



SCOTTISH BORDERS COUNCIL

PERFORMANCE REPORT

Q4 2022/23 MILESTONES & PERFORMANCE INDICATORS



Clean, green future



Fulfilling our potential



Strong inclusive economy, transport and infrastructure



Empowered, vibrant communities



Good health and wellbeing



Working together improving lives

Introduction



This is the Quarter 4 Performance Report for the 2022/23 Council Plan. It presents the Council's progress against the Key Milestones set out for Quarter 4 and provides an update on the Council's Performance Indicators. The report is structured into the 6 themes of the Council Plan.

For each theme the progress against key milestones is shown alongside the desired outcome or outcomes that it is contributing towards. Detail is then provided on the theme's performance indicators that are noted as being particularly positive, or areas of focus for improvement. All performance indicators are then summarised in a table, with the progress of each indicator identified as either positive, neutral, focus for improvement or for information only.

Indicators showing a **notable improvement**, or where the performance indicates a particularly **positive** position are shown in charts coloured in **green**

There has been a consistent **increase** in the number of people Registered for SB Alert



Indicators showing a notable **reduction** in performance, or where there is a **focus for improvement** are shown in charts coloured in **orange**

The number of bed days associated to **Delayed Discharges** have continued to **increase** (NHS data)



Performance Indicators Key

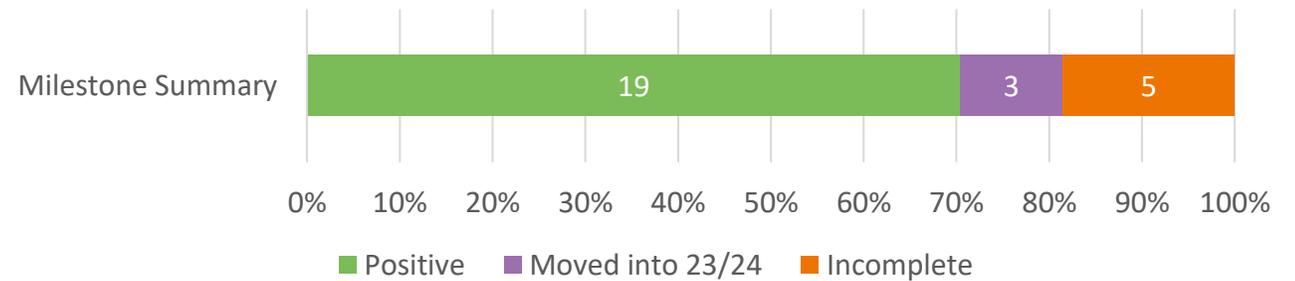
● Positive	There has been a notable improvement, or the data indicates a particularly positive position
○ Neutral	There has been no significant change since the previous review, and progress is satisfactory or as expected
● Focus for Improvement	There has been a notable reduction in performance, or the data suggests a position that we will be focusing on for improvement
í Information only	The indicator shows data for information purposes only

Summary



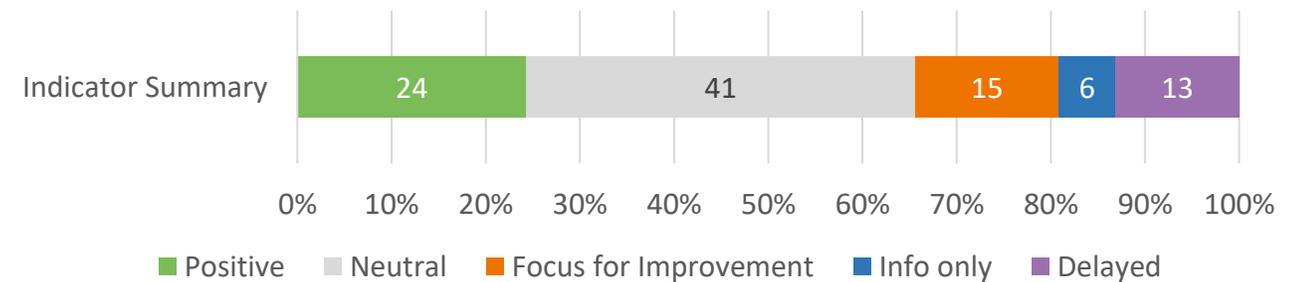
Key Milestones

Progress against the milestones this quarter has been predominately positive. Of the 27 milestones reported in this quarter 19 of them are showing positive progress and work continues on progressing a number of the long-term workstreams. There were 3 milestones which have been moved to the next council plan and there were 5 milestones where activity has not progressed as expected.



Performance Indicators

Of the 99 indicators presented 41 are progressing as expected and do not show grounds for concern. 24 are considered to be showing positive progress, and 15 are highlighted as areas of focus for improvement. Six are provided for information only, and there is a delay in receiving the latest information for 13 of them.



CLEAN GREEN FUTURE

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



Update and improve our assessment of carbon emissions impacts across our organisation and the Scottish Borders

We have undertaken **baseline assessment** of **carbon emissions**, both:



- As an **organisation**
- For **Scottish Borders** area-wide

Report by Edinburgh Climate Change Institute

- sets out **recommendations** on next steps
- identifies priority **carbon reduction** programmes and next steps for delivery

transport & buildings identified as priority next steps



Desired Outcomes linked to this Milestone

- Reduction of greenhouse gas emissions to meet or exceed our targets to deliver Net Zero by 2045
- An approach to energy in the Scottish Borders which is robust, affordable and does not contribute to climate change

Increase the number of Council Fleet all-electric vehicles by 65%, and the number of fleet charging points by at least 175%

100% increase of all-electric vehicles with electric fleet planned to be **80** vehicles by end of 22/23
(subject to delivery)



174.5% increase of fleet charging points from 7 to 103



64 charging points installed for the HQ Smart Grid Project

28 publically available



39 in-house charging points installed across the **Borders**



Desired Outcomes linked to this Milestone

- Reduction of greenhouse gas emissions to meet or exceed our targets to deliver Net Zero by 2045
- An approach to energy in the Scottish Borders which is robust, affordable and does not contribute to climate change

Commence development of an improved waste service through behaviour change, to reduce waste, and increase recycling

Kerbside Collection Survey undertaken in **2022**



Options appraisal ongoing and **informed** by **waste composition analysis**



Waste & Recycling webpages **updated** ✓

Webpage/app being developed



- help determine **what waste** goes in **what bin**
- bin day **reminder**

Desired Outcomes linked to this Milestone

- Reduction of greenhouse gas emissions to meet or exceed our targets to deliver Net Zero by 2045
- Enable change through increased public understanding of the need to change our behaviour around how we use resources and the need for increased resilience across our communities
- Protected, managed and restored environments which support the wellbeing of people and nature

CLEAN GREEN FUTURE

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



Create a Scottish Borders Local Area Energy Plan (LAEP) through the Borderlands Energy Master Plan to develop robust, affordable and sustainable local energy systems

Milestone not met as approach has changed. Updates below:

New approach based on investment programme for businesses and communities

Design work for this approach being carried out



Energy Masterplan **completed** September 2022 ✓

Pilot being developed to demonstrate further **decarbonising**



Desired Outcomes linked to this Milestone

- Reduction of greenhouse gas emissions to meet or exceed our targets to deliver Net Zero by 2045
- An approach to energy in the Scottish Borders which is robust, affordable and does not contribute to climate change

Support a regional approach to land use management which delivers wider environmental goals through South of Scotland Regional Land Use Partnership Pilot and Borderlands Natural Capital Project

2nd round of stakeholder events completed in Q4

8 localities

2 external/online events

200+ attendees



Current drafting of **final stakeholder report** to be considered by relevant stakeholders.

