in 2021 in collaboration with Homelessness Service.			
Deliver multi-tenure information and advice to enable households to manage the condition of their property	Develop the Private Sector House Condition Improvement Strategy	Toward the latter end of 2021 work will be begin developing the next LHS 2023-2028. This will include a review of house condition across the Borders and include priorities for action. Over the last 2 years work has continued to progress in this area with the establishment of the missing shares scheme in Hawick and the anticipated recruitment of a dedicated empty homes officer in 2021 will increase capacity.		SBC, RSLs, Shelter, CAB	Scheme of Assistance
	Develop Strategy to address Below Tolerable Standard Housing as part of the Private Sector House Condition Strategy. This will include the develop processes, and packages of advice and assistance to ensure SBC'S duty to deal with BTS property is met where possible, including exploring potential enforcement actions and resource required	A focused examination of BTS properties will be included in the review of house condition referred to in the action above. Processes linking scheme of assistance continue to be developed. Guidance notes relating to common repair, for example, have been drafted. Pathways from Scheme of Assistance to support stewardship through to enforcement, as a last resort, are clearer. Including introduction of a Missing Shares Scheme piloted in Hawick.			
	Better align private sector initiatives such as Scheme of Assistance, landlord engagement, empty homes and enforcement activity	Within our team Private Sector initiatives are approached more holistically and appropriately linked. Improvement into referral and liaison with other departments has been made but needs further development. Our website is under review with a draft outline agreed - to include private sector Housing pages which further aligns the service provision in these areas.			
	Develop a Procedural and Policy Framework for Improving Conditions and Management of Properties in the Private Rented Sector	Due to the restrictions caused by Covid-19 property condition inspections have been problematic for example repairing standard issues are now being addressed through remote inspections. Contact with landlords and tenants has been adapted, focusing on a virtual approach in regard to inspections and necessary communications. Some enforcement actions have been put aside during this time, contact with landlords providing support and encouraging them to complete any outstanding actions being the preferred method of engagement.			
	Review and update the Scheme of Assistance	Partially drafted. It's been agreed to postpone its implementation until review of supporting actions i.e. Missing Shares can be made			
Explore and implement mixed tenure solutions to improve stock condition	Evaluate year one of the Missing Shares Project	Progress in the delivery of the missing shares scheme has been hampered by Covid-19, in light of this the intention is to request an extension to the pilot.			Missing Shares Pilot

