



SCOTTISH BORDERS COUNCIL

# PERFORMANCE REPORT

## Q3 2023/24 MILESTONES & PERFORMANCE INDICATORS



Clean, green future



Fulfilling our potential



Strong inclusive economy, transport and infrastructure



Empowered, vibrant communities



Good health and wellbeing



Working together improving lives

# Introduction



This is the Quarter 3 Performance Report for the 2023/24 Council Plan. It presents the Council's progress against the Key Milestones set out for Quarter 3 and provides an update on the Council's Performance Indicators. The report is structured into the 6 themes of the Council Plan.

For each theme the progress against key milestones is shown alongside the desired outcome or outcomes that it is contributing towards. Detail is then provided on the theme's performance indicators that are noted as being particularly positive, or areas of focus for improvement. All performance indicators are then summarised in a table, with the progress of each indicator identified as either positive, neutral, focus for improvement or for information only. Further detail on each indicator can be found in the Public Performance Dashboard on our website: [Our performance as a Council: 2018-19 onwards | Scottish Borders Council \(scotborders.gov.uk\)](https://www.scotborders.gov.uk/our-performance-as-a-council-2018-19-onwards)

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

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

## Performance Indicators Key

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



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



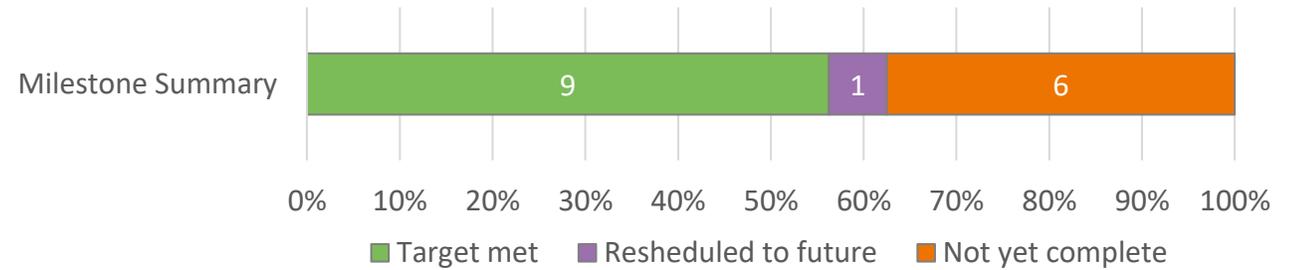
● Positive	There has been a notable improvement, or the data indicates a particularly positive position
○ Neutral	There has been no significant change since the previous review, and progress is satisfactory or as expected
● Focus for Improvement	There has been a notable reduction in performance, or the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

# Summary



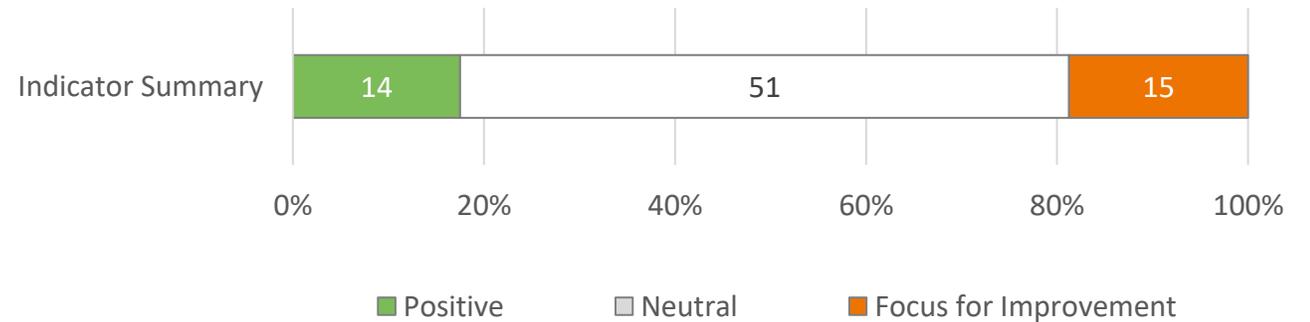
## Key Milestones

The 16 milestones reported in this quarter shows that 9 of them have been achieved as planned. There was 1 milestone which has been rescheduled to a future quarter and there were 6 milestones which have been partly completed and work will continue on them.



## Performance Indicators

Of the 91 indicators presented 65 are in a good position of which 14 are particularly positive. 15 are highlighted as areas of focus for improvement and 11 information only figures which provide context to some of the performance indicators are also shown in the report.





# Summary of Performance Year to Date

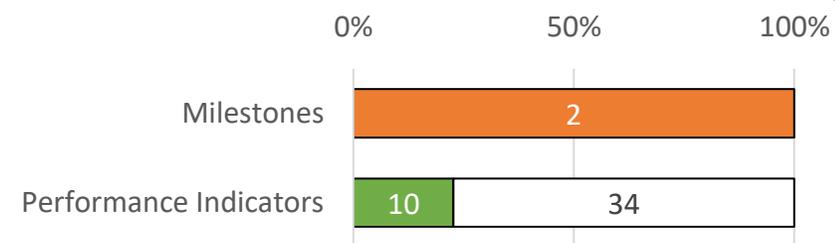
For the milestones green indicates that the milestone was achieved as planned; orange reflects milestones that have not been completed as planned, or that have been rescheduled for a future date. For performance indicators green shows areas where performance has been notably positive; white reflects areas that are performing as we would expect, and orange indicates performance levels that are a focus for improvement.



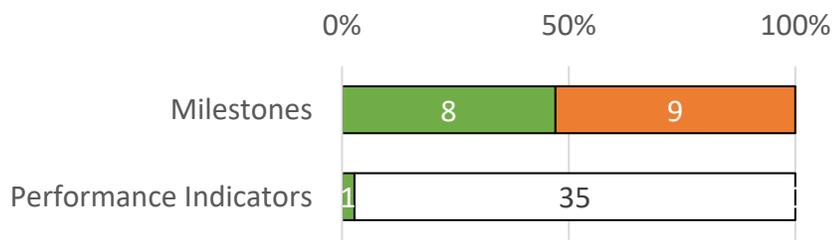
Clean, green future



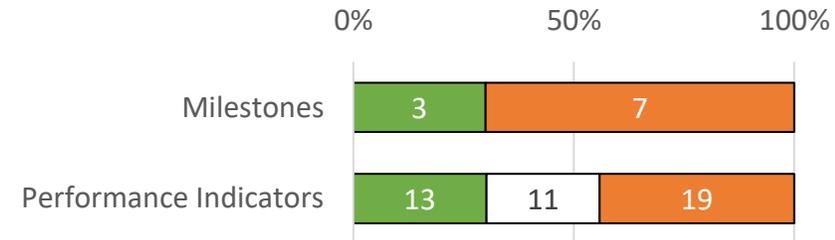
Empowered, vibrant communities



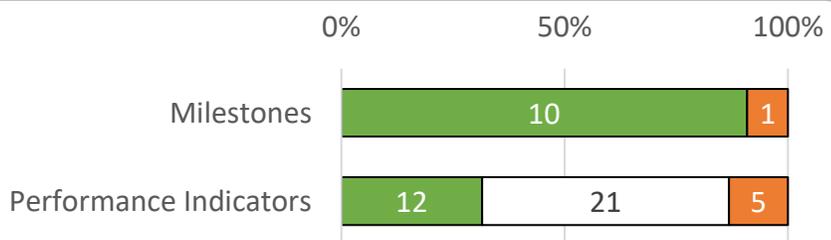
Fulfilling our potential



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# CLEAN GREEN FUTURE

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



Commission/Undertake a regional climate risk assessment with Edinburgh and South-East Scotland City Region partners to ensure our region is resilient to climate impacts and extreme weather events