Advisory Group



Membership being **finalised**

Regional Land Use Framework to be developed as **next stage**:

Subject to public **consultation**:

- Regional Economic Partnership will then consider adopting the framework as an **Action Plan**



Scottish Government to:

- provide **funding** for 2023/24
- review** Regional Land Use Partnership pilots summer 2023
- consider** further funding to existing 5 pilots in 2024/5



Desired Outcomes linked to this Milestone

- Protected, managed and restored environments which support the wellbeing of people and nature

CLEAN GREEN FUTURE

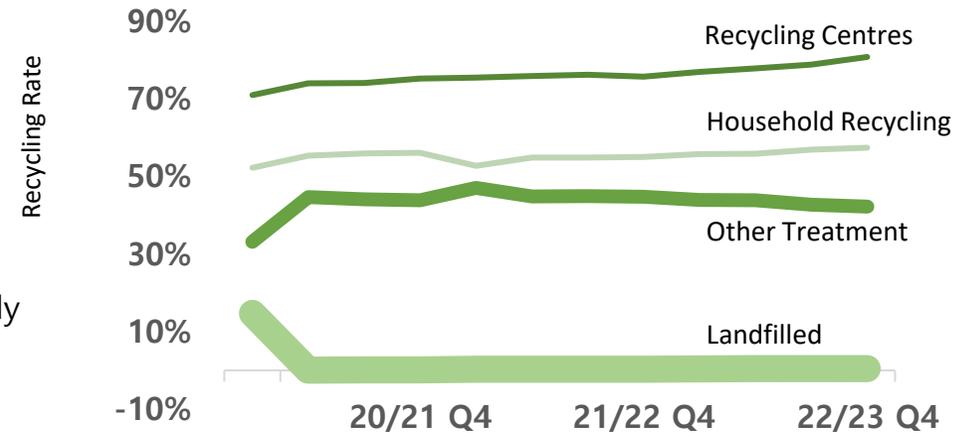
PRIORITY: Accelerate action to adapt to and mitigate the effects of climate change and extreme weather



Service	Indicator	Q4 22/23	Status
Waste	Annual Household Recycling Rate	57.33%	●
	Annual Household Waste Landfilled Rate	0.45%	●
	Annual Household Waste to Other Treatment	42.23%	●
	Annual Average Community Recycling Centre Recycling Rate	80.79%	●
Energy Services	Electricity Consumption (kWh)	2,954,048	○
	Gas Consumption (kWh)	6,114,793	●

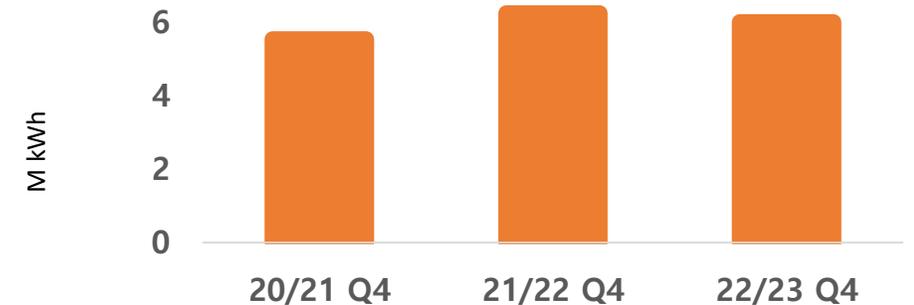
The Recycling Rate within the Scottish Borders has continued to **increase** whilst the waste sent to landfill **continues to be below 1%**

This **positive situation** is due to a new contract commencing in July 2019, and further improvements introduced by the contractor for sorting recycling centre waste



Gas consumption is at a similar level to the same period last year. However, there continues to be an **upward trend**. This is due to weather conditions and increased Covid ventilation requirements

There was also an **increase** in costs of 204% compared to the same quarter last year due to price increases



FULLFILLING OUR POTENTIAL

PRIORITY: Empower communities and schools to deliver a high quality education focused on excellence, equity, wellbeing and improved outcomes for children and families



Complete an Engagement strategy which will focus on gathering and acting upon the views of children and young people and which enables young people to experience their rights as set out in the United Nations Convention on the Rights of the Child (UNCRC)

This action has been moved to next year's plan

Desired Outcomes linked to this Milestone

- Increased participation and engagement of children, young people, families, communities and other key stakeholders

Implement an Equity Strategy to target action and resource to address inequalities in attainment and achievement



Strategy has been **implemented** and **approved**. It can be **viewed** on the SBC website [Equity Strategy 2021-2026 | Scottish Borders Council \(scotborders.gov.uk\)](https://www.scotborders.gov.uk/equity-strategy-2021-2026)

Actions now being **carried out**

All short-term outcomes **achieved** or **exceeded** in year one

Desired Outcomes linked to this Milestone

- Excellence in Learning
- A service which meets the diverse needs of our people and reduces inequalities
- Increased participation and engagement of children, young people, families, communities and other key stakeholders

Develop an action plan based upon agreed Health and Wellbeing census outcomes

4 areas for action incorporated in Education Improvement Plan

1. Bullying

- 2012 Respectful Relationships Policy being updated
- Respectful Relationship and Anti-Bullying Policy 2023 in final draft



– will include additional resources to support learning setting

3. Body Image

- Summer term PSE programmes reviewed to ensure increased focus, using up-to-date materials



2. Caring responsibilities

- Jo Glover, CHIMES, presented at February 2023 Child Protection Coordinator's business meeting and re-emphasised importance of young carer support
- Jo Glover will engage with each school cluster in the summer term to ensure all schools are providing young carer support.



4. Loneliness, stress and worry

- Kooth & Togetherall support available for children & young people, in particular with a focus around exam stress
- Summer term - Further work required to support schools in this area



Desired Outcomes linked to this Milestone

- Effective mental health and wellbeing support for children and young people

FULLFILLING OUR POTENTIAL

PRIORITY: Empower communities and schools to deliver a high quality education focused on excellence, equity, wellbeing and improved outcomes for children and families



Identify 'Nurture Bases' in each locality to support primary school aged children with social and emotional difficulties

Nurture bases are up and running in the following primary schools:

Selkirk

- Knowepark

Gala

- Balmoral
- Langlee

Hawick

- Stirches

Nurture bases are in progress in the following primary schools:

Selkirk

- Philiphaugh

Peebles

- St Ronan's

Hawick

- Wilton

Primary schools delivering alternative wellbeing & nurturing approaches

Eyemouth

- Eyemouth



Desired Outcomes linked to this Milestone

- A service which meets the diverse needs of our people and reduces inequalities
- Increased participation and engagement of children, young people, families, communities and other key stakeholders
- Effective mental health and wellbeing support for children and young people

Support development of digital skills and learning in our schools and our communities (including the Inspire Academy)

The Inspire Team have been:



- Team Teaching
- Mentoring
- Coaching

Supporting teaching **core digital skills** to young people

Delivering parental **Cyber security** sessions

Supporting schools with **improvement plans** for digital approaches

Delivering workshops on **improving digital** skills to **wider council services:**

