

## Appendix 1: LHS 2023-2028 – Outcomes and Action Plan

<b>Strategic Outcome 1:</b>	<b>More homes in well designed, sustainable communities that increase opportunity for all and support our economy to thrive</b>
Key Actions for Delivery:	<ul style="list-style-type: none"> <li>• Increase the supply of affordable housing</li> <li>• Increase the supply of alternative tenure housing to meet a broad range of needs</li> <li>• Increase construction capacity and skills to support delivery of more homes</li> <li>• Implement revised planning policy and practice to ensure it is directive in shaping existing and new places</li> <li>• Support the delivery of housing regeneration in communities (including town centres and rural settlements)</li> <li>• Support the development and implementation of Local Place Plans to help address local housing challenges</li> <li>• Reduce the number of empty homes</li> <li>• Explore innovative approaches to housing delivery in conjunction with partners</li> </ul>

Performance Indicators	Baseline (2022/23)	Target	2023/24	2024/25	2025/26	2026/27	2027/28
No. of new homes (Market, Affordable/Rent) (HST)	Not available yet	370					
No. of new build affordable homes	120	141					
Total number of affordable homes delivered	141	150					
No of Mid-Market Rent properties (RSL)	TBC	TBC					
No. of long-term empty homes	1,730	<1550					
No. of Empty Homes brought back into use	37	30 p.a.					
No. of Empty Homes brought back into use by direct officer interaction	19	20 p.a.					
No. of Empty Homes/ Property Grant applications	18	10 p.a.					
Financial commitment through Empty Homes Grant	£ 274,426.99	N/A					
No. of active properties registered through landlord registration	TBC	N/A					
No. of people on the self-build register	-	N/A					
No. of live Local Place Plans	0	TBC					
No. of Community Action Plans	2	4					

Actions		Progress	Status	Responsibility	Timescales
1.1	Develop the Strategic Housing Investment Plan (SHIP)			HST	Oct-23
1.2	Review and update the Affordable Housing Policy			HST, Planning	2023-2028
1.3	Ongoing engagement with development industry to understand barriers and opportunities to housing delivery in real time.			HST, RSLs, SOSE, REP	31/03/2028
1.4	Engage with developers and support SME's infrastructure providers (utilities)			HST, Planning	To be agreed
1.5	Exploring the potential of alternative construction and delivery methods to deliver new affordable homes and value for money			HST, RSLs	2023-2028
1.6	Ensure there is enough viable land opportunities to support housing delivery			HST, Planning	2023-2028
1.7	Explore relaxation of Developer Contribution requirements to support housing delivery			HST, Planning	2025
1.8	Identify opportunities for regenerating vacant and derelict land			Planning	2024
1.9	Explore Council led housing development for sale or rent with Scottish Futures Trust, this would include purchasing or developing new homes for market sale or rent			HST, SBC, SFT	2023-2028
1.10	Explore a range of housing models with SFT and RSLs			HST, SBC, SFT, RSLs	2023-2028
1.11	Lobby to Scottish and UK Governments for changes to LHA Rate to enable more intermediate housing in the Scottish Borders			SBC, RSLs	2023-2028
1.12	Making best use of strategic acquisitions to target open market purchases that increase supply of affordable homes and meet local housing priorities			HST, RSLs, SG	2023-2028
1.13	Establishing a register of demand for self-build			HST, Planning	2024
1.14	Explore Council purchase of sites to make them "development ready", including self-build plots			SBC	2023-2028
1.15	Work with partners to consider modular and off-site construction opportunities			SBC	2023-2028
1.16	Strengthen links between housing and the economy through the housing and planning process so that the right homes are being delivered in the right places to enable rural to thrive and grow			HST, Planning, SOSE	2023-2028
1.17	Maximise opportunities for housing and housing development to help unlock the region's economic potential and supporting the delivery of homes in town centres, including empty homes and shops			HST, Economic Development, SOSE	2023-2028
1.18	Further develop partnerships with Infrastructure Providers to promote aligned strategic planning			SBC, SEPA, Scottish Water	2023-2028
1.19	Work with partners and stakeholders to develop housing projects that improve stock condition to regenerate communities			HST, Planning, Building Control, EH	2023-2028
1.20	Work with partners to continue to improve digital connectivity in the Scottish Borders, especially in rural areas			SBC, SOSE, SG, others tbc	2023-2028
1.21	Work with partners to deliver R100 programme which connects properties with superfast broadband as well as Project Gigabit			SBC	2023-2028

