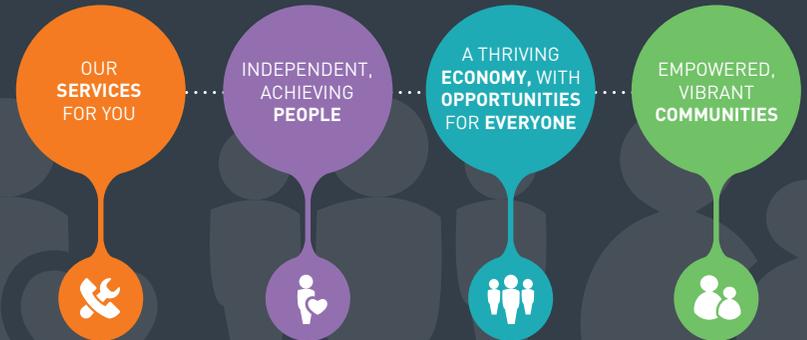


Appendix 1a
Executive Performance Report
2019/20: Quarter 1

Highlights

OUR PLAN for 2018-2023 and your part in it

HIGHLIGHTS DURING QUARTER 1 APRIL to JUNE 2019



NATIONAL ARCHITECTURE AWARD FOR BORDERS SCHOOL

Broomlands Primary School has been named a Royal Incorporation of Architects in Scotland (RIAS) Award winner.

The £9.7million facility in Kelso was one of ten projects to win a RIAS award alongside notable national buildings.

Designed by Stallan Brand and constructed by McLaughlin and Harvey, Broomlands Primary has already picked up a Borders Building Design Award last year in the best New Build Non-Residential category.



INSPIRE LEARNING PROJECT MOVES FORWARD

Scottish Borders Council's ground-breaking £16m programme to transform all schools into world-class digital learning environments has reached a key stage.

All secondary school teachers have been kitted out with iPads during dedicated Inspire Learning sessions throughout June. This will allow teachers to become familiar with their devices before the first pupils receive their tablets from August this year.



BUSINESS INCUBATOR CENTRE PLANS APPROVED

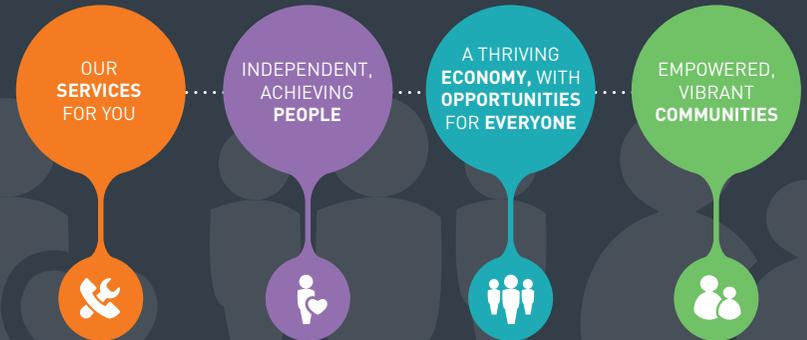
Plans to turn a derelict former department store building in Hawick town centre into a business incubator centre have been given the go ahead.

The Scottish Borders Council project, funded by the Scottish Government, will result in the demolition of several disused properties and the development of a new three-story building. This will provide a hub and business space for up to 17 small and start-up companies.

For more on performance visit www.scotborders.gov.uk/performance or email performance@scotborders.gov.uk
Correct at time of publication: 13 August 2019.

OUR PLAN for 2018-2023 and your part in it

HIGHLIGHTS DURING QUARTER 1 APRIL to JUNE 2019



SCOTTISH BORDERS PUPILS EXAM RESULTS SHOW CONTINUED SUCCESS

The number of exams sat across the Borders this year showed a slight increase to 12,800, with approximately:

6,000 sat at National 5 level



4,000 at Higher



a small increase at Advanced Higher



Of the young people who sat examinations in May 2019 in the core skills areas of Literacy and Numeracy:

97% of S4 achieved a literacy award



96% of S4 achieved a National 5 English award



90% of S4 achieved a numeracy award



82.2% of S4 achieved a National 5 award in Maths



In terms of positive destinations, Scottish Borders remains in the top quartile nationally and well above the Scottish average, with an increase to 96.7 per cent of young people achieving a positive and sustained destination compared to 95.3 percent last year.

The table shows the attainment of Borders pupils at the end of S4, S5 and S6. Also shown are this year's pass rates, which were above that of Scotland overall at both Higher and Advanced Higher levels.



PUPIL ATTAINMENT

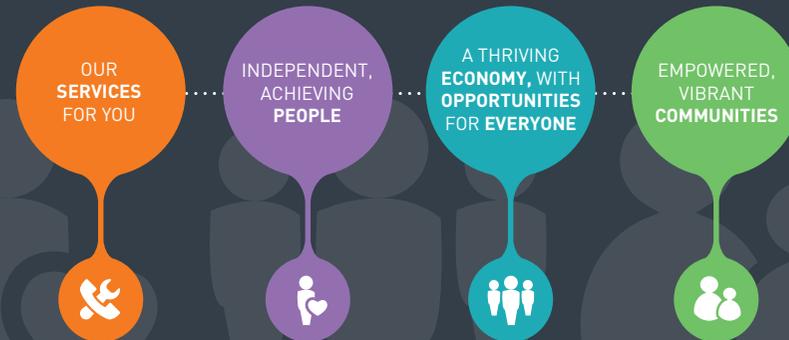
CUMULATIVE ATTAINMENT	END OF S4 PUPIL ATTAINMENT	END OF S5 PUPIL ATTAINMENT	END OF S6 PUPIL ATTAINMENT
	ACHIEVED 5+ SCQF LEVEL 5 (NATIONAL 5) OR ABOVE	ACHIEVED 5+ SCQF LEVEL 6 (HIGHER) OR ABOVE	ACHIEVED 5+ SCQF LEVEL 6 (HIGHER) OR ABOVE
2019	40.47%	19.68%	29.97%
2018	41.48%	16.25%	35.01%

2019 PASS RATES

NATIONAL 5	HIGHER	ADVANCED HIGHER
SB = 77.4%	SB = 76.4%	SB = 82.4%
Scotland = 78.2%	Scotland = 74.8%	Scotland = 79.4%

OUR PLAN for 2018-2023 and your part in it

HIGHLIGHTS DURING QUARTER 1 APRIL to JUNE 2019



YOUR IDEAS YOUR VOTE

LOCALITIES BID FUND UPDATE

The latest round of our Localities Bid Fund will enable local projects to benefit from over £300k of funding. This will be split between 40 community initiatives across the five localities following a public vote.

SUCCESSFUL PROJECTS

The projects that topped the public vote and will receive funding are as follows:

LOCALITIES BID FUND
your money your choice



BERWICKSHIRE

PROJECT	FUNDING
Sea the Change	£13,267
Eat, Sleep, Ride CIC	£3,090
Duns Swimming Pool	£9,558
Friends of Ayton Primary	£10,000
Health in Mind	£5,187
Connect Youth Berwickshire	£7,270**

CHEVIOT

PROJECT	FUNDING
Ancrum Fete Committee	£7,631
Jedburgh Community Council	£15,000
Nisbet Initiatives Collective	£3,600
Kelso Football Club	£3,330
Kelso Wheelers	£12,000
Bright Start Borders	£9,006**

EILDON

PROJECT	FUNDING	PROJECT	FUNDING
Borders Street Pastors	£405	Incorporation of Hammermen	£15,000
Stable Life	£15,000	WorksPlus	£5,994
Selkirk Silver Band	£7,740	Selkirk & District Community Council	£1,644
Galashiels Community Council	£15,000	Selkirk Regeneration Company	£15,000
Energise Galashiels	£13,500	Knowepark Parent Partnership	£3,231
Royal Scottish Country Dancing Society	£1,872	Glendinning Terrace Primary Parent Teacher Council	£1,690**
Interest Link Borders	£6,129		
Borders Youth Theatre	£4,096		
Selkirk Community Football Club	£13,500		

TEVIOT & LIDDESDALE

PROJECT	FUNDING
Friends of Wilton Park	£7,650
Town of a Thousand Trails	£15,000
Friends of Drumlanrig School	£15,000
Escape Youth Services	£2,430**

TWEEDDALE

PROJECT	FUNDING
Walkerburn Public Hall	£13,500
St Ronans Youth and Community Centre	£8,442
Eastgate Theatre	£3,507
St Ronans Bowling Club	£4,577
Innerleithen & District Community Council	£4,315
Food Foundation	£5,220
Peebles and District Mens Shed	£10,821
Peebles CAN	£2,669
Peebles Callants	£8,364**

** Funding is awarded to the projects that get the most votes until the amount of funding available has been spent, therefore the final organisation in each area may not receive the full funding they requested.

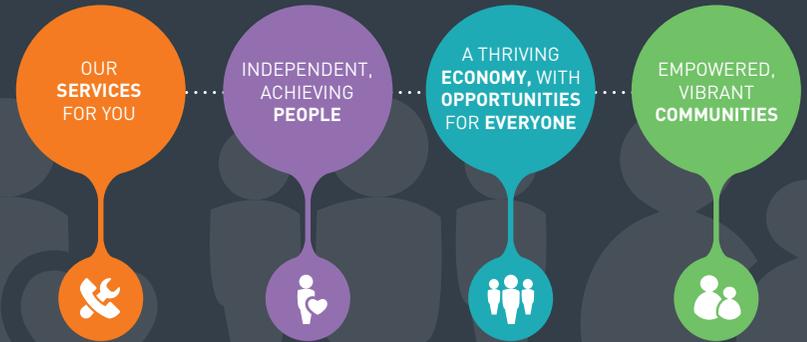
Further details available on
www.scotborders.gov.uk/localitiesbidfund

For more on performance visit www.scotborders.gov.uk/performance or email performance@scotborders.gov.uk
Correct at time of publication: 13 August 2019.

CHANGE AND IMPROVEMENT

HIGHLIGHTS DURING QUARTER 1 APRIL to JUNE 2019

Programmes & projects that will impact on performance



FIT FOR 2024 PROGRAMME

Fit for 2024 is an ambitious programme of transformation aimed at ensuring that the Council is 'adaptable, efficient and effective' so that it can respond to unprecedented challenges, including changing customer expectations, demographic pressures, digital transformation and financial imperatives.

Over the next 5 years, the Council has to deliver just over £30m of savings and needs to ensure that it has the capability, processes, resources and governance to take necessary decisions while delivering savings.

FIT FOR 2024 Savings Summary

20% of the Council's total savings over the next 18 months



£0.85m in the current financial year



£4.419m in 2020/21
£3.883m in 2021/22

£4.114m in 2022/23

£4.698m in 2023/24



£18m over the life of the programme



Fit for 2024 takes a 'whole' Council approach, in which every part of the organisation will be reviewed and transformed and is guided by the Christie principles, the principles of Sustainable Development and the need for us all to play 'our part'.

Fit for 2024 is an investment in the future, delivering an organisation which can respond and adapt to challenges and optimise outcomes.

As well as substantially enlarging and intensifying the Council's approach to transformation, Fit for 2024 builds upon and consolidates ongoing change activity in one programme.

A Team, comprising both internal staffing resources and external specialists, has been established to drive the programme forward. This team will evolve in line with direction of the programme and will work with a range of stakeholders to incorporate and facilitate all opportunities for change that support the programme's objectives.

The key areas of initial focus are:

- Senior Management Structures Across SBC
- Social Work Services
- Fleet Management
- Passenger Transport

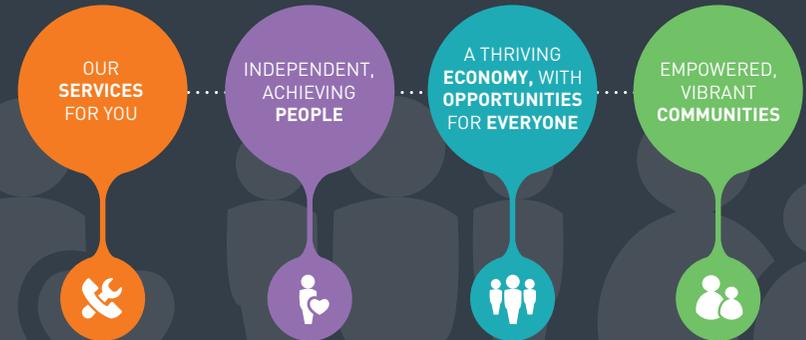
A key element of **Fit for 2024** is a rigorous programme of process improvement across all Council services. We will optimise the way we do things, improving the efficiency and effectiveness of activities.

Progress will be reported as a regular feature in Performance reports.

CHANGE AND IMPROVEMENT

HIGHLIGHTS DURING QUARTER 1 APRIL to JUNE 2019

Programmes & projects that will impact on performance



CORPORATE LANDLORD MODEL NOW IN PLACE

SBC now has a Corporate Landlord model in place, which centralises all property and estate related budgets, decision making and activities within a central team – the Corporate Landlord.

Service departments become tenants of the Corporate Landlord.

The service department sets out its service requirements and the Corporate Landlord with the service then determines the most appropriate, efficient and effective property solution to meet the requirements.

This model allows wider cross-service decisions to be taken on a genuinely corporate basis rather than on an individual service basis.

The Corporate Landlord model will enable the delivery of a modern, leaner, more fit for purpose and sustainable property estate that genuinely meets the needs of the entire Council and communities which it serves with the right property in the right place at the right cost.

PROPERTY RATIONALISATION

As part of **Fit for 2024**, the Council is holding engagement events across Borders communities aimed at exploring better use of our properties in our main towns. On 26 June the public and community groups were invited to a drop-in event in Jedburgh Town Hall.

This was a hosted exhibition and provided information on investments being made in the town such as the new Inter-Generational Community Campus and the wide range of community-related facilities and services it will provide. The Jedburgh Conservation Area Regeneration Scheme (CARS) and Town Centre Fund also featured.

The event, which was well attended, sought views on future use of key buildings and

sites which will no longer be core to service provision once the new Campus opens in April 2020. These views will help inform a feasibility study for the current Grammar School Site and options appraisal for both the Library Contact Centre Building and Town Hall.

Further events are being planned in Eyemouth and Earlston in September and across other communities over autumn and winter.



fitfor2024

COMMUNITY CAR CLUB UTILISATION

A 16 vehicle E-Car Community Car Club was launched on 22nd April 2019 building on the roll-out of 55 pool cars across the Borders.

The scheme aims to maximise the value of the pool car fleet and offset costs by generating income.

In Q1 of 2019/20 there were **43 membership sign-ups**, 5 of these users have been active, making **5 bookings** for a total of 52.75hrs with 504 miles travelled.



OUR SERVICES FOR YOU

OUR PERFORMANCE DURING Q1 APRIL to JUNE 2019

<p>PLANNING PERMISSION # LOCAL – NON HOUSEHOLDER </p> <p>11.2 weeks – average time to determine Local Developments - Non Householder</p> <p>Up from 7.2 in Q4 17/18</p>	<p>PLANNING PERMISSION # LOCAL – HOUSEHOLDER </p> <p>8.0 weeks – average time to determine Local Developments - Householder</p> <p>Up from 6.8 in Q4 17/18</p>	<p>PLANNING PERMISSION # MAJOR DEVELOPMENTS </p> <p>15.4 weeks – average time to determine Major Developments</p> <p>Up from 13.7 in Q4 17/18</p>
<p>WASTE RECYCLING # HOUSEHOLD RECYCLING </p> <p>38.58% of our household waste on average, was recycled (Annual rate to Mar-19)</p> <p>Down from 39.52% in Yr to Mar-18</p>	<p>WASTE RECYCLING # HOUSEHOLD 'OTHER' TREATMENT </p> <p>0.32% of our household waste required 'other' treatment, on average (Annual rate to Mar-19)</p> <p>Down from 0.35% in Yr to Mar-18</p>	<p>ENERGY USE (26 key sites) ELECTRICITY </p> <p>1,582,749 kilowatt hours or Electricity used at a cost of £0.218m</p> <p>Down from 1,735,783 Kwh in Q1 2018/19 Down from £0.226m in Q1 2018/19</p>
<p>WASTE RECYCLING # HOUSEHOLD LANDFILLED </p> <p>61.10% of our household waste on average, was sent to Landfill (Annual rate to Mar-19)</p> <p>Up from 60.13% in Yr to Mar-18</p>	<p>WASTE RECYCLING # COMMUNITY RECYCLING CENTRES </p> <p>58.52% of waste was recycled at SBC Community Recycling Centres, on average (Annual rate to Mar-19)</p> <p>Down from 58.67% in Yr to Mar-18</p>	<p>ENERGY USE (26 key sites) GAS </p> <p>2,255,140 kilowatt hours or Gas used at a cost of £0.072m</p> <p>Up from 1,952,774 Kwh in Q1 2018/19 Up from £0.059m in Q1 2018/19</p>

CONTEXT INDICATORS UPDATE OUR SERVICES FOR YOU

INDICATOR	THIS PERIOD	LAST PERIOD	CHANGE
Planning Applications	339	348	↓
Killed on Borders Roads	2 (Q1/19)	2 (Q4/18)	-
Seriously injured on Borders Roads	13 (Q1/19)	18 (Q4/18)	↓
Capital Receipts Cumulative **	£390.3k (Q1/19-20)	£113.9k (Q1/18-19)	↑
Properties surplus	38	30	↑
Properties marketed	6	5	↑
Properties under offer	19	16	↑

KEY # 1 quarter lag ** Cumulative in year ↑ Increased ↓ Reduced

Context Indicators are indicators where Scottish Borders Council has indirect influence (e.g. crime figures) or can include the context within which the council is operating (e.g. employment rate)

For more on performance visit www.scotborders.gov.uk/performance or email performance@scotborders.gov.uk
Correct at time of publication: 13 August 2019. # Performance indicators with a quarter lag in data.



