# SCOTTISH BORDERS COUNCIL COUNCIL PLAN

FROM APRIL 2024



## Foreword by Euan Jardine

#### Welcome to our latest Council Plan.

The past three years have been a turbulent time for the Scottish Borders, our communities and council. From the COVID pandemic to Storm Arwen, to the cost-ofliving crisis, every family, every household has felt the effects of the economic, health, environmental and social challenges we have all had to face.

As leader of Scottish Borders Council, I am immensely proud of the resilience and dedication demonstrated by colleagues across our services as they responded to these major challenges. Much of their work (some of it highlighted on page 3 and 4) is unsung, but vital. Particular milestones include:

- Helping those most in need throughout this cost-of-living crisis by providing financial assistance of over £140k in crisis grants and over £600k in community care grants from the <u>Scottish Welfare Fund</u>.
- Supporting 200 looked after children within the Borders.
- Achieving one of the best recycling rates in Scotland and sending less than 0.5% of our waste to landfill.

As we look forward, the future looks no less challenging. We must keep delivering our essential public services to the standard people expect, while supporting those who need it most, and protecting the environment that sustains us - all while Council finances come under even greater pressure. There are also golden opportunities we must grasp whether within the <u>Borderlands Inclusive Growth Deal</u>, the <u>Edinburgh and</u> <u>South-East Scotland City Region</u>, or our <u>Levelling Up Funding Partnership</u> with central government.

Now more than ever, the Scottish Borders needs a Council that can adapt quickly and effectively while continuing to deliver the services our communities need within the resources available. There are big issues to be addressed, whether working with Live Borders to deliver sustainable leisure, sport and cultural services or in the development of a Council estate aligned to future needs.

In setting out a strategic vision for the future, our new Council Plan seeks to help us meet the challenges ahead. Of course, one document cannot capture everything, but what follows captures the bold ambition and significant work to which the Council is committed to over the coming financial year, representing vital steps on the road to delivering our long-term vision.

I'd add that the Council cannot deliver on its own. To improve lives, we must work together. A keynote of our approach remains the recognition that, if the Scottish Borders is to meet future challenges and grasp future opportunities successfully, this requires everyone to play their part: from the Council delivering services to volunteers supporting communities throughout the Scottish Borders; from the Council reducing its greenhouse gas emissions to residents seeking to reduce their waste and to put the right things in the right bins.

As ever, this is a shared endeavour, and we look forward to carrying on the journey with you.



Councillor Euan Jardine Leader of Scottish Borders Council

# **Delivering for the Scottish Borders**

Scottish Borders Council delivers over 600 services. While it would not be possible to capture what we deliver day-to-day in one document, pages 3 & 4 provide a snapshot of routine excellence delivered across council services during 2023/2024.

### **Clean Green Future**

Collecting the waste of over **59,000** households, and managing over **70** recycling points and **7** community recycling centres, while achieving the top recycling rate for rural councils.



Maintaining **12** flood protection schemes across the region in responding to the effects of climate change and extreme weather events.



Incorporating biodiversity and nature restoration across **950** hectares of greenspace.

Awarding **£1.8m** funding across 2023/2024 to support retrofit energy efficiency improvements and renewable technologies targeted at properties in fuel poverty.



### **Fulfilling Our Potential**

Delivering high quality education to over **16,000** children across **59** primary schools and **9** secondary schools.



Supporting **2354** children from **418** families through the '<u>Get into Summer</u>' programme.

Employing **45** Modern Apprentices to provide more local work opportunities within the Council.



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#### Strong Inclusive Economy, Transport and Infrastructure

Maintaining over **1,800** miles of public roads across the region, as well as some **490** miles of public footway, more than **1200** bridges and structures, and **860** miles of walking and access routes.



Awarding over **30** contracts including community benefits, leading to the creation of **49** employment and skills opportunities across the year.

Supporting **107** new business start-ups through Business Gateway.

Investing £1.45 million of Share Prosperity Funding in local projects.



Helping **360** people into work, education or training through the Employability Service.