Actions		Progress	Status	Responsibility	Timescales
1.22	Work with Mobile Network Operators to deliver 4G connectivity in areas with very low and no connectivity			SBC	2023-2028
1.23	Improve understanding of housing need & aspirations through community engagement and sharing information across services/ partnerships			HST, CPP, RSLs	2024/25
1.24	Support the development and implementation of Local Place Plans to help address local housing challenges			HST, Place Team	2023-2028
1.25	Support community with available data to understand demand and encourage community led housing development, including reusing assets for residential development			HST, Place Team, SOSCH	2023-2028
1.26	Continue to engage in the Borderlands Place Programme			HST, Place Team, SOSCH	2023-2028
1.27	Work in partnership to improve condition of empty homes in rural areas and town centres			HST, Place Team, SOSCH, SOSE	2023-2028
1.28	Work in partnership with South of Scotland Community Housing and RSLs to deliver housing as an element of community led regeneration			HST, SOSCH, RSLs	2023-2028
1.29	Work with Edinburgh and South East Scotland City Region Deal in delivering the Regional Home Demonstrator programme to accelerate affordable housing delivery and housing across all tenures, develop strategic sites and drive efficiencies across the public sector estate.			SBC, E&SE City Regional Deal	2023-2028
1.30	Identify and consider any examples of a rural housing demonstrator programme			SBC	2023-2028
1.31	Consider the use of Compulsory Purchase Orders for empty residential properties where appropriate			HST, SG, SOSCH, Place Team	2023-2028
1.32	Consider use of potential additional powers giving discretion to charge up to 100% premium (double the full rate) on council tax for second homes and charge more than 100% premium on council tax for second homes and long-term empty homes			HST	2023-2028
1.33	Consider the use of Compulsory Purchase Orders and/or development site purchases to deliver housing			SBC	2023-2028
1.34	Secure permanency of Empty Homes Officer			HST	2023/2024
1.35	Use empty homes activity to support future regeneration projects			HST, SOSCH, RSLs	2023-2028
1.36	Review the empty homes grant initiative aimed at bringing empty properties back into use as affordable homes, including both residential and commercial space			HST	2024
1.37	Consider purchase of second homes for sale and re-sell with burdens to ensure occupancy as principal homes			SBC	2023-2028
1.38	Consider use of the Rural Housing Fund to allow suitable properties, including empty homes, to be purchased or long leased and turned into affordable homes for key workers			HST	2023-2028
1.39	Develop a regional prospectus on housing opportunities			SBC, RSL's	2023-2028
1.40	Consider application to Scottish Minister to become a "Rural Housing Body"			SBC, RSLs	2023-2028

Actions		Progress	Status	Responsibility	Timescales
1.41	Support RSLs to increase their development capacity through more innovative financing models (e.g., PWLB, Pension fund opportunities)			HST	2023-2028
1.42	RSLs to progress development programme for new build supply over next 5 years			RSLs	2023-2028
1.43	SBC to consider short term let control areas in areas of housing pressure			SBC	2023-2028
1.43	BHA to undertake review of BHA Enterprise priorities - examining existing activity across Windfarm and MMR homes and conducting feasibility over further growth opportunities.			BHA	2023-2028
1.44	Waverley HA to progress development of Upper Langlee New Build Programme			Waverley	2023-2028
1.45	Support Homes for Good with the establishment of a lettings agency in the South of Scotland			SBC, SOSE, D&G	2024
1.46	Continue to engage with private landlord sector to maximise the quality and impact of the private rented sector in Scottish Borders			HST	2023-2028
1.47	Continue to organise Landlord Forums, share best practice through newsletter and other forms of engagement			HST, LAS	2023-2028
1.48	Maintain progress at Lowood, Tweedbank expansion site, and seek to secure HIF funding to support infrastructure requirements			SBC	2023-2028
1.49	Undertake assessment of suitable housing mix at Lowood			SBC	2023-2024