- Systems Admin
- SW
- Roads
- CLD
- NHS



27 teachers completed the new pilot of **Apple Learning Coach** programme



New **App Development** course for senior pupils



Live online lessons



Consistent use of **Showbie** for electronic submission and marking of schoolwork



Desired Outcomes linked to this Milestone

- Excellence in Learning

FULFILLING OUR POTENTIAL

PRIORITY: Empower communities and schools to deliver a high quality education focused on excellence, equity, wellbeing and improved outcomes for children and families



Service	Indicator	Q4 22/23	Status
Education	What percentage of primary school pupils attend school?	93.24%	●
	What percentage of secondary school pupils attend school?	89.59%	●
	What percentage of primary and secondary school pupils attend school?	91.40%	●
	Number of Exclusion Incidents – Primary Schools	3	○
	How many primary school pupils were excluded?	3	○
	Number of Exclusion Incidents - Secondary Schools	42	○
	How many secondary school pupils were excluded?	39	○
	Number of Exclusion Incidents – Primary and Secondary Schools	45	○
	How many primary and secondary school pupils were excluded?	42	○
	Number of Schools/Nurseries inspected per Quarter	1	í
Modern Apprentices	New Modern Apprentices employed by SBC	29	●
	Current Modern Apprentices employed within SBC	35	○
	Modern Apprentices securing SBC employment after apprenticeship Cumulative Year to Date	24	●

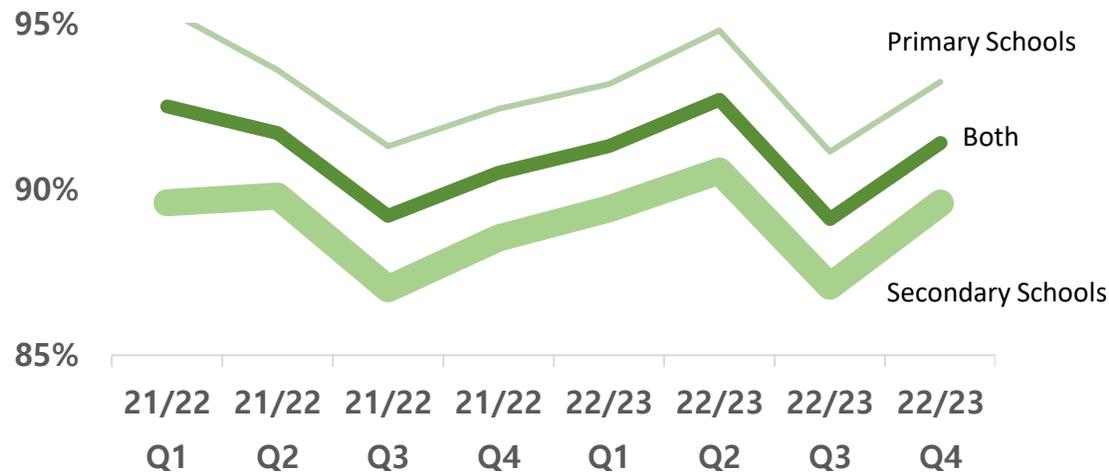
Key: ● Positive ○ Neutral ● Focus for Improvement í Information only

FULFILLING OUR POTENTIAL

PRIORITY: Empower communities and schools to deliver a high quality education focused on excellence, equity, wellbeing and improved outcomes for children and families



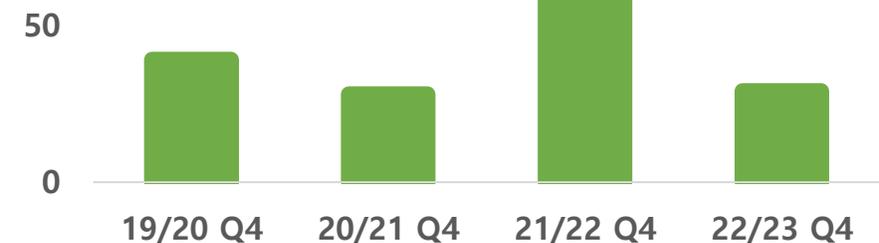
School attendance has followed the same pattern over the last 2 years following Covid. However, the Q4 22/23 figures are slightly **improved** for both **Primary** and **Secondary** compared to the Q4 21/22 figures.



Modern Apprentices **securing SBC employment** after apprenticeship in the year continued to be **consistent**. Positive figures have been reported over the same quarter for the previous 3 years. The lower figure in 2019/20 was due to Covid.



The number of **New Modern Apprentices** employed by SBC remains at a positive level



STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

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



Desired Outcomes linked to this Milestone

- A stronger economy, where existing and new businesses and social enterprises grow and expand, increasing productivity and investment into the Scottish Borders
- Support the employability prospects of young people, families and adults (Borderlands Growth Deal projects)

Progress delivery of the Borders Innovation Park at Tweedbank under the Edinburgh and South East Scotland City Region Deal

Phase 1 of the Innovation Park is **complete**



Phases 2 and 3 are currently **under review**



Develop a South of Scotland Inward Investment Strategy with South of Scotland Enterprise

Proposition developed by Scottish Development International (SDI) and South of Scotland Enterprise (SOSE) is in **final stages**



Desired Outcomes linked to this Milestone

- A stronger economy, where existing and new businesses and social enterprises grow and expand, increasing productivity and investment into the Scottish Borders
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Begin delivery of new business space at Coldstream as part of the Borderlands Deal

Application for planning consent is currently being **considered**



Design work has **begun**



Strengthen opportunities to support local supply chains and 'Community Wealth Building'



Progressed a Local Butcher Meat Pilot Project in secondary schools



Supported **42 leases** for village hall committees and community groups

Adopted **Real Living Wage** for Modern Apprentices



Desired Outcomes linked to this Milestone

- A stronger economy, where existing and new businesses and social enterprises grow and expand, increasing productivity and investment into the Scottish Borders
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Service	Indicator	Q4 22/23	Status
Major Capital Projects	RAG status is "Green"	11	○
	RAG status is "Amber"	6	○
	RAG status is "Red"	0	○
Working Age Population	Working age population (16 - 64) employment rate	79.4% (Q3)	●
	Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)	3%	○
	Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)	4.40%	○
Customer Advice & Support - Financial Inclusion	Number of People referred in the quarter	530	○
	Monetary Gain for cases closed in the quarter	£1,107,568	○
	Cumulative Monetary Gain for cases closed in the year to date	£3,945,542	○
Customer Advice & Support – Housing Benefit	New Claims (Avg No. of Days to process)	17.48	○
	Change Events (Avg No. of Days to process)	2.61	●
Business Gateway	Total number of new Business Start-Ups (Business Gateway)	6	●
	Number of clients attending start-up workshops/seminars (Business Gateway)	Information Delayed	
Economic Dev & Procurement	Occupancy Rates of Industrial and Commercial Units	88%	○
Community Benefit Clauses	Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included ** Reported Q2 & Q4	22	○
	Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC) ** Reported Q2 & Q4	26	○

* Please Note that there is a lag of one Quarter for data provided for employment rates

