



SCOTTISH BORDERS COUNCIL

PERFORMANCE REPORT

Q2-2022/23 MILESTONES



Clean, green future



Fulfilling our potential



Strong inclusive economy, transport and infrastructure



Empowered, vibrant communities



Good health and wellbeing



Working together improving lives

Summary of Performance



Clean, green future



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Empowered, vibrant
communities



Good health and
wellbeing



Working together
improving lives

This is the Quarter 2 performance report for the 2022/23 Council Plan. It presents the Council's progress against the Key Milestones set out for Quarter 2. The report is structured into the 6 main outcomes of:



Clean Green Future



Fulfilling our Potential



Strong Inclusive Economy, Transport and Infrastructure



Empowered Vibrant Communities



Good Health and Wellbeing



Working Together, Improving Lives

Each Milestone is shown in relation to the desired outcomes that it is contributing towards.

Following on from the new style of the Council Plan the report shows the information summarised into its key points.

Progress against the milestones this quarter has been predominately positive and work continues on progressing a number of the long-term workstreams. There is one milestone where activity has not progressed as expected, which was the action to work with the UK Government to support the rollout of the rural exchange network of 4G in Scottish Borders. There are now plans for this workstream to be taken forward along with the Borderlands Digital Programme.

CLEAN GREEN FUTURE

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



Promote action on Net Zero by 2045 through proactive engagement with communities as part of Place Making

Engagement with **Greener Hawick** about a range of community-based **environmental initiatives** in and around Hawick



Place Making **conversations** are progressing with communities

Area Partnerships to focus on **one** particular theme in each meeting



Carbon is one theme

For more information on Area Partnership activity see Empowered Vibrant Communities

Very positive Climate Change Conversation with the **Eildon** and **Cheviot** Area Partnerships

SBC working with Co-ordinator & interested groups to develop a **Regional Climate Action Hub**



Waste Services have been engaging with **Greener Berwickshire** on:

- Recycling
- Reduction of Waste

Waste Services have **regular** discussions with **Peebles Community Trust** and **Renew Crew** regarding re-use projects.

Aims:

- stimulating local community-led climate action
- supporting a just transition to low carbon and climate adapted living
- driving wider behavioural change in our region

Desired Outcomes linked to this Milestone

- Reduction of greenhouse gas emissions to meet or exceed our targets to 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

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



Deliver 'Get into Summer 2022' for children and families of low income households which provides coordinated access to food, childcare and activities during the holidays

902 children participated and were supported by **425** parents



1526 meals were provided to both children and adults



71 days of learning and play took place

Organised trips included

- Cinema
- Soft play
- Beach



All families had one point of contact throughout the summer

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

Engagement with parents and carers to gather information leading to improved service delivery and a phased plan for extended childcare



Statutory Parental Consultation undertaken. Findings will help inform SBC's next **Early Learning and Childcare Plan**

Survey undertaken with nursery parents, staff & catering staff about the lunchtime experience



Results being followed up but a **menu change** has already been **implemented** as a result of the feedback

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

Completion of new pathway to ensure appropriate Mental Health Services and supports are in place

Implementation of **Training** programme for practitioners working with children and young people.

This will **up-skill** workers to support **mental health** and **wellbeing** needs



Ongoing development of an **App** for children and young people.

- Allow awareness of what is available in their area

Desired Outcomes linked to this Milestone

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

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.



Commence refresh of the Scottish Borders Local Access and Transport Strategy, focusing on affordable and accessible public transport and a network that favours more walking, cycling and wheeling

2 active travel projects have made significant progress:

- **South of Scotland Cycling Strategy** was **launched** in September
- An exciting new **250 mile Coast to Coast** route running from Stranraer to Eyemouth has received the green light to proceed to the delivery stage



Regional Transport Strategy has recently been **approved** by Scottish Borders Council

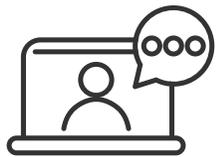
Desired Outcomes linked to this Milestone

- Enhance digital and transport connectivity
- Support the employability prospects of young people, families and adults (Borderlands Growth Deal projects)

Support the Scottish Government in its roll out of the R100 Superfast Broadband project in the Scottish Borders

There will be a presentation to Executive Committee on R100 rollout progress in September

Working with **Scottish Government** on the Roll Out of the R100 programme



Contract for the South of Scotland is £133m



Member briefing and further engagement with Business networks will follow

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
- Enhance digital and transport connectivity

Work with the UK Government to support the roll out of the Rural Exchange Network of 4G in the Scottish Borders

There has been no progress made on this Key Milestone yet. However this is now going to be tied to the Borderlands Digital Programme

Desired Outcomes linked to this Milestone

- Enhance digital and transport connectivity

Progress the Destination Tweed project as part of the Borderlands Deal



Full Business Case being prepared



Desired Outcomes linked to this Milestone

- Links with the theme priority of Strong Inclusive Economy, Transport and Infrastructure