Strategic Outcome 2:	People have access to homes which promote independence, health and wellbeing
Key Actions for Delivery:	<ul style="list-style-type: none"> <li>• Work in partnership to deliver more accessible homes across tenures.</li> <li>• Increase the supply of wheelchair housing.</li> <li>• Provide information, advice and assistance on housing options and adaptations to meet particular needs across tenures.</li> <li>• Review the Scheme of Assistance ensuring the new Guidance on the Provision of Equipment and Adaptations is reflected.</li> <li>• Strengthen joint working with partners in HSCP, NHS, RSLs and others to deliver appropriate housing solutions for individuals with complex needs.</li> <li>• Strengthen joint working to support key worker and employer led housing opportunities.</li> <li>• Identify land and funding opportunities to more effectively meet the needs of the Gypsy and Gypsy Traveller community.</li> </ul>

Performance Indicators	Baseline (2022/23)	Target	2023/24	2024/25	2025/26	2026/27	2027/28
No. of Wheelchair Accessible Homes built	6	20 p.a. 15 RSL					
No. of particular needs homes built	10	40 p.a.					
No. of adaptations funded to existing homes	674	530 p.a.					
% of private sector homes built to HfVN Standards	tbc	30%					
No. of private major adaptations	68	80 p.a.					
No. of social rented major adaptations	170	120 p.a.					
No. of private minor adaptations + repairs	353	300 p.a.					
No. of social minor adaptations + repairs	88	110 p.a.					
Private Sector Major Adaptations Budget	£450k	N/A					
No. receiving community alarm or other TEC options	N/A	1,500 p.a.					
Number of additional permanent sites provided for Gypsy Travellers	0	1					

Actions		Progress	Status	Responsibility	Timescales
2.1	Providing holistic advice and assistance in regard to adapting people's homes to meet their needs including the co-ordination of funding options			HST, C&R, SW, H&SC	2023-2028
2.2	Work with partners to address the practical barriers faced by older and disabled home movers by providing support and information.			HST, RSLs, H&SC	2023-2028
2.3	Provide information and advice through the What Matters Hubs – enabling community capacity building			SBC	2023-2028
2.4	Update SBC webpages to provide a 'catch all' point of access for housing related information for older and disabled people and their carers			HST	2023/24
2.5	Engage with private developers to ensure private homes are built to the HfVN Standards			HST, Planning	2023-2028
2.6	Engage with private developers to promote the building of wheelchair accessible & other accessible housing types			HST, Planning	2024/25
2.7	Review the potential for Scottish Borders Accessible Housing Register and securing additional staff capacity to support the delivery of housing for particular needs			HST, RSLs, H&SC	2024
2.8	Work in partnership with care and support providers to improve intelligence around need across a range of client groups considering developments in technology and design innovation			HST, H&SC	2023-2028
2.9	Enable investment in existing homes, and to invest significantly in technology (including telecare) to enable older people to continue living at home as their needs change			HST, RSLs, H&SC	2023-2028
2.10	Provide supported housing through Extra Care Housing and Care Villages work including a "re-fresh" of the ECH needs analysis undertaken in 2018			HST, H&SC	2023-2028
2.11	Explore remodelling specialist housing for older people in the RSL sector			HST, RSLs, H&SC	2023-2028
2.12	Carry out a review of Older Persons Housing Strategy			HST, SW, RSLs	2023-2028
2.13	Carry out a review of Young People's Action Plan			HST	2023-2028
2.14	Carry out a review of the wheelchair housing study			HST	2023-2028
2.15	HSCP to ensure joint Mental Health services can continue to provide/commission services to assess, treat and offer tailored support to meet the needs of people with mental ill health, and to monitor the delivery and impact of those services.			HSCP	2023-2028
2.16	Work with H&SC and RSLs to support the Coming Home Programme			H&SC, SBC, RSLs	2023-2028
2.17	All RSLs to have robust planned and cyclical maintenance and upgrade programmes which consider the needs of customers with particular needs			RSLs	2023-2028
2.18	RSLs to ensure effective management of strategic data and insight to improve services			BHA	2023-2028
2.19	Carry out a strategic review on Care and Repair and identify any expansion options			SBC, RSLs	2023-2028
2.20	Expand out the 'one stop shop' opportunity on adaptations to other RSLs operating in the Borders			Eildon, RSLs	2023-2028
2.21	RSLs to carry out reviews on their Allocations Policy to support keyworkers			SBHA	2023-2028
2.22	Carry out an evaluation of the current key workers model in the Borders			SBC, RSLs	2024
2.23	Identify any funding opportunities to support housing for key workers			SBC	2024/25