**Performance Indicators:**

Strategic outcome	Relevant Indicators	Baseline (date)	Targets	Previous Performance	Performance 2020-21	Data type & source	Timescale
2.1 Social housing stock meets the SHQS	% of dwellings that meet the SHQS	91% compliance (2014/15)	100%	2017/18 – 94% 2018/19 – 94% 2019/20 – 95%	Data not available yet	RSL SHR returns	2018
	% of dwellings with failures, abeyances or exemptions	9% (2014/15)	0%	2017/18 – 6% 2018/19 – 6% 2019/20 – 5%	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% 2019/20 – 91%	92%	RSL SHR returns; Audit Scotland return	2017-20
2.3 Significant improvement in fuel efficiency of housing stock	Production of a 2017 Fuel Poverty Delivery Strategy	N/A	Complete	2018/19 – Draft Affordable Warmth and Energy Efficiency Strategy is currently out for consultation 2019/20 – Affordable Warmth and Energy Efficiency Strategy was approved by council. First year of implementation	Second year of the strategy has been implemented	SBC operational	2018
	Households in fuel poverty	40% fuel poor and 11% extreme fuel poor (2011-2013)	Reduce households in fuel poverty	2014-2016 – 34% fuel poor and 13% extreme fuel poor 2015-2017 – 31% fuel poor and 8% extreme fuel poor 2016-2018 – 29% fuel poor and 15% extreme fuel poor	2017-2019 – 29% fuel poor and 14% extreme fuel poor	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 2019/20 - £1.4m	£1.7m	SBC	2017-22
	Social rented sector stock built to Silver energy standard	N/A	100%	2017/18 – 87 2018/19 – 130 2019/20 – 114	103	RSL data	2017-22
	No. of private sector measures installed	420 (370 External wall insulation, 50 cavity wall insulation) (2014/15)	>420	2017/18 – Over 700 (600 Hard to Treat cavities, 37 External wall insulation, 35 internal wall insulation) 2018/19 – 732 private measures and 3 social measures (10 virgin loft, 39 loft top-up, 32 room in roof, 50 CWI, 8 underfloor, 44 IWI, 26 EWI, 526 HTTCs) 2019/20 - 278 private measures installed (126 HTTC, 65 EWI, 56 IWI & 25 Air Source Heat Pumps)	The Covid-19 pandemic had a significant impact on delivery due to the restrictions put in place. No installations were able to take place between March and July 2020 and restrictions remained on works inside homes. It was still possible to install 100 of the planned 278 energy efficiency measures supporting over 75 households. £550,000 of the £1.34m grant allocation was drawn down over that period.	Operational data	2017-22
	No. of households provided with energy advice/information	4,041 Engagements; 895 referrals (Home Energy Scotland) (2014/15)	>4,041	2017/18 – 5,124 Engagements; 2,034 referrals 2018/19 – 5,411 engagements; 847 referrals 2019/20 – 5,117 engagements, 724 referrals	5,501 Engagements 183 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	Will be reviewed as part of LHS 2023-2028 development	SBC operational	2018
	No. of private sector properties where serious disrepair and BTS reduced	TBC	80 units per annum	2017/18 - 18 supported with Advice and practical Assistance. 11 resulting in action 2018/19 - 25 supported with Advice and practical Assistance. 2019/20 – 40 instances of practical assistance.	46 instances of advice and practical assistance	SBC: Environmental Services data;	2017-22
	Enforcement orders used	0	>0	2017/18 – 0 2018/19 – 0 2019/20 – 6 (in collaboration with Building Standards)	14 in progress. With official notice due early 21/22	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	2020-2021 Actions	2020-2021 Progress	2020/21 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)	Following the delayed recruitment of the RRTP officer and additionally the COVID-19 emergency has further restricted the full application of this resource and delayed some of the RRTP actions. The RRTP officer working with the BHHSP have reviewed the action plan and set new dates and targets. A new for completion date for the this action is Sept 2021		BHHSP, Housing Support providers, Information & advice agencies	Rapid Rehousing Transition Plan (RRTP)
Monitor the strategic homelessness approach through the newly established Homelessness and Health Strategic Partnership, and delivery of the new Rapid Re-Housing Transition Plan	Review the RRTP and action plan and monitor the delivery of the RRTP	The BHHSP has monitored and progress the RRTP throughout 2020/21  In June 2020 the RRTP Funding and Activity Monitoring template was completed and sent to Scottish Government		BHHSP, SG, private landlords, Housing Support providers, Information & advice agencies	
3.2 Improve access to & impact of Housing Options model					
Strategic actions	2020-2021 Actions	2020-2021 Progress	2020/21 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)	Development of the Performance Monitoring and Impact Measure Framework – pulling together all the PI's from across the service (including equalities) to report on quarterly to the BHHSP		BHHSP, Housing Support providers, Information & advice agencies	Rapid Rehousing Transition Plan (RRTP)
	Explore the potential of implementing a Crisis Intervention Fund (RRTP 2.9)	A total of £30,000 RRTP funding per annum has been committed to the Crisis Intervention Funds for the duration of the RRTP. The funds will be administered by SBC with applications accepted from Homelessness and RSL officers.  The second fund which is planned to launch in 2021/2022 is a Homelessness Intervention Fund accessible by front line workers within homelessness services to use in the prevention or resolution of homelessness.			
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)	Following the delayed recruitment of the RRTP officer and additionally the COVID-19 emergency has further restricted the full application of this resource and delayed some of the RRTP actions. The RRTP officer working with the BHHSP have reviewed the action plan and set new dates and targets. A new for completion date for the this action is March 2023		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)	Following the delayed recruitment of the RRTP officer and additionally the COVID-19 emergency has further restricted the full application of this resource and delayed some of the RRTP actions. The RRTP officer working with the BHHSP have reviewed the action plan and set new dates and targets. A new for completion date for the this action is March 2022  Action updated to carry out an evaluation of prevention and early intervention activities, across SBC, RSLs, Health and Social Care Partnership aimed at improving tenancy sustainment in a consistent way		BHHSP, BWA, private landlords, Housing Support providers, Info & advice agencies, IJB, H&SCP,	Rapid Rehousing Transition Plan (RRTP)