# **Delivering for the Scottish Borders**

### **Empowered, Vibrant Communities**

Supporting local communities in developing and implementing 56 community resilience plans, 58 place plans, and enabling people to participate in decisions that affect their lives in the Borders.

Awarding over £400k in community funding across the Borders.

Paying out £21.5m to over **4500** household in housing benefits, and £1.14m in discretionary housing payments to over 1800 households. enabling them to meet their housing costs.

Giving back to communities by enabling SBC staff to volunteer during work hours for over 170 cumulative hours last year.

### Good Health and Wellbeing

Providing over **10,500** Care at Home Hours and Over 14,500 Supported living hours per week to support people to live at home independently.



#### Maintaining over 420km of Scotland Great Trail sections, 187 play parks and providing 1232

regular volunteer led health walks through Walk It, to support people to reap the health benefits of access to outdoor space.

Supporting 220 victims of domestic abuse and **217** looked after children.

Supporting Borderers in realising over £2.2m in cumulative monetary gains, such as appropriate benefit entitlements, over 2022/2023.

### Working Together, Improving Lives

Delivering £350m worth of services and a capital investment plan in the Borders of £454m over 10 years.

Strengthening the council's performance management processes to ensure that we can demonstrate improvement as a result of our actions, by monitoring



88 actions and over 100 performance indicators per guarter.

Paying a real living wage to Scottish Borders Council employees – the largest workforce in the region which delivers excellent services daily.



## **INTRODUCTION David Robertson**

Over the last 2 years, we have been taking the Council Plan in a new direction to support creation of an agile and effective organisation, capable of meeting long-term challenge and grasping opportunities in a volatile world. Our aim is an annual Plan that:

- I is short and simple but clear in its actions and aims.
- II sets a strategic framework for Council decision-making and services reflected in the Council's Financial Plans.
- III is informed by strong engagement with local communities.
- IV is monitored through effective <u>Performance Management</u> that allows us to build on what is working and to change what is not working well enough.

Page 6 sets out in graphic form the different elements which shape the Council Plan. The Council Plan has three parts:

**Page 7 'Our Vision for 2033'**, sets out our long-term strategic ambitions. These concern complex issues resistant to single simple solutions, which require sustained activity, typically necessitating a partnership approach, over many years. They include a Just Transition to Net Zero; Poverty; and Low Economic Productivity and Wages. Embodying both the challenges and opportunities we face as a region, we extrapolate a vision for where we want to be by 2033.

That vision gives rise to the actions we intend to deliver across the Scottish Borders in 2024-2025 and this is detailed in the **'Scottish Borders-Wide Actions' section**. Subsequent Council Plans will continue to build on this process, comprising steps on the road to long-term delivery of our vision for the region.

As a vital element of that journey, the Council Plan is strongly informed by our past performance. Did we do what we said we would? And did we do it by the month end referred to in the 'Target Date'? Last year, I'm pleased to report we delivered 63 of the 73 milestones we had set in the Council Plan. 7 of the milestones which have not been delivered will feature in this year's plan.

In the 'Locality Actions' section, we set out for each of the 5 'localities' of the Scottish Borders clear ambition, action and outcomes in the same way the 'Scottish Borders-Wide Actions' section seeks to do for the Scottish Borders as a whole.

Informed by this summer's Community Conversations, and ongoing engagement through Place-making, our aim is Locality Actions which speak to 'People and Places' across the Scottish Borders by setting out the priorities for different communities, whether in Berwickshire, Cheviot, Eildon, Teviot & Liddesdale, or Tweeddale.