Actions	Progress	Status	Responsibility	Timescales
2.24 SBHA to carry out “most adaptable homes” analysis of existing stock to inform future investment programme			SBHA	2023-2028
2.25 SBHA to deliver the Disability Development Project in partnership with Aberlour and SBC.			SBHA	2023-2028
2.26 Progress funding bid to Gypsy Traveller accommodation fund, including identifying sites and feasibility work			SBC	2023-2028
2.27 Support Stakeholders to contribute to and engage with Public Health Duty			SBC	2023-2028
2.28 Work to identify financial support to upgrade and improve a Travelling Show people site in Greenlaw			SBC	2023-2028

<b>Strategic Outcome 3:</b>	<b>Improved energy efficiency of homes and a reduction in fuel poverty while supporting a Just Transition to Net Zero through decarbonising domestic heating and energy</b>
Key Actions for Delivery:	<ul style="list-style-type: none"> <li>• Work with partners to improve energy efficiency across all tenures</li> <li>• Develop the Local Heat and Energy Efficiency Strategy for the Scottish Borders</li> <li>• Implement a public engagement strategy for heat in buildings</li> <li>• Work with partners to develop the skills needed to deliver energy efficiency &amp; zero emissions heating systems</li> <li>• Explore wider measures to better manage energy and increase warmth in the home</li> <li>• Adapt and retrofit existing homes to improve their energy efficiency</li> <li>• Consider next steps from CLES report including development of joint initiatives with regional partners</li> </ul>

Performance Indicators	Baseline (2022/23)	Target	2023/24	2024/25	2025/26	2026/27	2027/28
Total number of households supported by EES-ABS	138	150					
Total number of measures installed through EES-ABS	225	220					
EES-ABS investment/allocation in Scottish Borders	£1,806,000	£1,827,840 p.a.					
Total no. of homes in the social rented sector retrofitted with specific measures introduced to improve energy efficiency	TBC	TBC					
% of owner occupied stock compliant with EPC C or higher	30%	>30%					
% of privately rented stock compliant with EPC C or higher	22%	100%					
% of RSL stock EPC C or above	77%	TBC					
% of RSL stock that is EESSH 1 compliant	92%	100%					
% of RSL stock that is EESSH 2 compliant	TBC	TBC					
No. of households in Fuel Poverty	29% (SHCS 2017-19)	<29%					
Number of feasibility studies relating to heat networks	1	3					
Reduction in carbon emissions (see estates)	TBC	TBC					
Number of ECO Flex referrals	0	TBC					