	<p>Review the delivery of services, develop housing and support pathways for the following groups, with the aim of preventing or alleviating homelessness for</p> <ul style="list-style-type: none"> <li>Individuals with Drug and Alcohol Use</li> <li>Individuals with Mental health difficulties</li> <li>Individuals being discharged from hospital or other institutions</li> <li>Individuals receiving Social Care Support</li> <li>Individuals up to the age of 26 who were previously looked after by the local authority</li> <li>Individuals with an offending history</li> <li>Victims of domestic abuse</li> <li>Veterans</li> <li>Migrants</li> <li>Individuals experiencing poverty</li> <li>Young People</li> </ul> <p>(RRTP 2.7)</p>	<p>National reviews ongoing in these areas and work stream/guidance being fed down from SG.</p> <ul style="list-style-type: none"> <li>Care Leavers – Youth Homelessness Prevention Pathway: Improving Care Leaver Housing pathway – published in November 2019 by a Way Home Scotland</li> <li>Domestic Abuse – Improving housing Outcomes for women and children experiencing domestic abuse, published December 2020</li> <li>Poverty is a thread that will run through all pathways however this action will seek to ensure that no gaps remain following the completion of the individual pathways work.</li> <li>Young People – awaiting the outcome of a funding bid made by a Way Home Scotland to the Third Sector Homelessness fund to support us in this review. The Young people Pathways are expected to be published in March/April 2021.</li> </ul> <p>These will inform local progress throughout the lifetime of the RRTP</p>			
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)	EHA have adopted a new allocations policy in October 2020 which includes platinum pass for homeless and other key priority groups		BHHSP, BWA, private landlords, Housing Support providers, Info & advice agencies, IJB, H&SCP	Rapid Rehousing Transition Plan (RRTP)
	Implement a pilot, Housing First model that meets the needs of people with multiple needs in the Scottish Borders and which, as far as is possible in a rural context, conforms with the 7 principles of Housing First.	Significant progress was made to pilot a Housing First Service within Scottish Borders and organisations were invited to tender for the service in March 2021 and we look forward to seeing a Housing First service operational in the Scottish Borders in 2021/2022.		BHHSP, BWA, private landlords, Housing Support providers, Info & advice agencies, IJB, H&SCP	Rapid Rehousing Transition Plan (RRTP)
<b>3.3 Improve access to a range of settled accommodation options</b>					
<b>Strategic actions</b>	<b>2020-2021 Actions</b>	<b>2020-2021 Progress</b>	<b>2020/21 Status</b>	<b>Partners</b>	<b>Related documents</b>
Improve access to a better range of settled accommodation options for homeless households	Enhance rehousing solutions in the private rented sector (RRTP 2.17)	Appointment of a dedicated RRTP Private Sector Officer Initial discussions with HR, Housing Strategy and Homelessness to scope out the role and responsibilities with the aim of appointing an officer in 2021/22		SG, DWP, BHHSP, BWA, private landlords, Housing Support providers, Info & advice agencies	Rapid Rehousing Transition Plan (RRTP)
	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)	EHA have adopted a new allocations policy in October 2020 which includes platinum pass for homeless and other key priority groups A Crash Pad was established within the temporary homeless accommodation portfolio and will become operational in April 2021.			
	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 have been developed. This includes information on a wide range of housing, including affordability and income			
<b>3.4 Lessen the impact of residing in temporary accommodation</b>					
<b>Strategic actions</b>	<b>2020-2021 Actions</b>	<b>2020-2021 Progress</b>	<b>2020/21 Status</b>	<b>Partners</b>	<b>Related documents</b>
Review the strategy for temporary accommodation to ensure financial sustainability and to continuously improve customer outcomes	Scope ways in which to reduce no of applicants being placed into bed and breakfast and length of time spent in temporary accommodation (RRTP 5.1)	A Crash Pad was established within the temporary homeless accommodation portfolio and will become operational in April 2021.  For the first time since recording B&B usage. SBC have not utilised B&B's as temporary homelessness accommodation – different to the national trend		SG, DWP, BWA, BHHSP, private landlords, Housing Support providers, Info & advice agencies	Rapid Rehousing Transition Plan (RRTP)
	Scope ways in which to reduce the number of people placed into temporary accommodation (RRTP 5.2)	As part of the national public health response homelessness services increased the number of temporary accommodation units in partnership with the RSLs. The change in course was due to the global pandemic.			
	Review temporary accommodation rental structure to increase accessibility to temporary accommodation when it is needed (RRTP 5.7)	The national finance framework for temporary accommodation has been delayed and is not expected to complete until 2022/2023 at the earliest.			
Explore ways to expand the range of transitional accommodation options for homeless households	Review temporary accommodation type and size need and align with customer need as RRTP develops (RRTP 5.6)	This has been delayed due to COVID-19 response and our need to increase temporary accommodation to deal with this national crisis		SG, BHHSP, private landlords, Housing Support providers, Information & advice agencies	Rapid Rehousing Transition Plan (RRTP)