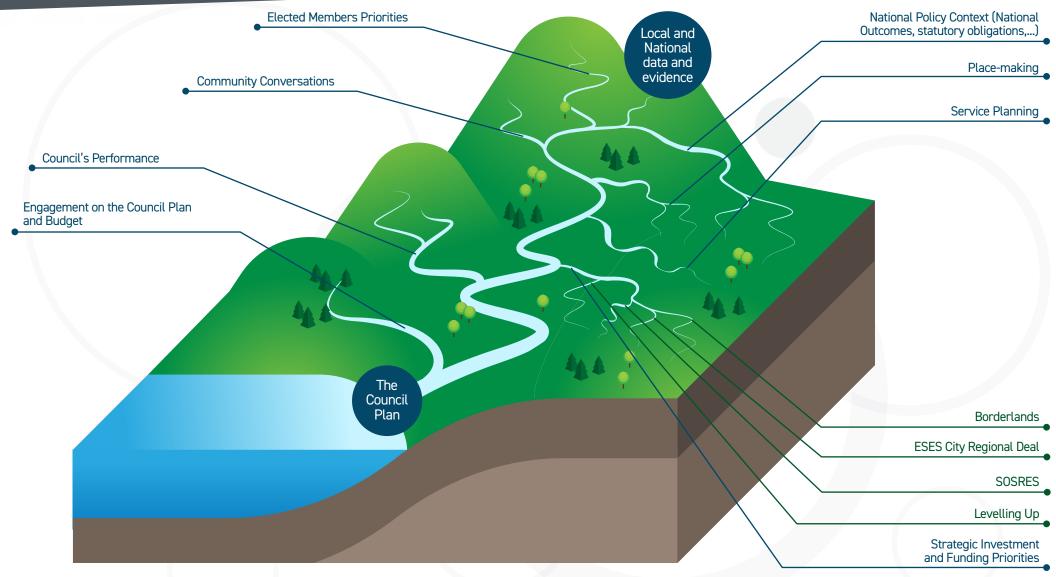
There are three further points to highlight:

- Values matter. They help establish the culture we want to shape our decision and actions. In their focus on people, fairness, sustainability, and agility, our values resonate throughout the document, and are set out alongside our vision on page 7.
- The last couple of years, marked by an ongoing cost-of-living crisis, a pandemic and the climate and nature crisis have highlighted that we are operating in an increasingly uncertain environment. To meet future challenges and seize new opportunities, the Council must change and constantly adapt.
- As the Council confronts further real terms funding reductions, it is increasingly clear, we must also go much further transforming the Council, how we work with our partners, and, most significantly of all, how we empower and support our communities to achieve what matters to them.



David Robertson Chief Executive Scottish Borders Council

# What shapes the Council Plan



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## **Our Vision for 2033**

### **Our Values**

#### Agile

We take advantage of new opportunities to delivery good value for money, and we maximise the use of all digital opportunities.

#### Sustainable

We are passionate about the prospects of future generations, we demonstrate this in our decisions and delivery and ensure we live within our means.

#### **People Focused**

Working collaboratively with colleagues and partners, everything we do is for the benefit of our communities.

#### **Inclusive and Fair**

We ensure everyone has the best opportunities and always seek to act fairly.



prevention.

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POILE

A fully effective

e Focused Inclusive Our Vision Fair for 2033

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The Borders is a place where people have the opportunity to grow and develop into high skilled, happy and healthy global citizens.

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# SCOTTISH BORDERS-WIDE ACTIONS

## **CLEAN GREEN FUTURE**

PRIORITY: Accelerate action to adapt to and mitigate the effects of climate change and extreme weather