EMPOWERED VIBRANT COMMUNITIES

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



Commence the development of community-led Place Plans including the 4 Borderlands Inclusive Growth Deal target towns of Eyemouth, Galashiels, Hawick and Jedburgh

Working groups take forward Place Making within their locality

Planning & engagement with target towns in **Q2**
Workshops in **Q3**

Community meetings are being led by community representatives

33 Communities have expressed interest in developing a place plan:

- 11** in Berwickshire
- 3** in Cheviot
- 8** in Eildon
- 3** in Teviot & Liddesdale
- 8** in Tweeddale



Desired Outcomes linked to this Milestone

- Community-led place plans across rural communities and towns

With Key Partners and Area Partnerships, develop and agree a programme of engagement with both service users and communities to shape proposals over the future design of services in line with needs, expectations, demand and sustainability

Online consultation hub allows public to access consultations & surveys



Consulted on **8** service/policy areas
1,957 responses

100 people attended consultation workshops



Desired Outcomes linked to this Milestone

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

Work with our Community Planning partners to refresh our Community Planning Arrangements – including the Community Plan and Locality Plans rooted in community-led place plans

5 meetings of the Community Planning Partnership Task Group took place in Q2

The CPP Task Group are delivering the Improvement Plan

4 priorities identified

- Enough money to live on
- Access to work, learning & training
- Enjoying good health & wellbeing
- A good place to group up, live in & enjoy a full life



Work Plan sets out:

16 Actions in order to achieve
13 outcomes which cover the **4** priorities

2022/23 work plan was agreed by the Strategic Board on 08.09.22

Desired Outcomes linked to this Milestone

- Links with the theme priority of Empowered Vibrant Communities

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 governance and accountability for Public Protection Services (1 Year on)

An inspection of Adult Support & Protection was undertaken in August and September



- Positive outcome published by the Care Inspectorate on 18 October 2022
- Outcome will inform review

The new Independent Chair of the PPC has a clear role in reviewing the governance and accountability aspects of the services

Vacancies in the roles of **Child & Adult Protection Lead Officer** and the **Independent chair of the Public Protection Committee (PPC)** have now been **filled**

Covid has impacted the timescales of this review

Desired Outcomes linked to this Milestone

- Links to the theme priority of Good Health and Wellbeing

Improve recruitment and retention into Social Care and Social Work and collaborate with Health partners to develop the Integrated Workforce Plan 2022/25



Cross sector key **information gathering** exercise was developed and circulated across the sectors



Presentation of developing draft plan to:

- **IJB Audit** Committee
- **Health & Social Care Partnership** Strategic Planning Group
- **Scottish Government**

Empower those working in community based services, providers & public sector services

Weekly Integrated Workforce Plan Sub Group meetings

Monthly Integrated Workforce Planning Group



Desired Outcomes linked to this Milestone

- Our staff feel supported and we work to optimise their wellbeing

Increase the use of Technology Enabled Care across Social Care

The following projects have been identified in **Q2**:



- New Nurse Call System
- Sensor technology in Residential Care
- Dementia Technology Enabled Care
- Upgrade Residential home management system
- Night Support
- Community Alarm upgrade
- Virtual Home Care

Desired Outcomes linked to this Milestone

- Links to the theme priority of Good Health and Wellbeing

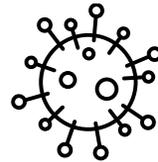
WORKING TOGETHER, IMPROVING LIVES

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



Build on the lessons learned from Covid-19 to develop robust plans for business continuity and preparedness

Business Continuity development has evolved considerably following experiences and approaches used during the Covid-19 Response



A new Business Continuity reporting format and new system have been developed for every business unit across SBC



More regular updates from all services

- Allow more responsive actions
- helping SBC to pre-empt and respond in advance to potential business risks and service disruptions

Undertake a review of performance across SBC to develop a service improvement culture that drives excellence, transparency and improvement towards delivery of our Council Plan

New Performance Management Framework **aligned** with the **Council Plan** has been developed and is being introduced across services



Use of ongoing **benchmarking** with other councils

Better use of **performance management data** and **intelligence**

Introduction of **self-evaluation** across services



All Directorate management teams are now increasing focus on performance routinely

Quality and availability of performance information continues to be enhanced

Increased engagement of dedicated Performance & Improvement Staff

Ongoing improvement being introduced through SBC's Digital Programme



Desired Outcomes linked to this Milestone

- Resilient services, able to dynamically react to emergencies and changing demands
- SBC working with all partners in a joined up way

Desired Outcomes linked to this Milestone

- Ongoing development of a talented and valued workforce where people can develop their skills and careers
- Be an employer of choice
- Performance-driven services