3.5 Promote independent living & tenancy sustainment through effective delivery of housing support duty					
Strategic actions	2020-2021 Actions	2020-2021 Progress	2020/21 Status	Partners	Related documents
Improve access to health and social care services for homeless people, particularly for those with complex needs by working with integration partners	Implement a pilot, Housing First model that meets the needs of people with multiple needs in the Scottish Borders and which, as far as is possible in a rural context, conforms with the 7 principles of Housing First'.	<p>Significant progress was made to pilot a Housing First Service within Scottish Borders and organisations were invited to tender for the service in March 2021 and we look forward to seeing a Housing First service operational in the Scottish Borders in 2021/2022.</p> <p>Additional RRTP funding received this year to be use as part of the recovery of the pandemic will be used to explore options around mental health and homeless</p>		BHHSP, IJB, H&SCP	Rapid Rehousing Transition Plan (RRTP)

**Performance Indicators:**

Strategic outcome	Relevant Indicators	Baseline (date)	Targets	Previous Performance	Performance 2020-21	Data type & source	Timescale
3.1 Use effective housing options and preventative intervention to successfully prevent homelessness	% of closed Housing Options cases assisted to a. maintain existing accommodation b. access settled housing	(a) 10% remained in existing accommodation: 2014/15 (b) 26% accessed settled accommodation – 17% social/9% PRS: 2014/15	a. 2% increase per annum b. 2% increase per annum per annum	2017/18 – (a) 13% (b) 15% 2018/19 – (a) 11% (b) 7% 2019/20 – (a) 26% (b) 13%	(a) 30% (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%) 2019/20 – 645 (82%)	558 (84%)	SBC HL1 data – assessed in period	2017-22
	% applicants reassessed as homeless in same year	44 (4.5% of all applications): 2014/15	1% reduction per annum	2017/18 – 30 (4.5%) 650 2018/19 – 29 (3.8%) 2019/20 – 36 (4.6%)	33 (4.9%)	SBC HL1 data – assessed in period	2017-22
	% young people presenting as homeless	210 (34% applications): 2014/15	5% reduction per annum	2017/18 – 171 (24% applications) 2018/19 – 197 (26% applications) 2019/20 – 205 (27% applications)	198 (29% 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 2019/20 – 288	179	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 R RTP 2019/20-2023/24 including actions 1.16, 1.17 and 1.18. 2019/20 – Agreement of Scottish Borders R RTP 2019/20-2023/24 including actions 1.16, 1.17 and 1.18.	Agreement of Scottish Borders R RTP 2019/20-2023/24 – Target date 31/03/2023	SBC data	2022
	% housing options cases that progress to homeless application	37%: 2014/15	Not applicable	2017/18 – 62% 2018/19 – 65% 2019/20 – 49%	48%	SBC Homeless Case Management Prevention Data	2017-22
3.3 Improve access to a range of settled accommodation options	% homeless cases closed in period accessing settled accommodation as outcome a. Social housing b. Private housing	(a) 55% accessed social housing: 2014/15 (b) 3% accessed assured PRS tenancy: 2014/15	a. 1% increase per annum b. 2% increase per annum	2017/18 – (a) 57% (b) 6% 2018/19 – (a) 58% (b) 7% 2019/20 – (a) 59% (b) 6%	(a) 59% (b) 8%	SBC HL1 Data – closed in period	2017-22
	% unintentionally homeless household access settled accommodation	59% (2014/15)	90%	2017/18 – 62% 2018/19 – 78% 2019/20 – 80%	89%	SBCHL1 Data – closed in period	2022
	Number of homeless people housed through rent deposit scheme	84 (2014/15)	10% increase per annum	2017/18 – 21 2018/19 – 2019/20 – 10	3	DGS Data	2017-22
	% RSL lets to homeless households	23% (2014/15)	50%	2017/18 – 22% 2018/19 – 28% 2019/20 – 30%	Not available at time of writing	SHR data	2022
3.4 Lessen the impact of residing in temporary accommodation	Number of self-contained temporary accommodation spaces	104 spaces: 2014/15	104 spaces	2017/18 – 107 2018/19 – 104 2019/20 – 106	119	SBC data	2017-22
	Number of supported accommodation spaces	8 spaces (5 x refuge, 4 x looked after children): 2014/15	13 spaces	2017/18 – 8 spaces (4 x refuge, 4 x looked after children) 2018/19 – 8 spaces (4 x refuge, 4 x looked after children) 2019/20 – 8 spaces (4 x refuge, 4 x looked after children)	In order to provide Covid safe accommodation, refuge spaces reduced to – 2 women with their children.	SBC data	2017-22
	% accessing temporary accommodation (i.e. not emergency placements)	94%: 2014/15	100%	2017/18 – 99% 2018/19 – 98% 2019/20 – No longer recorded through SHR	No longer recorded through SHR	SHR data	2022