OUR SERVICES FOR YOU

OUR PERFORMANCE DURING Q1 APRIL to JUNE 2019

<p>WELFARE BENEFITS</p> <p>328 people contacted us for Welfare Benefits advice receiving over £1.299m in additional benefits</p> <p>Down from 354 in Q1 18/19</p>	<p>HOUSING BENEFIT – NEW CLAIMS </p> <p>15.42 days – average time to process New Claims</p> <p>Down from 27.19 days in Q1 18/19</p>	<p>HOUSING BENEFIT – CHANGE EVENTS </p> <p>5.39 days – average time to process Change Events</p> <p>Down from 7.37 days in Q1 18/19</p>
<p>CUSTOMER CALLS </p> <p>22,599 phone interactions were logged by our Contact Centres</p> <p>Down from 24,162 in Q1 18/19</p>	<p>COUNCIL TAX</p> <p>31.04% of Council Tax due was collected</p> <p>Down from 31.6% in Q1 18/19</p>	<p>FREEDOM OF INFORMATION REQUESTS (FOI) </p> <p>86% of FOI requests were completed on time</p> <p>Down from 91% in Q1 18/19</p>
<p>CUSTOMER COMPLAINTS STAGE ONE </p> <p>Our average response times for complaints was 3.71 days at stage one</p> <p>Down from 4.3 days in Q1 18/19</p>	<p>CUSTOMER COMPLAINTS STAGE TWO </p> <p>Our average response times for complaints was 20.7 days at stage two</p> <p>Up from 16.9 days in Q1 18/19</p>	<p>CUSTOMER COMPLAINTS ESCALATED COMPLAINTS </p> <p>Our average response times for escalated complaints was 21.8 days</p> <p>Up from 12.2 days in Q1 18/19</p>
<p>We closed 84.9% of complaints at stage one within 5 working days</p> <p>Up from 78.1% in Q1 18/19</p>	<p>We closed 71.4% of complaints at stage two within 20 working days</p> <p>Down from 81.1% in Q1 18/19</p>	<p>We closed 60% of escalated complaints within 20 working days</p> <p>Down from 100% in Q1 18/19</p>

CONTEXT INDICATORS UPDATE OUR SERVICES FOR YOU

INDICATOR	THIS PERIOD	LAST PERIOD	CHANGE
Face to Face Interactions (CRM) by Customer Services	14,600	14,821	↓
Total logged customer contact with SBC	39,689	41,586	↓
Complaints Closed	192	137	↑
FOIs requests received	303	363	↓
Facebook Engagements	95,636	75,044	↑
Twitter Engagements	7,324	4,856	↑

KEY # 1 quarter lag ** Cumulative in year ↑ Increased ↓ Reduced

Context Indicators are indicators where Scottish Borders Council has indirect influence (e.g. crime figures) or can include the context within which the council is operating (e.g. employment rate)



INDEPENDENT, ACHIEVING PEOPLE

OUR PERFORMANCE DURING Q1 APRIL to JUNE 2019

<p>SCHOOL ATTENDANCE PRIMARY SCHOOLS</p>  <p>95.3% of pupils attended their primary school</p> <p>Up from 95.04% in Q1 18/19</p>	<p>SCHOOL EXCLUSION INCIDENTS PRIMARY SCHOOLS</p>  <p>12 exclusion incidents in primary school</p> <p>9 pupils excluded</p> <p>Up from 8 incidents in Q1 18/19</p>	<p>LOOKED AFTER CHILDREN AGED 12+</p>  <p>69% of looked after children (aged 12+) in a community family based placement (end of Jun-19)</p> <p>Down from 70% at end of Q1 18/19</p>
<p>SCHOOL ATTENDANCE SECONDARY SCHOOLS</p>  <p>91.48% of pupils attended their secondary school</p> <p>Up from 90.56% in Q1 18/19</p>	<p>SCHOOL EXCLUSION INCIDENTS SECONDARY SCHOOLS</p>  <p>59 exclusion incidents in secondary school</p> <p>51 pupils excluded</p> <p>In line with 59 incidents in Q1 18/19</p>	<p>LOOKED AFTER CHILDREN ALL AGES</p>  <p>85% of looked after children (all ages) in a community family based placement (end of Jun-19)</p> <p>Up from 83% at end of Q1 18/19</p>
<p>SCHOOL ATTENDANCE OVERALL</p>  <p>93.4% of pupils attended school overall (avg. of mthly attendance)</p> <p>Up from 92.8% in Q1 18/19</p>	<p>SCHOOL EXCLUSION INCIDENTS OVERALL</p>  <p>71 exclusion incidents in primary and secondary schools</p> <p>60 pupils excluded</p> <p>Up from 67 incidents in Q1 18/19</p>	

CONTEXT INDICATORS UPDATE INDEPENDENT, ACHIEVING PEOPLE

INDICATOR	THIS PERIOD	LAST PERIOD	CHANGE
Schools/Nurseries inspections	2	10	↓
Looked After Children	198	202	↓
Inter-agency Referral Discussions - child	107	140	↓
Child Protection Register	43	46	↓
New Modern Apprentices employed this year**	25 (Q1/19-20)	13 (Q1/18-19)	↑
Number of Current Modern Apprentices	58	34	↑
Modern Apprentices securing employment with SBC after MA**	3 (Q1/19-20)	0 (Q1/18-19)	↑

KEY # 1 quarter lag ** Cumulative in year ↑ Increased ↓ Reduced

Context Indicators are indicators where Scottish Borders Council has indirect influence (e.g. crime figures) or can include the context within which the council is operating (e.g. employment rate)



INDEPENDENT, ACHIEVING PEOPLE

OUR PERFORMANCE DURING Q1 APRIL to JUNE 2019

SOCIAL CARE CARE AT HOME 

79% of adults (aged 65yrs+) received care at home compared to a care home/residential setting (end Jun-19)

Up from 78% at end of Q1 18/19

MEDIATION SERVICE

86.7% of cases showing agreement or improvement after mediation

Down from 88.9% at end of Q1 18/19



SOCIAL CARE SELF DIRECTED SUPPORT

85.2% of adults are using the Self Directed Support approach (end Mar-19)

Up from 77.6% in Q4 17/18

BED DAYS ASSOCIATED WITH EMERGENCY ADMISSIONS # 

883 bed days associated with emergency admissions, aged 75+ (rate per 1000 population) (Q4 18/19)

Down from 1,033 at end of Q4 17/18

BED DAYS ASSOCIATED WITH DELAYED DISCHARGES FROM HOSPITAL # 

171 bed days associated with delayed discharges in residents aged 75+ (rate per 1000 population) (Q4 18/19)

Down from 187 at end of Q4 17/18

SOCIAL CARE NEW SERVICE USERS

89% of new service users received a service within 6 weeks of assessment (end Jun-19)

Down from 91% at end of Q1 18/19



CONTEXT INDICATORS UPDATE INDEPENDENT, ACHIEVING PEOPLE

INDICATOR	THIS PERIOD	LAST PERIOD	CHANGE
Adult protection - Concerns	98	91	↑
Adult protection - Investigations	53	56	↓
Reported incidents of domestic abuse **	263 (Q1/19-20)	270 (Q1/18-19)	↓
Referrals To Domestic Abuse Services **	196 (Q1/19-20)	183 (Q1/18-19)	↑
High risk domestic abuse cases referred to MARAC (Adults) Cumulative **	31 (Q1/19-20)	29 (Q1/18-19)	↑
Number of reported ASB Incidents **	1,454 (Q1/19-20)	1,508 (Q1/18-19)	↓
ASB Early Interventions **	192 (Q1/19-20)	226 (Q1/18-19)	↓
Monitored for ASB **	448 (Q1/19-20)	416 (Q1/18-19)	↑
Referrals to mediation **	49 (Q1/19-20)	38 (Q1/18-19)	↑
Group 1-5 recorded crimes and offences **	1,021 (Q1/19-20)	911 (Q1/18-19)	↑

KEY # 1 quarter lag ** Cumulative in year ↑ Increased ↓ Reduced

Context Indicators are indicators where Scottish Borders Council has indirect influence (e.g. crime figures) or can include the context within which the council is operating (e.g. employment rate)



A THRIVING ECONOMY, WITH OPPORTUNITIES FOR EVERYONE

OUR PERFORMANCE DURING Q1 APRIL to JUNE 2019

<p>BUSINESS GATEWAY NEW BUSINESSES</p> <p>49 new businesses were created with our help</p> <p>Down from 62 in Q1 18/19</p>	<p>INVOICES PAID</p> <p>89% of invoices, on average were paid within 30 days</p> <p>Up from 85% in Q1 18/19</p>	<p>TOP CAPITAL PROJECTS</p> <p>Of the top major projects ongoing across the council (end Dec-18)</p> <p>18 are on target</p> <p>Down from 19 in Q1 18/19</p>
<p>BUSINESS GATEWAY BUSINESSES SUPPORTED</p> <p>283 businesses were supported</p> <p>Down from 367 in Q1 18/19</p>	<p>OCCUPANCY RATES</p> <p>88% of industrial and commercial properties owned by the council were occupied (end Jun-19)</p> <p>Down from 88.1% in Q1 18/19</p>	<p>1 is slightly behind target</p> <p>Down from 2 in Q1 18/19</p> <p>0 are not on target</p> <p>In line from 0 in Q1 18/19</p>



CONTEXT INDICATORS UPDATE A THRIVING ECONOMY, WITH OPPORTUNITIES FOR EVERYONE

INDICATOR	THIS PERIOD	LAST PERIOD	CHANGE
16 - 64 Employment rate #	75.7% (Q4 18/19)	74.3% (Q3 18/19)	↑
16 - 64 Claimant Count	2.53%	2.47%	↑
18 - 24 Claimant Count	4.83%	4.53%	↑
SB Business Fund – grants	5	5	-
SB Business Fund – grants £	£16.9k	£13.9k	↑

KEY # 1 quarter lag ** Cumulative in year ↑ Increased ↓ Reduced

Context Indicators are indicators where Scottish Borders Council has indirect influence (e.g. crime figures) or can include the context within which the council is operating (e.g. employment rate)

For more on performance visit www.scotborders.gov.uk/performance or email performance@scotborders.gov.uk
Correct at time of publication: 13 August 2019. # Performance indicators with a quarter lag in data.



EMPOWERED VIBRANT COMMUNITIES

OUR PERFORMANCE DURING Q1 APRIL to JUNE 2019

SCOTTISH BORDERS COUNCIL
COMMUNITY ACTION TEAM
(WITH POLICE SCOTLAND)

118
hours of High Visibility
foot patrols



133
hours of mobile patrols



27
static road checks



14
road traffic fixed penalties



209
parking tickets issued



66
person drug searches
(26% positive)



17
premises drug searches
(71% positive)



S safer
B communities
partnership

ASSET TRANSFER REQUESTS

0 asset transfer requests were
Received

In line with 0 in Q1 18/19

0 asset transfer requests were
Agreed

In line with 0 in Q1 18/19

0 asset transfer requests were
Refused

In line with 0 in Q1 18/19

COMMUNITY RESILIENCE SB ALERT REGISTRATIONS

5,679 people were
registered for SB Alert



Up from 5,073 in Q1 18/19

COMMUNITY PARTICIPATION

1 participation request was
Received

Down from 3 in Q1 18/19

0 participation requests were
Agreed

Down from 1 in Q1 18/19

1 participation request was
Refused

Up from 0 in Q1 18/19

CONTEXT INDICATORS UPDATE EMPOWERED VIBRANT COMMUNITIES

INDICATOR	THIS PERIOD	LAST PERIOD	CHANGE
Active community resilience plans	47	47	-
Progressing community resilience plans	6	6	-
Neighbourhood Small Schemes Fund – £ **	£19.0k (Q1/19-20)	£20.1k (Q1/18-19)	↓
Volunteer work with SBC	161	155	↑

KEY # 1 quarter lag ** Cumulative in year ↑ Increased ↓ Reduced

Context Indicators are indicators where Scottish Borders Council has indirect influence (e.g. crime figures) or can include the context within which the council is operating (e.g. employment rate)

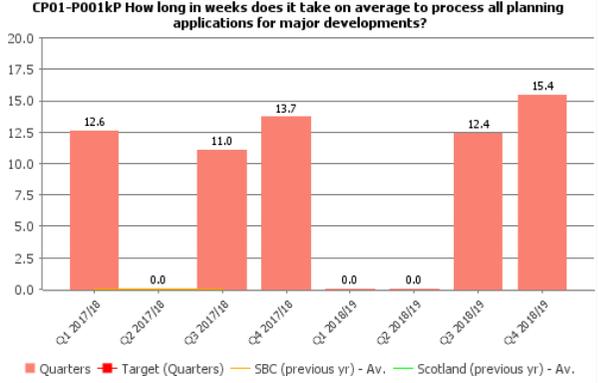
Appendix 1b
Executive Performance Report
2019/20: Quarter 1

Performance & Context Indicators

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

KEY	 Indicator is:	 Indicator is:	 Indicator is:
	<ul style="list-style-type: none"> On target and as forecast, <i>or</i> In line with national trend, <i>or</i> Showing a long term positive trend 	<ul style="list-style-type: none"> Just off target /off forecast, <i>or</i> Showing longer term trends that need to be watched 	<ul style="list-style-type: none"> Off target & not as forecast, <i>or</i> Out of line with national trends, <i>or</i> Showing longer term negative trends

Our Services for You: PERFORMANCE Indicators

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By
CP01-P001KP Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)	 <p>CP01-P001kP How long in weeks does it take on average to process all planning applications for major developments?</p>	15.4 (Q4 18-19)	<p>Observations:</p> <p>The figures reported in the National Headline Indicators in 2018/19 demonstrate that for the main reporting categories of planning applications we delivered slightly slower determination times to that achieved in 2017/18. This was influenced by a period of restructuring for the service, turnover in staff, the reduction in overall staff compliment to deliver services and only having a full complement in the Development Management Team in the last reporting quarter of the year. Despite this we have again sustained figures that are better than the annual national performance for Scotland as a whole in all reported application categories. Major applications are covered by Processing Agreements within which timescales for determination are agreed with applicants/developers.</p>	N/A	Ian Aikman

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																		
CP01-P001IP Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)	<p>CP01-P001IP How long in weeks does it take on average to process all planning applications for non-household developments?</p> <table border="1"> <caption>Data for CP01-P001IP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value (wks)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>7.9</td></tr> <tr><td>Q2 2017/18</td><td>7.8</td></tr> <tr><td>Q3 2017/18</td><td>7.8</td></tr> <tr><td>Q4 2017/18</td><td>7.2</td></tr> <tr><td>Q1 2018/19</td><td>8.5</td></tr> <tr><td>Q2 2018/19</td><td>8.1</td></tr> <tr><td>Q3 2018/19</td><td>8.0</td></tr> <tr><td>Q4 2018/19</td><td>11.2</td></tr> </tbody> </table>	Quarter	Value (wks)	Q1 2017/18	7.9	Q2 2017/18	7.8	Q3 2017/18	7.8	Q4 2017/18	7.2	Q1 2018/19	8.5	Q2 2018/19	8.1	Q3 2018/19	8.0	Q4 2018/19	11.2	11.2 (Q4 18-19)	<p>Observations:</p> <p>The figures reported in the National Headline Indicators in 2018/19 demonstrate that for the main reporting categories of planning applications we delivered slightly slower determination times to that achieved in 2017/18. This was influenced by a period of restructuring for the service, turnover in staff, the reduction in overall staff compliment to deliver services and only having a full complement in the Development Management Team in the last reporting quarter of the year. Despite this we have again sustained figures that are better than the annual national performance for Scotland as a whole in all reported application categories.</p>		Ian Aikman
Quarter	Value (wks)																						
Q1 2017/18	7.9																						
Q2 2017/18	7.8																						
Q3 2017/18	7.8																						
Q4 2017/18	7.2																						
Q1 2018/19	8.5																						
Q2 2018/19	8.1																						
Q3 2018/19	8.0																						
Q4 2018/19	11.2																						
CP01-P001mP Av.time (wks) taken to process all planning apps (householder) - ADJUSTED (cumulative)	<p>CP01-P001mP How long in weeks does it take on average to process all planning applications for household developments?</p> <table border="1"> <caption>Data for CP01-P001mP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value (wks)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>6.9</td></tr> <tr><td>Q2 2017/18</td><td>6.8</td></tr> <tr><td>Q3 2017/18</td><td>6.7</td></tr> <tr><td>Q4 2017/18</td><td>6.8</td></tr> <tr><td>Q1 2018/19</td><td>6.3</td></tr> <tr><td>Q2 2018/19</td><td>7.2</td></tr> <tr><td>Q3 2018/19</td><td>6.7</td></tr> <tr><td>Q4 2018/19</td><td>8.0</td></tr> </tbody> </table>	Quarter	Value (wks)	Q1 2017/18	6.9	Q2 2017/18	6.8	Q3 2017/18	6.7	Q4 2017/18	6.8	Q1 2018/19	6.3	Q2 2018/19	7.2	Q3 2018/19	6.7	Q4 2018/19	8.0	8.0 (Q4 18-19)		Ian Aikman	
Quarter	Value (wks)																						
Q1 2017/18	6.9																						
Q2 2017/18	6.8																						
Q3 2017/18	6.7																						
Q4 2017/18	6.8																						
Q1 2018/19	6.3																						
Q2 2018/19	7.2																						
Q3 2018/19	6.7																						
Q4 2018/19	8.0																						

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																		
CP05-P001cP Annual Household Recycling Rate (%) - UNVERIFIED (cumulative rolling average)	<p>CP05-P001cP How much of our household waste is recycled (%) - UNVERIFIED (cumulative rolling average)</p> <table border="1"> <caption>Annual Household Recycling Rate (%) - UNVERIFIED (cumulative rolling average)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q2 2017</td><td>39.19</td></tr> <tr><td>Q3 2017</td><td>39.74</td></tr> <tr><td>Q4 2017</td><td>39.88</td></tr> <tr><td>Q1 2018</td><td>39.52</td></tr> <tr><td>Q2 2018</td><td>39.00</td></tr> <tr><td>Q3 2018</td><td>38.26</td></tr> <tr><td>Q4 2018</td><td>38.17</td></tr> <tr><td>Q1 2019</td><td>38.58</td></tr> </tbody> </table>	Quarter	Value (%)	Q2 2017	39.19	Q3 2017	39.74	Q4 2017	39.88	Q1 2018	39.52	Q2 2018	39.00	Q3 2018	38.26	Q4 2018	38.17	Q1 2019	38.58	38.58%	<p>Observations:</p> <p>Recycling Rate & Landfill Rate There has been a slight increase in the recycling rate. Some of this will be due to natural variation in the tonnages - for example an increase in collected dry mixed recycle as well as wood, rubble and green waste at CRC sites.</p> <p>As the recycling rate has increased, the landfill rate has decreased. This could be due to natural variation in the tonnages collected from year to year and month to month.</p> <p>Other Treatment This is a small percentage and is related to material that was sent off for recycling but which identified as contamination through the sorting process.</p> <p><i>Note: Quarters are "Calendar" year basis.</i></p>	N/A	Ross Sharp-Dent
Quarter	Value (%)																						
Q2 2017	39.19																						
Q3 2017	39.74																						
Q4 2017	39.88																						
Q1 2018	39.52																						
Q2 2018	39.00																						
Q3 2018	38.26																						
Q4 2018	38.17																						
Q1 2019	38.58																						
CP05-P001dP Annual Household Waste Landfilled Rate (%) - UNVERIFIED (cumulative rolling average)	<p>CP05-P001dP How much of our household waste goes to landfill (%) - UNVERIFIED (cumulative rolling average)</p> <table border="1"> <caption>Annual Household Waste Landfilled Rate (%) - UNVERIFIED (cumulative rolling average)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q2 2017</td><td>60.50</td></tr> <tr><td>Q3 2017</td><td>59.92</td></tr> <tr><td>Q4 2017</td><td>59.76</td></tr> <tr><td>Q1 2018</td><td>60.13</td></tr> <tr><td>Q2 2018</td><td>60.66</td></tr> <tr><td>Q3 2018</td><td>61.31</td></tr> <tr><td>Q4 2018</td><td>61.50</td></tr> <tr><td>Q1 2019</td><td>61.10</td></tr> </tbody> </table>	Quarter	Value (%)	Q2 2017	60.50	Q3 2017	59.92	Q4 2017	59.76	Q1 2018	60.13	Q2 2018	60.66	Q3 2018	61.31	Q4 2018	61.50	Q1 2019	61.10	61.10%	N/A	Ross Sharp-Dent	
Quarter	Value (%)																						
Q2 2017	60.50																						
Q3 2017	59.92																						
Q4 2017	59.76																						
Q1 2018	60.13																						
Q2 2018	60.66																						
Q3 2018	61.31																						
Q4 2018	61.50																						
Q1 2019	61.10																						
CP05-P001eP Annual Household Waste 'Other Treatment' Rate (%) - UNVERIFIED (cumulative rolling average)	<p>CP05-P001eP How much of our household waste requires other treatment (%) - UNVERIFIED (cumulative rolling average)</p> <table border="1"> <caption>Annual Household Waste 'Other Treatment' Rate (%) - UNVERIFIED (cumulative rolling average)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q2 2017</td><td>0.31</td></tr> <tr><td>Q3 2017</td><td>0.34</td></tr> <tr><td>Q4 2017</td><td>0.35</td></tr> <tr><td>Q1 2018</td><td>0.35</td></tr> <tr><td>Q2 2018</td><td>0.34</td></tr> <tr><td>Q3 2018</td><td>0.34</td></tr> <tr><td>Q4 2018</td><td>0.33</td></tr> <tr><td>Q1 2019</td><td>0.32</td></tr> </tbody> </table>	Quarter	Value (%)	Q2 2017	0.31	Q3 2017	0.34	Q4 2017	0.35	Q1 2018	0.35	Q2 2018	0.34	Q3 2018	0.34	Q4 2018	0.33	Q1 2019	0.32	0.32%	N/A	Ross Sharp-Dent	
Quarter	Value (%)																						
Q2 2017	0.31																						
Q3 2017	0.34																						
Q4 2017	0.35																						
Q1 2018	0.35																						
Q2 2018	0.34																						
Q3 2018	0.34																						
Q4 2018	0.33																						
Q1 2019	0.32																						

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																											
CP05-P001fP Annual Average Community Recycling Centre (CRC) Recycling Rate (%) (cumulative rolling ave)	<p>CP05-P001fP How much of our waste do we recycle at Community Recycling Centres?</p> <table border="1"> <caption>Quarterly Recycling Rates at Community Recycling Centres</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q2-2017</td><td>57.17</td><td>57.17</td></tr> <tr><td>Q3-2017</td><td>57.91</td><td>57.91</td></tr> <tr><td>Q4-2017</td><td>58.54</td><td>58.54</td></tr> <tr><td>Q1-2018</td><td>58.67</td><td>58.67</td></tr> <tr><td>Q2-2018</td><td>59.19</td><td>59.19</td></tr> <tr><td>Q3-2018</td><td>58.21</td><td>58.21</td></tr> <tr><td>Q4-2018</td><td>57.95</td><td>57.95</td></tr> <tr><td>Q1-2019</td><td>58.52</td><td>58.52</td></tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q2-2017	57.17	57.17	Q3-2017	57.91	57.91	Q4-2017	58.54	58.54	Q1-2018	58.67	58.67	Q2-2018	59.19	59.19	Q3-2018	58.21	58.21	Q4-2018	57.95	57.95	Q1-2019	58.52	58.52	58.52%	<p>Observations: The Community Recycling Centre (CRC) recycling rate has also gone up slightly. This is due to an increase in wood and green waste at CRC sites (this is thought to be due to seasonal variation).</p> <p><i>Note: Quarters are "Calendar" year basis.</i></p>	N/A	Ross Sharp-Dent
Quarter	Value (%)	Target (%)																														
Q2-2017	57.17	57.17																														
Q3-2017	57.91	57.91																														
Q4-2017	58.54	58.54																														
Q1-2018	58.67	58.67																														
Q2-2018	59.19	59.19																														
Q3-2018	58.21	58.21																														
Q4-2018	57.95	57.95																														
Q1-2019	58.52	58.52																														
CP06-P14P Percentage of Working Days Lost - Council Average	<p><i>Note: Reporting is planned to re-commence from Q2 2019-20</i></p>		<p><i>Note: Reporting is planned to re-commence from Q2 2019-20</i></p>		Ian Angus																											
Percentage of Working Days Lost – SB Cares Average					Ian Angus																											

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By
<i>Note: Quarterly Energy indicators reflect consumption and costs across 26 key sites.</i>					
CP07-P001gP Electricity Consumption (KWh) – Quarterly	<p>CP07-P001gP How much electricity in kilowatt hours does the Council use? - Quarterly</p>	1,582,749	See comments below	N/A	Martin Joyce
CP07-P001hP Electricity Consumption Cost (£) – Quarterly	<p>CP07-P001hP How much does the Council spend on electricity? - Quarterly</p>	£218,014		N/A	Martin Joyce
CP07-P001iP Gas Consumption (KWh) – Quarterly	<p>CP07-P001iP How much gas in kilowatt hours does the Council use? - Quarterly</p>	2,255,140		N/A	Martin Joyce

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By
CP07-P001jP Gas Consumption Cost (£) – Quarterly	<p>CP07-P001jP How much does the Council spend on gas? - Quarterly</p>	£71,687	See comments below	N/A	Martin Joyce

Overall

This quarter the overall energy consumption has increased by 4.0% with an overall cost increase of 1.7% compared to the same period last year. The proportionally smaller increase in cost is associated with a decrease in our electricity consumption.