Actions		Progress	Status	Responsibility	Timescales
3.1	Deliver successful projects under the Energy Efficient Scotland programme targeting investment in hard to treat homes in fuel poverty			HST, BHEF	2023-2028
3.2	Consider how the prioritisation of Climate Change and Energy Efficiency actions can help provide a solution to the ongoing cost-of-living crisis			BHEF	2023-25
3.3	Work with community planning partners including Health Services, Fire and Rescue, to undertake targeted communications and campaigns promoting home energy information and advice.			HST, BHEF, CPP	2023-2028
3.4	RSLs to establish and implement EESSH2 programme - 2025 Plan for Band D and below homes by April 2025 (unless exempt)			RSLs	2023-2028
3.5	Ongoing collaboration with RSLs re opportunities in LHEES			HST, RSLs	2023-2028
3.6	Housing Associations to consider retrofit programmes in the context of a challenging financial climate			RSLs	2023/24
3.7	Continue collaborative work with Borders Housing Network & partners in Changeworks and Fuel Bank Foundation			RSLs	2023-2028
3.8	Develop a LA-Flex Scheme to attract Energy Company Obligation funding			HST	2023-2028
3.9	Carry out a Heat Networks & Feasibility Studies (including communal heating systems) at Tweedbank, Croft St & Ettrick riverside and explore potential for other opportunities through LHEES			SBC, RSLs	2023-2028
3.10	Working with partners and key regional stakeholders to develop a delivery plan to retrofit domestic housing, which builds on current retrofit schemes and develop new and innovative solutions.			SBC, RSLs	2023-2028
3.11	Work with community planning partners to develop projects relating to buildings and energy efficiency/retrofit/heat/grid upgrades and reflecting priorities identified in Local Place Plans			SBC, Community Plan Partners	2023-2028
3.12	Work with partners to develop and progress LHEES pilots			SBC	2023/24
3.13	Develop mini LHEES pilot for able to pay market and targeting specific property archetypes			SBC	2023-2025
3.14	Consider next steps from CLES report including development of joint initiatives with regional partners			SBC, RSLs	2023/24
3.15	RSLs to work with partners, establish the pathway for acquiring skills and qualifications in specialist roles and develop net zero awareness programmes			RSLs	2023-2028
3.16	Develop clear support routes to encourage members of the local supply chain to engage in energy efficiency work			Construction Forum, BHEF	2023-2028
3.17	Grow the skills needed to deliver energy efficiency and zero emissions heating systems.			Construction Forum, BHEF	2023-2028
3.18	Continue to facilitate decarbonisation and the creation of new high value jobs supporting low carbon energy generation and carbon reduction as part of the Borderlands City Region Inclusive Growth Deal			Borderlands Inclusive Growth Deal	2023-2028

Actions		Progress	Status	Responsibility	Timescales
3.19	Progress monitoring and development of detailed feasibility to inform Wastewater Circulation and/or Heat Network Scheme at Croft Street			SBC, Recirc	2023-2028
3.20	Agree a Scottish Borders Energy Investment Plan Pilot through the Borderlands Energy Master Plan to invest in, test and develop robust, affordable and sustainable local energy systems			SBC/Borderlands	2023-2028
3.21	RSLs to identify and pilot potential new technology and solutions that increase warmth or lengthen the life of components e.g. smart filters, hybrid heating systems, batteries etc.			SBHA	2023-2028
3.22	SBHA to source funding to mainstream Warm & Well Energy Efficiency Advice Service			SBHA	2023-2028
3.23	RSLs to work with partners such as SBC to explore opportunities for waste reduction and increase recycling in Tenants homes.			SBHA, SBC	2023-2028
3.24	Eildon Housing Association exploring opportunities to develop and extend their DLO			Eildon	2023-2028
3.25	SBHA to explore funding opportunities to introduce technology that increases energy generation and storage opportunities.			SBHA	2023-2028
3.26	Carry out a review of the Borders Home Energy Forum and Construction Forum to clearly identify roles and responsibilities			Construction Forum, BHEF	2024/25
3.27	Carry out a review on all information and advice services available in the Borders and identify clear pathways to each service			BHEF	2025/26
3.28	Monitor delivery and impact of the fuel Poverty Intervention Fund			SBC/CAB	2023/24
3.29	Related to 3.27 monitor and review the SBC/CAB Warm and Well approach			SBC/CAB	2023-2025
3.30	Explore options for the reuse of existing historic buildings (as per Policy in NPF4) recognising the amount of embedded carbon they contain and that they are a key asset in efforts to tackle climate change /contribution to the circular economy.			HST, H&C	2023-2028

<b>Strategic Outcome 4:</b>	<b>Communities are regenerated through improving the quality and condition of housing and the built heritage</b>
Key Actions for Delivery:	<ul style="list-style-type: none"> <li>• Provide holistic advice and assistance to owners/tenants to undertake house condition/ energy improvement/home safety works and co-ordinate or explore funding options.</li> <li>• Provide supporting information and assistance to owners and landlords to meet existing and future house condition standards in private housing.</li> <li>• Review and develop the Scheme of Assistance to provide a more coordinated and collaborative approach to house condition standards.</li> <li>• Work to better coordinate the partnership approach to Below Tolerable Standard (BTS) Housing, which is complementary to the Scheme of Assistance.</li> <li>• Continue to implement Missing Shares and consider expansion of Missing Shares provision.</li> <li>• Ensure activity in relation to repairs, maintenance, energy efficiency improvements and conversion are sensitive to the built heritage.</li> </ul>