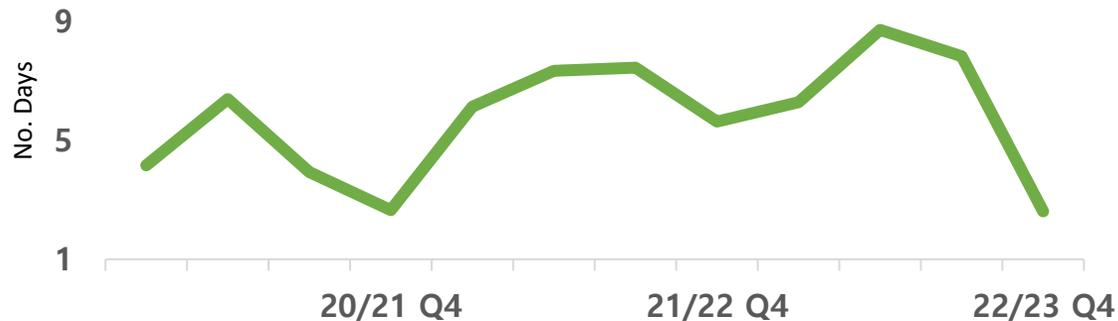
Key: ● Positive ○ Neutral ● Focus for Improvement ⓘ Information only

STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

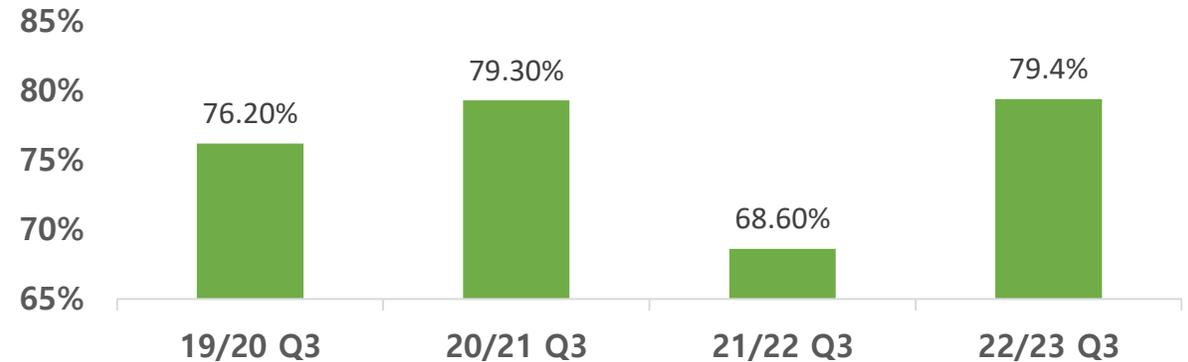
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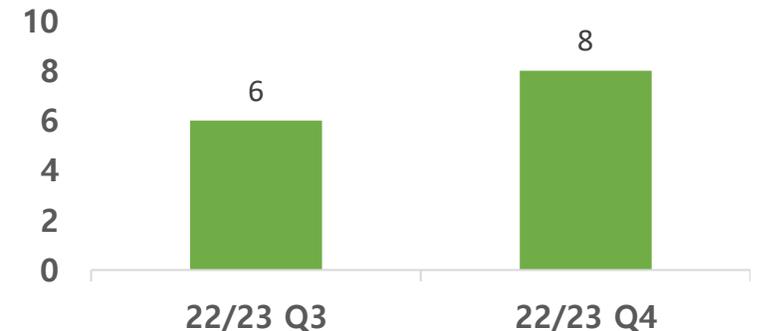
In Q4 there was a predicted drop in the number of days taken to process a change. This followed the automation of housing benefit change event recording which resulted in an expected increase in the number of days taken to process in Q3. The **yearly figure is within target**



The **Working age population 16-64 Employment Rate** in the Scottish Borders has **increased** to the highest figure in 4 years



The total number of **new Business Start-Ups** have only been collected for the last 2 quarters. The figure for both quarters has been **above target**



(through Business Gateway)

EMPOWERED VIBRANT COMMUNITIES

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



Progress our investment plan in play areas and outdoor community spaces

Community engagement

undertaken or underway at **7** sites, each community identifying priorities for play



Regular meetings of **Members' Reference Group** to discuss and make amendments



Completed:

- New play area and associated drainage works at **Duns** Public Park
- New play area installation underway at Allerley Well Park, **Jedburgh**
- New skate park installed at Victoria Park, **Peebles**

Completion of **community glasshouse** within Wilton Lodge Park Walled Garden, **Hawick**



Desired Outcomes linked to this Milestone

- Modern, sustainable and simplified services that meet the needs of communities and other customers
- Services delivery arrangements aligned with the needs and priorities of communities
- Sustainable use of our land and buildings
- Reduce the number of children in poverty; and reduce the impact of living in poverty on families

Completion of at least 15 community-led Place Plans across the Borders communities (including the 4 target Borderlands communities) in line with a programme agreed with Area Partnerships

Milestone not met as approach has changed. Updates below:

Changed from **15** Place Plans to **54** Communities for a more **inclusive** approach

- Includes **4** Borderlands Towns (can have funding provided through place plans)



Borderlands Communities (**Eyemouth, Galashiels, Jedburgh, Hawick**) met in March to discuss forming **"Town Teams"**



- Structures emerging in the four towns
- Similar approach being taken in **Selkirk**

Continue to work with **Third Sector Interface** who will recruit a Capacity Building Support Officer to support Place Making



Place Making Updates and Information available: [Place Programme \(arcgis.com\)](https://arcgis.com)

Desired Outcomes linked to this Milestone

- Community-led place plans across rural communities and towns

EMPOWERED VIBRANT COMMUNITIES

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



Desired Outcomes linked to this Milestone

- Community-led place plans across rural communities and towns
- Modern, sustainable and simplified services that meet the needs of communities and other customers
- Services delivery arrangements aligned with the needs and priorities of communities

Continue to develop an approach to budgeting which engages our communities (Participatory Budgeting)

Delivery programme for 2023/24 is being **developed**



Target for 2022/23 has been **met** ✓

Participatory Budgeting is now called **Community Choices**

Completion of the Review of Area Partnerships

This action has been moved to next year's plan

Desired Outcomes linked to this Milestone

- Community-led place plans across rural communities and towns
- Modern, sustainable and simplified services that meet the needs of communities and other customers
- Services delivery arrangements aligned with the needs and priorities of communities

Desired Outcomes linked to this Milestone

- Reduce the number of children in poverty; and reduce the impact of living in poverty on families

Deliver Scottish Borders Council's Anti-poverty Strategy Action Plan

Progress report to Council due in **Quarter 1 2023/24**



Achieving progress through **Partnership Plans**



- Over **£1m** distributed from Cost of Living Support Fund
- **£5k** of Gift Cards distributed
- **£21k** spent on creation of 17 warm spaces

Build on the Locality and Hub model developed in response to the pandemic to provide practical, joined-up support to communities

Agencies discuss **joined up approaches** to manage waiting lists, and respond to issues affecting the local community



Health & Social Care Huddles have **continued** multiple times a week



Community Meetings have **continued fortnightly** ✓

Desired Outcomes linked to this Milestone

- Modern, sustainable and simplified services that meet the needs of communities and other customers
- Services delivery arrangements aligned with the needs and priorities of communities