	% of households who occupied temporary accommodation - B&B accommodation	7%: 2014/15	0%	2017/18 – 1% 2018/19 – 2% 2019/20 –	0%	SBC data	2022
	Average length of stay in temporary accommodation	100 days: 2014/15	10% reduction in length of stay per annum	2017/18 – 118 2018/19 – 128 2019/20 – 116	124	SBC data	2017-22
	% satisfaction of temporary or emergency accommodation	83% very and fairly satisfied (2015/16)	90% satisfaction rate	2017/18 – 90% 2018/19 – 90% satisfaction rate 2019/20 –	Not available at time of writing	SHR data	2017-22
	% of offers of temporary or emergency accommodation refused	15%: 2015/16	Reduce refusals by 5%	2017/18 – 14% 2018/19 – 3% 2019/20 – 5%	11%	SBC data	2017-22
3.5 Promote independent living & tenancy sustainment through effective delivery of housing support duty	Number of referrals received to Housing Support services(inclusive of Commissioned service(s))	425 cases: 2014/15	Not applicable	2017/18 – 476 2018/19 – 592 2019/20 – 388 (new methodology, see footnote) <sup>2</sup>	261	SBC Better Futures data and commissioned service annual return	2017-22
	Number of cases open within Housing Support Services(inclusive of Commissioned service(s))	237 cases: 2014/15	Not applicable	2017/18 – 278 2018/19 – 296 2019/20 – 395	386	SBC Better Futures data and commissioned service annual return	2017-22
	Case closed with positive outcome recorded as a proportion of total number of housing support cases closed by SBC Homelessness housing support service and its commissioned service(s)	67% 2014/15	3% increase per annum	2017/18 – Collective 73% of total cases closed (291 cases) 2018/19 – 74% 2019/20 – Total closed cases 255, 204 identified with a positive outcome = 80%	85%	SBC Better Futures data and commissioned service annual return	2017-22