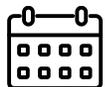


This action will be completed in a future quarter

**Funding** has been **secured** from Scottish Government and the UK Shared Prosperity Fund



The project is being delivered in partnership with the region's **six local authorities** with **Sniffer** as the **lead delivery partner**



The project will **commence** in **January 2024** and will be delivered over the following 18 months.

## Desired Outcomes linked to this Milestone

- Services and infrastructure that are ready to meet the needs of our communities in the face of climate change and extreme weather events

Agree a Scottish Borders Energy Investment Plan Pilot through the Borderlands Energy Master Plan to invest in, test and develop robust, affordable and sustainable local energy systems

This action has been moved to 2024/25



**Progress** is being made with **designing** an expression of interest **process** to:

- invest
- test
- develop

**Development of** local energy systems needs to be:

- robust
- affordable
- sustainable



## Desired Outcomes linked to this Milestone

- An approach to energy in the Scottish Borders which is robust, affordable and does not contribute to climate change

# CLEAN GREEN FUTURE

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



Service	Indicator	Q3 23/24	Status
Waste	Annual Household Recycling Rate	58.43 %	○
	Annual Household Waste Landfilled Rate	0.27 %	○
	Annual Household Waste to Other Treatment	41.3 %	○
	Annual Average Community Recycling Centre Recycling Rate	80.07 %	○
Energy Services	Electricity Consumption (kWh)	2,807,710	○
	Gas Consumption (kWh)	5,188,673	○

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

# FULFILLING OUR POTENTIAL

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



## Implement the revised Positive Relationship Policy in schools - now referred to as now referred to as the *Respectful Relationships and Anti-Bullying Policy*

The **Respectful Relationships** and **Anti-bullying Policy** have been **discussed** with staff, children and young people and parents/carers **across all schools**



The statement highlights training that staff will undertake

To **endorse** the policy within their **school community** all schools have developed a Respectful Relationships and Anti-bullying Statement **in discussion with:**

- parents/carers
- staff
- children and young people



The **Bullying and Equalities module** in **Seemis** is being used to record **all** incidents of Bullying behaviour in **all** schools



### Desired Outcomes linked to this Milestone

- Raise attainment through improved inclusion, equity and wellbeing for all children and young people

## Implement a young person's advisory board to deliver the Engagement Strategy

This action will be completed in a future quarter

In progress



A **strategy group** is working with **12** young people to create a



**Youth Participation and engagement Strategy**

The strategy group have **discussed & developed** their understanding of key themes



A **consultation** approach has been identified, and **key principles** have been developed for engaging with young people

### Desired Outcomes linked to this Milestone

- Increase young people's participation in the planning, provision and delivery of services

# FULLFILLING OUR POTENTIAL

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



Embark on a programme of curriculum reform in line with the findings of the national consultation on education and qualifications

This action will be completed in a future quarter

SBC will be working with the **South East Curriculum Transformation Officer** from Education Scotland in **January 2024**



This will work on **identifying** a few areas of **curriculum development** to take forward with secondary head teachers

Following identification, this work will continue over the rest of the academic year



**No updates** from **Scottish Government** regarding the **Education Bill** as it is still continues to consult with **stakeholders**



Identify opportunities for young people to develop skills in new technologies such as green energy or esports



**Selkirk HS** now has the **appropriate technology** to deliver **qualifications** for **Esports** this session



SBC are working with **Borders College** to promote their E-Sports course as **part of the Schools Academy offer**



## Desired Outcomes linked to this Milestone

- Raise attainment in literacy and numeracy closing the attainment gap between the most and least disadvantaged

## Desired Outcomes linked to this Milestone

- Improve employability skills to enable sustained positive school leaver destinations

# FULFILLING OUR POTENTIAL

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



Service	Indicator	Q3 23/24	Status
<b>Education</b>	Average primary school attendance rate	92.54%	○
	Average secondary school attendance rate	88.32%	○
	Average primary and secondary school attendance rate	90.4%	○
	Number of Exclusion Incidents – Primary Schools	20	○
	How many primary school pupils were excluded?	15	○
	Number of Exclusion Incidents - Secondary Schools	44	○
	How many secondary school pupils were excluded?	41	○
	Number of Exclusion Incidents – Primary and Secondary Schools	64	○
	How many primary and secondary school pupils were excluded?	56	○
	Number of Schools/Nurseries inspected per Quarter	3	<b>i</b>
<b>Modern Apprentices</b>	New Modern Apprentices employed by SBC	10	○
	Current Modern Apprentices employed within SBC	40	○
	Modern Apprentices securing SBC employment after apprenticeship Cumulative Year to Date	0	○

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

# STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

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



Scope local circular economy opportunities for the Scottish Borders, working with Zero Waste Scotland and South of Scotland Enterprise and agree key priority sectors for development, for example construction materials and reuse of household goods

This action is under review. Progress has been made on reuse of household goods



SBC has an agreement with **local** re-use experts **COMMENT** who have a **proven** history of **delivering** and **running** re-use operations in the Borders



The agreement **aims** to provide **advice** and **support** to **local** organisations/charities interested in **setting up Re-Use** in their local area

SBC is working in **partnership** with **Berwickshire Association for Voluntary Service** to **support** and **coordinate** re-use across the **Berwickshire Area**

There is **ongoing** and well **established** re-use activities provided at SBC's **Community Recycling Centres**



Progress the roll out of ultra-fast broadband across the Borders as part of the R100 program

R100 **deployment** continues to be **monitored** by SBC



**50%** of premises in the South of Scotland R100 contract are **connected**

SBC working with **Scottish Government** to **promote** the **progress** of the **programme** and access to their voucher scheme



## Desired Outcomes linked to this Milestone

- Seize the opportunities of a just transition to net-zero

## Desired Outcomes linked to this Milestone

- Enhance digital and transport connectivity

# STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

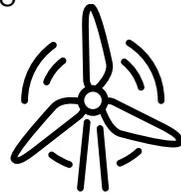
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**Desired Outcomes linked to this Milestone**  
Seize the opportunities of a just transition to net-zero