EMPOWERED VIBRANT COMMUNITIES

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



Service	Indicator	Q4 22/23	Status
Communities & Partnerships - Asset Transfers	Number of Requests Received	0	○
	Number of Requests Agreed	1	○
	Number of Requests Refused	0	○
Communities & Partnerships - Participation Request	Number of Requests Received	0	○
	Number of Requests Agreed	0	○
	Number of Requests Refused	0	○
Communities & Partnerships	The number of people carrying out volunteer work with SBC	331	○
Communities & Partnerships – Value of Funding Awarded	Total Scottish Borders	£101.9K	○
	Berwickshire	£24.1K	○
	Cheviot	£20.6K	○
	Eildon	£24.8K	○
	Teviot & Liddesdale	£23.1K	○
	Tweeddale	£9K	○
	Borderswide	£0	○
	Neighbourhood Small Schemes Fund – Total Value of funds awarded (cumulative)	£400,765	●
Community Resilience	SB Alert - No. of people registered	7,073	●
	No. of Active community resilience plans (cumulative)	57	●
	No. of Progressing community resilience plans (cumulative)	3	●

EMPOWERED VIBRANT COMMUNITIES

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

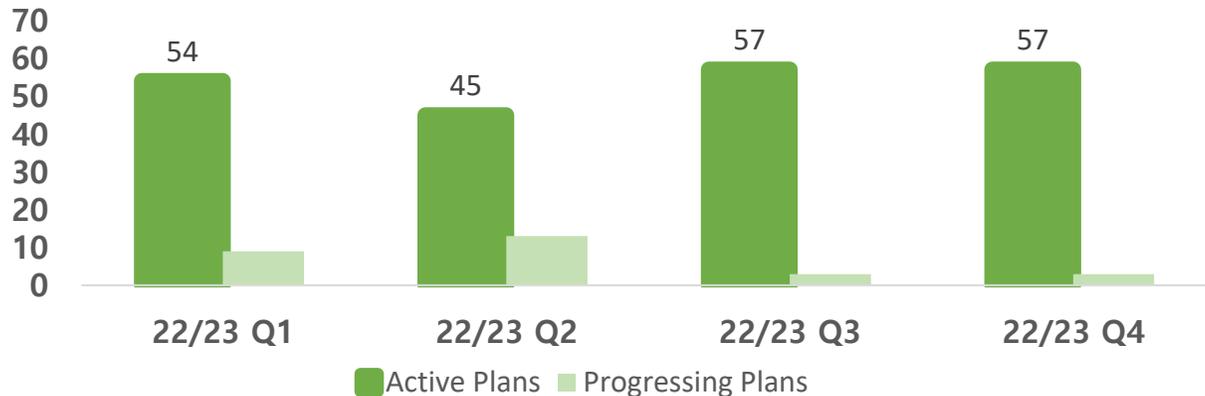


There has been a consistent **increase** in the number of people Registered for SB Alert

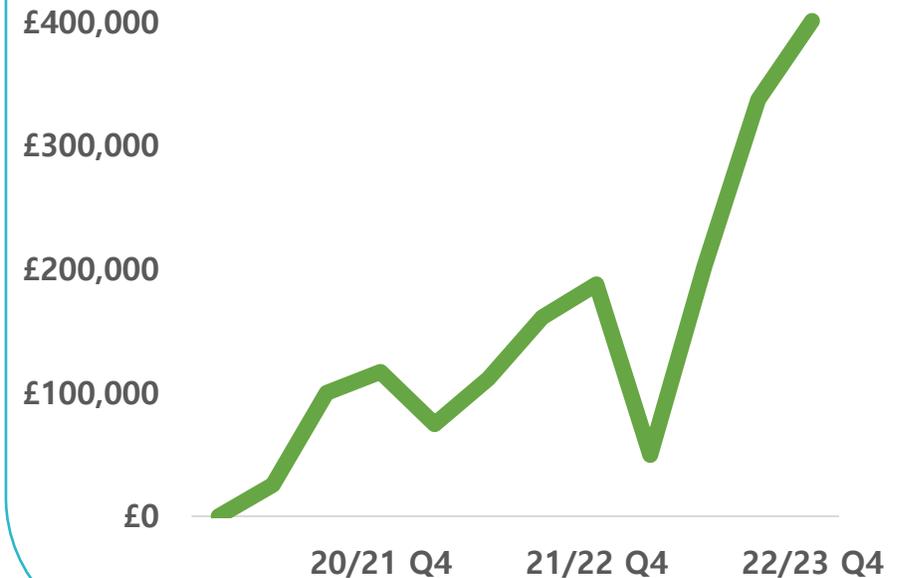


Following a reduction of active resilience plans earlier in the year, there has been an **increase** in Q3 and this figure remained **consistent** in Q4.

Progressing resilience plans have remained at a higher level than previous years



There has been a consistent **increase** in the Total Value of funds awarded to the Neighbourhood Small Schemes Fund



GOOD HEALTH AND WELLBEING

PRIORITY: 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.



Review of the Sports and Cultural Strategies for the Scottish Borders

Milestone not met as now being taken forward as part of wider Live Borders review. Updates below:



Approval sought from Council on **30th March** for a strategic review of the SBC and Live Borders partnership

Subject to approval:

- **Steering Group** will be established to oversee work
- Work will **conclude** in **October 2023**
- Work will involve a review of **all current strategies**



Desired Outcomes linked to this Milestone

- People have access to quality cultural, leisure and sport activities

Develop and deliver the projects linked to the current Health And Social Care Partnership Strategic Plan and the projects delivered via the Social Work Review

Delivery against **Health and Social Care Partnership 2018/23 Strategic Plan complete**



New Scottish Borders Health and Social Care Strategic Framework covering **2023-26** now in place

Social Work Board



- Board focusses on **all projects** pertaining to Social Work Services

Ongoing activity regarding structure and alignment of SW services



Desired Outcomes linked to this Milestone

- Improved National Health and Wellbeing Outcomes and Public Health Priorities
- Work with partners to keep 'The Promise' in Scottish Borders, so that every child grows up loved, safe and respected and able to realise their full potential
- Our services are flexible and will meet the outcomes of any future National Care Service

Deliver the action plan to narrow Health Inequalities

Delivery is **ongoing**



Identifying and **reviewing** local data



- Will **inform** understanding of health inequalities in the Borders
- Will identify **solutions**

Desired Outcomes linked to this Milestone

- Improved National Health and Wellbeing Outcomes and Public Health Priorities

Develop a Council Commissioning Framework, which includes Social Care, CGI and Live Borders

This action has been moved to next year's plan

Desired Outcomes linked to this Milestone

- The right services commissioned and developed with partners for Health and Social Care

GOOD HEALTH AND WELLBEING

PRIORITY: 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.



Service	Indicator	Q4 22/23	Status
Social Work C&F	Looked After Children (aged 12+) in family-based placements compared to those in residential placements	64%	●
	Looked After Children (All ages) in family-based placements compared to those in residential placements	74%	●
	Number of Looked After Children (LAC)	205	●
	Number of Inter-agency Referral Discussions (IRDs) held about a child	98	<i>i</i>
	Number of children on Child Protection Register	35	<i>i</i>
Adult Protection	Number of Concerns	54	○
	Number of Investigations	43	○
Economic Development & Procurement	Additional homes provided affordable to people in the Borders, based on our wages?	59	●
NHS	Bed days associated with delayed discharges in residents aged 75+; rate per 1,000 population	330	●

* Please Note that there is a lag of one Quarter for data provided for NHS data

Key: ● Positive ○ Neutral ● Focus for Improvement *i* Information only

GOOD HEALTH AND WELLBEING

PRIORITY: 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.