Electricity

This year so far we have seen a decrease in electricity consumption of 8.8% but only a cost decrease of 3.4% due to unit price increases. This decrease in consumption is linked to LED and solar PV projects although this is offset somewhat at some of our electrically heating buildings which have increased consumption due to a cooler spring this year.

Gas

Gas consumption has increased by 15.5% with costs increasing by 21.4%. Increases in gas unit cost have contributed to this cost increase. The temperature during the heating season this year was 12% cooler than the same period last year which will account for some of this increase. When the weather variation is taken into account the normalised gas consumption shows an increase of only 2%. This increase is associated with a project switching oil to gas heating. As oil figures are not included in the quarterly report it shows as an overall increase in consumption.

Actions we are taking to improve our performance

What we've been doing:

As part of the transformation programme of works the Energy Efficiency Programme (EPP) is focussed on delivering cost effective energy reductions that

represent best value for money while reducing the our energy consumption and costs as much as possible.

As part of this programme last year we:

- Completed LED upgrades on various sites
- Installed 14 solar panel arrays
- Completed installation of £1.5 million of energy efficiency works including a large number of renewable energy and heating projects
- Upgraded aging storage heaters with high heat retention heaters

What's coming up:

- Further phases of LED lighting projects
- Looking at ways to maximise renewable energy potential by installing battery systems
- Conducting option appraisals to eliminate expensive and high carbon fuels from our estate
- We are identifying and planning priority work at our most inefficient properties and highest consumers
- We are working closely with our managed services partners to identify and implement efficiency opportunities
- We continue to work hard with our new buildings to ensure they are run as efficiently as possible
- We are actively engaging with new building projects at design concept stage to ensure our new building stock is as efficient as possible and renewable energy opportunities are realized

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																				
CP07-P001aaP Council Tax - In Year Collection Level	<p>CP07_P001aaP Council Tax – In Year Collection LBL</p> <table border="1"> <caption>CP07_P001aaP Council Tax – In Year Collection LBL</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>~32%</td> <td>~58%</td> <td>~82%</td> <td>~95%</td> </tr> <tr> <td>2018/19</td> <td>~32%</td> <td>~58%</td> <td>~82%</td> <td>~95%</td> </tr> <tr> <td>2019/20</td> <td>31.04%</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	~32%	~58%	~82%	~95%	2018/19	~32%	~58%	~82%	~95%	2019/20	31.04%	-	-	-	31.04%	<p>Observations:</p> <p>As expected collection level is under target for the first quarter. We have changed internal processes with regard to credit balance transfer from previous year, which has affected the start of year figures but this is expected to realign near to year end. We are working with our collection agents to ensure recovery is on par with last year and are confident these figures are being recognised on a month by month basis.</p>		Jenni Craig
Year	Q1	Q2	Q3	Q4																					
2017/18	~32%	~58%	~82%	~95%																					
2018/19	~32%	~58%	~82%	~95%																					
2019/20	31.04%	-	-	-																					
CP08-P065P Voice interactions (taken through CRM) by Customer Services	<p>CP08-P065P How many people were logged as contacting our Contact Centres by phone? (CP08-P65P)</p> <table border="1"> <caption>CP08-P065P How many people were logged as contacting our Contact Centres by phone? (CP08-P65P)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2017/18</td> <td>26,413</td> </tr> <tr> <td>Q3 2017/18</td> <td>21,855</td> </tr> <tr> <td>Q4 2017/18</td> <td>25,810</td> </tr> <tr> <td>Q1 2018/19</td> <td>24,162</td> </tr> <tr> <td>Q2 2018/19</td> <td>24,980</td> </tr> <tr> <td>Q3 2018/19</td> <td>20,602</td> </tr> <tr> <td>Q4 2018/19</td> <td>24,342</td> </tr> <tr> <td>Q1 2019/20</td> <td>22,599</td> </tr> </tbody> </table>	Quarter	Value	Q2 2017/18	26,413	Q3 2017/18	21,855	Q4 2017/18	25,810	Q1 2018/19	24,162	Q2 2018/19	24,980	Q3 2018/19	20,602	Q4 2018/19	24,342	Q1 2019/20	22,599	22,599	<p>How we are performing:</p> <p>In Quarter 1 (2019/20) the number of voice interactions decreased by 1,743 when compared with Quarter 4 (2018/19).</p> <p>When making a comparison with Quarter 1 last year (2018/19) there has been a decrease of 1,563 voice interactions taken through CRM.</p> <p>The decrease from Quarter 4 (2018/19) to Quarter 1 (2019/20) may be attributed to the Single Occupancy Review that was carried out during Quarter 4.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>We are trying to reduce voice interactions by increasing interactions online.</p>	N/A	Les Grant		
Quarter	Value																								
Q2 2017/18	26,413																								
Q3 2017/18	21,855																								
Q4 2017/18	25,810																								
Q1 2018/19	24,162																								
Q2 2018/19	24,980																								
Q3 2018/19	20,602																								
Q4 2018/19	24,342																								
Q1 2019/20	22,599																								

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																				
CP03-P035P Number of People referred to Welfare Benefits in the quarter	<p>CP03-P035P How many people have been referred for advice or advocacy through the Welfare Benefits Service in the quarter?</p> <table border="1"> <caption>Data for CP03-P035P</caption> <thead> <tr> <th>Quarter</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>350</td> <td>330</td> <td>328</td> </tr> <tr> <td>Q2</td> <td>300</td> <td>280</td> <td></td> </tr> <tr> <td>Q3</td> <td>280</td> <td></td> <td></td> </tr> <tr> <td>Q4</td> <td>400</td> <td>400</td> <td></td> </tr> </tbody> </table>	Quarter	2017/18	2018/19	2019/20	Q1	350	330	328	Q2	300	280		Q3	280			Q4	400	400		328	<p>Observations:</p> <p>There is a slight reduction in the number of referrals (26) in Q1 2019/20 compared to Q1 2018/19. At this point in time it is not clear what the reasons are for the reduction.</p> <p>There is no comparable data for cumulative monetary gain for cases closed in the year to date as this PI was set up in Q2 2018/19. We expect the statistics on this indicator to become clearer again over the forthcoming months.</p>	N/A	Les Grant
Quarter	2017/18	2018/19	2019/20																						
Q1	350	330	328																						
Q2	300	280																							
Q3	280																								
Q4	400	400																							
CP03-P036P Welfare Benefit Service - Monetary Gain for cases closed in the quarter	<p>CP03-P036P How much money was gained for customers of the Welfare Benefits Service, for cases closed in the quarter?</p> <table border="1"> <caption>Data for CP03-P036P</caption> <thead> <tr> <th>Quarter</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>£1,300,000</td> <td>£800,000</td> <td>£1,299,669</td> </tr> <tr> <td>Q2</td> <td>£800,000</td> <td>£1,200,000</td> <td></td> </tr> <tr> <td>Q3</td> <td>£1,200,000</td> <td></td> <td></td> </tr> <tr> <td>Q4</td> <td>£2,400,000</td> <td>£1,600,000</td> <td></td> </tr> </tbody> </table>	Quarter	2017/18	2018/19	2019/20	Q1	£1,300,000	£800,000	£1,299,669	Q2	£800,000	£1,200,000		Q3	£1,200,000			Q4	£2,400,000	£1,600,000		£1,299,669	N/A	Les Grant	
Quarter	2017/18	2018/19	2019/20																						
Q1	£1,300,000	£800,000	£1,299,669																						
Q2	£800,000	£1,200,000																							
Q3	£1,200,000																								
Q4	£2,400,000	£1,600,000																							
CP03-P036bP Welfare Benefit Service - Cumulative Monetary Gain for cases closed in the year to date	<p>CP03-P036bP Cumulatively, how much money was gained for customers of the Welfare Benefits Service, for cases closed in the year to date?</p> <table border="1"> <caption>Data for CP03-P036bP</caption> <thead> <tr> <th>Quarter</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>£1,300,000</td> <td>£1,299,669</td> <td>£1,299,669</td> </tr> <tr> <td>Q2</td> <td>£2,100,000</td> <td></td> <td></td> </tr> <tr> <td>Q3</td> <td>£2,900,000</td> <td></td> <td></td> </tr> <tr> <td>Q4</td> <td>£4,500,000</td> <td></td> <td></td> </tr> </tbody> </table>	Quarter	2017/18	2018/19	2019/20	Q1	£1,300,000	£1,299,669	£1,299,669	Q2	£2,100,000			Q3	£2,900,000			Q4	£4,500,000			£1,299,669	N/A	Les Grant	
Quarter	2017/18	2018/19	2019/20																						
Q1	£1,300,000	£1,299,669	£1,299,669																						
Q2	£2,100,000																								
Q3	£2,900,000																								
Q4	£4,500,000																								

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																		
RD CS RB001eP Housing Benefit - New Claims (Avg No. of Days to process)	<p>RD CS RB 001eP Housing Benefit - New Claims</p> <table border="1"> <caption>RD CS RB 001eP Housing Benefit - New Claims</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>40.02</td></tr> <tr><td>Q3 2017/18</td><td>25.66</td></tr> <tr><td>Q4 2017/18</td><td>22.05</td></tr> <tr><td>Q1 2018/19</td><td>27.19</td></tr> <tr><td>Q2 2018/19</td><td>26.88</td></tr> <tr><td>Q3 2018/19</td><td>18.74</td></tr> <tr><td>Q4 2018/19</td><td>15.66</td></tr> <tr><td>Q1 2019/20</td><td>15.42</td></tr> </tbody> </table>	Quarter	Value	Q2 2017/18	40.02	Q3 2017/18	25.66	Q4 2017/18	22.05	Q1 2018/19	27.19	Q2 2018/19	26.88	Q3 2018/19	18.74	Q4 2018/19	15.66	Q1 2019/20	15.42	15.42	<p>Observations: Performance continues to improve and is within target for first quarter. Volumes have reduced but there are a higher proportion of more complex claims which are still eligible for Housing Benefit.</p>		Les Grant
Quarter	Value																						
Q2 2017/18	40.02																						
Q3 2017/18	25.66																						
Q4 2017/18	22.05																						
Q1 2018/19	27.19																						
Q2 2018/19	26.88																						
Q3 2018/19	18.74																						
Q4 2018/19	15.66																						
Q1 2019/20	15.42																						
RD CS RB001fP Housing Benefit - Change Events (Avg No. of Days to process)	<p>RD CS RB 001fP Housing Benefit - Change Events</p> <table border="1"> <caption>RD CS RB 001fP Housing Benefit - Change Events</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>13.32</td></tr> <tr><td>Q3 2017/18</td><td>9.58</td></tr> <tr><td>Q4 2017/18</td><td>3.41</td></tr> <tr><td>Q1 2018/19</td><td>7.37</td></tr> <tr><td>Q2 2018/19</td><td>10.02</td></tr> <tr><td>Q3 2018/19</td><td>11.57</td></tr> <tr><td>Q4 2018/19</td><td>2.95</td></tr> <tr><td>Q1 2019/20</td><td>5.39</td></tr> </tbody> </table>	Quarter	Value	Q2 2017/18	13.32	Q3 2017/18	9.58	Q4 2017/18	3.41	Q1 2018/19	7.37	Q2 2018/19	10.02	Q3 2018/19	11.57	Q4 2018/19	2.95	Q1 2019/20	5.39	5.39	<p>Observations: Performance has improved and is within target for first quarter. Additional resource in processing will continue to be used that should keep performance on target.</p>		Les Grant
Quarter	Value																						
Q2 2017/18	13.32																						
Q3 2017/18	9.58																						
Q4 2017/18	3.41																						
Q1 2018/19	7.37																						
Q2 2018/19	10.02																						
Q3 2018/19	11.57																						
Q4 2018/19	2.95																						
Q1 2019/20	5.39																						

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																											
<i>Note: Complaints figures are under review and may be subject to adjustment.</i>																																
SPSO-04aP Average times: the average time in working days to respond to complaints at stage one	<p>SPSO-04aP How long in working days does it take on average to respond to a complaint at stage one?</p> <table border="1"> <caption>SPSO-04aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Working Days)</th> <th>Target (Working Days)</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>4.1</td><td>5.0</td></tr> <tr><td>Q3 2017/18</td><td>4.1</td><td>5.0</td></tr> <tr><td>Q4 2017/18</td><td>4.2</td><td>5.0</td></tr> <tr><td>Q1 2018/19</td><td>4.3</td><td>5.0</td></tr> <tr><td>Q2 2018/19</td><td>5.0</td><td>5.0</td></tr> <tr><td>Q3 2018/19</td><td>4.5</td><td>5.0</td></tr> <tr><td>Q4 2018/19</td><td>4.9</td><td>5.0</td></tr> <tr><td>Q1 2019/20</td><td>3.71</td><td>5.0</td></tr> </tbody> </table>	Quarter	Average Time (Working Days)	Target (Working Days)	Q2 2017/18	4.1	5.0	Q3 2017/18	4.1	5.0	Q4 2017/18	4.2	5.0	Q1 2018/19	4.3	5.0	Q2 2018/19	5.0	5.0	Q3 2018/19	4.5	5.0	Q4 2018/19	4.9	5.0	Q1 2019/20	3.71	5.0	3.71	<p>How we are performing: In Quarter 1 (2019/20) we have averaged 3.71 working days at the first stage to respond to complaints, this has decreased from 4.9 working days in Quarter 4 (2018/19) and from 4.3 working days in Quarter 1 of 2018/19. Our target is 5 working days.</p> <p>Actions we are taking to improve/maintain performance: Our Customer Relationship Management System is used to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		Les Grant
Quarter	Average Time (Working Days)	Target (Working Days)																														
Q2 2017/18	4.1	5.0																														
Q3 2017/18	4.1	5.0																														
Q4 2017/18	4.2	5.0																														
Q1 2018/19	4.3	5.0																														
Q2 2018/19	5.0	5.0																														
Q3 2018/19	4.5	5.0																														
Q4 2018/19	4.9	5.0																														
Q1 2019/20	3.71	5.0																														
SPSO-04bP Average times: the average time in working days to respond to complaints at stage two	<p>SPSO-04bP How long in working days does it take on average to respond to a complaint at stage two?</p> <table border="1"> <caption>SPSO-04bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Working Days)</th> <th>Target (Working Days)</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>15</td><td>20</td></tr> <tr><td>Q3 2017/18</td><td>17.1</td><td>20</td></tr> <tr><td>Q4 2017/18</td><td>19.5</td><td>20</td></tr> <tr><td>Q1 2018/19</td><td>16.9</td><td>20</td></tr> <tr><td>Q2 2018/19</td><td>19.1</td><td>20</td></tr> <tr><td>Q3 2018/19</td><td>18.7</td><td>20</td></tr> <tr><td>Q4 2018/19</td><td>18.6</td><td>20</td></tr> <tr><td>Q1 2019/20</td><td>20.7</td><td>20</td></tr> </tbody> </table>	Quarter	Average Time (Working Days)	Target (Working Days)	Q2 2017/18	15	20	Q3 2017/18	17.1	20	Q4 2017/18	19.5	20	Q1 2018/19	16.9	20	Q2 2018/19	19.1	20	Q3 2018/19	18.7	20	Q4 2018/19	18.6	20	Q1 2019/20	20.7	20	20.7	<p>How we are performing: Quarter 1 (2019/20) experienced an increase of 2.1 working days in the time it has taken us to respond to complaints at the investigation stage when compared to Quarter 4 (2018/19). In comparison to Quarter 1 in 2018/19 there has also been an increase of 3.8 working days. Our target is 20 working days.</p> <p>Actions we are taking to improve/maintain performance: We use our Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		Les Grant
Quarter	Average Time (Working Days)	Target (Working Days)																														
Q2 2017/18	15	20																														
Q3 2017/18	17.1	20																														
Q4 2017/18	19.5	20																														
Q1 2018/19	16.9	20																														
Q2 2018/19	19.1	20																														
Q3 2018/19	18.7	20																														
Q4 2018/19	18.6	20																														
Q1 2019/20	20.7	20																														

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																		
<p>SPSO-04cP</p> <p>Average times: the average time in working days to respond to complaints after escalation</p>	<p>SPSO-04cP How long in working days does it take on average to respond to a complaint that has been escalated?</p> <table border="1"> <caption>SPSO-04cP Average response times (working days)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>14.2</td></tr> <tr><td>Q3 2017/18</td><td>27.7</td></tr> <tr><td>Q4 2017/18</td><td>21.6</td></tr> <tr><td>Q1 2018/19</td><td>12.2</td></tr> <tr><td>Q2 2018/19</td><td>13.9</td></tr> <tr><td>Q3 2018/19</td><td>15.4</td></tr> <tr><td>Q4 2018/19</td><td>17.8</td></tr> <tr><td>Q1 2019/20</td><td>21.8</td></tr> </tbody> </table>	Quarter	Value	Q2 2017/18	14.2	Q3 2017/18	27.7	Q4 2017/18	21.6	Q1 2018/19	12.2	Q2 2018/19	13.9	Q3 2018/19	15.4	Q4 2018/19	17.8	Q1 2019/20	21.8	21.8	<p>How we are performing: Quarter 1 (2019/20) has experienced an increase in the number of days taken to respond to complaints after they have been escalated by 4, in comparison with the previous Quarter 4 (2018/19). In comparison to Quarter 1 in 2018/19 the number of days has increased from 12.2 to 21.8 with our target being 20 days.</p> <p>Actions we are taking to improve/maintain performance: We use our Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		Les Grant
Quarter	Value																						
Q2 2017/18	14.2																						
Q3 2017/18	27.7																						
Q4 2017/18	21.6																						
Q1 2018/19	12.2																						
Q2 2018/19	13.9																						
Q3 2018/19	15.4																						
Q4 2018/19	17.8																						
Q1 2019/20	21.8																						
<p>SPSO-05aP</p> <p>Performance against timescales: the number of complaints closed at stage one within 5 working days as % of total number of stage one complaints</p>	<p>SPSO-05aP How many complaints at stage one are closed within five working days (as a percentage of all stage one complaints)?</p> <table border="1"> <caption>SPSO-05aP Percentage of stage one complaints closed within 5 working days</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>88.7%</td></tr> <tr><td>Q3 2017/18</td><td>84.8%</td></tr> <tr><td>Q4 2017/18</td><td>83%</td></tr> <tr><td>Q1 2018/19</td><td>78.1%</td></tr> <tr><td>Q2 2018/19</td><td>80.3%</td></tr> <tr><td>Q3 2018/19</td><td>77.6%</td></tr> <tr><td>Q4 2018/19</td><td>84.5%</td></tr> <tr><td>Q1 2019/20</td><td>84.9%</td></tr> </tbody> </table>	Quarter	Value	Q2 2017/18	88.7%	Q3 2017/18	84.8%	Q4 2017/18	83%	Q1 2018/19	78.1%	Q2 2018/19	80.3%	Q3 2018/19	77.6%	Q4 2018/19	84.5%	Q1 2019/20	84.9%	84.9%	<p>How we are performing: The percentage of complaints closed against timescale at the first stage has increased from 84.5% in Quarter 4 (2018/19) to 84.9% in Quarter 1 (2019/20). This has risen by 6.8% from 78.1% in Quarter 1 of 2018/19. Our target is 100%.</p> <p>Actions we are taking to improve/maintain performance: We use our Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		Les Grant
Quarter	Value																						
Q2 2017/18	88.7%																						
Q3 2017/18	84.8%																						
Q4 2017/18	83%																						
Q1 2018/19	78.1%																						
Q2 2018/19	80.3%																						
Q3 2018/19	77.6%																						
Q4 2018/19	84.5%																						
Q1 2019/20	84.9%																						

