



SCOTTISH BORDERS COUNCIL

PERFORMANCE REPORT

Annual Performance Report 2022/23



Clean, green future



Fulfilling our potential



Strong inclusive economy, transport and infrastructure



Empowered, vibrant communities



Good health and wellbeing



Working together improving lives



Introduction

The Annual Performance Report presents a summary of the Scottish Borders Council's performance information for the period April 2022 to March 2023.

The Council has set out in its plan six outcomes that it seeks to achieve, shown in the image below.

For each outcome the report summarises the Council's position against:

- The milestones that were set out to be achieved this year
- The organisation's performance indicators
- How the Council compares against other local authorities in Scotland



2022/23 has continued to be a challenging environment within which to deliver services. The COVID-19 recovery period has continued to affect the Council's finances and operating model. Unprecedented market conditions and inflationary pressures, pressures from pay award and staff recruitment and retention challenges have also added pressure.

To meet the financial pressures the Council set out a savings plan of £12.027m for 2022/23. This was successfully achieved through £8.934m of permanent savings and £3.093m temporary savings.

In addition to the above a net unaudited outturn underspend of £1.532m was achieved in the 2022/23 revenue budget. Further details on the Council's final outturn for 2022/23 can be found in the Council's 2022/23 Unaudited Revenue Outturn Report published on the Council's website.

The Council has continued to progress its Performance Management Framework throughout 2022/23. Work continues on developing a revised suite of performance indicators, and increasing the use of benchmarking. A service self-assessment tool has been developed which is being trialled across a number of services to support enhancing their performance. Business intelligence technology also continues to be implemented to enhance use of data within the organisation.

For more detailed information on any of the information contained in this report please visit the Council's [Performance](#) pages.

How to Use



The Annual Performance Report consists of four sections:

Summary: This gives an overview of all our performance and then a high level summary of our performance for each of our desired outcomes.

Milestones: This gives a more detailed summary of the milestones we set out to achieve for the year, and whether we achieved them or not.

Performance Indicators: This gives a summary of performance against our indicators for each quarter of the year.

Comparison Against Others: This gives an overview of how we compare against other Scottish Local Authorities using the most recent data available.

We have used two icons throughout the document to allow you to navigate quickly between the summary and more detailed information:



If you click on the magnifying glass icon you will be taken to more detail about this area.



If you click on the home icon you will be taken back to the higher level summary.

Throughout the document we use the following colours to represent our view on our performance:

Milestones

	Achieved
	Not Achieved

Performance Indicators

	There has been a notable improvement, or the data indicates a particularly positive position
	There has been no significant change since the previous review, and/or progress is satisfactory or as expected
	There has been a notable reduction in performance, or the data suggests a position that we will be focusing on for improvement
<i>i</i>	The indicator shows data for information purposes only