Service	Indicator	Q4 22/23	Status
Safer Communities	Number of Referrals To Domestic Abuse Services (Cumulative)	392	●
	Number of reported incidents of domestic abuse (cumulative)	Published later in year	
	Number of High Risk domestic abuse cases discussed at Multi Agency Risk Assessment Conference (MARAC) (cumulative)	133	●
	The percentage of referrals into the Mediation Service that were progressed and agreement was reached (cumulative)	75%	●
	The percentage of individuals who were satisfied with the Mediation Intervention on exit from the service (Cumulative)	No data yet as new PI	
	The number of referrals into the Mediation Service (Cumulative)	18	●
	The number of reported ASB Incidents (Cumulative)	Published later in year	
	Number of ASB Early Interventions	734	●
	Number monitored for ASB	1,271	●
	Number of Group 1-5 recorded crimes and offences (cumulative)	Published later in year	

Road Incidents

Unfortunately there were 5 fatalities as the result of road accidents in the Scottish Borders in Quarter 4 of 2022. This is an increase of 3 from the preceding 3 month period and an increase of 4 from the corresponding quarter 4 in 2021. All the fatalities actually occurred in the same month and there were two incidences of double fatalities resulting from the same road crash. Discussions with Police Scotland have not indicated any pattern to the sudden spike in fatality numbers, albeit it was noted that drivers were predominantly in an older age bracket.

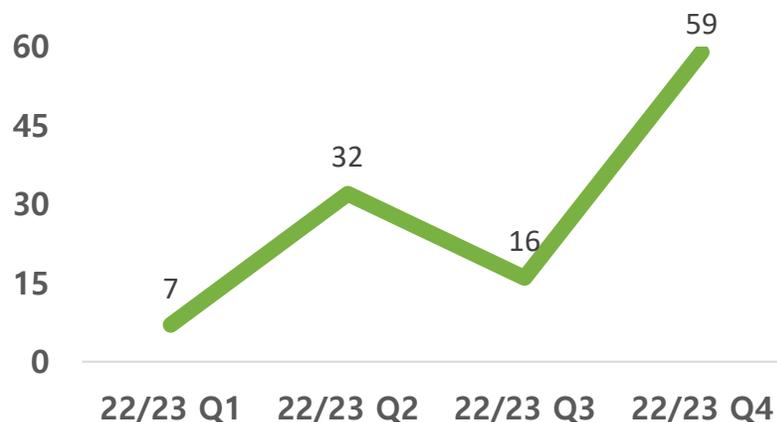
There were 13 people seriously injured as a result of road accidents in the Scottish Borders in the final Quarter of 2022. This is 1 more than the equivalent period of 2021, but 3 down on the previous quarter.

GOOD HEALTH AND WELLBEING

PRIORITY: 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.



The number of **Additional homes provided** affordable to people in the Borders, based on our wages has **increased** over 22/23 with number in Q4 the highest of the year

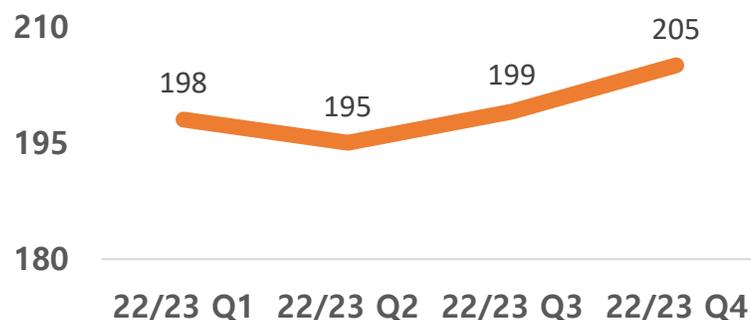


The number of bed days associated to **Delayed Discharges** have decreased this quarter but are still an area with a **focus for improvement**

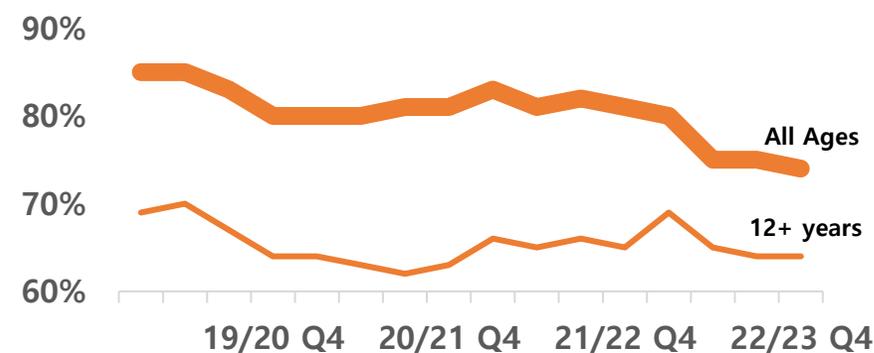
(NHS data)



The number of **Looked After Children** has remained relatively consistent over 22/23, although the number has **increased slightly** again in Q4



The percentage of **Looked After Children in family-based placements** in Q3 had **decreased** for all children and also for those aged only 12 years and over. The **Q4** figure has **remained** at this **level**

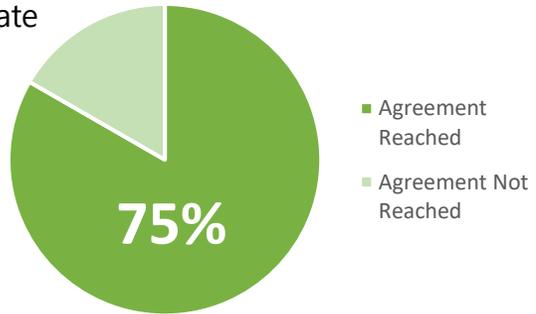


GOOD HEALTH AND WELLBEING

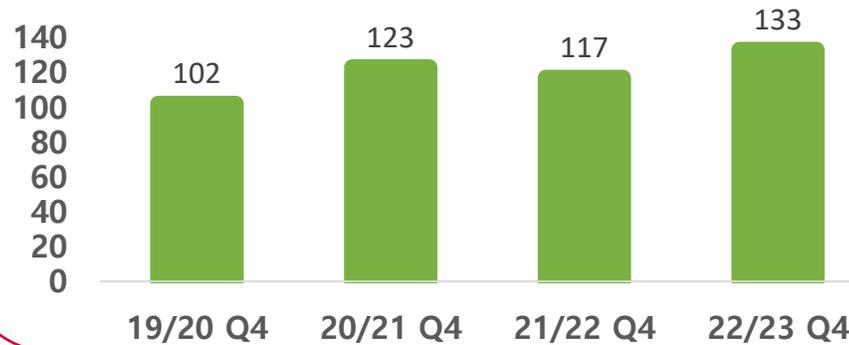
PRIORITY: The people of the Scottish Borders have the opportunities and are supported to take control of their health and wellbeing, enjoying a high quality of life.