## Continue to pursue investment opportunities from off-shore wind for Eyemouth and the Berwickshire Coast area

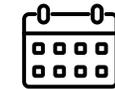
SBC currently working with **strategic partners** to help **promote** and **highlight opportunities** relating to **off-shore wind** in Eyemouth and surrounding area



## Secure electrification of the first stage of the Borders Railway – *this is piece of work to be undertaken by the Scottish Government*



SBC is **waiting** for confirmation from **Scottish Government** of a **revised** timetable for this work



**Electrification** of the first stage of Borders Railway is a **Scottish Government/Transport Scotland** commitment



**Desired Outcomes linked to this Milestone**  
Seize the opportunities of a just transition to net-zero

**Desired Outcomes linked to this Milestone**  
Enhance digital and transport connectivity

## Borderlands Digital Programme: Progress the programme to invest in areas lacking 4G coverage

Borderlands has been named as a new 5G Innovation Region in the UK



Successful bid comprised **5** locations across the region where **new technology** would be **developed**. This included:

- Destination Tweed



SBC will share in **£36 million** from Department for Science, Innovation and Technology



## Complete a review of our bus network to further support the decarbonisation of transport across the region

A bus network review has now been **completed** by SBC



A paper will be heard **Scottish Borders Council** on the **25 January**

**Desired Outcomes linked to this Milestone**  
Seize the opportunities of a just transition to net-zero

# STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

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



Service	Indicator	Q3 23/24	Status
Major Capital Projects	RAG status is "Green"	12	●
	RAG status is "Amber"	5	●
	RAG status is "Red"	2	●
Working Age Population	Working age population (16 - 64) employment rate*	76.2%	í
	Working age population (16 - 64) Claimant Count (including Universal Credit and JSA	2.8	í
	Working age population (18 - 24) Claimant Count (including Universal Credit and JSA	4.53	í
Customer Advice & Support - Financial Inclusion	Number of People referred in the quarter	257	○
	Monetary Gain for cases closed in the quarter	£873,331.19	○
	Cumulative Monetary Gain for cases closed in the year to date	£3,130,545.79	○
Customer Advice & Support – Housing Benefit	New Claims (Avg No. of Days to process)	15.53	●
	Change Events (Avg No. of Days to process)	8.7	○
Business Gateway	Total number of new Business Start-Ups (Business Gateway)	8	●
	Number of clients attending start-up workshops/seminars (Business Gateway)	119	●
Economic Dev & Procurement	Occupancy Rates of Industrial and Commercial Units	88	●
Community Benefit Clauses	Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included <b>** Reported Q2 &amp; Q4</b>	Now reported annually to align with Annual Procurement Report cycle	
	Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC)		

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

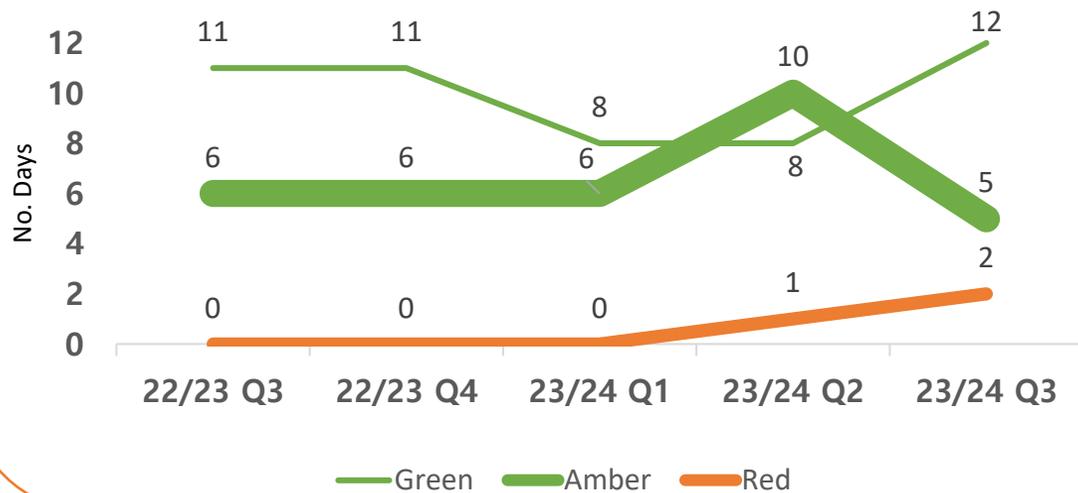
Key: ● Positive ○ Neutral ● Focus for Improvement í Information only

# STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

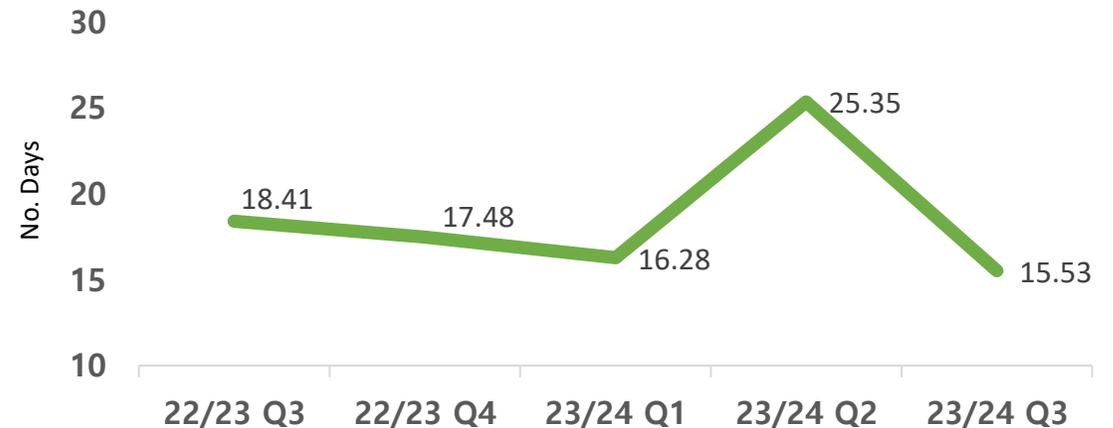
**PRIORITY:** Deliver the key economic development programmes for our region - the South of Scotland Regional Economic Strategy, Borderlands Inclusive Growth Deal and the Edinburgh and South East Scotland City Region Deal and Regional Prosperity Framework - making our economy stronger, greener and more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



The number of **Capital Projects with Red Status** has further **increased** in Q3 and continues to be a **focus for improvement**. However both **Green** and **Amber Status** have seen a **positive** change over Q3.



The time taken to process **new housing benefit** claims has **decreased** over the year and from the same quarter last year. This is a **positive** change.



There are delays to 2 key Capital Projects and the number of Red status projects has increased by one.