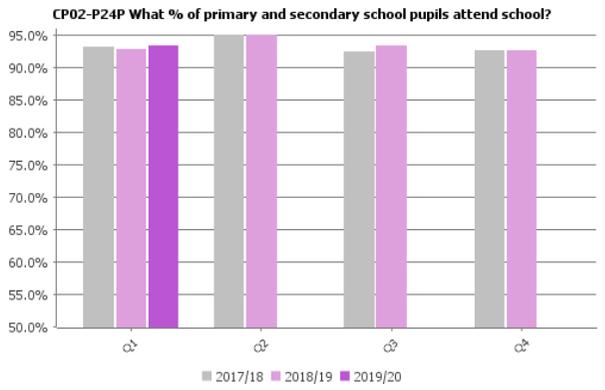
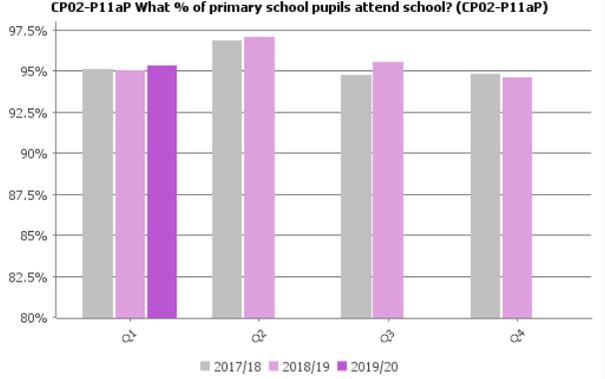
Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																		
<p>SPSO-05bP</p> <p>Performance against timescales: the number of complaints closed at stage two within 20 working days as % of total number of stage two complaints</p>	<p>SPSO-05bP How many complaints at stage two are closed within 20 working days (as a percentage of all stage two complaints)?</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>80.5%</td></tr> <tr><td>Q3 2017/18</td><td>70%</td></tr> <tr><td>Q4 2017/18</td><td>60.7%</td></tr> <tr><td>Q1 2018/19</td><td>81.1%</td></tr> <tr><td>Q2 2018/19</td><td>73.8%</td></tr> <tr><td>Q3 2018/19</td><td>60%</td></tr> <tr><td>Q4 2018/19</td><td>75%</td></tr> <tr><td>Q1 2019/20</td><td>71.4%</td></tr> </tbody> </table>	Quarter	Percentage	Q2 2017/18	80.5%	Q3 2017/18	70%	Q4 2017/18	60.7%	Q1 2018/19	81.1%	Q2 2018/19	73.8%	Q3 2018/19	60%	Q4 2018/19	75%	Q1 2019/20	71.4%	71.4%	<p>How we are performing: In Quarter 1 (2019/20) there has been a decrease of 3.6% in the percentage of complaints closed against timescales at the investigation stage. In comparison to Quarter 1 in 2018/19 this has reduced by 9.7%</p> <p>Actions we are taking to improve/maintain performance: We use our Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		Les Grant
Quarter	Percentage																						
Q2 2017/18	80.5%																						
Q3 2017/18	70%																						
Q4 2017/18	60.7%																						
Q1 2018/19	81.1%																						
Q2 2018/19	73.8%																						
Q3 2018/19	60%																						
Q4 2018/19	75%																						
Q1 2019/20	71.4%																						
<p>SPSO-05cP</p> <p>Performance against timescales: the number of escalated complaints closed within 20 working days as a % of total number of escalated stage two complaints</p>	<p>SPSO-05cP How many escalated complaints are closed within 20 working days (as a percentage of all escalated complaints)?</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>75%</td></tr> <tr><td>Q3 2017/18</td><td>0%</td></tr> <tr><td>Q4 2017/18</td><td>42.9%</td></tr> <tr><td>Q1 2018/19</td><td>100%</td></tr> <tr><td>Q2 2018/19</td><td>83.3%</td></tr> <tr><td>Q3 2018/19</td><td>60%</td></tr> <tr><td>Q4 2018/19</td><td>62.5%</td></tr> <tr><td>Q1 2019/20</td><td>60%</td></tr> </tbody> </table>	Quarter	Percentage	Q2 2017/18	75%	Q3 2017/18	0%	Q4 2017/18	42.9%	Q1 2018/19	100%	Q2 2018/19	83.3%	Q3 2018/19	60%	Q4 2018/19	62.5%	Q1 2019/20	60%	60%	<p>How we are performing: The percentage of escalated complaints closed within 20 working days at the escalation stage has decreased this quarter by 2.5%. In comparison to Quarter 1 in 2018/19 it has decreased by 40%. It should be noted that the small number of complaints that are escalated means significant swings in performance can occur when just 1 or 2 complaints breach timescales.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		Les Grant
Quarter	Percentage																						
Q2 2017/18	75%																						
Q3 2017/18	0%																						
Q4 2017/18	42.9%																						
Q1 2018/19	100%																						
Q2 2018/19	83.3%																						
Q3 2018/19	60%																						
Q4 2018/19	62.5%																						
Q1 2019/20	60%																						

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																											
CP08-P054P % of FOI Requests Completed on Time	<p>CP08-P054P What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?</p> <table border="1"> <caption>FOI Requests Completed on Time Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2017/18</td> <td>94%</td> <td>100%</td> </tr> <tr> <td>Q3 2017/18</td> <td>93%</td> <td>100%</td> </tr> <tr> <td>Q4 2017/18</td> <td>94%</td> <td>100%</td> </tr> <tr> <td>Q1 2018/19</td> <td>91%</td> <td>100%</td> </tr> <tr> <td>Q2 2018/19</td> <td>86%</td> <td>100%</td> </tr> <tr> <td>Q3 2018/19</td> <td>85%</td> <td>100%</td> </tr> <tr> <td>Q4 2018/19</td> <td>82%</td> <td>100%</td> </tr> <tr> <td>Q1 2019/20</td> <td>86%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Percentage	Target	Q2 2017/18	94%	100%	Q3 2017/18	93%	100%	Q4 2017/18	94%	100%	Q1 2018/19	91%	100%	Q2 2018/19	86%	100%	Q3 2018/19	85%	100%	Q4 2018/19	82%	100%	Q1 2019/20	86%	100%	86%	<p>Observations:</p> <p>In Q1 2019/20 86% were completed on time, 4% higher than Q4 2018/19 and 1% higher than Q3 2018/19. We always endeavour to reach 100% however, in recent months this has not been possible.</p> <p>The FOI process is under review to see what changes could be made to improve efficiency. These changes are likely to include: a proposed change of process, in terms of removing the Service Director approval stage for the majority of uncontentious FOIS; the introduction of a new log and workflow; the recruitment of a Modern Apprentice to assist with the administration of the FOI function; and the provision of additional Information Team support for the social work department (which we anticipate will reduce the burden of Subject Access Requests on that department and, in turn, allow more time to be spent on FOI requests).</p>		Nuala McKinlay
Quarter	Percentage	Target																														
Q2 2017/18	94%	100%																														
Q3 2017/18	93%	100%																														
Q4 2017/18	94%	100%																														
Q1 2018/19	91%	100%																														
Q2 2018/19	86%	100%																														
Q3 2018/19	85%	100%																														
Q4 2018/19	82%	100%																														
Q1 2019/20	86%	100%																														

Independent, Achieving People: PERFORMANCE Indicators 

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																				
CP02-P24P What % of primary and secondary school pupils attend school?	<p>CP02-P24P What % of primary and secondary school pupils attend school?</p>  <table border="1"> <caption>CP02-P24P Attendance Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>93.4%</td> <td>94.5%</td> <td>92.7%</td> <td>92.7%</td> </tr> <tr> <td>2018/19</td> <td>93.4%</td> <td>95.3%</td> <td>93.4%</td> <td>93.4%</td> </tr> <tr> <td>2019/20</td> <td>93.4%</td> <td>95.3%</td> <td>93.4%</td> <td>93.4%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	93.4%	94.5%	92.7%	92.7%	2018/19	93.4%	95.3%	93.4%	93.4%	2019/20	93.4%	95.3%	93.4%	93.4%	93.4%	<p>How are we performing:</p> <p>Attendance in Quarter 1 has increased to 93.4% from 92.7% in Quarter 4. Primary attendance at 95.3% was 0.27% above the same quarter in the previous year whilst Secondary attendance at 91.48% was almost 1% above the same quarter in the previous year.</p> <p><i>Note this indicator is a simple average of the primary school and secondary school attendance indicators.</i></p>		Stuart Easingwood
Year	Q1	Q2	Q3	Q4																					
2017/18	93.4%	94.5%	92.7%	92.7%																					
2018/19	93.4%	95.3%	93.4%	93.4%																					
2019/20	93.4%	95.3%	93.4%	93.4%																					
CP02-P11aP What % of primary school pupils attend school?	<p>CP02-P11aP What % of primary school pupils attend school? (CP02-P11aP)</p>  <table border="1"> <caption>CP02-P11aP Attendance Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>95.3%</td> <td>96.5%</td> <td>94.8%</td> <td>94.8%</td> </tr> <tr> <td>2018/19</td> <td>95.3%</td> <td>96.5%</td> <td>95.8%</td> <td>95.3%</td> </tr> <tr> <td>2019/20</td> <td>95.3%</td> <td>96.5%</td> <td>95.8%</td> <td>95.3%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	95.3%	96.5%	94.8%	94.8%	2018/19	95.3%	96.5%	95.8%	95.3%	2019/20	95.3%	96.5%	95.8%	95.3%	95.3%	<p>How are we performing:</p> <p>Q1 is traditionally a lower quarter for attendance with the breakup of schools during June, although Q1 this year is slightly higher than Q4. Authorised absences were 2.96% with unauthorised at 1.75% in Q1.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>Continued monitoring of absences and control of authorised absences has been a priority during the final month of the school term.</p>		Stuart Easingwood
Year	Q1	Q2	Q3	Q4																					
2017/18	95.3%	96.5%	94.8%	94.8%																					
2018/19	95.3%	96.5%	95.8%	95.3%																					
2019/20	95.3%	96.5%	95.8%	95.3%																					

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																											
CP02-P11bP What % of secondary school pupils attend school?	<p>CP02-P11bP What % of secondary school pupils attend school? (CP02-P11bP)</p> <table border="1"> <caption>CP02-P11bP Attendance Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>91.2%</td> <td>93.2%</td> <td>90.5%</td> <td>90.8%</td> </tr> <tr> <td>2018/19</td> <td>90.8%</td> <td>93.5%</td> <td>91.5%</td> <td>91.0%</td> </tr> <tr> <td>2019/20</td> <td>91.5%</td> <td>93.8%</td> <td>91.8%</td> <td>91.0%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	91.2%	93.2%	90.5%	90.8%	2018/19	90.8%	93.5%	91.5%	91.0%	2019/20	91.5%	93.8%	91.8%	91.0%	91.48%	<p>How are we performing:</p> <p>Q1 is traditionally a lower quarter for attendance with the breakup of schools during June. This year the secondary schools have seen a slight increase in attendance during Q1.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>Continued monitoring of absences, control of authorised absences and further investigation into unauthorised absence has been a priority during the final month of the school term.</p>		Stuart Easingwood							
Year	Q1	Q2	Q3	Q4																												
2017/18	91.2%	93.2%	90.5%	90.8%																												
2018/19	90.8%	93.5%	91.5%	91.0%																												
2019/20	91.5%	93.8%	91.8%	91.0%																												
CP02-P10P Number of Exclusion Incidents – Primary and Secondary Schools	<p>Exec PMF 2018 IAP Combined Chart Total Exclusions</p> <table border="1"> <caption>Exec PMF 2018 IAP Combined Chart Total Exclusions</caption> <thead> <tr> <th>Quarter</th> <th>CP02-P10P</th> <th>CP02-P25P</th> </tr> </thead> <tbody> <tr> <td>Q2 2017/18</td> <td>55</td> <td>50</td> </tr> <tr> <td>Q3 2017/18</td> <td>80</td> <td>75</td> </tr> <tr> <td>Q4 2017/18</td> <td>50</td> <td>48</td> </tr> <tr> <td>Q1 2018/19</td> <td>68</td> <td>65</td> </tr> <tr> <td>Q2 2018/19</td> <td>48</td> <td>45</td> </tr> <tr> <td>Q3 2018/19</td> <td>52</td> <td>50</td> </tr> <tr> <td>Q4 2018/19</td> <td>125</td> <td>105</td> </tr> <tr> <td>Q1 2019/20</td> <td>71</td> <td>60</td> </tr> </tbody> </table>	Quarter	CP02-P10P	CP02-P25P	Q2 2017/18	55	50	Q3 2017/18	80	75	Q4 2017/18	50	48	Q1 2018/19	68	65	Q2 2018/19	48	45	Q3 2018/19	52	50	Q4 2018/19	125	105	Q1 2019/20	71	60	71	<p>How are we performing:</p> <p>Q1 has seen a significant decrease in the number of exclusion incidents in comparison to Q4 (126 in Q4 to 71 in Q1). In comparison to Q1 2018-19 there has been a small increase in the number of incidents. There has been a reduction in the number of pupils excluded multiple times with most events being one off incidents.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>Schools continue to focus on providing an inclusive education. We continue to analyse exclusions at school level and schools have action plans to ensure a clear focus on reducing exclusions.</p>		Stuart Easingwood
Quarter		CP02-P10P	CP02-P25P																													
Q2 2017/18	55	50																														
Q3 2017/18	80	75																														
Q4 2017/18	50	48																														
Q1 2018/19	68	65																														
Q2 2018/19	48	45																														
Q3 2018/19	52	50																														
Q4 2018/19	125	105																														
Q1 2019/20	71	60																														
CP02-P25P How many primary and secondary school pupils were excluded?	60																															

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																											
CP02-P09aP How many primary school pupils were excluded?	<p>Exec PMF 2018 IAP Combined Chart Primary School Exclusions</p> <table border="1"> <caption>Primary School Exclusions Data</caption> <thead> <tr> <th>Quarter</th> <th>CP02-P09aP</th> <th>CP02-P10aP</th> </tr> </thead> <tbody> <tr><td>Q2-2017/18</td><td>18</td><td>20</td></tr> <tr><td>Q3-2017/18</td><td>15</td><td>15</td></tr> <tr><td>Q4-2017/18</td><td>10</td><td>10</td></tr> <tr><td>Q1-2018/19</td><td>10</td><td>10</td></tr> <tr><td>Q2-2018/19</td><td>8</td><td>8</td></tr> <tr><td>Q3-2018/19</td><td>10</td><td>10</td></tr> <tr><td>Q4-2018/19</td><td>10</td><td>10</td></tr> <tr><td>Q1-2019/20</td><td>12</td><td>12</td></tr> </tbody> </table>	Quarter	CP02-P09aP	CP02-P10aP	Q2-2017/18	18	20	Q3-2017/18	15	15	Q4-2017/18	10	10	Q1-2018/19	10	10	Q2-2018/19	8	8	Q3-2018/19	10	10	Q4-2018/19	10	10	Q1-2019/20	12	12	9	<p>How are we performing: Q1 has seen a small increase in the number of exclusion incidents in comparison to Q4.</p> <p>Actions we are taking to improve/maintain performance: Schools continue to focus on providing an inclusive education.</p>		Stuart Easingwood
Quarter		CP02-P09aP	CP02-P10aP																													
Q2-2017/18	18	20																														
Q3-2017/18	15	15																														
Q4-2017/18	10	10																														
Q1-2018/19	10	10																														
Q2-2018/19	8	8																														
Q3-2018/19	10	10																														
Q4-2018/19	10	10																														
Q1-2019/20	12	12																														
CP02-P010aP Number of Exclusion Incidents – Primary Schools	12																															
CP02-P09bP How many secondary school pupils were excluded?	<p>Exec PMF 2018 IAP Combined Chart Secondary School Exclusions</p> <table border="1"> <caption>Secondary School Exclusions Data</caption> <thead> <tr> <th>Quarter</th> <th>CP02-P09bP</th> <th>CP02-P10bP</th> </tr> </thead> <tbody> <tr><td>Q2-2017/18</td><td>32</td><td>35</td></tr> <tr><td>Q3-2017/18</td><td>62</td><td>68</td></tr> <tr><td>Q4-2017/18</td><td>40</td><td>42</td></tr> <tr><td>Q1-2018/19</td><td>55</td><td>58</td></tr> <tr><td>Q2-2018/19</td><td>40</td><td>45</td></tr> <tr><td>Q3-2018/19</td><td>45</td><td>48</td></tr> <tr><td>Q4-2018/19</td><td>98</td><td>115</td></tr> <tr><td>Q1-2019/20</td><td>52</td><td>58</td></tr> </tbody> </table>	Quarter	CP02-P09bP	CP02-P10bP	Q2-2017/18	32	35	Q3-2017/18	62	68	Q4-2017/18	40	42	Q1-2018/19	55	58	Q2-2018/19	40	45	Q3-2018/19	45	48	Q4-2018/19	98	115	Q1-2019/20	52	58	51	<p>How are we performing: Q1 has seen a significant decrease in the number of exclusion incidents in comparison to the previous quarter. There continues to be a reduction in the number of pupils excluded multiple time with most events being one off incidents.</p> <p>Actions we are taking to improve/maintain performance: Schools continue to focus on reducing exclusions and providing a more inclusive education.</p>		Stuart Easingwood
Quarter		CP02-P09bP	CP02-P10bP																													
Q2-2017/18	32	35																														
Q3-2017/18	62	68																														
Q4-2017/18	40	42																														
Q1-2018/19	55	58																														
Q2-2018/19	40	45																														
Q3-2018/19	45	48																														
Q4-2018/19	98	115																														
Q1-2019/20	52	58																														
CP02-P010bP Number of Exclusion Incidents - Secondary Schools	59																															

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By												
<p>CP02-P04P</p> <p>What % of pupils in S4 gained 5 or more awards at level 5 or better (Level 5 equates to a "National 5 Award" in the SCQF :Scottish Credit and Qualification framework)?</p>	<p>CP02-P04P What % of pupils in S4 gained 5 or more awards at level 5 or better (Level 5 equates to a "National 5 Award" in the SCQF: Scottish Credit and Qualification Framework)?</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>38.43%</td> </tr> <tr> <td>2015/16</td> <td>42.62%</td> </tr> <tr> <td>2016/17</td> <td>39.98%</td> </tr> <tr> <td>2017/18</td> <td>41.48%</td> </tr> <tr> <td>2018/19</td> <td>40.47%</td> </tr> </tbody> </table>	Year	Percentage	2014/15	38.43%	2015/16	42.62%	2016/17	39.98%	2017/18	41.48%	2018/19	40.47%	40.47%	<p>Observations:</p> <p>The number of pupils in S4 achieving 5 or more awards at Level 5 (National 5) or better was 40.47%, a 1.01% decrease on the previous year.</p> <p>In the core skills areas of Literacy and Numeracy:</p> <ul style="list-style-type: none"> 97% of S4 achieved a Literacy award 96% of S4 achieved a National 5 English award 90% of S4 achieved a Numeracy award 82.2% of S4 achieved a National 5 award in Maths <p>The overall pass rate (A-C) for S4 at National 5 remains was 82%.</p>	N/A	Stuart Easingwood
Year	Percentage																
2014/15	38.43%																
2015/16	42.62%																
2016/17	39.98%																
2017/18	41.48%																
2018/19	40.47%																
<p>CP02-P04aP</p> <p>What % of pupils in S5 gained 5 or more awards at level 6 or better (Level 6 equates to a "Higher Award" in the SCQF)?</p>	<p>CP02-P04aP What % of pupils in S5 gained 5 or more awards at level 6 or better (Level 6 equates to a "Higher Award" in the SCQF)?</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>15.8%</td> </tr> <tr> <td>2015/16</td> <td>16.6%</td> </tr> <tr> <td>2016/17</td> <td>18.05%</td> </tr> <tr> <td>2017/18</td> <td>16.25%</td> </tr> <tr> <td>2018/19</td> <td>19.68%</td> </tr> </tbody> </table>	Year	Percentage	2014/15	15.8%	2015/16	16.6%	2016/17	18.05%	2017/18	16.25%	2018/19	19.68%	19.68%	<p>Observations:</p> <p>The number of pupils in S5 achieving 5 or more awards at Level 6 (Higher) or better has increased to 19.68%, a 3.43% increase on the previous year.</p>	N/A	Stuart Easingwood
Year	Percentage																
2014/15	15.8%																
2015/16	16.6%																
2016/17	18.05%																
2017/18	16.25%																
2018/19	19.68%																
<p>CP02-P04bP</p> <p>What % of pupils in S6 gained 5 or more awards at level 6 or better (Level 6 equates to a "Higher Award" in the SCQF)?</p>	<p>CP02-P04bP What % of pupils in S6 gained 5 or more awards at level 6 or better (Level 6 equates to a "Higher Award" in the SCQF)?</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>34.3%</td> </tr> <tr> <td>2015/16</td> <td>33.9%</td> </tr> <tr> <td>2016/17</td> <td>33.53%</td> </tr> <tr> <td>2017/18</td> <td>35.01%</td> </tr> <tr> <td>2018/19</td> <td>29.97%</td> </tr> </tbody> </table>	Year	Percentage	2014/15	34.3%	2015/16	33.9%	2016/17	33.53%	2017/18	35.01%	2018/19	29.97%	29.97%	<p>Observations:</p> <p>The number of pupils in S6 achieving 5 or more awards at Level 6 (Higher) or better has reduced to 29.97%, a 5.04% decrease on the previous year.</p>	N/A	Stuart Easingwood
Year	Percentage																
2014/15	34.3%																
2015/16	33.9%																
2016/17	33.53%																
2017/18	35.01%																
2018/19	29.97%																