Dutcomes	Action	Target date
Reduction of greenhouse gas emissions to meet or exceed our targets to deliver Net Zero by 2045.	<ul> <li>Ensure the Council is on track to meet its emissions targets comprising:         <ul> <li>An organisational target of Net Zero by 2045</li> <li>A 20% reduction in fleet fossil fuel (petrol, diesel) consumption and a 20% reduction in business mileage where employees use their own car for work by 2024-2025</li> <li>Develop a plan to address direct emissions associated with the Council's estate by 30 November 2024</li> </ul> </li> <li>Working on a partnership basis within the <u>South of Scotland</u> and within the Scottish Borders <u>Community Planning Partnership</u>, develop a South of Scotland route map to Net Zero with a focus on an initial 5-year action plan, and a complementary Scottish Borders regional approach to delivering emissions mitigation and climate-ready region.</li> </ul>	03/2025 03/2025
Services and infrastructure that are ready to meet the needs of our communities in the face of climate change and extreme weather events.	<ul> <li>Protect and increase the resilience of communities and infrastructure from climate change and extreme weather events through:         <ul> <li>Delivery of flood protection and coastal change/adaptation schemes (Individual schemes are set out within the Localities Section of this Council Plan)</li> <li>Increasing the number and supporting development of active Community Resilience Plans</li> <li>Maximising the numbers of individuals signed up to <u>SB Alerts</u></li> </ul> </li> <li>Progress 'in-cab' technology for waste services, and a trade waste database to help make better informed decisions to support more efficient and effective service delivery.</li> <li>Working with Edinburgh and South-East Scotland City Region partners, complete a regional climate risk and opportunity assessment to include</li> </ul>	03/2025 03/2025 03/2025
	the Borders Economy and Infrastructure.	_
Positive behaviour change which supports sustainable use of resources and increased community resilience	<ul> <li>Pilot the 'Recollect' web service and app to help the public to reduce, reuse and recycle by clarifying what can be reused or recycled, while providing notifications and bin collection dates.</li> <li>Support the development of a Scottish Borders Climate Action Network of organisations and individuals to stimulate community action on climate resilience and greenhouse gas emissions reduction.</li> </ul>	03/2025 03/2025
An approach to energy in the Scottish Borders which is robust, affordable and does not contribute to climate change	<ul> <li>Publish and begin implementation of a long-term Scottish Borders Local Heat and Energy Efficiency Strategy, focused upon fuel poverty challenges, and opportunities for energy efficiency and renewable heat alternatives.</li> <li>Deliver retrofit insultation and renewable heat systems to homes in the Scottish Borders under <u>Energy Efficient Scotland</u> Area-Based Schemes.</li> <li>Identify and facilitate a pilot programme of local energy investment opportunities for the Scottish Borders which can be progressed within the <u>Borderlands Energy Masterplan</u>.</li> </ul>	09/2024 03/2025 03/2025
Protected, managed and restored environments which support the wellbeing of people and nature	<ul> <li>Submit Borderlands Business Cases to UK and Scottish Governments to support delivery of 6 Natural Capital pilot projects which aim to demonstrate innovation in land use management in the South of Scotland.</li> <li>Establish and expand wildflower sites to enhance and increase biodiversity and help connect people with nature.</li> <li>Together with partners, continue to deliver against targets set out within the <u>Scottish Borders Local Biodiversity Action Plan 2018-2028</u>.</li> </ul>	03/2025 03/2025 03/2025

## FULFILLING OUR POTENTIAL

**PRIORITY:** Empower schools and their communities to deliver a high-quality education focused on excellence, equity, wellbeing and improved outcomes for children, young people, and families.



0	utcomes	Action	Target date
•	Raise attainment in literacy and numeracy closing the attainment gap between the most and least disadvantaged	<ul> <li>Increase the proportion of school leavers attaining 1 or more awards at <u>SCQF</u> level 5 and 6.</li> <li>Improve the performance in numeracy and literacy of children and young people in P1, P4, P7 and S3, as reflected in <u>the Achievement of Curriculum for Excellence</u>.</li> <li>Increase the attendance of care experienced learners in primary and secondary schools and the proportion of care experienced school leavers attaining 5 or more awards at any SCQF level.</li> <li>Sustain the percentage of school leavers entering a positive destination.</li> </ul>	12/2024 12/2024 12/2024 12/2024
•	Raise attainment through improved inclusion, equity and wellbeing for all children and young people	<ul> <li>Target additional resources where the poverty related attainment gap is greatest by responding to the <u>Scottish Attainment Challenge</u>.</li> <li>Ensure that the best approaches to support neurodivergent learners are developed and shared, by ensuring that all staff have engaged with awareness training on neurodiversity and implement best practice.</li> <li>Implement the Respectful Relationships and Anti-Bullying Policy across all schools and settings.</li> <li>Improve outcomes for children and young people with Additional Support Needs by reviewing our processes and systems for allocations of resources, as well as our staffing structure to maximise partnership working.</li> <li>Increase service delivery and resource allocation at cluster level to ensure that decision-making sits at the heart of the community, notably, ensure that Early Learning and Childcare is embedded into a local delivery model.</li> <li>Develop a SBC Outdoor learning Strategy to ensure that children and young people in Borders Schools benefit from a consistent and high-quality wellbeing-focused approach to outdoor play and activity.</li> </ul>	12/2024 12/2024 03/2025 03/2025 03/2025
٠	Improve employability skills to enable sustained positive school leaver destinations	<ul> <li>Increase the number of qualifications available to pupils in the senior phase, as part of a broader programme of actions designed to produce better pathways for young people from child to adulthood.</li> <li>Increase the proportion of 16-19 year olds participating in education, employment or training based on the <u>Annual Participation Measure</u> produced by Skills Development Scotland.</li> </ul>	12/2024 12/2024
•	Increase young people's participation in the planning, provision and delivery of services	<ul> <li>Develop a multi-agency children and young people's participation and engagement strategy, ensuring that the voices of children and young people across the Borders, in particular those with protected characteristics, are at the heart of our decision-making processes.</li> </ul>	09/2024

## STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

Action

**PRIORITY:** Deliver the key economic development programmes for our region - the <u>South of Scotland Regional Economic</u> <u>Strategy</u>, <u>Borderlands Inclusive Growth Deal</u> and the <u>Edinburgh and South East Scotland City Region Deal</u> and <u>Regional Prosperity</u> **Framework** – making our economy stronger, greener and more sustainable.

### **Outcomes**

full potential

A stronger, greener, more economy, which promotes of our residents and revital centres, ensuring that local social enterprises thrive.

A stronger, greener, more inclusive economy, which promotes the wellbeing of our residents and revitalises our town centres, ensuring that local businesses and social enterprises thrive.	<ul> <li>Deliver a new Events and Tourism Strategy across 2024, informed by the South of Scotland (SoS) <u>Responsible Tourism Strategy</u>, the <u>SoS Cycling Strategy</u>, and Regional Events Strategy.</li> <li>With partners, promote the potential for inward investment within the Borders, focusing on the development of business space and housing, as part of the South of Scotland Inward Investment Strategy.</li> <li>Working with <u>Edinburgh and South-East Scotland City Region</u>, support the development of a proposal for a Regional Intelligence Hub to develop data, analytical insights and expertise to support inclusive and evidence-informed policy-making on a regional scale.</li> <li>Promote <u>Community Wealth Building</u> by maximising community benefits and enabling local businesses to access the opportunities offered by the Council's procurement programme, as part of a refreshed 2024/2025 Corporate Procurement Strategy; and by pursuing community benefits opportunities arising from onshore wind in conjunction with partners.</li> <li>Develop the <u>Levelling Up</u> Partnership, totalling £20m, in collaboration with UK and Scottish Governments to identify key investment opportunities within the region.</li> <li>Working with partners, assess the feasibility of a Net-Zero accelerator hub to address green skills requirements in a variety of sectors and to grasp future green job opportunities, including in renewables, retrofit, agri-environment, wider land-use and nature restoration.</li> </ul>	03/202 12/202 03/202 03/202 03/202 12/202
Enhance digital and transport connectivity.	<ul> <li>Implement our Digital Strategy and action plan, in collaboration with regional partners, maximising digital investment opportunities for the Borders to include areas lacking 4G coverage and promotion of 5G in connection with the Destination Tweed project, thus supporting our ambition of becoming a Smart Rural Region.</li> <li>Continue to advocate for the electrification of the 1st stage of the Borders Railway, and develop the business case for the extension of the Railway to Hawick and Carlisle.</li> <li>Develop a Local Access and Transport Strategy and Active Travel Delivery Plan, informed by the <u>SoS Cycling Strategy</u>, with the overarching aspiration being a fully integrated transport system between bus, rail and other transport modes across the region, supporting integration into bus and rail.</li> <li>Complete the Bus Network Review of the Scottish Borders, with the objectives of designing a network which is based on community and business needs and supports increased use of public transport, and lower greenhouse gas emitting modes of travel.</li> <li>Implement a rural taxi-bus pilot funded through the <u>Shared Prosperity Fund</u> for three areas in the Scottish Borders, around Selkirk, Jedburgh and Newcastleton, to provide agile and cost-effective connections between rural areas and the identified towns.</li> </ul>	03/202 03/202 03/202 06/202 03/202
Support young people and adults who face challenging barriers to finding and maintaining employment and reaching their	Continue to play a lead role in the delivery of Employability Support across the region, working with the Local Employability Partnership (LEP) to shape the delivery of support according to the needs of young people and adults across the region.	03/202