The Hawick Flood Protection Scheme continues on site. Whilst SBC achieved 1:75 flood protection to the town by the end of 2023, practical completion has not been achieved yet and work remains to be completed, missing the target completion of 30 Sept 2023. The Red status recognises this day. The project budget position is being assessed.

The Union Chain Bridge is now complete and has reopened, however a construction defect has been identified and this is being addressed through the contract. Remedial work will see a closure of the bridge for a period of 4-6 weeks.

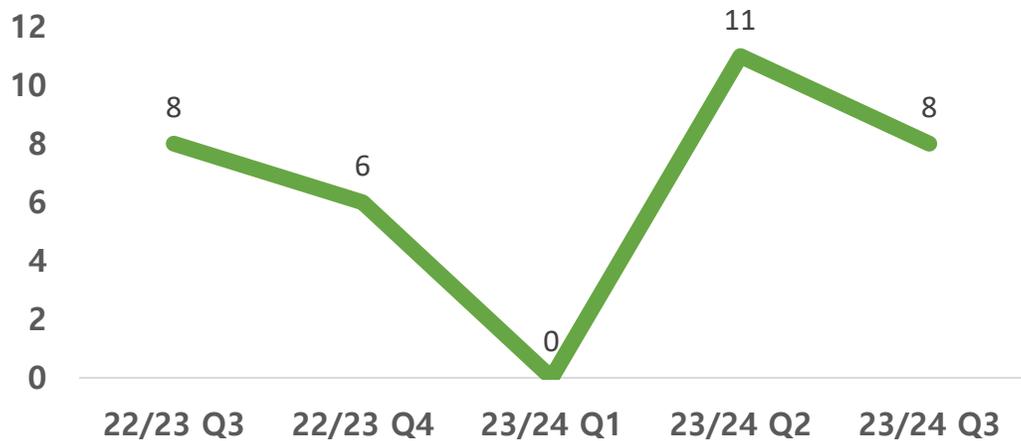
In both cases, the Project Boards are overseeing mitigation measures.

# STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

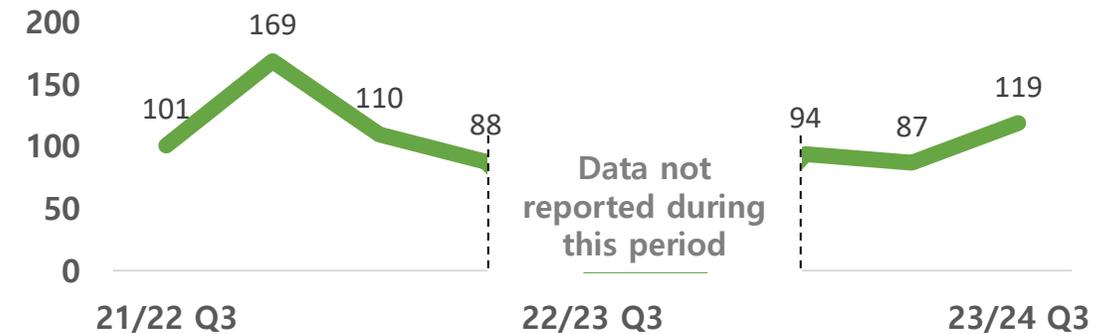
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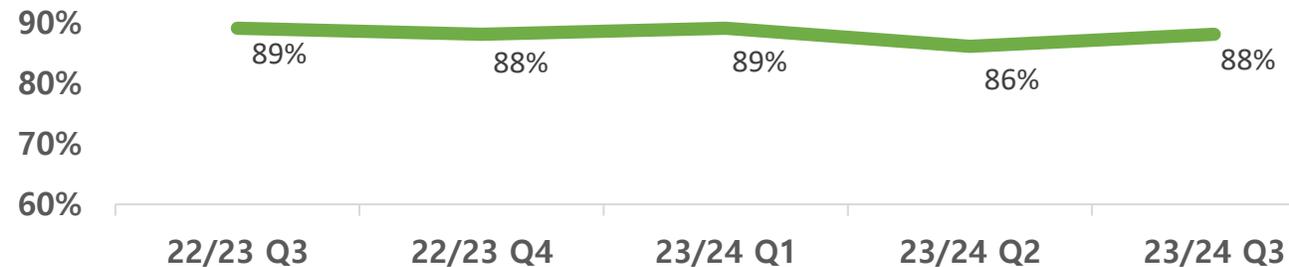
The total number of **Business Start-ups through Business Gateway** continues to be **positive** in Q3



The **Number of clients attending start-up workshops/seminars through Business Gateway** continues to be **positive** in Q3



The **Occupancy Rates of Industrial and Commercial Units** in the Scottish Borders has **remained consistent** over the past year and is currently meeting the target



# EMPOWERED VIBRANT COMMUNITIES

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



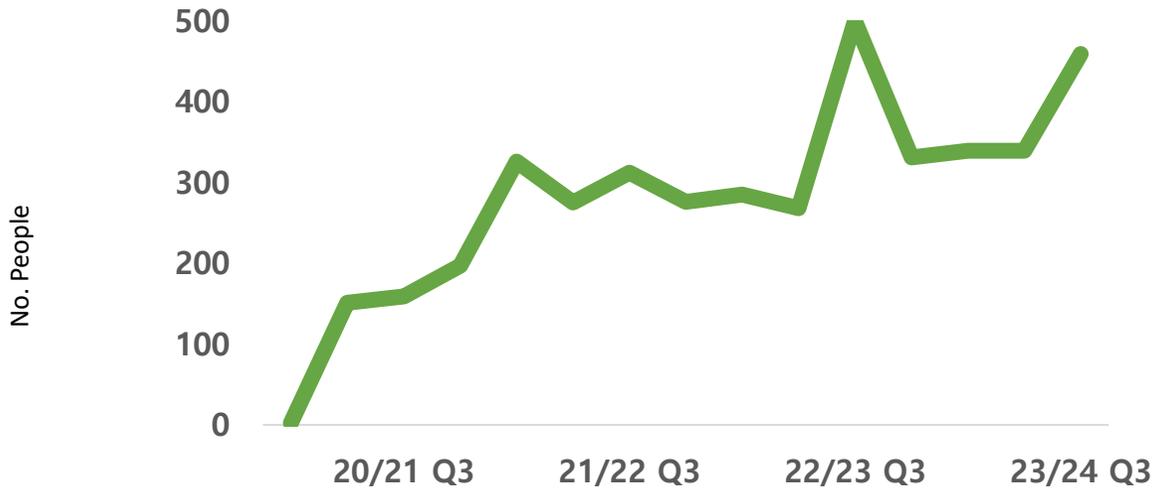
Service	Indicator	Q3 23/24	Status
<b>Communities &amp; Partnerships - Asset Transfers</b>	Number of Requests <b>Received</b>	1	○
	Number of Requests <b>Agreed</b>	1	○
	Number of Requests <b>Refused</b>	0	○
<b>Communities &amp; Partnerships - Participation Request</b>	Number of Requests <b>Received</b>	0	○
	Number of Requests <b>Agreed</b>	0	○
	Number of Requests <b>Refused</b>	0	○
<b>Communities &amp; Partnerships</b>	The number of people carrying out volunteer work with SBC	459	●
<b>Communities &amp; Partnerships – Value of Funding Awarded</b>	Total Scottish Borders	£117,485.90	○
	Berwickshire	£30,801.00	○
	Cheviot	£40,771.30	○
	Eildon	£38,813.54	○
	Teviot & Liddesdale	£7,100.06	○
	Tweeddale	£0	○
	Borderswide	£0	○
	Neighbourhood Small Schemes Fund – Total Value of funds awarded (cumulative)	£299,669	○
<b>Community Resilience</b>	SB Alert - No. of people registered	7188	●
	No. of Active community resilience plans	56	○
	No. of Progressing community resilience plans	3	○