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																		
CP03-P006P Looked After Children (aged 12+) in family-based placements compared to those in residential placements	<p>CP03-P006P What % of children (aged 12+) are accommodated with family rather than residential placements?</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2017/18</td> <td>73%</td> </tr> <tr> <td>Q3 2017/18</td> <td>72%</td> </tr> <tr> <td>Q4 2017/18</td> <td>71%</td> </tr> <tr> <td>Q1 2018/19</td> <td>70%</td> </tr> <tr> <td>Q2 2018/19</td> <td>69%</td> </tr> <tr> <td>Q3 2018/19</td> <td>65%</td> </tr> <tr> <td>Q4 2018/19</td> <td>70%</td> </tr> <tr> <td>Q1 2019/20</td> <td>69%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q2 2017/18	73%	Q3 2017/18	72%	Q4 2017/18	71%	Q1 2018/19	70%	Q2 2018/19	69%	Q3 2018/19	65%	Q4 2018/19	70%	Q1 2019/20	69%	69%	<p>How are we performing:</p> <p>We have seen a small decrease in the percentage of children over the age of 12 placed within a family setting during the last month of Q1 compared to those in residential placements. The placement of children above the age of 12 in a family setting remains challenging and is consistently lower than our overall ability to place all ages in a family setting.</p> <p>Including those who have 'Continuing Care Status', the % rises to 77%.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>We continue to focus on the promotion of foster care and kinship care.</p>		Stuart Easingwood
Quarter	Value (%)																						
Q2 2017/18	73%																						
Q3 2017/18	72%																						
Q4 2017/18	71%																						
Q1 2018/19	70%																						
Q2 2018/19	69%																						
Q3 2018/19	65%																						
Q4 2018/19	70%																						
Q1 2019/20	69%																						
CP03-P006bP Looked After Children (All ages) in family-based placements compared to those in residential placements	<p>CP03-P006bP Looked After Children in family-based placements compared to those in residential placements</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2017/18</td> <td>85%</td> </tr> <tr> <td>Q3 2017/18</td> <td>84%</td> </tr> <tr> <td>Q4 2017/18</td> <td>84%</td> </tr> <tr> <td>Q1 2018/19</td> <td>83%</td> </tr> <tr> <td>Q2 2018/19</td> <td>85%</td> </tr> <tr> <td>Q3 2018/19</td> <td>83%</td> </tr> <tr> <td>Q4 2018/19</td> <td>84%</td> </tr> <tr> <td>Q1 2019/20</td> <td>85%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q2 2017/18	85%	Q3 2017/18	84%	Q4 2017/18	84%	Q1 2018/19	83%	Q2 2018/19	85%	Q3 2018/19	83%	Q4 2018/19	84%	Q1 2019/20	85%	85%	<p>How are we performing:</p> <p>We continue to meet and exceed this indicator and ensure the majority of looked after children are placed within a family setting.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>We continue to focus on improving the number of families setting available including those who are able to accept children over the age of 12 years.</p>		Stuart Easingwood
Quarter	Value (%)																						
Q2 2017/18	85%																						
Q3 2017/18	84%																						
Q4 2017/18	84%																						
Q1 2018/19	83%																						
Q2 2018/19	85%																						
Q3 2018/19	83%																						
Q4 2018/19	84%																						
Q1 2019/20	85%																						

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																		
<p>CP03-P002bP % of Adults 65+ receiving care at home to sustain an independent quality of life as part of the community compared to those in a care home.</p>	<p>CP03-P002bP % of Adults 65+ receiving care at home to sustain an independent quality of life as part of the community compared to those in a care home.</p> <table border="1"> <caption>CP03-P002bP % of Adults 65+ receiving care at home to sustain an independent quality of life as part of the community compared to those in a care home.</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>77%</td></tr> <tr><td>Q3 2017/18</td><td>77%</td></tr> <tr><td>Q4 2017/18</td><td>78%</td></tr> <tr><td>Q1 2018/19</td><td>78%</td></tr> <tr><td>Q2 2018/19</td><td>79%</td></tr> <tr><td>Q3 2018/19</td><td>77%</td></tr> <tr><td>Q4 2018/19</td><td>78%</td></tr> <tr><td>Q1 2019/20</td><td>79%</td></tr> </tbody> </table>	Quarter	Value (%)	Q2 2017/18	77%	Q3 2017/18	77%	Q4 2017/18	78%	Q1 2018/19	78%	Q2 2018/19	79%	Q3 2018/19	77%	Q4 2018/19	78%	Q1 2019/20	79%	<p>79%</p>	<p>How are we performing: The % of adults over 65 receiving care at home to sustain an independent quality of life has remained consistently above the target and around 77-79% for the past 9 quarters.</p> <p>Actions we are taking to improve/maintain performance: With the integration of Health and Social Care including more locality base services it is believed that we can further support clients to lead an independent life at home. As the integration continues to become established and more locality based services become active further increases within this PI could be realised.</p>		<p>Rob McCulloch-Graham</p>
Quarter	Value (%)																						
Q2 2017/18	77%																						
Q3 2017/18	77%																						
Q4 2017/18	78%																						
Q1 2018/19	78%																						
Q2 2018/19	79%																						
Q3 2018/19	77%																						
Q4 2018/19	78%																						
Q1 2019/20	79%																						
<p>CP03-P004bP Percentage of Clients using the Self Directed Support (SDS) approach based on Finance Commitment Records</p>	<p>CP03-P004bP Percentage of Clients using the SDS approach based on Finance Commitment Records</p> <table border="1"> <caption>CP03-P004bP Percentage of Clients using the SDS approach based on Finance Commitment Records</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>70.9%</td></tr> <tr><td>Q3 2017/18</td><td>74.1%</td></tr> <tr><td>Q4 2017/18</td><td>77.6%</td></tr> <tr><td>Q1 2018/19</td><td>79.9%</td></tr> <tr><td>Q2 2018/19</td><td>82.2%</td></tr> <tr><td>Q3 2018/19</td><td>82.3%</td></tr> <tr><td>Q4 2018/19</td><td>85.2%</td></tr> </tbody> </table>	Quarter	Value (%)	Q2 2017/18	70.9%	Q3 2017/18	74.1%	Q4 2017/18	77.6%	Q1 2018/19	79.9%	Q2 2018/19	82.2%	Q3 2018/19	82.3%	Q4 2018/19	85.2%	<p>85.2% (Q4 18-19)</p>	<p><i>Note: Relates to Q4 figures</i></p> <p>How are we performing: The % of adults who are now directing their own care and support has increased in Q4. We continue to strive to meet our ambitious targets.</p> <p>Actions we are taking to improve/maintain performance: All new clients are assessed using the Self Directed Support (SDS) and SBC is continuing the progression of existing clients, during reassessment, onto the Self Directed Support (SDS) approach. Bi monthly performance clinics are held and this measure is monitored and discussed to ensure continued progression towards target. This measurement compares the number of clients who receive a financial commitment which would be considered a package of care/support with those who are assessed using the SDS approach. This is a more representative measure of the SDS implementation within the Scottish Borders.</p>		<p>Rob McCulloch-Graham</p>		
Quarter	Value (%)																						
Q2 2017/18	70.9%																						
Q3 2017/18	74.1%																						
Q4 2017/18	77.6%																						
Q1 2018/19	79.9%																						
Q2 2018/19	82.2%																						
Q3 2018/19	82.3%																						
Q4 2018/19	85.2%																						

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																											
<p>CP03-P028P</p> <p>Proportion of new service users who receive a service within 6 weeks of assessment (year to date)</p>	<p>CP03-P028P What % of people contacting Social Work receive a service within 6 weeks of their assessment?</p> <table border="1"> <caption>Data for CP03-P028P Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2017/18</td> <td>98%</td> <td>95%</td> </tr> <tr> <td>Q3 2017/18</td> <td>97%</td> <td>95%</td> </tr> <tr> <td>Q4 2017/18</td> <td>93%</td> <td>95%</td> </tr> <tr> <td>Q1 2018/19</td> <td>91%</td> <td>95%</td> </tr> <tr> <td>Q2 2018/19</td> <td>91%</td> <td>95%</td> </tr> <tr> <td>Q3 2018/19</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>Q4 2018/19</td> <td>93%</td> <td>95%</td> </tr> <tr> <td>Q1 2019/20</td> <td>89%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q2 2017/18	98%	95%	Q3 2017/18	97%	95%	Q4 2017/18	93%	95%	Q1 2018/19	91%	95%	Q2 2018/19	91%	95%	Q3 2018/19	95%	95%	Q4 2018/19	93%	95%	Q1 2019/20	89%	95%	<p>89%</p>	<p>Observations:</p> <p>The % of new service users receiving a service within 6 weeks of assessment is below target in Q1. Clients exceeding the 6 week delivery time can include those with complex needs where increased delivery time is due to the need for multiple levels of service support.</p>		<p>Rob McCulloch-Graham</p>
Quarter	Value (%)	Target (%)																														
Q2 2017/18	98%	95%																														
Q3 2017/18	97%	95%																														
Q4 2017/18	93%	95%																														
Q1 2018/19	91%	95%																														
Q2 2018/19	91%	95%																														
Q3 2018/19	95%	95%																														
Q4 2018/19	93%	95%																														
Q1 2019/20	89%	95%																														

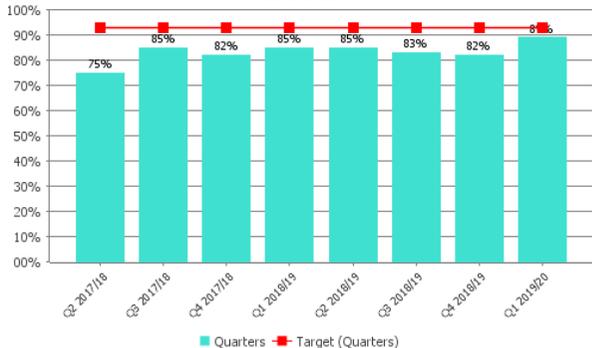
Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By
<p>Bed days associated with delayed discharges in residents aged 75+; rate per 1,000 population</p>		<p>171 (Q4 18-19)</p>	<p>Observations: The quarterly rate of bed days associated with delayed discharges for Scottish Borders residents aged 75 and over has fluctuated since the start of the 2013/14 financial year, but has generally remained around 150 to 200 per 1,000 residents. The rate for the middle two quarters of 2017/18 was higher than any previous quarter, increasing to over 200 per 1,000 residents for the first time. 2018/19 has consistently fell above average with Q3 18/19 seeing the 2nd highest rate over the past 2 years. The quarterly bed day rate associated with delayed discharges is currently 171. A target (for 2019/20) to reduce delayed discharges by 30% has been set.</p>		<p>Rob McCulloch-Graham</p>
<p>Bed Days associated with emergency admissions, per 1000 population age 75+</p>		<p>883 (Q4 18-19)</p>	<p>Observations: Occupied bed day rates for emergency admissions (age 75+) has seasonal fluctuations but performance trend is positive – both long-term (over 3-years) and short-term (over 4 quarters) – and we perform better than the Scottish average <i>(NB: Occupied Bed Days in general/acute hospital beds such as Borders General Hospital. This does not include bed days in the four Borders' community hospitals).</i></p>		<p>Rob McCulloch-Graham</p>

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																				
CP03-P121P % of mediation cases that show agreement / improvement after mediation	<p>CP03-P121P Percentage of mediation cases that show agreement/improvement after mediation (cumulative)</p> <table border="1"> <caption>Data for CP03-P121P Trend Chart</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>82%</td> <td>90%</td> <td>95%</td> <td>88%</td> </tr> <tr> <td>2018/19</td> <td>88%</td> <td>90%</td> <td>92%</td> <td>88%</td> </tr> <tr> <td>2019/20</td> <td>86.7%</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	82%	90%	95%	88%	2018/19	88%	90%	92%	88%	2019/20	86.7%	-	-	-	86.7%	<p>Where we are currently</p> <p>A small decrease of 2.2 percentage points in the percentage of mediation cases that show agreement/improvement after mediation in 2019/20 when compared to the same time period in 2018/19.</p> <p>Our Successes/Our Issues</p> <p>Mediation is proving to be successful in the majority of cases taken on for mediation.</p> <p>What we are doing</p> <p>Increased integration of the mediation service into the daily operations of the ASBU. Awareness raising of the service.</p>		Graham Jones
Year	Q1	Q2	Q3	Q4																					
2017/18	82%	90%	95%	88%																					
2018/19	88%	90%	92%	88%																					
2019/20	86.7%	-	-	-																					
CP03-P170P Percentage of referrals (Adults) to Domestic Abuse Advocacy Support (DAAS) that are repeat referrals			<p><i>Note:</i></p> <p><i>There is a requirement to make system changes in order to gather data and report progress against this indicator. Change specifications are in progress and it is expected that we will be able to provide data in the second quarter of 2019/20.</i></p>		Graham Jones																				

A Thriving Economy, with Opportunities for Everyone: PERFORMANCE Indicators 

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																		
CP01-P001rP % of Invoices paid within 30 days	<p>CP01-P001rP How many invoices, received by us, were paid within 30 days of receiving the invoice?</p>  <table border="1"> <caption>Data for CP01-P001rP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>% of Invoices Paid</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>75%</td></tr> <tr><td>Q3 2017/18</td><td>85%</td></tr> <tr><td>Q4 2017/18</td><td>82%</td></tr> <tr><td>Q1 2018/19</td><td>85%</td></tr> <tr><td>Q2 2018/19</td><td>85%</td></tr> <tr><td>Q3 2018/19</td><td>83%</td></tr> <tr><td>Q4 2018/19</td><td>82%</td></tr> <tr><td>Q1 2019/20</td><td>89%</td></tr> </tbody> </table>	Quarter	% of Invoices Paid	Q2 2017/18	75%	Q3 2017/18	85%	Q4 2017/18	82%	Q1 2018/19	85%	Q2 2018/19	85%	Q3 2018/19	83%	Q4 2018/19	82%	Q1 2019/20	89%	89%	<p>Observations: The indicator shows a sustained increase during the quarter demonstrating the continuous improvements being applied to this area of activity.</p>		Kathryn Dickson
Quarter	% of Invoices Paid																						
Q2 2017/18	75%																						
Q3 2017/18	85%																						
Q4 2017/18	82%																						
Q1 2018/19	85%																						
Q2 2018/19	85%																						
Q3 2018/19	83%																						
Q4 2018/19	82%																						
Q1 2019/20	89%																						

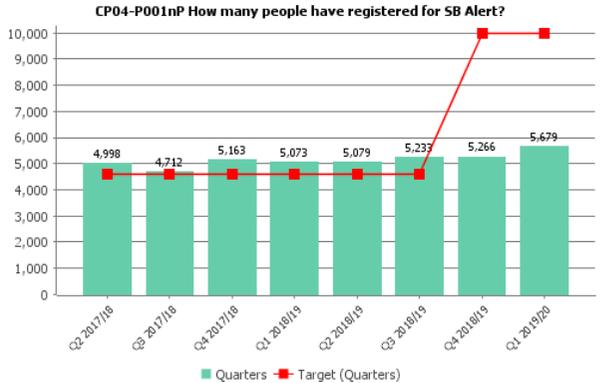
Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																											
CP01-P001dP Number of new Business Start Ups -Through Business Gateway	<p>CP01-P001dP How many new businesses has Business Gateway help create?</p> <table border="1"> <caption>CP01-P001dP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>54</td><td>54</td></tr> <tr><td>Q3 2017/18</td><td>54</td><td>54</td></tr> <tr><td>Q4 2017/18</td><td>63</td><td>54</td></tr> <tr><td>Q1 2018/19</td><td>62</td><td>54</td></tr> <tr><td>Q2 2018/19</td><td>67</td><td>54</td></tr> <tr><td>Q3 2018/19</td><td>35</td><td>54</td></tr> <tr><td>Q4 2018/19</td><td>54</td><td>54</td></tr> <tr><td>Q1 2019/20</td><td>49</td><td>54</td></tr> </tbody> </table>	Quarter	Value	Target	Q2 2017/18	54	54	Q3 2017/18	54	54	Q4 2017/18	63	54	Q1 2018/19	62	54	Q2 2018/19	67	54	Q3 2018/19	35	54	Q4 2018/19	54	54	Q1 2019/20	49	54	49	<p>Observations:</p> <p>The start-up figures were lower than expected for the first quarter. This is reflected in the figures across Scotland. The advisers are concentrating resource on those start-ups that have the most opportunity for growth and employment. This figure should still enable the annual target to be met.</p>	N/A	Bryan McGrath
Quarter	Value	Target																														
Q2 2017/18	54	54																														
Q3 2017/18	54	54																														
Q4 2017/18	63	54																														
Q1 2018/19	62	54																														
Q2 2018/19	67	54																														
Q3 2018/19	35	54																														
Q4 2018/19	54	54																														
Q1 2019/20	49	54																														
CP01-P001eP Business supported through Business Gateway	<p>CP01-P001eP How many businesses has Business Gateway supported?</p> <table border="1"> <caption>CP01-P001eP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>324</td><td>365</td></tr> <tr><td>Q3 2017/18</td><td>371</td><td>365</td></tr> <tr><td>Q4 2017/18</td><td>343</td><td>365</td></tr> <tr><td>Q1 2018/19</td><td>367</td><td>365</td></tr> <tr><td>Q2 2018/19</td><td>365</td><td>365</td></tr> <tr><td>Q3 2018/19</td><td>336</td><td>365</td></tr> <tr><td>Q4 2018/19</td><td>429</td><td>365</td></tr> <tr><td>Q1 2019/20</td><td>283</td><td>365</td></tr> </tbody> </table>	Quarter	Value	Target	Q2 2017/18	324	365	Q3 2017/18	371	365	Q4 2017/18	343	365	Q1 2018/19	367	365	Q2 2018/19	365	365	Q3 2018/19	336	365	Q4 2018/19	429	365	Q1 2019/20	283	365	283	<p>Observations:</p> <p>This figure is around what should be expected with the current staffing resources available. It reflects the fact that businesses are still contacting Business Gateway and that activity levels for advisers remain at the expected level.</p>	N/A	Bryan McGrath
Quarter	Value	Target																														
Q2 2017/18	324	365																														
Q3 2017/18	371	365																														
Q4 2017/18	343	365																														
Q1 2018/19	367	365																														
Q2 2018/19	365	365																														
Q3 2018/19	336	365																														
Q4 2018/19	429	365																														
Q1 2019/20	283	365																														

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By
CP07-P001bP Occupancy Rates of Industrial and Commercial Units	<p>CP07-P001bP What % of industrial & commercial properties, owned by the Council, are occupied?</p>	88%	<p>Observations: Occupancy figures by locality for Q1 were:</p> <ul style="list-style-type: none"> ▪ Berwickshire: 76%. (78%) ▪ Cheviot: 95%. (95%) ▪ Eildon: 92%. (89%) ▪ Teviotdale & Liddesdale: 77%. (77%) ▪ Tweeddale: 97%. (100%) <p>Percentage of properties occupied in the Scottish Borders: 88%. Total number of new leases in Q1: 7.</p> <p><i>(previous quarter in brackets)</i></p>		Bryan McGrath
CP07-P001kP Number of Capital Projects where RAG status is "Green"	<p>Executive - Capital Projects</p>	18	<p>Observations: Of the top capital projects at the end of March 2019, eighteen were considered overall on track (green) and one project was considered overall slightly off track (amber). The amber project was 'Easter Langlee Transfer Station' where there is a small project pressure. This is being presented through the capital monitoring, however it is being funded through existing capital resources.</p>		Paul Frankland; Steven Renwick
CP07-P001lP Number of Capital Projects where RAG status is "Amber"		1			Paul Frankland; Steven Renwick
CP07-P001mP Number of Capital Projects where RAG status is "Red"		0			Paul Frankland; Steven Renwick