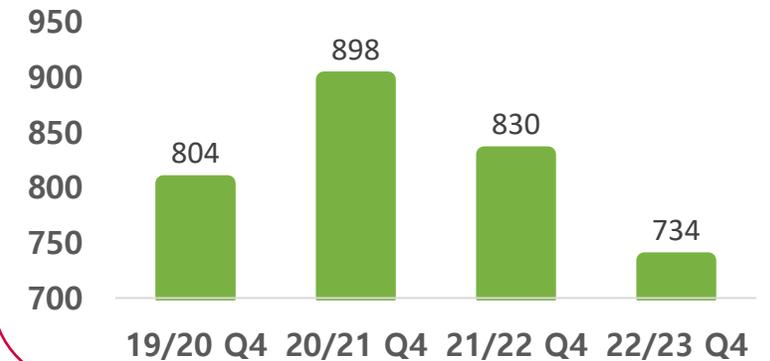
75% of referrals into the Mediation Service were progressed and agreement was reached in the year to date



There has been an **increase** in the number of **High Risk domestic abuse cases discussed at** Multi Agency Risk Assessment Conference (**MARAC**) over the last 4 years

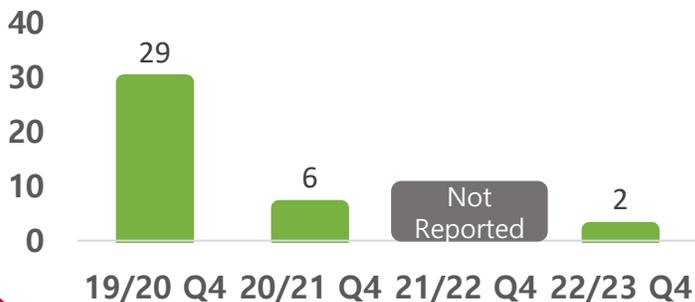


There has been a **decrease** in the number of **Anti-Social Behaviour Early Interventions**

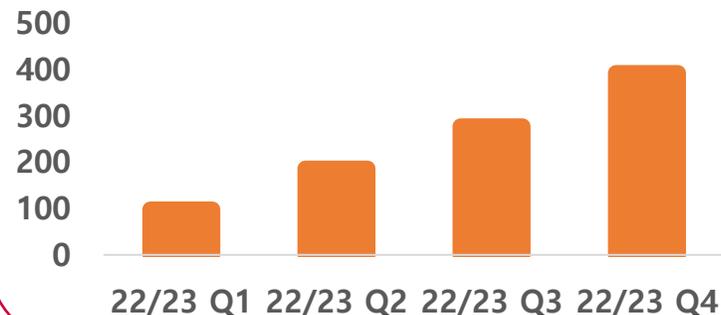


There has been a **decrease** in the number of **Referrals into the Mediation Service** since 2019/20

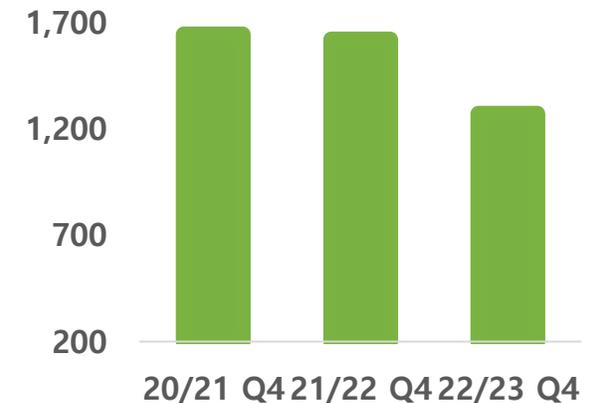
Figures not reported in 21/22



There has been an **increase** in the number of **referrals** made to the **Domestic Abuse Service** in the year to date



There has been an overall **decrease** in the number of cases monitored for **Anti-Social Behaviour** in Q4 in 22/23



WORKING TOGETHER, IMPROVING LIVES

PRIORITY: Ensure that Scottish Borders Council is effective, sustainable, responsive and aligned to the needs and priorities of our communities.



Demonstrate clear benefits from SBC's Digital Strategy, focusing on best customer experience, including: improved customer access to joined up services and information, simplified processes, and mobile solutions for frontline services

The **Digital Customer Access** project continues and provides customers with a **customer portal** to access and track a range services online including:

MyScotBorders

Account for customers to request and track a range of services online including **Council Tax** account and arranging direct debits. So far **12,600** customers have signed up

Digital forms

Over 200 e-forms and processes have been delivered to gather the right information first time



Back office integration

Allows services to notify the customer the outcome of their issue automatically



Self-service

Back office case management tools allow customers to manage any cases they've raised in their account

Desired Outcomes linked to this Milestone

- Digital solutions that enable high quality customer experience and efficient services
- Performance-driven services
- Modern services, which are continually evolving in line with Council Plan priorities

Review of all SBC's Partnership working to ensure effectiveness, optimal use of shared resources and collective clarity on the outcomes most important for the people of the Scottish Borders

A review of SBC's Partnership working did not take place this year although it is still planned to take place in the future.

There has been a **review** of the Community Planning Partnership ✓

Partnership working continues to support Place Making



A partnership approach continues across delivery of Borderlands Inclusive Growth Deal programmes



Desired Outcomes linked to this Milestone

- SBC working with all partners in a joined up way

Ensure all staff know and understand SBC's vision and values within the Council Plan, and the Competency and Behaviours Frameworks, as part of annual appraisal

Competencies included in **appraisals**

Managers and staff measuring performance by competencies ✓

Work ongoing to increase awareness of SBC's vision and values within the Council Plan

Desired Outcomes linked to this Milestone

- Performance-driven services

WORKING TOGETHER, IMPROVING LIVES

PRIORITY: Ensure that Scottish Borders Council is effective, sustainable, responsive and aligned to the needs and priorities of our communities.



Service	Indicator	Q4 22/23	Status
Planning Permission	Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)	Data unavailable until Q1 23/24	
	Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)	Data unavailable until Q1 23/24	
	Av.time (wks) taken to process all planning apps - Local Dev (householder) - ADJUSTED (cumulative)	Data unavailable until Q1 23/24	
	Number of Planning Applications Received	362	<i>i</i>
Council Tax	Council Tax – In Year Collection Level	96.57%	●
Property	Capital Receipts Generated (cumulative)	Information Delayed	
	Properties surplus to requirements	Information Delayed	
	Properties actively being marketed	Information Delayed	
	Properties progressed to “under offer”	Information Delayed	
*Complaints Handling	Average times: the average time in working days to respond to complaints at stage one	7.66	●
	Performance against timescales: the number of complaints closed at stage one within 5 working days as percentage of total number of stage one complaints	71.19%	●
	Average times: the average time in working days to respond to complaints at stage two	38.56	●
	Performance against timescales: the number of complaints closed at stage two within 20 working days as percentage of total number of stage two complaints	6.25%	●
	Average times: the average time in working days to respond to complaints after escalation	30.23	●
	Performance against timescales: the number of escalated complaints closed within 20 working days as a percentage of total number of escalated stage two complaints	30.77%	●
	Number of Complaints Closed	211	<i>i</i>

Key: ● Positive ○ Neutral ● Focus for Improvement *i* Information only

WORKING TOGETHER, IMPROVING LIVES

PRIORITY: Ensure that Scottish Borders Council is effective, sustainable, responsive and aligned to the needs and priorities of our communities.