Comparison Against Others

	Positive
	Similar to others
	Focus for Consideration

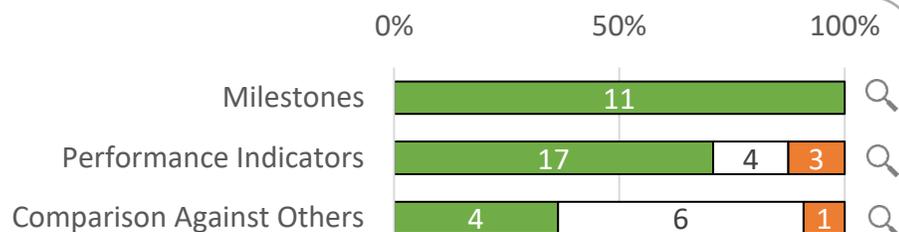
Summary



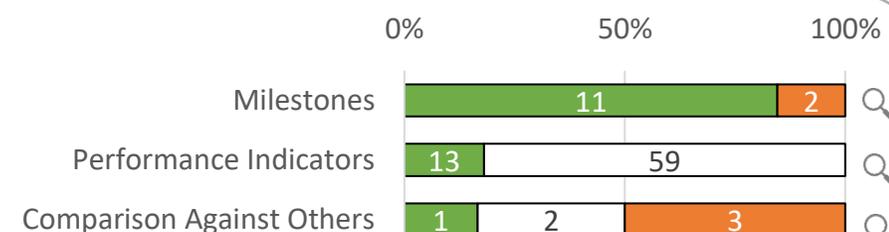
A summary of performance against each outcome is shown by milestones achieved, performance Indicators and comparison against other Local Authorities in Scotland. Green indicates completion of a milestone, or a particularly positive position. White indicates that performance is on-track and/or satisfactory. Orange indicates areas that have been challenging or, in the case of comparisons against others, areas where it's worthwhile considering why we differ from others..



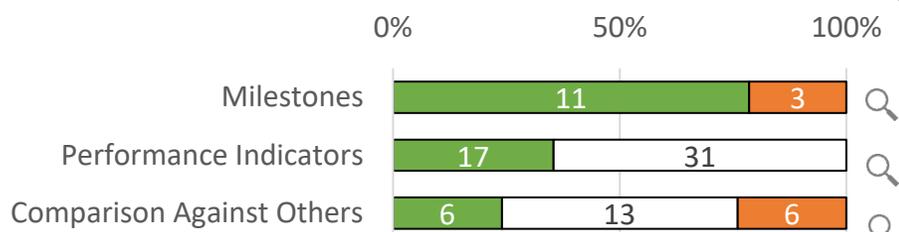
Clean, green future



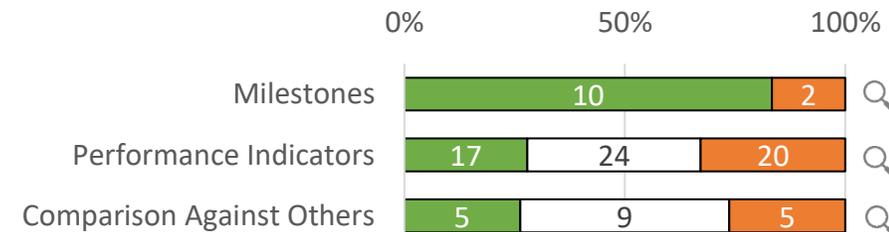
Empowered, vibrant communities



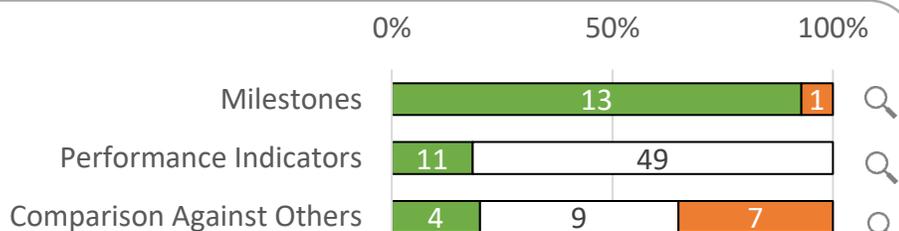
Fulfilling our potential



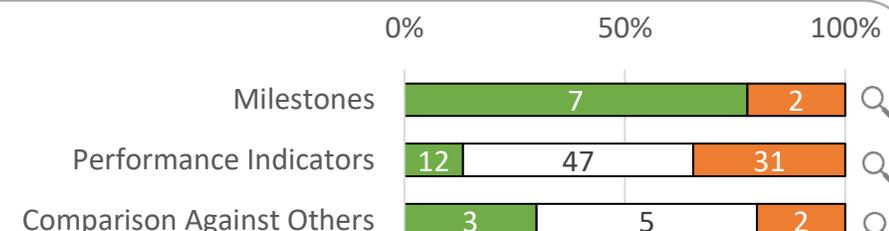
Good health and wellbeing



Strong inclusive economy, transport and infrastructure



Working together improving lives



CLEAN GREEN FUTURE

We tackle climate change and we value, protect and enhance our local environment and nature, so that the Scottish Borders can be enjoyed now and by future generations



Summary of 2022-23 Performance, and how we compare against other Local Authorities



Milestones

All Milestones set out for being achieved this year have been met. This has included positive progress on:

- Increasing numbers of allotments
- Extreme weather assessments of critical infrastructure
- Closer examination and increased understanding of our carbon emissions
- Creation of plans to improve sustainability of local energy systems
- Piloting a schools resource pack to promote sustainability



Performance Indicators

The recycling rate of household waste continues to be high and increasing, and less than half a percent of waste is going to landfill. This positive position is due to the closure of the Council's landfill in 2019, and a new contract that extracts as much recyclates as possible from the waste before it is treated in an energy from waste plant.