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

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

### Outcomes:

4.1 More people being able to live independently in their own homes					
Strategic actions	2020-2021 Actions	2020-2021 Progress	2020/21 Status	Partners	Related documents
Liaise with RSL partners to consider a range of new, and existing provision that could be adapted to suit changing needs and service configuration.	Consider potential projects for the inclusion in SHIP	The findings from the Wheelchair Housing Study have been included in the SHIP 2021-26. SBC Executive Committee agreed a Wheelchair accessible target of 20 homes per annum on 17 Nov 2020. The SHIP identifies proposed projects which includes particular needs housing provision.		SBC, RSLs	Space To Live: Wheelchair Accessible Housing in The Scottish Borders SHIP 2021-26
Investigate the feasibility of developing shared ownership and equity release schemes for older people to finance property adaptations	Explore the SFT Home Scheme (5k and the 40k home)	Proposed Home Scheme units at Eildon HA's Earlston development have been dropped in favour of 100% social rented units.		SBC, SG, RSLs	Border Housing Alliance Minutes
Explore the future potential of the Borders Care & Repair scheme to further provide a wider range of services which will enable people to live independently.	Support the implementation and delivery of the older people's housing care and support strategy through the various relevant programme boards	A new service contract is being developed between SBC and Care and Repair. Programme Board governance arrangements are being reviewed.		SBC, Eildon, SWD	Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028
	Monitor and Develop the SoA in relation to the provision of major adaptations, including budget management and eligibility criteria in relation to SG legislation.	Covid has adversely impacted on delivery of major adaptations in 2020/21. This has been tracked and reported on through existing budget management arrangements.		SBC Housing Strategy, Care and Repair Service	Scheme of Assistance
Make better use of digital infrastructure and telephony to enable individuals to live independently.	Support the implementation and delivery of the older people's housing care and support strategy through the various relevant programme boards	Older Peoples Strategy governance arrangements are being reviewed.		IJB, RSLs, SBC	Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028
	Support the implementation of the Health and Social Care Integrated Strategic Plan and provide updates for inclusion in reporting	Updates, statistics and reports are provided when requested. Extra Care Housing Board continues to operate to oversee delivery of the ECH programme.		IJB	Strategic Plan
4.2 Increased provision of specialised housing					
Strategic actions	2020-2021 Actions	2020-2021 Progress	2020/21 Status	Partners	Related documents
Implement an Older People's Housing Strategy in partnership with the Health and Social Care Partnership	Support the implementation and delivery of the older people's housing care and support strategy through the various relevant programme boards	Extra Care Housing Board continues to operate to oversee the delivery of the ECH programme		IJB, SWD, RSLs	Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028 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  Development of the Performance Monitoring and Impact Measure Framework – pulling together all the PI's from across the service (including equalities) to report on quarterly to the BHHSF			
Assess the extent and nature of needs within the gypsies and traveller community; and develop appropriate response.	Support the development of National Action Plan on Gypsy Traveller Access to services, in particular ensure provision and quality of permanent Gypsy/Traveller sites in the Borders – if required	The Scottish Borders Gypsy Traveller Policy Working Group continue to meet. The group have responded to a number of challenges due to the pandemic.		SESHoF, SBC, G&T community	SBC Gypsy/ Traveller Meeting minutes RRTP HNDA Project Team minutes
	An increased focus on specialist provision (included need for wheelchair accessible, other accessible, adapted housing and housing for specialist groups for example Gypsy/Travellers and veterans) is included in HNDA3	As part of the specialist provision chapter of HNDA3 a sub group has been established to focus their attention on collating evidence/ data to inform HNDA3			
	Include Gypsy and Traveller community work in the project brief of the new LHS (based on LHS guidance)	Housing Strategy sent a committee report to deferred LHS for another year which was agreed in November 2020. This means the project brief for the next LHS will be developed in 2021/22			
4.3 Effective housing input to process of health and social care integration					
Strategic actions	2020-2021 Actions	2020-2021 Progress	2020/21 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	Due to the Covid impact, housing strategy haven't received a request on annual progress		IJB, RSLs, Third sector	Strategic Plan Locality Working Group minutes
	Monitor housings contribution to the Health and Social Care Strategic Plan	Governance arrangements being reviewed. Annual Affordable Housing including ECH, Amenity and wheelchair accessible housing delivery reported to Executive Committee.			