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Target date

## **PRIORITY:** Support communities and empower people to achieve strong, active, resilient and sustainable communities and to realise opportunities for improving people's lives.

**EMPOWERED VIBRANT COMMUNITIES** 

### Outcome

- Community-led . rural communit communities to destinies.
- Enhanced partie which empowe the decisions w
- Modern, sustair services that m communities ar
- Sustainable use
- Reduce the nun and reduce the on families

individuals.

es	Action	Target date
ed place plans across nities and towns to enable to take control of their own	<ul> <li>Support communities in the <u>Borderlands target towns</u> of Eyemouth, Galashiels, Hawick and Jedburgh to develop community-led plans and associated investment plans.</li> <li>Support the additional 54 communities which have expressed an interest in developing place plans, to promote a partnership approach at the local level to create plans which can be endorsed and registered under planning regulations.</li> <li>Implement the increase of £16,070 in the financial support to Community Councils to better enable them to serve their communities, and increase the resources available to festivals across the region (totalling £30,000), on an application basis, to help manage increased health and safety cost pressures in the delivery of events.</li> </ul>	03/2025 03/2025 03/2025
rticipation and engagement vers communities to shape which affect them.	<ul> <li>Embed a new and improved community engagement approach which facilitates communication between local communities and the Council, encourages young people to contribute, and is inclusive of all Borderers.</li> <li>Support the process of electing Members of the <u>Scottish Youth Parliament</u> (MSYPs) every 2 years and support the elected MSYPs in their roles both locally and nationally thereby promoting and developing civic literacy and engagement for young people.</li> </ul>	03/2025 03/2025
ainable and simplified meet the needs of and customers	<ul> <li>Refresh our website to improve communication and accessibility for the public.</li> <li>Working with partners, seek to maximise the value and impact of community benefits arising from economic activity within the region, such as onshore and off-shore wind developments, Regional Growth Deals, other capital projects and economic activity.</li> </ul>	03/2025 12/2024
use of land and buildings	<ul> <li>Implement the Scottish Borders Local Housing Strategy 2023-2028 with a view to delivering more homes, including affordable homes, in well designed, sustainable communities that increase opportunities for all, supporting personal independence, health and wellbeing, and address homelessness.</li> <li>Review the Council's estate with a view to delivering sustainable services from the right buildings in the right places.</li> <li>Work with communities to empower them and build local capacity in support of asset transfers when they are a viable option, and enable the delivery of person-centred services in partnership with communities.</li> </ul>	03/2025 03/2025 03/2025
umber of children in poverty; ne impact of living in poverty	<ul> <li>Update our evidence base, '<u>The Picture of Poverty</u>', ensuring that we have an up to date understanding of the needs of people across the Borders.</li> <li>Produce a full refresh of the Council's <u>Anti-Poverty Strategy</u>, following partnership work and public consultation.</li> <li>Produce an annual update of the <u>Local Child Poverty report and action plan</u> to guide further action on poverty.</li> <li>Establish a post to create a credit union in the Scottish Borders with the aim of providing sustainable and affordable credit to families and</li> </ul>	06/2024 09/2024 09/2024 03/2025



## **GOOD HEALTH AND WELLBEING**

**PRIORITY:** Ensure the people of the Scottish Borders have the opportunities and are supported to take control of their health and wellbeing, enjoying a high quality of life.