Empowered, Vibrant Communities: PERFORMANCE Indicators 

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																											
CP04-P001nP SB Alert - No. of people registered	<p>CP04-P001nP How many people have registered for SB Alert?</p>  <table border="1"> <caption>Data for CP04-P001nP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2-2017/18</td> <td>4,998</td> <td>4,998</td> </tr> <tr> <td>Q2-2017/18</td> <td>4,712</td> <td>4,712</td> </tr> <tr> <td>Q4-2017/18</td> <td>5,163</td> <td>5,163</td> </tr> <tr> <td>Q1-2018/19</td> <td>5,073</td> <td>5,073</td> </tr> <tr> <td>Q2-2018/19</td> <td>5,079</td> <td>5,079</td> </tr> <tr> <td>Q3-2018/19</td> <td>5,233</td> <td>5,233</td> </tr> <tr> <td>Q4-2018/19</td> <td>5,266</td> <td>5,266</td> </tr> <tr> <td>Q1-2019/20</td> <td>5,679</td> <td>10,000</td> </tr> </tbody> </table>	Quarter	Value	Target (Quarters)	Q2-2017/18	4,998	4,998	Q2-2017/18	4,712	4,712	Q4-2017/18	5,163	5,163	Q1-2018/19	5,073	5,073	Q2-2018/19	5,079	5,079	Q3-2018/19	5,233	5,233	Q4-2018/19	5,266	5,266	Q1-2019/20	5,679	10,000	5,679	<p>Observations:</p> <p>There are now 5,679 people registered with SB Alert, an increase of 413 over the previous quarter.</p> <p>The benefits of SB Alert will be highlighted through the social media feeds and Resilient Community Groups to encourage additional sign up during the summer months.</p> <p><i>The service aspires to reach a figure of 10,000 over a 2 year period.</i></p>		Jim Fraser
Quarter	Value	Target (Quarters)																														
Q2-2017/18	4,998	4,998																														
Q2-2017/18	4,712	4,712																														
Q4-2017/18	5,163	5,163																														
Q1-2018/19	5,073	5,073																														
Q2-2018/19	5,079	5,079																														
Q3-2018/19	5,233	5,233																														
Q4-2018/19	5,266	5,266																														
Q1-2019/20	5,679	10,000																														

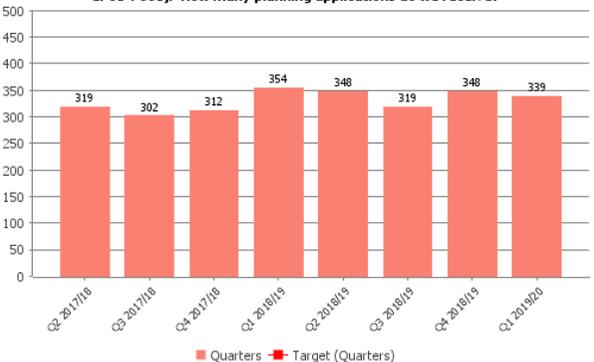
Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By
CP04-P001sP Asset Transfers – Number of Requests Received	<p>Exec PMF 2018 EVC Asset Transfer Requests</p>	0	<p>Observations: No formal requests, or informal enquiries, were received during Q1. Staff continue to work with 10 groups who are either progressing a formal application or exploring the possibility of doing do.</p>	N/A	Shona Smith
CP04-P001tP Asset Transfers – Number of Requests Agreed		0		N/A	Shona Smith
CP04-P001uP Asset Transfers – Number of Requests Refused		0		N/A	Shona Smith
CP04-P001vP Participation requests – Number of requests received	<p>Exec PMF 2018 EVC Participation Requests</p>	1	<p>Observations: One participation request received during Q4 2018/19 was refused in Q1</p>	N/A	Shona Smith
CP04-P001wP Participation requests – Number of requests Agreed		0		N/A	Shona Smith
CP04-P001xP Participation requests – Number of requests Refused		1		N/A	Shona Smith

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By
CP04-P002dP Community Fund - Value of funding awarded - Borderswide	<i>New Indicators: These will commence reporting on a Locality basis from Quarter 2 2019-20</i>	n/a	<i>New Indicators: These will commence reporting on a Locality basis from Quarter 2 2019-20</i>	N/A	Shona Smith
CP04-P002fP Community Fund - Value of funding awarded - Berwickshire					
CP04-P002gP Community Fund - Value of funding awarded - Cheviot					
CP04-P002hP Community Fund - Value of funding awarded - Eildon					
CP04-P002iP Community Fund - Value of funding awarded - Teviot & Liddesdale					
CP04-P002jP Community Fund - Value of funding awarded - Tweeddale					

Our Services for You: CONTEXT Indicators 

Context Indicator	Trend Chart	Value	Commentary	Managed By																		
CP01-P001jP Number of Planning Applications Received	<p style="text-align: center;">CP01-P001jP How many planning applications do we receive?</p>  <table border="1" style="display: none;"> <caption>Quarterly Planning Applications Received</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2017/18</td> <td>319</td> </tr> <tr> <td>Q3 2017/18</td> <td>302</td> </tr> <tr> <td>Q4 2017/18</td> <td>312</td> </tr> <tr> <td>Q1 2018/19</td> <td>354</td> </tr> <tr> <td>Q2 2018/19</td> <td>348</td> </tr> <tr> <td>Q3 2018/19</td> <td>319</td> </tr> <tr> <td>Q4 2018/19</td> <td>348</td> </tr> <tr> <td>Q1 2019/20</td> <td>339</td> </tr> </tbody> </table>	Quarter	Value	Q2 2017/18	319	Q3 2017/18	302	Q4 2017/18	312	Q1 2018/19	354	Q2 2018/19	348	Q3 2018/19	319	Q4 2018/19	348	Q1 2019/20	339	339	<p>Observations: 339 applications were received during Q1, a reduction of 9 over the previous quarter and 15 lower than Q1 2018-19.</p>	Ian Aikman
Quarter	Value																					
Q2 2017/18	319																					
Q3 2017/18	302																					
Q4 2017/18	312																					
Q1 2018/19	354																					
Q2 2018/19	348																					
Q3 2018/19	319																					
Q4 2018/19	348																					
Q1 2019/20	339																					

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Context Indicator	Trend Chart	Value	Commentary	Managed By																		
<p>CP05-P001aP Number of people killed on Border Roads</p>	<p>CP05-P001aP How many people are killed on our roads?</p> <table border="1"> <caption>Data for CP05-P001aP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2 2017</td><td>2</td></tr> <tr><td>Q3 2017</td><td>2</td></tr> <tr><td>Q4 2017</td><td>3</td></tr> <tr><td>Q1 2018</td><td>2</td></tr> <tr><td>Q2 2018</td><td>1</td></tr> <tr><td>Q3 2018</td><td>6</td></tr> <tr><td>Q4 2018</td><td>2</td></tr> <tr><td>Q1 2019</td><td>2</td></tr> </tbody> </table>	Quarter	Value	Q2 2017	2	Q3 2017	2	Q4 2017	3	Q1 2018	2	Q2 2018	1	Q3 2018	6	Q4 2018	2	Q1 2019	2	<p>2 (Q1 2019)</p>	<p>Observations: Tragically there were 2 fatalities resulting from road accidents in the Scottish Borders in Quarter 1 of 2019. This compares to a figure of 2 in the equivalent period of 2018 and 2 in the previous quarter (Q4 of 2018).</p>	<p>Brian Young</p>
Quarter	Value																					
Q2 2017	2																					
Q3 2017	2																					
Q4 2017	3																					
Q1 2018	2																					
Q2 2018	1																					
Q3 2018	6																					
Q4 2018	2																					
Q1 2019	2																					
<p>CP05-P001bP Number of people seriously injured on Border Roads</p>	<p>CP05-P001bP How many people are seriously injured on our roads?</p> <table border="1"> <caption>Data for CP05-P001bP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2 2017</td><td>13</td></tr> <tr><td>Q3 2017</td><td>14</td></tr> <tr><td>Q4 2017</td><td>20</td></tr> <tr><td>Q1 2018</td><td>10</td></tr> <tr><td>Q2 2018</td><td>15</td></tr> <tr><td>Q3 2018</td><td>22</td></tr> <tr><td>Q4 2018</td><td>18</td></tr> <tr><td>Q1 2019</td><td>13</td></tr> </tbody> </table>	Quarter	Value	Q2 2017	13	Q3 2017	14	Q4 2017	20	Q1 2018	10	Q2 2018	15	Q3 2018	22	Q4 2018	18	Q1 2019	13	<p>13 (Q1 2019)</p>	<p>There were 13 people seriously injured as a result of road accidents in the Scottish Borders in Quarter 1 of 2019. This is up 3 on the on the equivalent period of 2018 but down 5 on the previous quarter.</p>	<p>Brian Young</p>
Quarter	Value																					
Q2 2017	13																					
Q3 2017	14																					
Q4 2017	20																					
Q1 2018	10																					
Q2 2018	15																					
Q3 2018	22																					
Q4 2018	18																					
Q1 2019	13																					

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Context Indicator	Trend Chart	Value	Commentary	Managed By																																				
CP07-P001cP Capital Receipts Generated (cumulative)	<p>CP07-P001cP How much has the Council received for selling its fixed assets (e.g. buildings), shares or debt? (cumulative)</p> <table border="1"> <caption>CP07-P001cP Capital Receipts (Cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2017/18</td> <td>£235,238.00</td> <td></td> </tr> <tr> <td>Q3 2017/18</td> <td>£379,862.00</td> <td></td> </tr> <tr> <td>Q4 2017/18</td> <td>£380,343.00</td> <td></td> </tr> <tr> <td>Q1 2018/19</td> <td>£113,900.00</td> <td></td> </tr> <tr> <td>Q2 2018/19</td> <td>£114,900.00</td> <td></td> </tr> <tr> <td>Q3 2018/19</td> <td>£181,797.00</td> <td></td> </tr> <tr> <td>Q4 2018/19</td> <td>£1,444,159.00</td> <td></td> </tr> <tr> <td>Q1 2019/20</td> <td>£390,300.00</td> <td>£390,300.00</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q2 2017/18	£235,238.00		Q3 2017/18	£379,862.00		Q4 2017/18	£380,343.00		Q1 2018/19	£113,900.00		Q2 2018/19	£114,900.00		Q3 2018/19	£181,797.00		Q4 2018/19	£1,444,159.00		Q1 2019/20	£390,300.00	£390,300.00	£390,300.00	<p>Observations: Four sales have concluded in Q1 for 2019/20 resulting in capital receipts of just under £400k. The sales have included Offices at Chapel Street, Selkirk, business land at Burnfoot Industrial Estate, Hawick and Sunnybrae Lodge, Walkerburn. Current target for financial year has been adjusted to £1.75m.</p>	Neil Hastie									
Quarter	Actual	Target																																						
Q2 2017/18	£235,238.00																																							
Q3 2017/18	£379,862.00																																							
Q4 2017/18	£380,343.00																																							
Q1 2018/19	£113,900.00																																							
Q2 2018/19	£114,900.00																																							
Q3 2018/19	£181,797.00																																							
Q4 2018/19	£1,444,159.00																																							
Q1 2019/20	£390,300.00	£390,300.00																																						
CP07-P001dP Total no. of properties surplus to requirements	<p>Exec PMF 2018 05FY Properties Marketed</p> <table border="1"> <caption>Exec PMF 2018 05FY Properties Marketed</caption> <thead> <tr> <th>Quarter</th> <th>CP07-P001dP</th> <th>CP07-P001eP</th> <th>CP07-P001fP</th> </tr> </thead> <tbody> <tr> <td>Q2 2017/18</td> <td>23</td> <td>7</td> <td>9</td> </tr> <tr> <td>Q3 2017/18</td> <td>28</td> <td>4</td> <td>13</td> </tr> <tr> <td>Q4 2017/18</td> <td>21</td> <td>7</td> <td>7</td> </tr> <tr> <td>Q1 2018/19</td> <td>25</td> <td>8</td> <td>8</td> </tr> <tr> <td>Q2 2018/19</td> <td>30</td> <td>5</td> <td>16</td> </tr> <tr> <td>Q3 2018/19</td> <td>29</td> <td>5</td> <td>14</td> </tr> <tr> <td>Q4 2018/19</td> <td>30</td> <td>5</td> <td>16</td> </tr> <tr> <td>Q1 2019/20</td> <td>38</td> <td>6</td> <td>19</td> </tr> </tbody> </table>	Quarter	CP07-P001dP	CP07-P001eP	CP07-P001fP	Q2 2017/18	23	7	9	Q3 2017/18	28	4	13	Q4 2017/18	21	7	7	Q1 2018/19	25	8	8	Q2 2018/19	30	5	16	Q3 2018/19	29	5	14	Q4 2018/19	30	5	16	Q1 2019/20	38	6	19	38	<p>Observations: There are currently 38 land and property assets surplus to the Council's requirements. 13 have been declared surplus waiting to be either brought to the market or subject to obtaining consents. 6 are currently being actively marketed through our selling agents and a further 19 are under offer through disposal on the open market or through negotiation. A number of these are on various industrial estates throughout the borders which indicates an increase in demand in the industrial/commercial market.</p>	Neil Hastie
Quarter		CP07-P001dP	CP07-P001eP	CP07-P001fP																																				
Q2 2017/18		23	7	9																																				
Q3 2017/18	28	4	13																																					
Q4 2017/18	21	7	7																																					
Q1 2018/19	25	8	8																																					
Q2 2018/19	30	5	16																																					
Q3 2018/19	29	5	14																																					
Q4 2018/19	30	5	16																																					
Q1 2019/20	38	6	19																																					
CP07-P001eP Total no. of properties actively being marketed	6	Neil Hastie																																						
CP07-P001fP Total no. of properties progressed to "under offer"	19	Neil Hastie																																						

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Context Indicator	Trend Chart	Value	Commentary	Managed By																		
<p>CP08-P063P</p> <p>Face-to-Face interactions (taken through CRM) by Customer Services</p>	<p>CP08-P063P How many people were logged as coming into our Contact Centres to deal with our Customer Services staff face to face? (CP08-P63P)</p> <table border="1"> <caption>CP08-P063P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>16,811</td></tr> <tr><td>Q3 2017/18</td><td>14,449</td></tr> <tr><td>Q4 2017/18</td><td>15,207</td></tr> <tr><td>Q1 2018/19</td><td>15,245</td></tr> <tr><td>Q2 2018/19</td><td>15,734</td></tr> <tr><td>Q3 2018/19</td><td>12,707</td></tr> <tr><td>Q4 2018/19</td><td>14,821</td></tr> <tr><td>Q1 2019/20</td><td>14,600</td></tr> </tbody> </table>	Quarter	Value	Q2 2017/18	16,811	Q3 2017/18	14,449	Q4 2017/18	15,207	Q1 2018/19	15,245	Q2 2018/19	15,734	Q3 2018/19	12,707	Q4 2018/19	14,821	Q1 2019/20	14,600	<p>14,600</p>	<p>How we are performing:</p> <p>There has been a decrease of 221 face-to face interactions during Quarter 1 (2019/20) when compared with Quarter 4 (2018/19). In comparison to the same quarter last year (2018/19) there has been a decrease of 645 face-to-face interactions.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>The decrease in face-to-face interactions in comparison to Quarter 1 2018/19 could be a result of more services moving online and the continued promotion of the 0300 number.</p>	<p>Les Grant</p>
Quarter	Value																					
Q2 2017/18	16,811																					
Q3 2017/18	14,449																					
Q4 2017/18	15,207																					
Q1 2018/19	15,245																					
Q2 2018/19	15,734																					
Q3 2018/19	12,707																					
Q4 2018/19	14,821																					
Q1 2019/20	14,600																					
<p>CP08-P066P</p> <p>Total number of interactions (taken through CRM) by Customer Services</p>	<p>CP08-P066P How many transactions were logged as handled by Customer Services staff?</p> <table border="1"> <caption>CP08-P066P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>44,724</td></tr> <tr><td>Q3 2017/18</td><td>37,861</td></tr> <tr><td>Q4 2017/18</td><td>43,118</td></tr> <tr><td>Q1 2018/19</td><td>42,257</td></tr> <tr><td>Q2 2018/19</td><td>42,965</td></tr> <tr><td>Q3 2018/19</td><td>35,415</td></tr> <tr><td>Q4 2018/19</td><td>41,586</td></tr> <tr><td>Q1 2019/20</td><td>39,689</td></tr> </tbody> </table>	Quarter	Value	Q2 2017/18	44,724	Q3 2017/18	37,861	Q4 2017/18	43,118	Q1 2018/19	42,257	Q2 2018/19	42,965	Q3 2018/19	35,415	Q4 2018/19	41,586	Q1 2019/20	39,689	<p>39,689</p>	<p>How we are performing:</p> <p>Throughout Quarter 1 (2019/20) there has been a decrease of 1,897 transactions taken through CRM when compared with Quarter 4 (2018/19). When reviewing the same period last year there has been a decrease of 2,568 interactions.</p> <p>The number of interactions tends to drop in Quarter 1 of each year following annual billing and in particular during Quarter 4 (2018/19) there had been an increase in the number of interactions possibly attributed to the Single Occupancy Review.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>We actively promote the website and the Customer Advice & Support Service (0300 100 1800) telephone number. We are also continually working to increase the number of services delivered digitally and to encourage self-service.</p>	<p>Les Grant</p>
Quarter	Value																					
Q2 2017/18	44,724																					
Q3 2017/18	37,861																					
Q4 2017/18	43,118																					
Q1 2018/19	42,257																					
Q2 2018/19	42,965																					
Q3 2018/19	35,415																					
Q4 2018/19	41,586																					
Q1 2019/20	39,689																					

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Context Indicator	Trend Chart	Value	Commentary	Managed By
CP08-P010P Number of Complaints Closed		192	See below	Les Grant

How we are performing:

Quarter 1 (2019/20) experienced an increase of 55 complaints closed when compared with Quarter 4 (2018/19). In comparison to the previous year there has been a decrease of 34 complaints closed.

Justified/Unjustified/Policy

45% of complaints were classified as 'Justified' and 44% as 'Unjustified'. In addition 11% complaints were classified as 'Policy'.

Locality Breakdown

Below is a breakdown of complaints closed during the period by locality and reason. Where a complaint has been logged anonymously or from someone out with the area it cannot be attributed to a locality and therefore shows as undefined. 12.92% of complaints closed were undefined in Quarter 1. (Note that where the total below differs from the overall number of complaints closed, this typically relates to a small number of complaints which span reporting periods.)

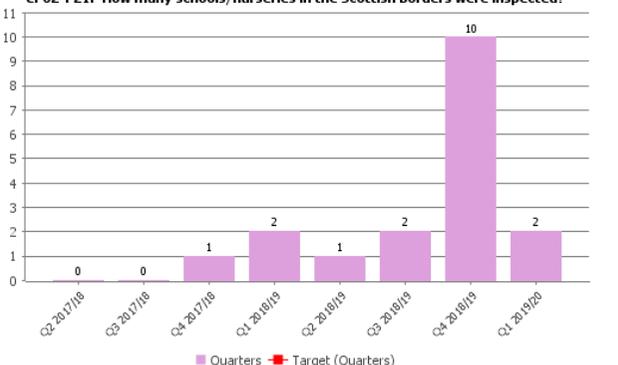
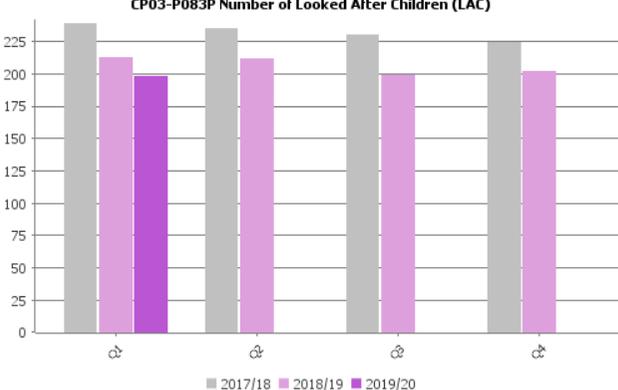
	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale	Undefined	Summary
Delay in Responding	5	2	3	1	1	4	16
Employee Attitude	1	1	4	2	4	3	15
Failure to Del Ser	18	11	14	12	13	8	76
Other	10	3	13	8	12	4	50
Policy	3	2	5	2	5	4	21
Bias or Discrimination	0	0	0	0	0	0	0
Totals	37	19	39	25	35	23	178

Eildon (21.91%), Berwickshire (20.79%) and Tweeddale (19.66%) localities were the areas with the highest number of complaints, the most popular classification reason being 'Failure to Deliver Service'. Cheviot received the fewest complaints accounting for 10.67% of complaints closed.