	Develop Housing Profiles for each Locality area	Housing Locality Profiles have been developed. This include information on a wide range of housing, included affordability and income			Housing Contribution Statement 2018
	Attend locality working groups regularly and contribute to implementation of locality plans	Locality working group arrangements suspended due to Covid impact.			
	Ensure housing continues to be represented at the H&SC Strategic Planning Group	SBC and RSL representation attend the Strategic Planning Group			
Enable a collaborative approach to a mapping exercise with the integration joint board to establish the availability of local advice and support services as part of the locality planning process (rural exclusion analysis)	Contribute to development of locality plans and area partnerships	Locality planning arrangements temporarily suspended due to Covid. Housing Strategy included in Area Partnership arrangements.		SBC, IJB,RSLs, Third sector	Locality Plans Community Led Support Group Minutes

#### 4.4 Improved availability of housing support services

Strategic actions	2020-2021 Actions	2020-2021 Progress	2020/21 Status	Partners	Related documents
Monitor availability and impact of housing support for young people and other vulnerable client groups	Review the delivery of services, develop housing and support pathways for the following groups, with the aim of preventing or alleviating homelessness for: <ul style="list-style-type: none"> <li>• Individuals with Addictions</li> <li>• Individuals being Discharged from hospital or other institutions</li> <li>• Victims of Domestic Abuse</li> <li>• Gypsy Travellers</li> <li>• Individuals up to the age of 26 who were previous looked after by the local authority</li> <li>• Individuals with Mental health difficulties</li> <li>• Migrants</li> <li>• Individuals with an offending history</li> <li>• Individuals experiencing poverty</li> <li>• Individuals receiving Social Care Support</li> <li>• Veterans</li> <li>• Young People</li> </ul> (RRTP 2.7)	Young People – awaiting the outcome of a funding bid made by a Way Home Scotland to the Third Sector Homelessness fund to support us in this review. The Young people Pathways are expected to be published in March/April 2021.  These will inform local progress throughout the lifetime of the RRTP		SBC, RSLs, BHSP	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 – Year 2	The Young People's Housing Need Study continues to be monitored but due to the pandemic some of the actions have not been progressed as much as they should be due to other priorities			
	Collaborate with the Mental Health Service to support the delivery of supported housing service	Mental Health Service reviewing wider housing and building based service requirements			
	Review the RRTP and action plan and monitor the delivery of the RRTP	The BHSP has monitored and progress the RRTP throughout 2020/21			
	Examine the potential and feasibility of peer support networks throughout Scottish Borders (RRTP 4.10)	One year Pilot Commencing in January 2020. Delivered in partnership with Penumbra and funded through RRTP and East Housing Hub			
	Ensure housing is represented on the Children and Young People's Leadership Group	There is no requirement for a housing rep at CYPLG, but there is the opportunity to have items added to the agenda and attend a meeting to discuss these where relevant.			

#### 4.5 Increase in prevention and early intervention

Strategic actions	2020-2021 Actions	2020-2021 Progress	2020/21 Status	Partners	Related documents
Ensure RSLs work in partnership with care and support providers to improve intelligence of need across a range of client groups plus developments in technology and design innovation.	Support the implementation and delivery of the older people's housing care and support strategy through the various relevant programme boards, in particular tech enabled care programme board	Governance arrangements currently being reviewed		SBC, RSLs	Integrated Strategic Plan for Older People's Housing, Care and Support 2018-2028  Physical Disability Strategy  Strategic Plan
	Contribute to the monitoring of the Physical Disability Strategy	Housing Strategy continue to be involved in Physical Disability Strategy Reference Group			
	Consider the findings of the Wheelchair Housing Study	The findings of the Wheelchair Study have been included in the SHIP and are being used to support the development of the specialist housing section of HNDA3			
	Ensure continued Housing Representation on the Strategic Planning Group	SBC Housing Strategy and RSL representatives are on SPG			

	Ensure continued Housing Representation on the Learning Disability Group	SBC Housing Strategy and RSL representatives are on SPG			
Provide information and advice to a range of client groups on the options available to them as their housing and care needs change, encouraging and supporting pre-planning.	Review Housing Advice availability within Scottish Borders with the aim of creating a consistent response to people experiencing housing difficulties across all sectors. (RRTP 1.16)	Following the delayed recruitment of the RRTP officer and additionally the COVID-19 emergency has further restricted the full application of this resource and delayed some of the RRTP actions. The RRTP officer working with the BHHSP have reviewed the action plan and set new dates and targets. A new for completion date for the this action has been set		SBC, RSLs Third sector	RRTP Communication Plan
	RSLs provide Information and advice on their allocation processes on their stock	Eildon revised their allocations policy in October 2020 following extensive consultation. This includes a number significant changes to the policy All the four local RSLs have updated their allocations policies since April 2019.			
	Carry out a review of the website and update all the content and navigation	A review of the housing pages on SBC's website has begun and is currently ongoing.			