# EMPOWERED VIBRANT COMMUNITIES

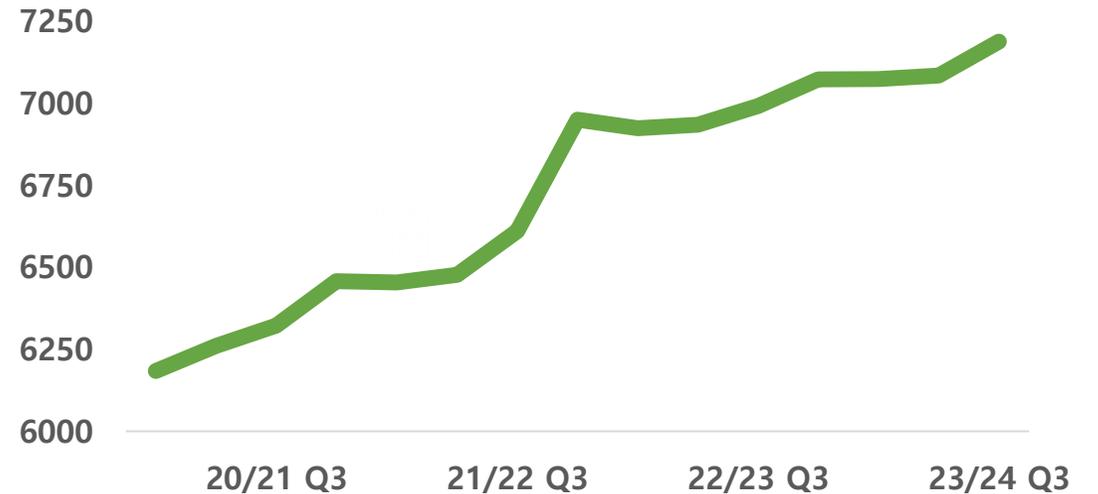
**PRIORITY:** Support and empower people to achieve strong, active, resilient and sustainable communities and realise opportunities for improving people's lives.



There has been an **upward trend** in the number people carrying out volunteer work since 2020/21



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



# GOOD HEALTH AND WELLBEING

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



Ensure that all care experienced children and their families will have access to independent advocacy at all stages of their experience of care

This action will be completed in 2024/25

**Funding identified** to commission an **Independent Advocacy** service for children and young people in the Scottish Borders



**Focus** will be the **provision** of **independent advocacy** for children involved in:

- Formal processes
- Statutory processes



**Development** of Independent Advocacy:

- being **overseen** by **Children and Young People's Planning Partnership**
- is an **Action** within the **Joint CARH Inspection** Action Plan
- is part of the Scottish Borders' **delivery** of **The Promise**



Service specification will be **co-produced** with children and young people



It is hoped to **commission** the service in **April/May 2024**



## Desired Outcomes linked to this Milestone

- Every child grows up loved, safe and respected and able to realise their full potential (The Promise)

# GOOD HEALTH AND WELLBEING

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



Service	Indicator	Q3 23/24	Status
Social Work C&F	Looked After Children (aged 12+) in family-based placements compared to those in residential placements	65%	●
	Looked After Children (All ages) in family-based placements compared to those in residential placements	74%	●
	Number of Looked After Children (LAC)	216	●
	Number of Inter-agency Referral Discussions (IRDs) held about a child	156	<i>i</i>
	Number of children on Child Protection Register	46	<i>i</i>
Adult Protection	Number of Concerns	58	<i>i</i>
	Number of Investigations	42	<i>i</i>
Economic Development & Procurement	Additional homes provided affordable to people in the Borders, based on our wages	80	●
NHS**	Bed days associated with delayed discharges in residents aged 75+; rate per 1,000 population*	448	●

\* Please note that the data provided in Q2 is derived from Board of Residence monthly figures

\*\* There is a lag of one Quarter for data provided for NHS data

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

# GOOD HEALTH AND WELLBEING

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



Service	Indicator	Q3 23/24	Status
Safer Communities	Number of Referrals To Domestic Abuse Services	73	●
	Number of High Risk domestic abuse cases discussed at Multi Agency Risk Assessment Conference (MARAC)	31	●
	The percentage of referrals into the Mediation Service that were progressed and agreement was reached	100%	●
	The percentage of individuals who were satisfied with the Mediation Intervention on exit from the service	0%	○
	The number of referrals into the Mediation Service	8	●
	Number of ASB Early Interventions	464	●
	Number monitored for ASB	1018	●

## Road Incidents

Based on unvalidated data, unfortunately there was a fatality as the result of a road accident in the Scottish Borders in Quarter 3 of 2023. This is the same as in the preceding 3 month period and one less than the corresponding quarter 3 in 2022.

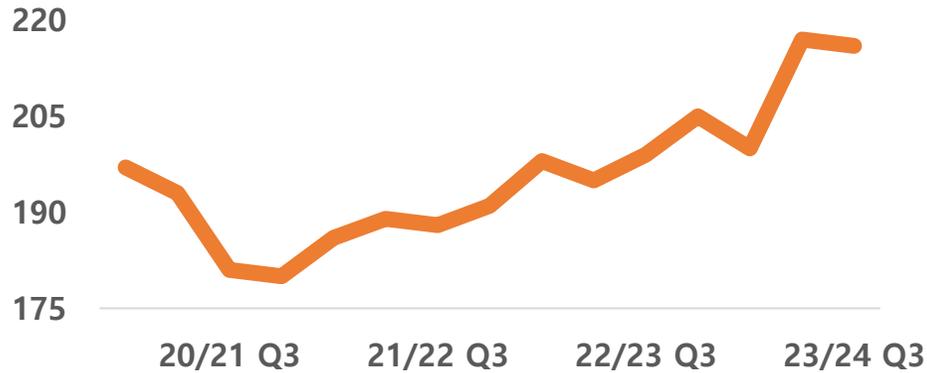
There were 20 people seriously injured as a result of road accidents in the Scottish Borders in Quarter 3 of 2023. This is 4 more than the equivalent period of 2022 but 2 down on the previous quarter.

