In 2013, we published our Corporate Plan, with eight priorities to work towards over a five year period. This summary provides an overview of performance during Q3 2017/18, under each of the 8 Corporate Priorities. We continue to make significant progress across a number of key areas such as the economy and education, but recognise that there are ongoing challenges to face in the coming years. Reviewing performance information regularly is a vital part of ensuring we stay focused on what is important; ensuring the best quality of life for everyone in the Scottish Borders, prosperity for our businesses and good health and resilience for all our communities.

**KEY**
A mixture of performance information is provided under each priority:

The top half of each page contains high level performance indicators that show, for example, the general health of the economy. For comparison we have included last years figure and any Scottish data (where applicable). While the Council may have influence over these indicators, they are largely contextual in nature, and the information is displayed within a grey box.

**EMPLOYMENT RATE**

<table>
<thead>
<tr>
<th></th>
<th>Scotland Q2 17/18</th>
<th>SB Q2 16/17</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>74.5%</strong></td>
<td>73.9%</td>
<td>74.9%</td>
</tr>
</tbody>
</table>

of people aged between 16-64 are now in employment

The bottom half of each page contains performance indicators that we have more influence over, for example, how quickly we process planning applications. Information for each indicator is displayed within a white box above a coloured section. This coloured section (where applicable) will be either Green, Amber or Red and shows where performance has improved or reduced against the previous year.

**green** - improved performance

**amber** - a minor change in performance

**red** - area for improvement

**21,855**
phone interactions were logged by our Contact Centres in Q3 2017/18

(down from 21,657 in Q3 16/17)

For more on performance visit [www.scotborders.gov.uk/performance](http://www.scotborders.gov.uk/performance) or email [performance@scotborders.gov.uk](mailto:performance@scotborders.gov.uk)

Correct at time of publication: 13 February 2018.
DEVELOP OUR WORKFORCE
HOW ARE WE DOING?

October 2017 – December 2017:

Modern Apprentice progression within SBC

Emma Gibson joined SBC in April 2016 as a Modern Apprentice in the HR Shared Services Department. During her year as a Modern Apprentice, Emma studied for an SVQ in Business and Administration whilst at the same time learning on the job. At the end of the apprenticeship, Emma secured a role in SBC’s Human Resources Department as a Clerical Assistant permanently and is now currently on a Secondment as an Administration Assistant within the HR Department.

Reflecting on her Modern Apprentice experience, Emma said ‘it was really good, really beneficial, it gave me valuable experience of working within an office environment and the differences of working life as I came straight from school. It allowed me to continue to study which all came together to gain my Modern Apprentice qualification, plus the benefit of getting paid. I would definitely recommend the Modern Apprentice Scheme to everyone’.

Highlighting the benefits of Modern Apprenticeships to SBC, Clair Hepburn, Service Director, Human Resources said “The Modern Apprenticeship scheme has helped SBC to secure high quality new staff whilst providing additional opportunities for our young people in the Scottish Borders to find a route into employment that enables them to work and learn at the same time.”

Our performance during Q3 2017/18

SBC ABSENCE RATE *

Reporting on absence from Business World is being further developed and tested, and regular reporting will recommence shortly. This remains, along with invoice payment, a key area of focus for SBC at this time.

WORK OPPORTUNITIES

52 work opportunities are being supported by SBC through our “Work Opportunities Policy” as of December 2017

(in line with 52 in Q3 16/17)

APPRENTICESHIPS

41 apprentices are employed with SBC as of December 2017

(up from 36 in Q3 16/17)

APPRENTICESHIPS

54% male

46% female

across various departments such as Human Resources, Engineering, Finance

For more on performance visit www.scotborders.gov.uk/performance or email performance@scotborders.gov.uk

Correct at time of publication: 13 February 2018.

*Performance indicators with a quarter lag in data.
## Priority 6: Developing our Workforce – Executive Quarterly PIs

<table>
<thead>
<tr>
<th>Short Name</th>
<th>Trend Chart</th>
<th>Value</th>
<th>Commentary</th>
<th>Status against Target</th>
<th>Managed By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of Working Days Lost - Council Average</td>
<td>CP06-P14</td>
<td><img src="image" alt="Trend Chart" /></td>
<td>52</td>
<td><strong>Note:</strong> Reporting on absence from Business World is being further developed and tested, and regular reporting will recommence shortly. This remains, along with invoice payment, a key area of focus for SBC at this time.</td>
<td>Ian Angus</td>
</tr>
<tr>
<td>CP06-P45 Work Opportunities Scheme - Current Total Work Opportunities (incl. ESS supported employees)</td>
<td><img src="image" alt="Trend Chart" /></td>
<td>52</td>
<td><strong>Observations:</strong> There are currently 52 employment related opportunities being provided by SBC through the Work Opportunities Scheme policy.</td>
<td>Cathie Fancy</td>
<td></td>
</tr>
<tr>
<td>CP06-P31 Work Opportunities Scheme - Current Employability Fund Posts</td>
<td><img src="image" alt="Trend Chart" /></td>
<td>2</td>
<td><strong>Observations:</strong> There are currently 2 individuals on work experience in primary schools through the Employability Fund within SBC. Employability Fund placements are delivered Borders wide in a variety of work settings.</td>
<td>Cathie Fancy</td>
<td></td>
</tr>
<tr>
<td>CP06-P32 Work Opportunities Scheme - Current Student Placements</td>
<td><img src="image" alt="Trend Chart" /></td>
<td>6</td>
<td><strong>Observations:</strong> There are currently 6 students on placement within SBC, future student opportunities will be advertised shortly for summer recruitment.</td>
<td>Cathie Fancy</td>
<td></td>
</tr>
<tr>
<td>CP06-P37 Work Opportunities Scheme - Current Modern Apprentices employed within SBC</td>
<td><img src="image" alt="Trend Chart" /></td>
<td>41</td>
<td><strong>Observations:</strong> There are currently 41 apprentices employed within SBC. December 2017 seen the first Modern Apprentice (MA) forum take place where MA’s came together from throughout the council to share experiences, network and learn more about the organisation. There are further MA forum dates scheduled for 2018.</td>
<td>Cathie Fancy</td>
<td></td>
</tr>
</tbody>
</table>
### CP06-P44 Work Opportunities Scheme - Current Other SBC opportunities

<table>
<thead>
<tr>
<th>Short Name</th>
<th>Trend Chart</th>
<th>Value</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td>CP06-P44P</td>
<td><img src="chart.png" alt="Trend Chart" /></td>
<td>3</td>
<td><strong>Observations:</strong> There are currently 3 work experience opportunities active within SBC departments.</td>
</tr>
</tbody>
</table>

Managed By: Cathie Fancy