#### Target Action **Outcomes** date People of the Scottish Borders are Implement an Integrated Community Reablement Service, giving all service users the opportunity of up to 6 weeks' reablement support. 06/2024 Continue to provide support to the MacMillan Improving Cancer Journeys joint partnership venture, delivering good quality advice, information supported and enabled to take control of 06/2024 and emotional support to those diagnosed with cancer and their families their health and wellbeing and enjoy a high quality of life - This includes ensuring Work in partnership to deliver 'Creating Hope in the Scottish Borders', the local three-year action plan for Mental Health Improvement and 06/2024 support for unpaid carers. Suicide Prevention which aims to increase the number of people in good mental health at every age and stage of life and to reduce the number of suicide deaths in the Scottish Borders. Develop social prescribing across the Scottish Borders to provide activity and projects which offer support to improve and maintain the health 06/2024 and wellbeing of the adult population and prevent unnecessary use of public funded health and social care services. Further develop and implement the Carers' Implementation Plan. 06/2024 Every child grows up loved, safe and Development of an Early Intervention / Intensive Family Support Teams which operate across the Scottish Borders. These teams will offer 06/2024 respected and able to realise their full holistic family support to families most in need of additional support. Commission an independent advocacy service for all children and young people aged up to 26 years of age which will focus on those involved in potential (The Promise) 06/2024 formal processes within children's services. Develop a multi-agency Participation and Engagement Strategy for Children's Services. This will provide a framework for the development of 09/2024 participation, engagement and co-production with children, young people and their families. Services are designed around service Increase the use of Technology Enabled Care and assistive equipment from the Community Equipment Store, enabling people to remain 09/2024 users' needs, focus on prevention, early independent for as long as possible. intervention and minimising health Develop the interface between SBC and NHS Occupational Therapy Staff, to ensure a coordinated approach to Occupational Therapy support. 06/2024 Produce a partnership agreed Strategic Plan for young people and adults across the Borders giving a clear operational and commissioning inequalities 03/2025 direction to services for the next 3/5 years. Increase capacity by adopting a new approach to care at home delivery. This includes working collaboratively with care at home providers, 03/2025 focusing on a person's outcomes, the use of Technology or a provider being contracted on a block basis. Establish a corporate council commissioning framework which will ensure consistency in the approach to commissioning across all council The right services are commissioned and 03/2025 areas and mean that services are planned and commissioned based on need and delivery of services ensures best value and better outcomes developed with partners and will meet the outcomes of any future National Care for the people using these services. Service

## WORKING TOGETHER, IMPROVING LIVES

our communities.

utcomes	Actions	Target date
Services are designed to meet people's needs	<ul> <li>All service redesign activities will incorporate the principles set out in the new Customer Strategy and Community Engagement Strategy, so that the needs of SBC's customers are at the heart of all key service decisions and policy changes.</li> <li>Complete a programme of Transformation Change in partnership with Live Borders to develop excellent services, financial sustainability and clearer strategic outcomes.</li> </ul>	03/2025 03/2025
Best value is achieved across all services	<ul> <li>Redefine SBC's Transformation Programme for the next 5 years, including the development and implementation of a new Operating Model, to ensure ongoing high service standards, financial sustainability and modernisation in a rapidly changing context. This will include developing:         <ul> <li>a new SBC-wide strategy for commissioning services to ensure best value from all SBC spend.</li> <li>a strategy to maximise external funding opportunities for investment in the Scottish Borders.</li> <li>a review of all processes in order to streamline all SBC services towards better customer outcomes.</li> <li>a review, modernisation &amp; consolidation of all SBC's estate to ensure financial and environmental sustainability, including clear partnership co-location options aligned with customer needs.</li> </ul> </li> </ul>	03/2025
SBC is an employer of choice	<ul> <li>Implement new Career Pathways across all SBC Services, to provide greater clarity for all staff on development opportunities in line with SBC's corporate direction.</li> <li>Develop ongoing programme of upskilling in Digital Skills for all SBC staff, empowering all staff to contribute to SBC's digital future operating model.</li> </ul>	06/2024 09/2024
Digital technology is maximised to make service delivery better	<ul> <li>Complete Digital Transformation Programme in Protective Services, to facilitate more customer focused and responsive activity across various critical functions.</li> <li>Develop a SBC Strategy &amp; clear policies for Artificial Intelligence, to embrace opportunities, enhance service delivery and ensure maximum customer benefits.</li> <li>Improve visibility of all services by rolling out Business Intelligence, which will facilitate better service decision making, improved transparency on key performance, and increase quality assurance for customer delivery.</li> </ul>	12/2024 06/2024 12/2024
Better outcomes are delivered through effective partnership working	<ul> <li>Develop better information sharing systems and protocols, including deployment of Health Share jointly with NHS Borders.</li> <li>Develop and implement an Integrated Workforce Plan to enhance joint staff development arrangements with NHS Borders.</li> <li>Develop a blueprint for a 'Smart Rural Region' and for how SBC's Digital Strategy can be fully realised to deliver high quality digitally enabled services and innovation for SBC and its partners.</li> </ul>	09/2024 09/2024 12/2024