# GOOD HEALTH AND WELLBEING

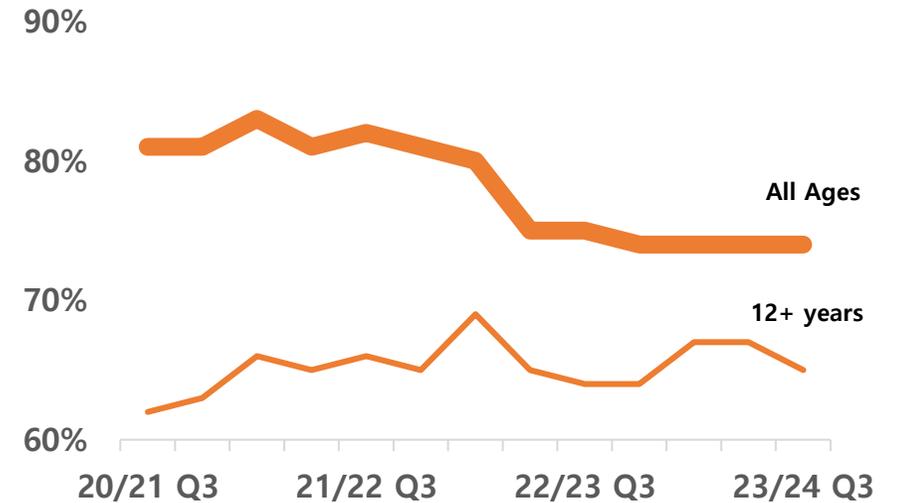
**PRIORITY:** The people of the Scottish Borders have the opportunities and are supported to take control of their health and wellbeing, enjoying a high quality of life.



The number of **Looked After Children** has **increased** since the pandemic and the number has also increased since Q1 23/24. There has been a small decrease in Q3 but this is still a **focus for improvement**



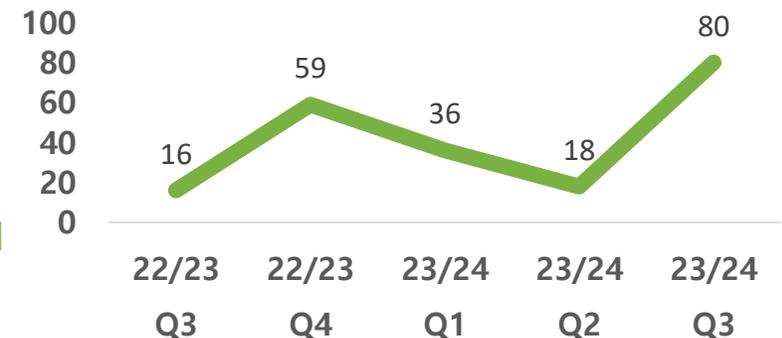
The percentage of **Looked After Children** in **family-based placements** in Q3 had **remained the same** for all children but there is an **decrease** for those aged only 12 years and over. This continues to be an area for **Focus for Improvement**



The number of bed days associated to **Delayed Discharges** have continued to **increase** this quarter and are still an area for **focus for improvement**



The number of **Additional homes provided** affordable to people in the Borders, based on our wages, has **increased** significantly in Q3

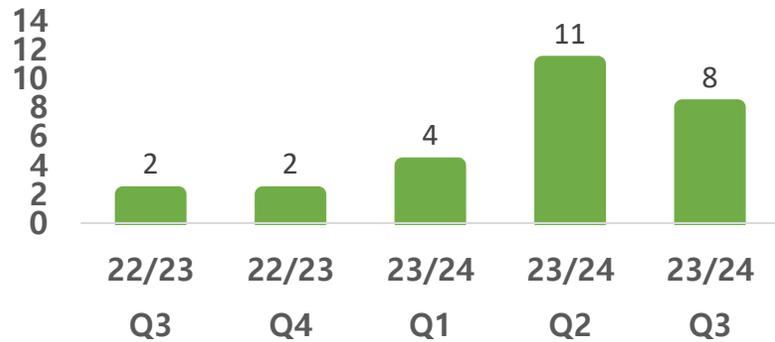


# GOOD HEALTH AND WELLBEING

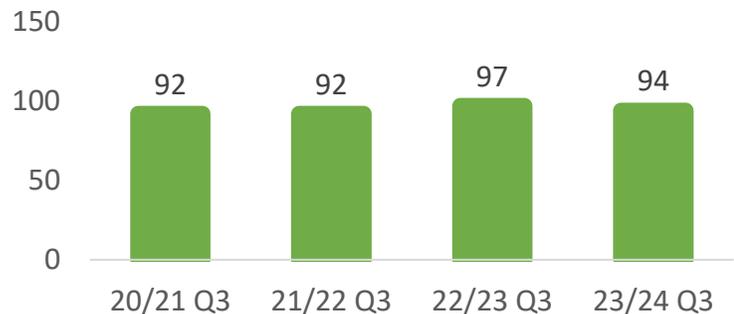
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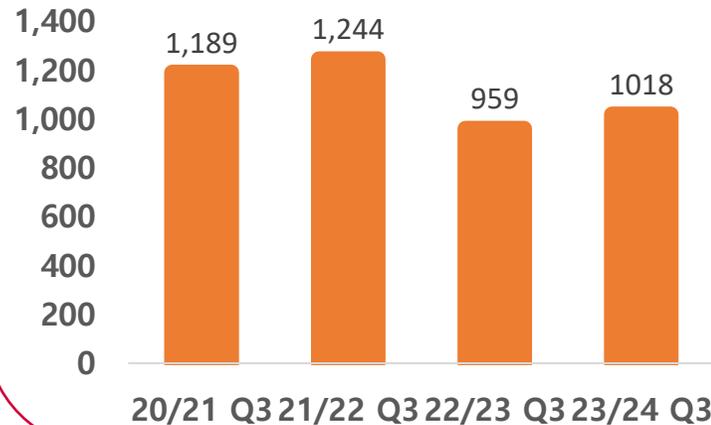
The number of **Referrals into the Mediation Service** in Q3 have **remained positive** in 23/24



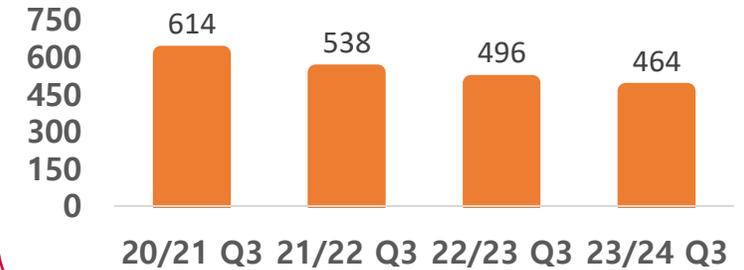
The number of **High Risk domestic abuse cases discussed at MARAC** in Q3 has remained consistent over the last 4 years and is **positive**