**Performance Indicators:**

Strategic outcome	Relevant Indicators	Baseline (date)	Targets	Previous Performance	Performance 2020-21	Data type & source	Timescale
4.1 More people being able to live independently in their own homes	Number of persons receiving aids/adaptations and handyman services	Minor adaptations – 355 Minor repairs –20 Handyperson – 4495 Major adaptations – 75	Minor adaptations – > 355 Minor repairs - > 20 Handyperson – > 4495 Major adaptations – > 88  Targets to be agreed annually with Care and Repair service.	2017/18 – Minor adaptations & repairs – 155 Handyperson – 4,154 Major adaptations – 85 2018/19 – Small repairs & adaptations - 421 Handyperson – 4,058 Major adaptations – 94 RSL adaptations – 128 2019/20 – Small repairs & adaptations – 400 Handyperson – 4,060 Major adaptations – 116	Small repairs and adaptations – 264 Handyperson – 2,643 Major Adaptations – 41	SBC data / annual	2017-22
4.2 Increased provision of specialised housing	Number of specialist housing places	ECH/HwC places = 129 (Dec 2014)	ECH/HwC = 180	2017/18 – 14 2018/19 – 4 2019/20 – 5	52	SBC and AHIP	2017-22
	Number of new homes to wheelchair and varying needs standard	ECH/HwC places = 129 (Dec 2014)	ECH/HwC = 180	2017/18 – 4 2018/19 – 4 2019/20 – 5	2	SBC and AHIP	2017-22
4.3 Effective housing input to process of health and social care integration	Recognition of HCS by HSCP	N/A	Housing involved in service redesign plans.	Housing Contribution Statement 2016 in place Housing Contribution Statement 2018 in place	Housing Contribution Statement 2018 in place	Reference SCP and HCS and emerging plans for localities	2020
	Housing represented at strategic planning level	N/A	Housing involved in service redesign plans.	Housing represented	Housing represented	Reference SCP and HCS and emerging plans for localities	2020
	Housing representation on locality planning groups	N/A	Housing involved in service redesign plans.	Housing represented	Housing represented	Reference SCP and HCS and emerging plans for localities	2020
4.4 Improved availability of housing support services	Outsourcing of housing support	N/A	Evaluation of benefits in outsourcing housing support	-	-	SBC	2020
	No of people receiving housing support	N/A	Increase in number receiving support	2017/18 – 476 2018/19 – 592 2019/20 – 388 <sup>3</sup>	261	SBC data annual	2017-22
	Greater transparency and assessment of sufficiency of Housing support services	N/A	Assessment of impact of changes in support of objective	-	-	SBC data	2020
4.5 Increase in prevention and early intervention	Maximise use of Care and Repair budget	Social Rented Sector = £322k, Private Sector = £375k (2016/17)	Monitor and evaluate procedures, value for money and impact of adaptations and equipment provision. Maintain existing level of budget provision.	2017/18 – Social Rented Sector = £423k Private Sector = £442k 2018/19 - Social Rented Sector = £452k Private Sector = £406k 2019/20 – Social Rented Sector = £409k Private Sector = £439k	£187K Private Sector Major Adaptations £139,634 Social Rented Sector	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 – 18 – 64: 219, 65+: 1,445 2018/19 – 18 – 64: 239, 65+: 1,637 2019/20 – 18 – 64: 290, 65+: 2,564	Not available at time of writing	SBC social work and health	2017-22
	Evaluation of housing options advice and general advice/information services	n/a	Evaluation report on outcomes	2017/18 - Initially considered as part of Homelessness restructure on 2018/19 - Taken forward as part RRTP 2019/20 – Part of RRTP action Plan	Part of RRTP action Plan	SBC Homelessness team	

<sup>3</sup> 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)