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Context Indicator	Trend Chart	Value	Commentary	Managed By																		
CP08-P053P FOI Requests Received	<p>CP08-P053P How many requests for information, under the Freedom of Information Act, did we receive?</p> <table border="1"> <caption>FOI Requests Received Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>288</td></tr> <tr><td>Q3 2017/18</td><td>369</td></tr> <tr><td>Q4 2017/18</td><td>343</td></tr> <tr><td>Q1 2018/19</td><td>352</td></tr> <tr><td>Q2 2018/19</td><td>356</td></tr> <tr><td>Q3 2018/19</td><td>347</td></tr> <tr><td>Q4 2018/19</td><td>363</td></tr> <tr><td>Q1 2019/20</td><td>303</td></tr> </tbody> </table>	Quarter	Value	Q2 2017/18	288	Q3 2017/18	369	Q4 2017/18	343	Q1 2018/19	352	Q2 2018/19	356	Q3 2018/19	347	Q4 2018/19	363	Q1 2019/20	303	303	<p>Observations: Scottish Borders Council received 303 requests for information in Q1 2019/20, 60 less than Q4 2018/19 and 44 less than Q3 2018/19.</p>	Nuala McKinlay
Quarter	Value																					
Q2 2017/18	288																					
Q3 2017/18	369																					
Q4 2017/18	343																					
Q1 2018/19	352																					
Q2 2018/19	356																					
Q3 2018/19	347																					
Q4 2018/19	363																					
Q1 2019/20	303																					
CP08-P159P Number of Facebook Engagements	<p>CP08-P159P Number of Facebook Engagements</p> <table border="1"> <caption>Number of Facebook Engagements Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>44,405</td></tr> <tr><td>Q3 2017/18</td><td>45,061</td></tr> <tr><td>Q4 2017/18</td><td>235,797</td></tr> <tr><td>Q1 2018/19</td><td>59,448</td></tr> <tr><td>Q2 2018/19</td><td>66,041</td></tr> <tr><td>Q3 2018/19</td><td>59,073</td></tr> <tr><td>Q4 2018/19</td><td>75,044</td></tr> <tr><td>Q1 2019/20</td><td>95,636</td></tr> </tbody> </table>	Quarter	Value	Q2 2017/18	44,405	Q3 2017/18	45,061	Q4 2017/18	235,797	Q1 2018/19	59,448	Q2 2018/19	66,041	Q3 2018/19	59,073	Q4 2018/19	75,044	Q1 2019/20	95,636	95,636	<p>Observations: During Q1 the total reach of all our Facebook posts was 1,592,269, with 95,636 post engagements</p>	Tracey Graham
Quarter	Value																					
Q2 2017/18	44,405																					
Q3 2017/18	45,061																					
Q4 2017/18	235,797																					
Q1 2018/19	59,448																					
Q2 2018/19	66,041																					
Q3 2018/19	59,073																					
Q4 2018/19	75,044																					
Q1 2019/20	95,636																					
CP08-P160P Number of Twitter Engagements	<p>CP08-P160P Number of Twitter Engagements</p> <table border="1"> <caption>Number of Twitter Engagements Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>10,994</td></tr> <tr><td>Q3 2017/18</td><td>11,781</td></tr> <tr><td>Q4 2017/18</td><td>83,746</td></tr> <tr><td>Q1 2018/19</td><td>11,702</td></tr> <tr><td>Q2 2018/19</td><td>10,821</td></tr> <tr><td>Q3 2018/19</td><td>5,792</td></tr> <tr><td>Q4 2018/19</td><td>4,856</td></tr> <tr><td>Q1 2019/20</td><td>7,324</td></tr> </tbody> </table>	Quarter	Value	Q2 2017/18	10,994	Q3 2017/18	11,781	Q4 2017/18	83,746	Q1 2018/19	11,702	Q2 2018/19	10,821	Q3 2018/19	5,792	Q4 2018/19	4,856	Q1 2019/20	7,324	7,324	<p>Observations: Our Twitter posts during the quarter were seen 470,149 times, with 7,324 engagements.</p>	Tracey Graham
Quarter	Value																					
Q2 2017/18	10,994																					
Q3 2017/18	11,781																					
Q4 2017/18	83,746																					
Q1 2018/19	11,702																					
Q2 2018/19	10,821																					
Q3 2018/19	5,792																					
Q4 2018/19	4,856																					
Q1 2019/20	7,324																					

Independent, Achieving People: CONTEXT Indicators 

Context Indicator	Trend Chart	Value	Commentary	Managed By																											
<p>CP02-P21P Number of Schools/Nurseries inspected per Quarter</p>	<p>CP02-P21P How many schools/nurseries in the Scottish Borders were inspected?</p>  <table border="1"> <caption>Data for CP02-P21P Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q2-2017/18</td><td>0</td><td>0</td></tr> <tr><td>Q3-2017/18</td><td>0</td><td>0</td></tr> <tr><td>Q4-2017/18</td><td>1</td><td>1</td></tr> <tr><td>Q1-2018/19</td><td>2</td><td>2</td></tr> <tr><td>Q2-2018/19</td><td>1</td><td>1</td></tr> <tr><td>Q3-2018/19</td><td>2</td><td>2</td></tr> <tr><td>Q4-2018/19</td><td>10</td><td>10</td></tr> <tr><td>Q1-2019/20</td><td>2</td><td>2</td></tr> </tbody> </table>	Quarter	Value	Target (Quarters)	Q2-2017/18	0	0	Q3-2017/18	0	0	Q4-2017/18	1	1	Q1-2018/19	2	2	Q2-2018/19	1	1	Q3-2018/19	2	2	Q4-2018/19	10	10	Q1-2019/20	2	2	<p>2</p>	<p>Observations: There were two primary school inspections this quarter, A standard inspection at Duns and a return visit at Howdenburn.</p>	<p>Stuart Easingwood</p>
Quarter	Value	Target (Quarters)																													
Q2-2017/18	0	0																													
Q3-2017/18	0	0																													
Q4-2017/18	1	1																													
Q1-2018/19	2	2																													
Q2-2018/19	1	1																													
Q3-2018/19	2	2																													
Q4-2018/19	10	10																													
Q1-2019/20	2	2																													
<p>CP03-P083P Number of Looked After Children (LAC)</p>	<p>CP03-P083P Number of Looked After Children (LAC)</p>  <table border="1"> <caption>Data for CP03-P083P Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>230</td><td>210</td><td>200</td></tr> <tr><td>Q2</td><td>230</td><td>210</td><td>200</td></tr> <tr><td>Q3</td><td>230</td><td>210</td><td>200</td></tr> <tr><td>Q4</td><td>230</td><td>210</td><td>200</td></tr> </tbody> </table>	Quarter	2017/18	2018/19	2019/20	Q1	230	210	200	Q2	230	210	200	Q3	230	210	200	Q4	230	210	200	<p>198</p>	<p>Observations: Q1 has seen a reduction in the number of looked after children. This figure is a snap shot during the last month of the quarter and fluctuates throughout the time period.</p>	<p>Stuart Easingwood</p>							
Quarter	2017/18	2018/19	2019/20																												
Q1	230	210	200																												
Q2	230	210	200																												
Q3	230	210	200																												
Q4	230	210	200																												

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Context Indicator	Trend Chart	Value	Commentary	Managed By
CP03-P085P Number of Inter-agency Referral Discussions (IRDs) held about a child	<p>CP03-P085P Number of Inter-agency Discussions (IRDs) held</p> <p>Legend: 2017/18 (Grey), 2018/19 (Light Purple), 2019/20 (Dark Purple)</p>	107	<p>Observations:</p> <p>The number of Inter-agency Referral Discussions (IRD) continues to fluctuate over the quarters, there was a significant drop in Q1 to 107 from 140 in Q4. As children are brought to the attention of Social Care via other agencies, organisation or the public, a co-ordinated response is provided.</p> <p>IRD's provide a whole system co-ordinated approach to ensuring vulnerable children are highlighted, supported and their situation monitored to provide a stability.</p>	Stuart Easingwood
CP03-P086P Number of children on Child Protection Register	<p>CP03-P086P Number of children on Child Protection Register</p> <p>Legend: 2017/18 (Grey), 2018/19 (Light Purple), 2019/20 (Dark Purple)</p>	43	<p>Observation:</p> <p>We continue to see fluctuating levels of children on the Child Protection Register. Following a peak in Q3 2016/17, levels have reduced and remained relatively stable in recent quarters.</p>	Stuart Easingwood

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Context Indicator	Trend Chart	Value	Commentary	Managed By																		
CP06-P37bP New Modern Apprentices employed by SBC	<p>Exec PM IAP Modern Apprentice2</p> <table border="1"> <caption>Exec PM IAP Modern Apprentice2</caption> <thead> <tr> <th>Quarter</th> <th>CP06-P37bP</th> <th>CP06-P37P</th> </tr> </thead> <tbody> <tr> <td>Q2 2018/19</td> <td>13</td> <td>39</td> </tr> <tr> <td>Q3 2018/19</td> <td>30</td> <td>45</td> </tr> <tr> <td>Q4 2018/19</td> <td>30</td> <td>37</td> </tr> <tr> <td>Q1 2019/20</td> <td>33</td> <td>34</td> </tr> <tr> <td>Q2 2019/20</td> <td>25</td> <td>58</td> </tr> </tbody> </table>	Quarter	CP06-P37bP	CP06-P37P	Q2 2018/19	13	39	Q3 2018/19	30	45	Q4 2018/19	30	37	Q1 2019/20	33	34	Q2 2019/20	25	58	25	<p>Observations:</p> <p>SBC has employed 25 Modern Apprentice's (MAs) in the first quarter of this year, many of these are employed within Early Years.</p> <p>There are currently 58 MA's employed by SBC. This number will fluctuate up and down as and when people start and finish their apprenticeships.</p>	Clair Hepburn
Quarter		CP06-P37bP	CP06-P37P																			
Q2 2018/19	13	39																				
Q3 2018/19	30	45																				
Q4 2018/19	30	37																				
Q1 2019/20	33	34																				
Q2 2019/20	25	58																				
CP06-P037P Current Modern Apprentices employed within SBC	58	Clair Hepburn																				
CP06-P37cP Modern Apprentices securing SBC employment after apprenticeship Cumulative Year to Date	<p>CP06-P37cP CP06-P37c - Modern Apprentices securing SBC employment after apprenticeship Cumulative Year to Date</p> <table border="1"> <caption>CP06-P37cP CP06-P37c - Modern Apprentices securing SBC employment after apprenticeship Cumulative Year to Date</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>0</td> </tr> <tr> <td>2018/19</td> <td>3</td> </tr> <tr> <td>2019/20</td> <td>6</td> </tr> <tr> <td>2019/20 (Cumulative)</td> <td>11</td> </tr> </tbody> </table>	Year	Value	2017/18	0	2018/19	3	2019/20	6	2019/20 (Cumulative)	11	3	Clair Hepburn									
Year	Value																					
2017/18	0																					
2018/19	3																					
2019/20	6																					
2019/20 (Cumulative)	11																					

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Context Indicator	Trend Chart	Value	Commentary	Managed By																		
CP03-P149P Adult protection - Number of Concerns	<p>CP03-P149P Adult protection - Number of Concerns</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Concerns</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>74</td></tr> <tr><td>Q3 2017/18</td><td>79</td></tr> <tr><td>Q4 2017/18</td><td>75</td></tr> <tr><td>Q1 2018/19</td><td>96</td></tr> <tr><td>Q2 2018/19</td><td>77</td></tr> <tr><td>Q3 2018/19</td><td>74</td></tr> <tr><td>Q4 2018/19</td><td>91</td></tr> <tr><td>Q1 2019/20</td><td>98</td></tr> </tbody> </table>	Quarter	Number of Concerns	Q2 2017/18	74	Q3 2017/18	79	Q4 2017/18	75	Q1 2018/19	96	Q2 2018/19	77	Q3 2018/19	74	Q4 2018/19	91	Q1 2019/20	98	98	<p>Observations: We continued to see an increasing trend in the number of concerns raised. Q1 has seen an increase in the number of concerns raised and 2018/19 appears to have some of the highest level experienced, with the first quarter of 2019/20 continuing to follow that trend.</p>	Stuart Easingwood
Quarter	Number of Concerns																					
Q2 2017/18	74																					
Q3 2017/18	79																					
Q4 2017/18	75																					
Q1 2018/19	96																					
Q2 2018/19	77																					
Q3 2018/19	74																					
Q4 2018/19	91																					
Q1 2019/20	98																					
CP03P150P Adult protection - Number of Investigations	<p>CP03-P150P Adult protection - Number of Investigations</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Investigations</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>38</td></tr> <tr><td>Q3 2017/18</td><td>40</td></tr> <tr><td>Q4 2017/18</td><td>32</td></tr> <tr><td>Q1 2018/19</td><td>44</td></tr> <tr><td>Q2 2018/19</td><td>45</td></tr> <tr><td>Q3 2018/19</td><td>31</td></tr> <tr><td>Q4 2018/19</td><td>56</td></tr> <tr><td>Q1 2019/20</td><td>53</td></tr> </tbody> </table>	Quarter	Number of Investigations	Q2 2017/18	38	Q3 2017/18	40	Q4 2017/18	32	Q1 2018/19	44	Q2 2018/19	45	Q3 2018/19	31	Q4 2018/19	56	Q1 2019/20	53	53	<p>Observations: Q1 has seen a slight decrease from Q4</p>	Stuart Easingwood
Quarter	Number of Investigations																					
Q2 2017/18	38																					
Q3 2017/18	40																					
Q4 2017/18	32																					
Q1 2018/19	44																					
Q2 2018/19	45																					
Q3 2018/19	31																					
Q4 2018/19	56																					
Q1 2019/20	53																					

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Context Indicator	Trend Chart	Value	Commentary	Managed By																				
CP03-P037P Number of reported incidents of domestic abuse (cumulative)	<p>CP03-P037P How many incidents of domestic abuse are reported to Police Scotland? (cumulative)</p> <table border="1"> <caption>Cumulative Reported Incidents of Domestic Abuse</caption> <thead> <tr> <th>Quarter</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~280</td> <td>~280</td> <td>~273</td> </tr> <tr> <td>Q2</td> <td>~580</td> <td>~530</td> <td>~523</td> </tr> <tr> <td>Q3</td> <td>~830</td> <td>~780</td> <td>~773</td> </tr> <tr> <td>Q4</td> <td>~1080</td> <td>~1030</td> <td>~1023</td> </tr> </tbody> </table>	Quarter	2017/18	2018/19	2019/20	Q1	~280	~280	~273	Q2	~580	~530	~523	Q3	~830	~780	~773	Q4	~1080	~1030	~1023	263	See below	Graham Jones
Quarter	2017/18	2018/19	2019/20																					
Q1	~280	~280	~273																					
Q2	~580	~530	~523																					
Q3	~830	~780	~773																					
Q4	~1080	~1030	~1023																					
<p>Our Performance 7 fewer incidents reported in the first quarter of 2019/20 when compared to 2018/19 for the same time period, which equates to a 2.6% reduction.</p> <p>Our Successes/Our Issues</p> <p>Successes</p> <ul style="list-style-type: none"> The domestic abuse services continue to contribute to the national conversation on information sharing and GDPR, supporting COSLA in working with partners to ensure a legal, and fair information sharing process in relation to domestic abuse. Partner agencies welcome the forthcoming Safe and Together training which will work towards ensuring worker partner with non-abusing parents and perpetrators are held to account regarding domestic abuse; this will be the start of a systemic change in how agencies work with families to reduce the impact of domestic abuse. The four day course will be attended by four staff from across the statutory/voluntary domestic abuse services. The Violence Against Women Partnership has successfully implemented Interagency Guidance on Forced Marriage, which compliments the suite of interagency guidance being produced. The next area of work is Interagency Guidance on Trafficking. <p>Service update All areas of the Domestic Abuse Services are operating at full capacity and are fully resourced in Safer Housing Options, Domestic Abuse Outreach Advocacy, Domestic Abuse Advocacy Support and Court Advocacy Support.</p> <p>Key Activities Domestic Abuse MARAC training, risk assessment training and Domestic Abuse Awareness continues to be delivered to a wide range of professionals in the Borders throughout 2019.</p>																								

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Context Indicator	Trend Chart	Value	Commentary	Managed By																				
<p>CP03-P158P Number of Referrals To Domestic Abuse Services (Cumulative)</p>	<p>CP03-P158P Number of Referrals To SBC Domestic Abuse Services (Cumulative)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>140</td> <td>190</td> <td>200</td> </tr> <tr> <td>Q2</td> <td>290</td> <td>370</td> <td>380</td> </tr> <tr> <td>Q3</td> <td>550</td> <td>550</td> <td>550</td> </tr> <tr> <td>Q4</td> <td>740</td> <td>740</td> <td>740</td> </tr> </tbody> </table>	Year	2017/18	2018/19	2019/20	Q1	140	190	200	Q2	290	370	380	Q3	550	550	550	Q4	740	740	740	<p>196</p>	<p>Observations: 196 referrals in the year to date, which is 13 referrals (7.1%) higher than last year at the same point. The increase in referrals has mainly been in the Domestic Abuse Advocacy Support (DAAS) and Safe housing Options (SHO) aspects of the service.</p>	<p>Graham Jones</p>
Year	2017/18	2018/19	2019/20																					
Q1	140	190	200																					
Q2	290	370	380																					
Q3	550	550	550																					
Q4	740	740	740																					
<p>CP03-P108P Number of High Risk domestic abuse cases discussed at Multi Agency Risk Assessment Conference (MARAC) (cumulative)</p>	<p>CP03-P108P The number of high risk domestic abuse cases referred to MARAC (Adults) (Cumulative)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>30</td> <td>32</td> <td>32</td> </tr> <tr> <td>Q2</td> <td>53</td> <td>53</td> <td>53</td> </tr> <tr> <td>Q3</td> <td>79</td> <td>79</td> <td>79</td> </tr> <tr> <td>Q4</td> <td>92</td> <td>92</td> <td>92</td> </tr> </tbody> </table>	Year	2017/18	2018/19	2019/20	Q1	30	32	32	Q2	53	53	53	Q3	79	79	79	Q4	92	92	92	<p>31</p>	<p>Observations: 31 cases discussed at Multi Agency Risk Assessment Conference (MARAC) in the year to date. This is an increase of 6.9% (2 cases) when compared to the same time period in 2018/19. MARAC referrals remain lower than the expected yearly total of 200. This projected figure is based on a national UK wide statistical indicator that suggests that a population the size of Scottish Borders could expect 200 high risk cases per year (SafeLives 2015).</p>	<p>Graham Jones</p>
Year	2017/18	2018/19	2019/20																					
Q1	30	32	32																					
Q2	53	53	53																					
Q3	79	79	79																					
Q4	92	92	92																					

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Context Indicator	Trend Chart	Value	Commentary	Managed By
CP03-P38P The number of reported ASB Incidents (Cumulative)	<p>CP03-P38P The number of reported ASB Incidents (Cumulative)</p> <p>■ 2017/18 ■ 2018/19 ■ 2019/20</p>	1,454	<p>Our Performance</p> <p>A 3.6% decrease in incidents in the year to date when compared to the same time period in 2018/19. This equates to 54 fewer incidents recorded, which is positive.</p> <p>Our Activities</p> <p>We continue to intervene early in cases of antisocial behaviour to try and reduce the number of cases where there is an escalation in antisocial behaviour.</p> <p>Effective partnership working allows us to target problematic cases and provide a coordinated response to addressing more persistent issues of antisocial behaviour.</p>	Graham Jones
CP03-P118P Number of ASB Early Interventions	<p>CP03-P118P Number of ASB early Interventions (cumulative)</p> <p>■ 2017/18 ■ 2018/19 ■ 2019/20</p>	192	<p>Where we are currently</p> <p>A decrease of 34 interventions in the year to date 2019/20 when compared to 2018/19, which equates to a 15% decrease.</p> <p>Our Successes/Our Issues</p> <p>We continue to work as a partnership to share information and respond in a coordinated way.</p> <p>Interventions by partner agencies are down on this time last year, which has resulted in the overall decrease.</p> <p>What we are doing</p> <p>We are using analysis to better understand antisocial behaviour and to improve the approach being taken and the outcomes for complainers.</p>	Graham Jones