The number of cases **monitored** for **Anti-Social Behaviour** in Q3 has remained high over the previous 4 years and is a **Focus for Improvement**

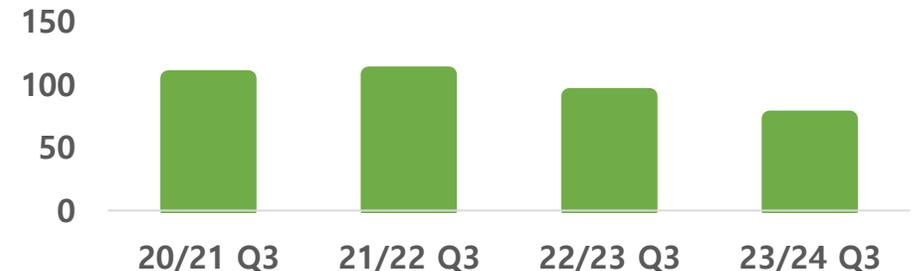


There has been a **decrease** in the number of **Anti-Social Behaviour Early Interventions**



**100%** of referrals into the Mediation Service were progressed and agreement was reached in the year to date

The number of **referrals** made to the **Domestic Abuse Service** in the year to date have remained **consistently positive** in Q3 over the past 4 years



# WORKING TOGETHER, IMPROVING LIVES

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



## Implement a comprehensive Programme of Digital Transformation (Pathfinder Programme) across Social Work Services

Processes included within the Adult Social Care Pathfinder planned to go-live on **18<sup>th</sup> March 2024**



A revised **What Matters Assessment** will also be available in Mosaic



- Processes include:
- Adult Assessment
  - Support Plan
  - Outcomes Review



**New forms and workflow** available in **Mosaic** and on **mobile devices** via Total Mobile



Full programme of **Build, QA, UAT, Training & Comms** in place before go-live

### Desired Outcomes linked to this Milestone

- Digital technology is maximised to make service delivery better

## Implement new customer access channels and tools, including a renewed website & more online functionality

This action will be completed in Q4

A project has been progressing to **refresh** the **SBC website** which will:

- provide an **updated** design
- become **in-line** with current branding
- add **additional** functionality



SBC will move to **latest** content management system



Will **engage** with **SBC staff** to review & improve website content & **seek input** on future developments



Content & structure of site will currently **remain**



### Desired Outcomes linked to this Milestone

- Digital technology is maximised to make service delivery better

## Work in partnership with all key local partners to implement an agreed Digital Strategy, action plan and investment opportunities plan for the Scottish Borders



SBC continue to look at **digital opportunities** across the region to **identify** the **strategic direction** for **investment**



**Progressing pilot project as part of the Borderlands 5G Innovation Region**

Funding successfully sought to test cases for advanced wireless technology



Community & Industry partners participated

### Desired Outcomes linked to this Milestone

- Better outcomes are delivered through effective partnership working

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Service	Indicator	Q3 23/24	Status
Planning Permission	Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)	Data unavailable until later in the year	
	Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)	Data unavailable until later in the year	
	Av.time (wks) taken to process all planning apps - Local Dev (householder) - ADJUSTED (cumulative)	Data unavailable until later in the year	
	Number of Planning Applications Received	290	<i>i</i>
Council Tax	Council Tax – In Year Collection Level	80.81%	●
Property	Capital Receipts Generated	0	○
	Properties surplus to requirements	20	○
	Properties actively being marketed	12	○
	Properties progressed to “under offer”	12	○
Complaints Handling	Average times: the average time in working days to respond to complaints at stage one	6.7	●
	Performance against timescales: the number of complaints closed at stage one within 5 working days as percentage of total number of stage one complaints	77.2%	●
	Average times: the average time in working days to respond to complaints at stage two	30.2	●
	Performance against timescales: the number of complaints closed at stage two within 20 working days as percentage of total number of stage two complaints	0%	●
	Average times: the average time in working days to respond to complaints after escalation	38	●
	Performance against timescales: the number of escalated complaints closed within 20 working days as a percentage of total number of escalated stage two complaints	62.5%	●
	Number of Complaints Closed	220	<i>i</i>

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

# WORKING TOGETHER, IMPROVING LIVES

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Service	Indicator	Q3 23/24	Status
Freedom of Information	FOI Requests Received	341	<i>i</i>
	Percentage of FOI Requests Completed on Time	85	●
Social Media	Number of Facebook Engagements	8619	○
	Number of Twitter Engagements	2340	○
Assessor	Council Tax Valuation List-Time taken to add new properties to the List	53	○
	Valuation Roll (Non Domestic)-Time taken to amend the valuation roll to reflect new, altered or demolished properties	32	○
Staff Absences	SBC Absence Rate – Staff	5.71%	○
	SBC Absence Rate – Teaching Staff	4.43%	○
	Staff Absence Rate (overall)	5.39%	○
Economic Dev & Procurement	Percentage of Invoices paid within 30 days	97%	●
Customer Contact	Consolidated Call Numbers - HQ Switchboard, 0300, SW Duty Hub and Homelessness	29220	○

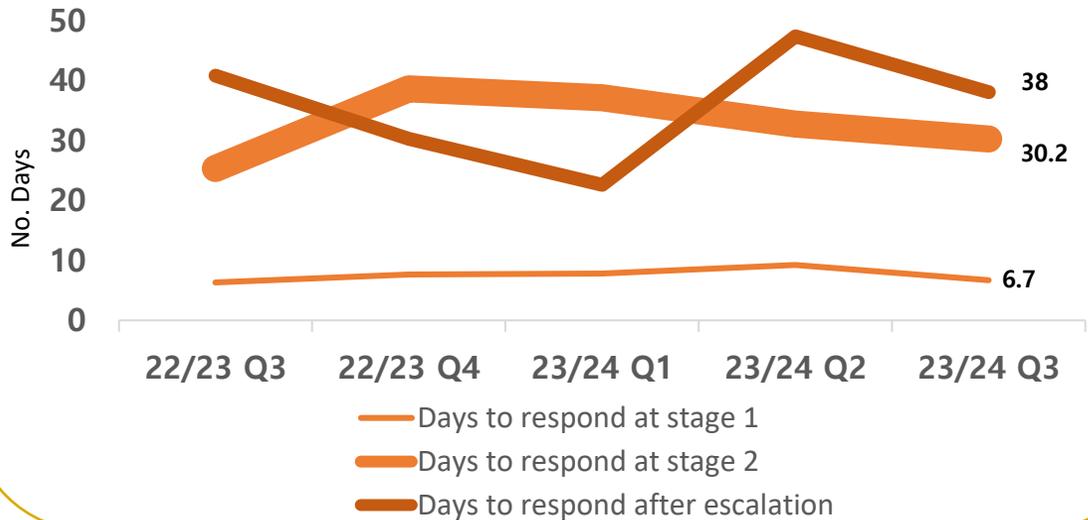
Key: ● Positive ○ Neutral ● Focus for Improvement *i* Information only