<b>Performance Indicators</b>	<b>Baseline (2022/23)</b>	<b>Target</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>	<b>2026/27</b>	<b>2027/28</b>
Number of owners supported through Missing Shares scheme	10	10					
No. of private sector properties provided with advice and practical assistance	48	30 p.a.					
No. of s29 Dangerous Building Notices served	16	<16					
No. of s30 Dangerous Building Notices served	1	<1					
No. of Under One Roof events hosted with Borders residents	1	2					
No. of contractors signed up to Trusted Trader Scheme	4	10					
No of individual CARS building grants awarded	59	40					
Town centre buildings supported through CARS	32	24					
No. of Empty Homes/buildings in Town Centres brought back in to use	tbc	15 p.a.					
Percentage of RSL dwellings that meet the SHQS	N/A	100%					
No. of RPN's issued	7	<5					
No. of cases heard by the tribunal	6	N/A					
No. of repairing standard related visits	28	<30					
No. of follow up actions to expired landlords (phone calls, letters, online checks)	381	<280					

Actions		Progress	Status	Responsibility	Timescales
4.1	Support the Scheme of Assistance and common repair in particular partner with Novoville to introduce the common repair app in the Scottish Borders.			HST, EH, Building Standards	2025
4.2	Review and develop the Scheme of Assistance to provide a more coordinated and collaborative approach to house condition standards, promoting stewardship in the first instance and the use of enforcement action as a last resort.			HST	2023-2028
4.3	Enhance existing working relationships with Environmental Health & Building Standards colleagues to deliver an integrated model of support in regard to house condition issues			HST, EH, Building Standards	2023-2028
4.4	Launch the Missing Shares App in partnership with Novoville			HST	2023/24
4.5	Launch full Trusted Trader Scheme once sufficient number of contractors have signed up			SBC Regulatory Services	2023/2024
4.6	Review Missing Shares Pilot and consider rollout of Missing Shares across the Scottish Borders and resource requirements to support this			HST	2024
4.7	SBHA to establish and implement a model for managing mixed tenure estates and effective engagement with owners, engaging with SBC Missing Share where appropriate			SBHA, SBC	2023-2028
4.8	Submit EOI to HES for future CARS programme potentially in Galashiels			SBC	2023
4.9	Maximise opportunities for sharing information and training across partner agencies involved in tackling house condition			HST, EH, Building Standards	2023-2028
4.10	Commence project to collect condition data on lock ups and garage sites across BHA stock.			BHA	2023-2028
4.11	Monitor Planned investment in RSL stock across the Borders through new RSL Asset Management Strategies			BHA	2023-2028
4.12	RSLs to implement their Asset Management Strategies/ Programmes with focus on reducing long term empty homes and enhancing place, including supporting Town Centre Placemaking to increase opportunities for Town Centre living.			RSLs	2023-2028
4.13	Completion of Upper Langlee Re-generation Programme			Waverley	31/03/2028
4.14	Continue to monitor the number of short-term lets and second homes in the region			HST, SBC	2023-2028
4.15	Ensure Short Term Lets meet repairing standard through licensing scheme			Licensing	2023-2028
4.16	Support to enable PRS tenants to make repairing Standard referral to the FTT (HPC)			HST	2023-2028
4.17	Strengthen communication plan and social media strategy to support landlords and tenants of best practice in regarding to private renting			HST	2023-2028
4.18	Consideration of planning control to regulate short-term letting in some areas			Planning, HST	2023-2028
4.19	Work with a range of services to provide support to ensure repairing standard is met in private rented properties			SBC	2023-2028
4.20	Manage HMO licenses to ensure adequate standards in private rented properties			Licensing	2023-2028