Service	Indicator	Q4 22/23	Status
Freedom of Information	FOI Requests Received	416	<i>i</i>
	Percentage of FOI Requests Completed on Time	88%	●
Social Media	Number of Facebook Engagements	1,878,968	○
	Number of Twitter Engagements	183,599	○
Assessor	Council Tax Valuation List-Time taken to add new properties to the List	85%	●
	Valuation Roll (Non Domestic)-Time taken to amend the valuation roll to reflect new, altered or demolished properties	47%	●
Staff Absences	SBC Absence Rate – Staff	6.29%	○
	SBC Absence Rate – Teaching Staff	4.72%	○
	Staff Absence Rate (overall)	5.91%	○
Economic Dev & Procurement	Percentage of Invoices paid within 30 days	94%	○
Customer Contact	*Voice calls Answered	Information Delayed	

* Please note that this PI is place of the previous Customer Contact PIs

Key: ● Positive ○ Neutral ● Focus for Improvement *i* Information only

WORKING TOGETHER, IMPROVING LIVES

PRIORITY: Ensure that Scottish Borders Council is effective, sustainable, responsive and aligned to the needs and priorities of our communities.



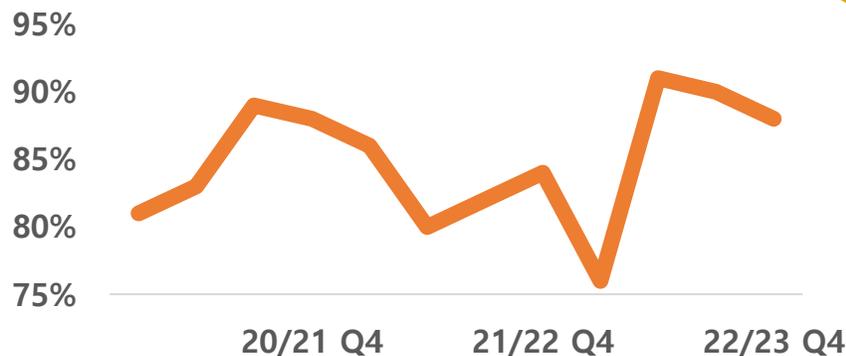
The **Council Tax – In Year Collection** percentage Level has **remained consistent** and **above target** for the last 4 financial years



The **percentage of new properties being added to the Council Tax Valuation List** is **85%** against our target of **93%**. Resources were diverted away from this for the final year of a 3-year revaluation. Following the completion of this, figures should improve for 23/24.



Although the percentage of FOI Requests Completed on Time remains high, further action needs to take place in order to meet the **target of 100%**



The **time taken to amend the valuation roll to reflect new, altered or demolished properties** has **decreased to 47%**.

Resources were diverted away from this for the final year of a 3-year revaluation. Following the completion of this, figures should improve for 23/24.

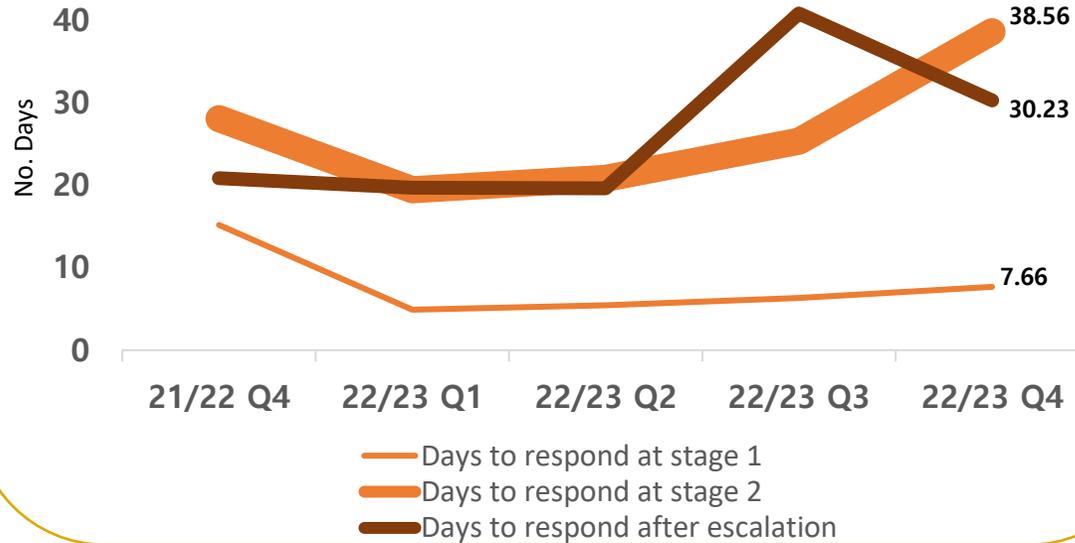


WORKING TOGETHER, IMPROVING LIVES

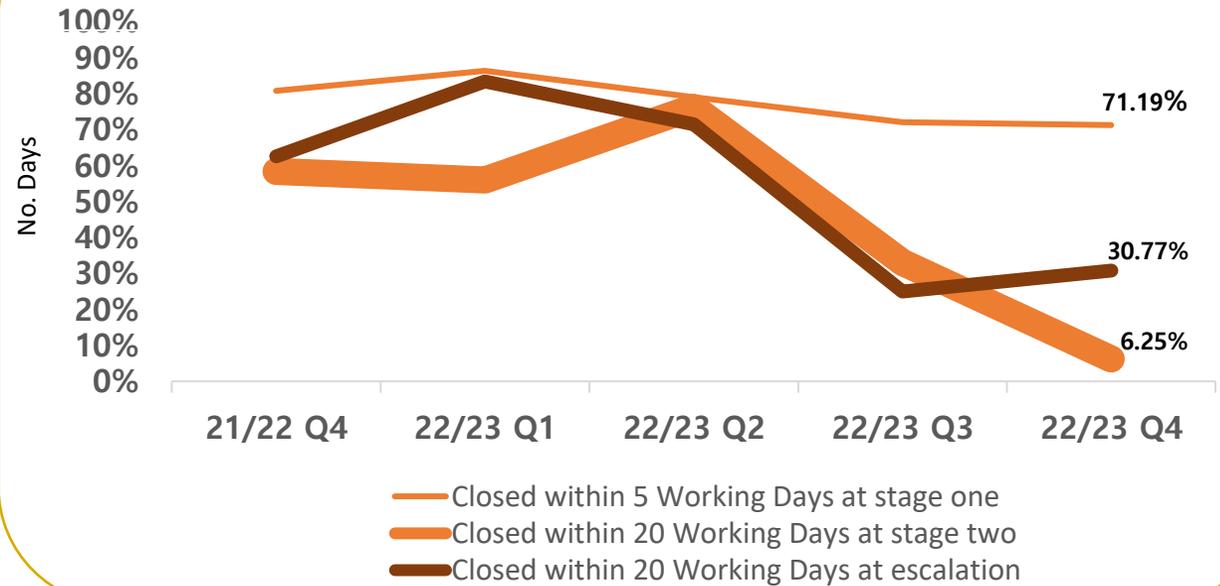
PRIORITY: Ensure that Scottish Borders Council is effective, sustainable, responsive and aligned to the needs and priorities of our communities.



The number of days taken to respond to complaints at **stages 1 and 2** have **increased**. However, although the number of days taken to respond **after escalation** has **decreased**, this is still an area to **focus on improvement**



The percentage of complaints closed within target timescales has **reduced**



A **new system** to record complaints was implemented in Q3 and we expect to see an increase in performance going forwards.

The number of complaints closed has stayed at a consistent level over the last 3 years