# WORKING TOGETHER, IMPROVING LIVES

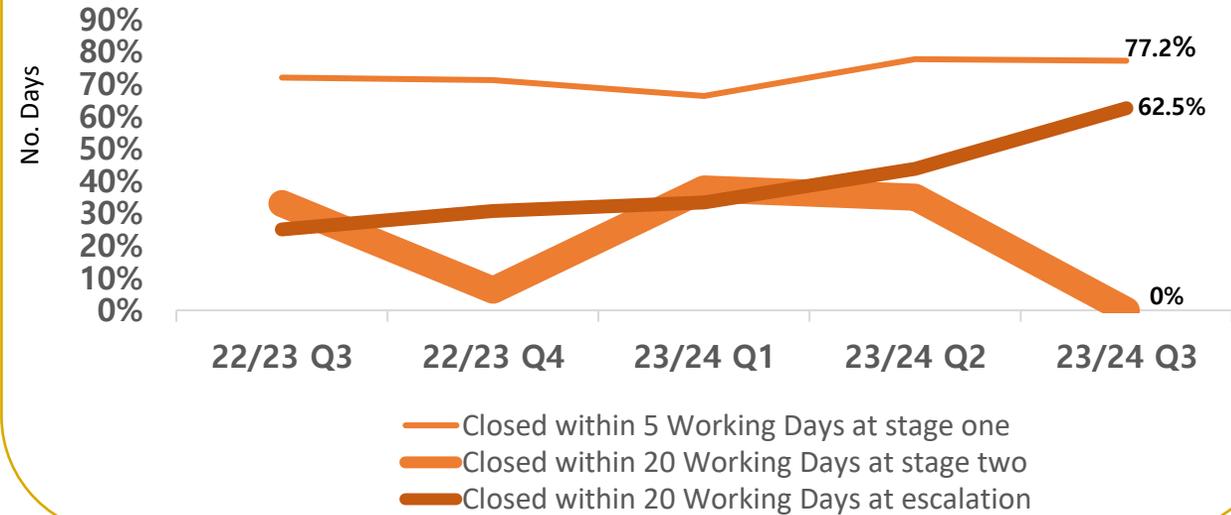
**PRIORITY:** Ensure that Scottish Borders Council is effective, sustainable, responsive and aligned to the needs and priorities of our communities.



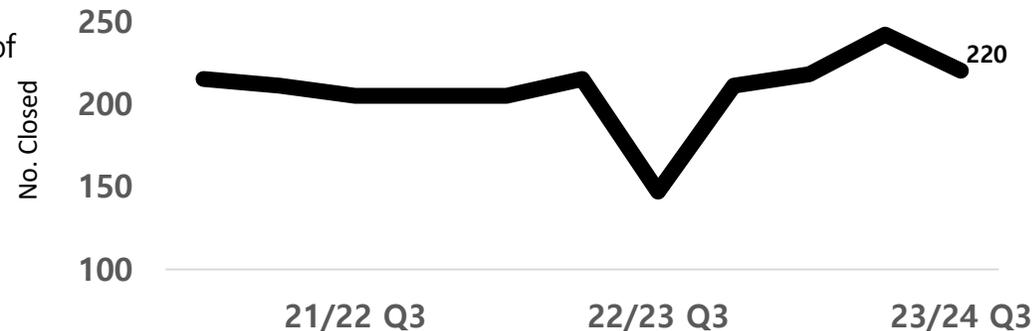
The number of days taken to respond to complaints at **stage 1**, **stage 2** and **after escalation** have all **decreased** but continue to be areas to **focus on improvement**.



The percentage of complaints closed at **stage 1** and **after escalation** has **increased**, however, the percentage of complaints closed at **stage 2** has **decreased**. All are still **focus for improvement**.



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

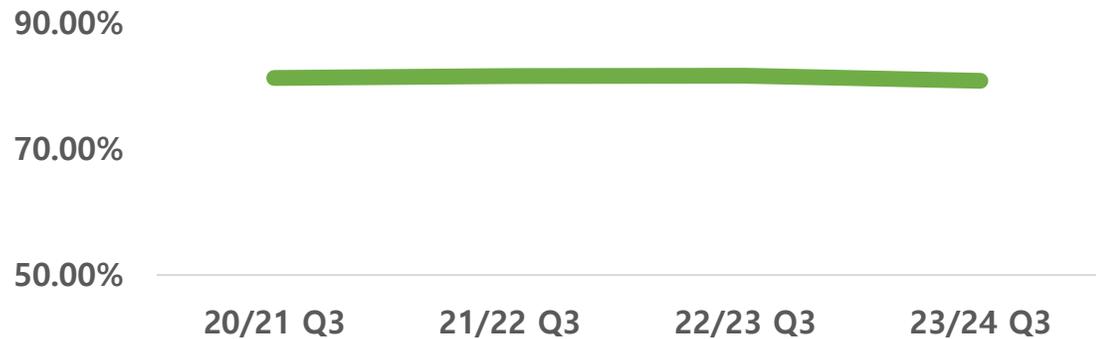


# WORKING TOGETHER, IMPROVING LIVES

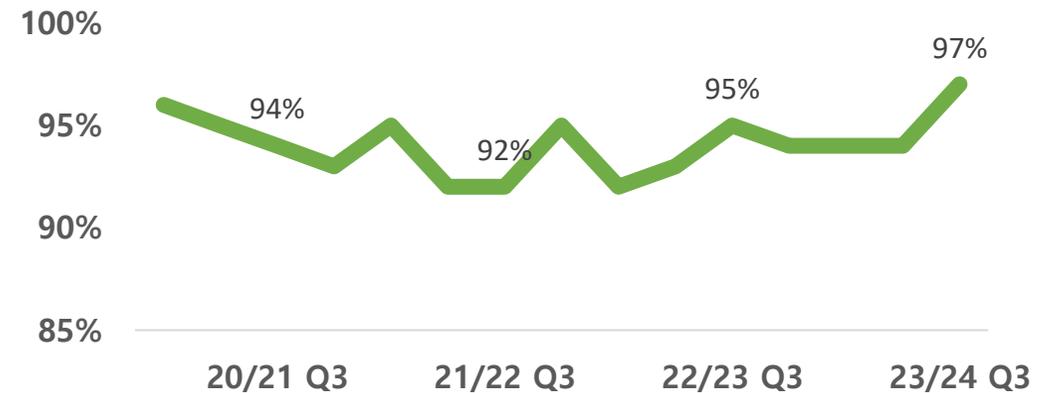
**PRIORITY:** Ensure that Scottish Borders Council is effective, sustainable, responsive and aligned to the needs and priorities of our communities.



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



The percentage of invoices paid within 30 days **remains consistent** and has remained **above 90%** for the last 4 financial years



The percentage of **FOI Requests Completed on Time** continues to reduce. Further action needs to take place in order to meet the **target of 100%**