## **PRIORITY:** Ensure that Scottish Borders Council is effective, sustainable, responsive and aligned to the needs and priorities of



# LOCALITIES ACTIONS

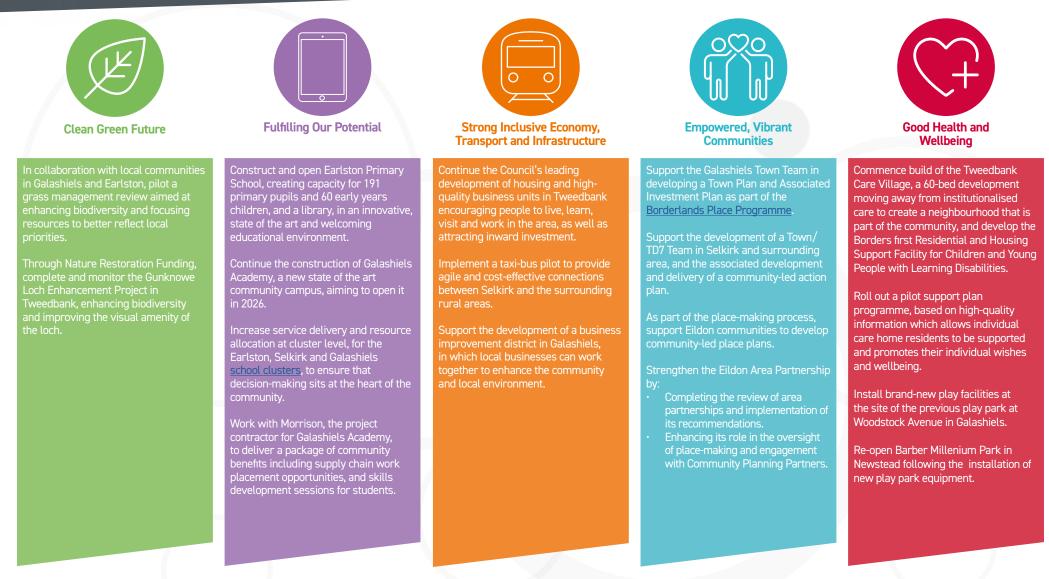
**BERWICKSHIRE:** This page presents priority work for Berwickshire for the coming year. Many of the projects are led by others working in our communities and we will take an enabling approach to provide advice and practical support to delivery.



**CHEVIOT:** This page presents priority work for Cheviot for the coming year. Many of the projects are led by others working in our communities and we will take an enabling approach to provide advice and practical support to delivery.



**EILDON:** This page presents priority work for Eildon for the coming year. Many of the projects are led by others working in our communities and we will take an enabling approach to provide advice and practical support to delivery.



**TEVIOT AND LIDDESDALE:** This page presents priority work for Teviot and Liddesdale for the coming year. Many of the projects are led by others working in our communities and we will take an enabling approach to provide advice and practical support to delivery.



**TWEEDDALE:** This page presents priority work for Tweeddale for the coming year. Many of the projects are led by others working in our communities and we will take an enabling approach to provide advice and support to delivery.