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Context Indicator	Trend Chart	Value	Commentary	Managed By																				
CP03-P119P Number monitored for ASB	<p>CP03-P119P Number of persons being monitored for antisocial behaviour (cumulative)</p> <table border="1"> <caption>CP03-P119P Number of persons being monitored for antisocial behaviour (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>450</td> <td>420</td> <td>450</td> </tr> <tr> <td>Q2</td> <td>850</td> <td>820</td> <td>850</td> </tr> <tr> <td>Q3</td> <td>1250</td> <td>1180</td> <td>1200</td> </tr> <tr> <td>Q4</td> <td>1700</td> <td>1580</td> <td>1600</td> </tr> </tbody> </table>	Quarter	2017/18	2018/19	2019/20	Q1	450	420	450	Q2	850	820	850	Q3	1250	1180	1200	Q4	1700	1580	1600	448	<p>Where we are currently</p> <p>32 additional persons monitored for antisocial behaviour in the year to date in 2019/20 when compared to 2018/19, which equates to a 7.7% increase.</p> <p>Our Successes/Our Issues</p> <ul style="list-style-type: none"> - The 7.7% increase in people being monitored for ASB and the associated decrease in the number of early interventions in the same time period will be monitored going forward. <p>What we are doing</p> <ul style="list-style-type: none"> - We are continuously looking at what other agencies do or what diversions can be implemented. - A formal process exists between partner agencies to take a consistent approach to addressing antisocial behaviour. 	Graham Jones
Quarter	2017/18	2018/19	2019/20																					
Q1	450	420	450																					
Q2	850	820	850																					
Q3	1250	1180	1200																					
Q4	1700	1580	1600																					
CP03-P120P Number of referrals to mediation	<p>CP03-P120P Number of mediation referrals (cumulative)</p> <table border="1"> <caption>CP03-P120P Number of mediation referrals (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>50</td> <td>40</td> <td>50</td> </tr> <tr> <td>Q2</td> <td>80</td> <td>75</td> <td>75</td> </tr> <tr> <td>Q3</td> <td>115</td> <td>90</td> <td>90</td> </tr> <tr> <td>Q4</td> <td>150</td> <td>125</td> <td>125</td> </tr> </tbody> </table>	Quarter	2017/18	2018/19	2019/20	Q1	50	40	50	Q2	80	75	75	Q3	115	90	90	Q4	150	125	125	49	<p>Where we are currently</p> <p>An increase of 11 referrals in the year to date when compared to 2018/19, which equates to a 28.9% increase.</p> <p>Our Successes/Our Issues</p> <p>The increase in referrals to the service is positive as this early intervention can help prevent escalation in issues.</p> <p>What we are doing</p> <p>Increased integration of the mediation service into the daily operations of the ASBU. Awareness raising of the service.</p>	Graham Jones
Quarter	2017/18	2018/19	2019/20																					
Q1	50	40	50																					
Q2	80	75	75																					
Q3	115	90	90																					
Q4	150	125	125																					

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Context Indicator	Trend Chart	Value	Commentary	Managed By																
<p>CP03-P039P Number of Group 1-5 recorded crimes and offences (cumulative)</p>	<p>CP03-P039P How many crimes and offences are recorded by Police Scotland? (cumulative)</p> <table border="1"> <caption>Data from Trend Chart: Cumulative Crimes and Offences</caption> <thead> <tr> <th>Period</th> <th>Category 1 (Grey)</th> <th>Category 2 (Light Purple)</th> <th>Category 3 (Dark Purple)</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>~1,000</td> <td>~900</td> <td>~1,100</td> </tr> <tr> <td>Q1 2018/19</td> <td>~1,800</td> <td>~1,700</td> <td>~1,800</td> </tr> <tr> <td>Q1 2019/20</td> <td>~2,800</td> <td>~2,600</td> <td>~3,700</td> </tr> </tbody> </table>	Period	Category 1 (Grey)	Category 2 (Light Purple)	Category 3 (Dark Purple)	Q1 2017/18	~1,000	~900	~1,100	Q1 2018/19	~1,800	~1,700	~1,800	Q1 2019/20	~2,800	~2,600	~3,700	<p>1,021</p>	<p>Observations: A 12.1% increase in group 1-5 crimes in 2019/20 when compared to the same time period in 2018/19, which equates to 110 additional victims.</p>	<p>Graham Jones</p>
Period	Category 1 (Grey)	Category 2 (Light Purple)	Category 3 (Dark Purple)																	
Q1 2017/18	~1,000	~900	~1,100																	
Q1 2018/19	~1,800	~1,700	~1,800																	
Q1 2019/20	~2,800	~2,600	~3,700																	

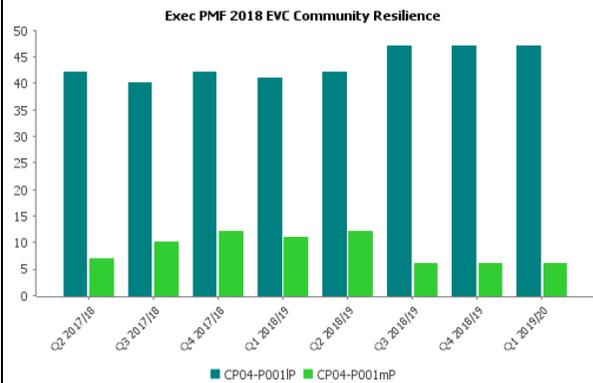
A Thriving Economy, with Opportunities for Everyone: CONTEXT Indicators 

Context Indicator	Trend Chart	Value	Commentary	Managed By																				
CP01-P001aP Working age population (16 - 64) employment rate	<p>CP01-P001aP What percentage of people aged between 16-64 are in employment?</p> <table border="1"> <caption>CP01-P001aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Employment Rate (%)</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>74.7%</td></tr> <tr><td>Q3 2017/18</td><td>74.5%</td></tr> <tr><td>Q4 2017/18</td><td>74.5%</td></tr> <tr><td>Q1 2018/19</td><td>74.1%</td></tr> <tr><td>Q2 2018/19</td><td>74.1%</td></tr> <tr><td>Q3 2018/19</td><td>75%</td></tr> <tr><td>Q4 2018/19</td><td>74.3%</td></tr> <tr><td>Q1 2019/20</td><td>75.7%</td></tr> <tr><td>National Rate</td><td>75.4%</td></tr> </tbody> </table>	Quarter	Employment Rate (%)	Q2 2017/18	74.7%	Q3 2017/18	74.5%	Q4 2017/18	74.5%	Q1 2018/19	74.1%	Q2 2018/19	74.1%	Q3 2018/19	75%	Q4 2018/19	74.3%	Q1 2019/20	75.7%	National Rate	75.4%	75.7% (Q4 18-19)	<p>Observations:</p> <p>The number of people in employment in the Scottish Borders in this Quarter was 53,700 (75.7%), which is 1,200 more than in the previous Quarter. The Scottish Borders rate is above that of Scotland (74.5%) and Great Britain (75.4%)</p> <p><i>Note: Red line indicates national rate, and one quarter lag in data</i></p>	Bryan McGrath
Quarter	Employment Rate (%)																							
Q2 2017/18	74.7%																							
Q3 2017/18	74.5%																							
Q4 2017/18	74.5%																							
Q1 2018/19	74.1%																							
Q2 2018/19	74.1%																							
Q3 2018/19	75%																							
Q4 2018/19	74.3%																							
Q1 2019/20	75.7%																							
National Rate	75.4%																							
CP01-P001bP Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)	<p>CP01-P001bP Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)</p> <table border="1"> <caption>CP01-P001bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Claimant Count (%)</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>1.57%</td></tr> <tr><td>Q3 2017/18</td><td>1.5%</td></tr> <tr><td>Q4 2017/18</td><td>1.63%</td></tr> <tr><td>Q1 2018/19</td><td>1.63%</td></tr> <tr><td>Q2 2018/19</td><td>1.73%</td></tr> <tr><td>Q3 2018/19</td><td>2%</td></tr> <tr><td>Q4 2018/19</td><td>2.47%</td></tr> <tr><td>Q1 2019/20</td><td>2.53%</td></tr> <tr><td>National Rate</td><td>3.1%</td></tr> </tbody> </table>	Quarter	Claimant Count (%)	Q2 2017/18	1.57%	Q3 2017/18	1.5%	Q4 2017/18	1.63%	Q1 2018/19	1.63%	Q2 2018/19	1.73%	Q3 2018/19	2%	Q4 2018/19	2.47%	Q1 2019/20	2.53%	National Rate	3.1%	2.53%	<p>Observations:</p> <p>The average rate of people aged 16-64 claiming out-of-work benefits was 2.53%, lower than the Scottish rate of 3.1%. At the end of June 2019, there were 1,760 people claiming out-of-work benefits, which is 20 more than at the end of the previous Quarter.</p> <p><i>Note: Red line indicates national rate</i></p>	Bryan McGrath
Quarter	Claimant Count (%)																							
Q2 2017/18	1.57%																							
Q3 2017/18	1.5%																							
Q4 2017/18	1.63%																							
Q1 2018/19	1.63%																							
Q2 2018/19	1.73%																							
Q3 2018/19	2%																							
Q4 2018/19	2.47%																							
Q1 2019/20	2.53%																							
National Rate	3.1%																							

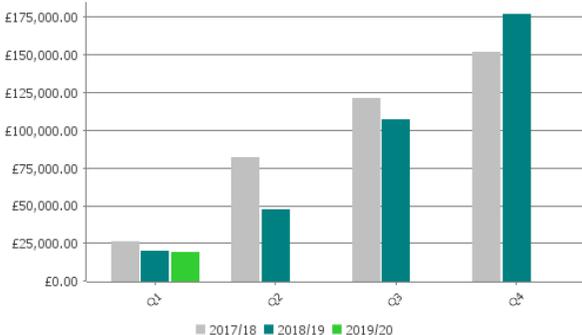
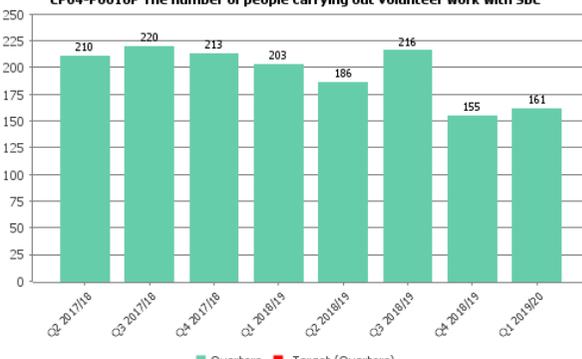
Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Context Indicator	Trend Chart	Value	Commentary	Managed By																		
CP01-P001cP Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)	<p>CP01-P001cP Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)</p> <table border="1"> <caption>Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>3.7%</td></tr> <tr><td>Q3 2017/18</td><td>3.2%</td></tr> <tr><td>Q4 2017/18</td><td>3.4%</td></tr> <tr><td>Q1 2018/19</td><td>3.7%</td></tr> <tr><td>Q2 2018/19</td><td>3.7%</td></tr> <tr><td>Q3 2018/19</td><td>3.8%</td></tr> <tr><td>Q4 2018/19</td><td>4.5%</td></tr> <tr><td>Q1 2019/20</td><td>4.8%</td></tr> </tbody> </table>	Quarter	Value (%)	Q2 2017/18	3.7%	Q3 2017/18	3.2%	Q4 2017/18	3.4%	Q1 2018/19	3.7%	Q2 2018/19	3.7%	Q3 2018/19	3.8%	Q4 2018/19	4.5%	Q1 2019/20	4.8%	4.83%	<p>Observations:</p> <p>The average rate of people aged 18-24 claiming out-of-work benefits was 4.83% in this Quarter, which was higher than the Scottish average of 4.33%. At the end of June 2019, there were 385 young people claiming out-of-work benefits, which was 20 more than at the end of the previous Quarter.</p> <p><i>Note: Red line indicates national rate</i></p>	Bryan McGrath
Quarter	Value (%)																					
Q2 2017/18	3.7%																					
Q3 2017/18	3.2%																					
Q4 2017/18	3.4%																					
Q1 2018/19	3.7%																					
Q2 2018/19	3.7%																					
Q3 2018/19	3.8%																					
Q4 2018/19	4.5%																					
Q1 2019/20	4.8%																					
CP01-P001hP Scottish Borders Business Fund - Number of grants	<p>CP01-P001hP How many grants to local businesses did we award?</p> <table border="1"> <caption>Scottish Borders Business Fund - Number of grants</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>7</td></tr> <tr><td>Q3 2017/18</td><td>7</td></tr> <tr><td>Q4 2017/18</td><td>7</td></tr> <tr><td>Q1 2018/19</td><td>5</td></tr> <tr><td>Q2 2018/19</td><td>3</td></tr> <tr><td>Q3 2018/19</td><td>6</td></tr> <tr><td>Q4 2018/19</td><td>5</td></tr> <tr><td>Q1 2019/20</td><td>5</td></tr> </tbody> </table>	Quarter	Value	Q2 2017/18	7	Q3 2017/18	7	Q4 2017/18	7	Q1 2018/19	5	Q2 2018/19	3	Q3 2018/19	6	Q4 2018/19	5	Q1 2019/20	5	5	<p>Observations:</p> <p>During this Quarter, 5 grants were approved from 5 applications. These projects are expected to create 12.5 jobs (FTE) and safeguard a further 31 jobs.</p>	Bryan McGrath
Quarter	Value																					
Q2 2017/18	7																					
Q3 2017/18	7																					
Q4 2017/18	7																					
Q1 2018/19	5																					
Q2 2018/19	3																					
Q3 2018/19	6																					
Q4 2018/19	5																					
Q1 2019/20	5																					
CP01-P001iP Scottish Borders Business Fund - Value of grants	<p>CP01-P001iP How much money did those grants add up to?</p> <table border="1"> <caption>Scottish Borders Business Fund - Value of grants</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>£20,395.40</td></tr> <tr><td>Q3 2017/18</td><td>£18,367.25</td></tr> <tr><td>Q4 2017/18</td><td>£24,352.94</td></tr> <tr><td>Q1 2018/19</td><td>£13,127.43</td></tr> <tr><td>Q2 2018/19</td><td>£9,315.46</td></tr> <tr><td>Q3 2018/19</td><td>£20,826.67</td></tr> <tr><td>Q4 2018/19</td><td>£13,878.87</td></tr> <tr><td>Q1 2019/20</td><td>£16,941.00</td></tr> </tbody> </table>	Quarter	Value (£)	Q2 2017/18	£20,395.40	Q3 2017/18	£18,367.25	Q4 2017/18	£24,352.94	Q1 2018/19	£13,127.43	Q2 2018/19	£9,315.46	Q3 2018/19	£20,826.67	Q4 2018/19	£13,878.87	Q1 2019/20	£16,941.00	£16,941.00	<p>During this Quarter, the amount of grant awarded was £16,941, which supported 5 projects that included £23,078.10 of private sector leverage.</p> <p>Sectors supported are construction, transportation and storage, textiles, food and drink, and tourism.</p>	Bryan McGrath
Quarter	Value (£)																					
Q2 2017/18	£20,395.40																					
Q3 2017/18	£18,367.25																					
Q4 2017/18	£24,352.94																					
Q1 2018/19	£13,127.43																					
Q2 2018/19	£9,315.46																					
Q3 2018/19	£20,826.67																					
Q4 2018/19	£13,878.87																					
Q1 2019/20	£16,941.00																					

Empowered, Vibrant Communities: CONTEXT Indicators 

Context Indicator	Trend Chart	Value	Commentary	Managed By																											
CP04-P001IP No. of Active community resilience plans (cumulative)	<p style="text-align: center;">Exec PMF 2018 EVC Community Resilience</p>  <table border="1"> <caption>Exec PMF 2018 EVC Community Resilience Data</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P001IP (Active)</th> <th>CP04-P001mP (Progressing)</th> </tr> </thead> <tbody> <tr> <td>Q2 2017/18</td> <td>42</td> <td>7</td> </tr> <tr> <td>Q3 2017/18</td> <td>40</td> <td>10</td> </tr> <tr> <td>Q4 2017/18</td> <td>42</td> <td>12</td> </tr> <tr> <td>Q1 2018/19</td> <td>41</td> <td>11</td> </tr> <tr> <td>Q2 2018/19</td> <td>42</td> <td>12</td> </tr> <tr> <td>Q3 2018/19</td> <td>47</td> <td>6</td> </tr> <tr> <td>Q4 2018/19</td> <td>47</td> <td>6</td> </tr> <tr> <td>Q1 2019/20</td> <td>47</td> <td>6</td> </tr> </tbody> </table>	Quarter	CP04-P001IP (Active)	CP04-P001mP (Progressing)	Q2 2017/18	42	7	Q3 2017/18	40	10	Q4 2017/18	42	12	Q1 2018/19	41	11	Q2 2018/19	42	12	Q3 2018/19	47	6	Q4 2018/19	47	6	Q1 2019/20	47	6	47	<p>Observations:</p> <p>The number of active Community Resilience plans remains at 47. There are also currently 6 areas with a progressing Community Resilience plan. These are Community Council areas who have had a presentation from SBC and are now considering implementing a Resilient Communities group.</p> <p>The Resilient Communities initiative enables communities to respond locally to incidents such as severe weather more effectively, with appropriate training and support from SBC. They do this by carrying out local tasks such as:</p> <ul style="list-style-type: none"> · Clearing snow from pathways/community facilities · Delivering supplies · Providing meals and assistance to those in need · Communicating with residents as well as the Emergency Bunker based at HQ <p>SBC support the groups by providing equipment, First Aid and general training as well as early warnings of severe weather or other important information. SBC are calling on local people to either join a group or approach the Council to set up their own. More information about resilient communities can be found at https://www.scotborders.gov.uk/info/20008/emergencies_and_safety/191/resilient_communities</p>	Jim Fraser
Quarter		CP04-P001IP (Active)	CP04-P001mP (Progressing)																												
Q2 2017/18	42	7																													
Q3 2017/18	40	10																													
Q4 2017/18	42	12																													
Q1 2018/19	41	11																													
Q2 2018/19	42	12																													
Q3 2018/19	47	6																													
Q4 2018/19	47	6																													
Q1 2019/20	47	6																													
CP04-P001mP No. of Progressing community resilience plans (cumulative)	6	Jim Fraser																													

Scottish Borders Council Executive Committee: Appendix 1b - Quarterly Public Performance Report, August 2019 (Q1 2019/20)

Context Indicator	Trend Chart	Value	Commentary	Managed By																				
<p>CP04-P001kP Neighbourhood Small Schemes Fund – Total value of funds awarded (cumulative)</p>	<p>CP04-P001kP The Total value of funds awarded from the Neighbourhood Small Schemes Fund (cumulative)</p>  <table border="1"> <caption>CP04-P001kP - Cumulative Funds Awarded</caption> <thead> <tr> <th>Year/Quarter</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>£25,000</td> <td>£25,000</td> <td>£25,000</td> <td>£25,000</td> </tr> <tr> <td>2018/19</td> <td>£75,000</td> <td>£100,000</td> <td>£120,000</td> <td>£150,000</td> </tr> <tr> <td>2019/20</td> <td>£19,018</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year/Quarter	Q1	Q2	Q3	Q4	2017/18	£25,000	£25,000	£25,000	£25,000	2018/19	£75,000	£100,000	£120,000	£150,000	2019/20	£19,018	-	-	-	<p>£19,018</p>	<p>Observations: In Q1 2019/20, 13 projects were awarded a total of £19,018. The amounts awarded ranged from £200 to £4,000 and averaged £1,463.</p>	<p>Jason Hedley</p>
Year/Quarter	Q1	Q2	Q3	Q4																				
2017/18	£25,000	£25,000	£25,000	£25,000																				
2018/19	£75,000	£100,000	£120,000	£150,000																				
2019/20	£19,018	-	-	-																				
<p>CP04-P001oP The number of people carrying out volunteer work with SBC</p>	<p>CP04-P001oP The number of people carrying out volunteer work with SBC</p>  <table border="1"> <caption>CP04-P001oP - Number of People Carrying Out Volunteer Work</caption> <thead> <tr> <th>Quarter</th> <th>Number of People</th> </tr> </thead> <tbody> <tr> <td>Q2 2017/18</td> <td>210</td> </tr> <tr> <td>Q3 2017/18</td> <td>220</td> </tr> <tr> <td>Q4 2017/18</td> <td>213</td> </tr> <tr> <td>Q1 2018/19</td> <td>203</td> </tr> <tr> <td>Q2 2018/19</td> <td>186</td> </tr> <tr> <td>Q3 2018/19</td> <td>216</td> </tr> <tr> <td>Q4 2018/19</td> <td>155</td> </tr> <tr> <td>Q1 2019/20</td> <td>161</td> </tr> </tbody> </table>	Quarter	Number of People	Q2 2017/18	210	Q3 2017/18	220	Q4 2017/18	213	Q1 2018/19	203	Q2 2018/19	186	Q3 2018/19	216	Q4 2018/19	155	Q1 2019/20	161	<p>161</p>	<p>Observations: The number of people volunteering for SBC, for those services that record this information, has fallen since Q1 last year. This is due to one service no longer working with volunteers. A like for like comparison actually shows an increase which is largely due to more volunteers working with the Walk It programme. The economic benefit to the Borders is £13,163.99 based on the average income of people working in the Borders (£12.46). The average income has increased from £12.41 this time last year.</p>	<p>Shona Smith</p>		
Quarter	Number of People																							
Q2 2017/18	210																							
Q3 2017/18	220																							
Q4 2017/18	213																							
Q1 2018/19	203																							
Q2 2018/19	186																							
Q3 2018/19	216																							
Q4 2018/19	155																							
Q1 2019/20	161																							