4.21	Continue to hold Under One Roof events			SBC, Under One Roof	2023-2028
4.22	Identify any redundant/ industrial buildings failing into disrepair & explore options to address these, including Buildings at Risk			SBC	2023-2028
4.23	Identify funding to undertake surveying work in the "Meadows" area of Burnfoot and subsequently develop a plan of works to support regeneration in the area				
4.24	Deliver Hawick CARS			H&C, CARS	2025

<b>Strategic Outcome 5:</b>	<b>Homelessness is prevented wherever possible and a range of housing options are provided so people can secure a suitable and sustainable housing outcome as quickly as possible</b>
Key Actions for Delivery:	<ul style="list-style-type: none"> <li>• Continue to Implement Rapid Rehousing</li> <li>• Improve access to housing for homeless or potentially homeless households across all tenures</li> <li>• People who experience homelessness reach a settled housing outcome as quickly as possible</li> <li>• Ensure homeless households can access the right support at the right time</li> <li>• All partners actively contribute to preventing homelessness</li> </ul>

Performance Indicators	Baseline (2022/23)	Target	2023/24	2024/25	2025/26	2026/27	2027/28
No. of households who approached the homelessness service for advice and/or assistance	827	Context					
Proportion of households who approached the homelessness service assessed as homeless or threatened with homelessness	95%	Context					
% Repeat statutory homeless presentations (1 year)	4%	5%					
Total no. of individual homeless households referred to RSLs under section 5	642	Context					
Proportion of RSL lets to homeless households (locally based RSL's)	39%	50% (23/24)					
No. of statutory homeless cases open at close of period, who had an unintentionally Homeless or Threatened with Homelessness (TWH) decision at close of period	327	Context					
No of Bed and Breakfast placements starting in period	7	0					
No. of Households in temporary accommodation at close of period	116	Reduction 23/24					
% of households requiring temporary or emergency accommodation to whom an offer was made	100%	100%					
Average total time spent in temporary accommodation (days)	169	<10% p.a.					
No. of breaches to the Unsuitable Accommodation Order	1	0					
No of people who received Housing Support in the period (both homeless service and commissioned service)	470	Context					
Proportion of all housing support cases closed due to successfully completed intervention. (Homeless and commissioned service data)	79%	80%					
No. of tenancies commenced where the tenant is supported by Housing First	3	15 (23/24)					

Actions		Progress	Status	Responsibility	Timescales
5.1	The Borders Homelessness and Health Strategic Partnership (BHHSP) continues to be the lead on the RRTP			BHHSP	2023-2028
5.2	Ensuring a consistent approach to responding to homelessness across the Borders with further “upstream” prevention activities considered to address homelessness			BHHSP	2023-2028
5.3	Consideration as to prevention work could be recorded more accurately and outcomes confirmed from the provision of housing options advice			BHHSP	2023-2028
5.4	Review temporary accommodation provision and model			BHHSP	2023-2028
5.5	Consider developing a (digital) common housing register to improve access to housing, data collection and delivery of online services			BHHSP, RSLs	2024
5.6	Work in partnership to support the ‘Ending Homelessness Together Action Plan’ - in particular, ensuring that partners are aware of provision across the region			BHHSP	2023-2028
5.7	Develop initiatives to improve housing options and access within the Private Rented Sector for homeless or potentially homeless households			HST, BHHSP	2023-2025
5.8	Roll out trauma informed training across all relevant partners			BHHSP	2023-2028
5.9	Sustainability of the BeFriend and BeWell project (in partnership with Penumbra)			BHA	2023-2028
5.10	Embed Tenancy Sustainability Model			BHA	2023-2028
5.11	Continue to build community capacity across key social agendas			BHA	2023-2028
5.12	RSLs to carry out housing management to ensure tenant sustainment. Providing financial advice to maximise income and address fuel poverty.			RSLs	2023-2028
5.13	SBHA to establish and maintain Vulnerability Risk Framework for new tenancies to support those with complex needs to sustain tenancies			SBHA	2023-2028
5.14	RSLs to review Unified Domestic Abuse Policy with BHN and reasonable preferences withing the Allocations Policy			RSLs	2023-2028
5.15	Continue to participate in Ukrainian Refugee Resettlement Programme and work with Scottish Government to identify suitable funding and re-housing opportunities			SBC, RSLs	2023-2028