Electricity and Gas consumption has not decreased and has seen some increases from last year. This is due to colder weather conditions, and increased ventilation requirements due to Covid.



Comparison with Others

We have cleaner streets than authorities similar to us, and Scotland's average.

Our household recycling rate is higher than authorities similar to us and Scotland's average.

The current recording of costs indicates that the cost of maintaining our Parks & Open Spaces appears higher than authorities similar to us, and Scotland's average – we need to do further work to understand the reasons for this. It could be due to different allocation of costs between authorities.

We are similar to the Scottish average for our carbon emissions and although we are lower than authorities similar to us, we have a long way to go to achieve Net Zero by 2045.



FULFILLING OUR POTENTIAL

From child to adult, everyone in the Scottish Borders has access to high quality education and the opportunities they need to fulfil their potential



Summary of 2022-23 Performance



Milestones

-  The majority of milestones set out to be achieved this year were met, including:
 - Identifying Nurture Bases to support primary school children
 - Supporting the development of digital skills and learning in schools and communities
 - Delivering 'Get into Summer 2022' to provide access to food, childcare and activities to children from low income families over the holidays
-  An Equity Strategy was developed to target action and resource to address inequalities in attainment and achievement.
-  The [Education Improvement Plan](#) 2022-23 also sets out priorities for raising attainment levels.

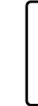


Milestones

-  Two activities were delayed but will be carried out in 23/24:
 - Embarking on a programme of curriculum reform incorporating recommendations from the Organisation for Economic Co-Operation and Development
 - Completing an engagement strategy which enables young people to experience their rights set out in the United Nations Convention on the Rights of the Child
-  One activity is no longer being progressed as planned – the delivery of a Parent Portal to improve digital access. This is because upon review it was decided that it would not realise the desired benefits for SBC.



Performance Indicators

-  Attendance at both primary and secondary schools has been predominantly positive for the year. With the exception of quarter 3 which showed a slight reduction attendance levels remained above 93% for primary and 89% for secondary over the year.
-  We are pleased with the numbers of modern apprentices that we are employing.
-  The number of exclusions across primary and secondary schools are within usual boundaries.



FULLFILLING OUR POTENTIAL

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How we compare against other Local Authorities



Early Years & Primary School

 The percentage of funded early years provision that is graded good/better is higher than the average of authorities similar to us, and the Scottish average.

 It costs us less to deliver each pre-school education place than the average of authorities similar to us, and the Scottish average.

 Our literacy attainment gap is larger than authorities similar to us, and all authorities in Scotland.

 Our numeracy attainment gap larger than the authorities similar to us, and all authorities in Scotland.



Secondary School

 The cost per secondary school pupil lower than the average of authorities similar to us, but similar to the Scottish average.

 Our average attainment and school attendance is similar to the average of authorities similar to us, and Scotland.

 The attendance rate for looked after children is a lower than the average for Scotland and authorities similar to us.

 We have significantly lower exclusion rates than both the average of authorities similar to us, and Scotland.

 We have good participation rates.



Achievement & Satisfaction

 The achievement of our pupils from deprived areas gaining 5+ awards at level 5 is significantly lower than the average for authorities similar to us and Scotland.

 The achievement of our pupils from deprived areas gaining 5+ awards at Level 6 is a little higher than the average for authorities similar to us, and a little lower than the Scottish average.

 Compared to our family group average we have a lower average total tariff for SIMD quintile 1, but higher average total tariffs for SIMD quintiles 2 and 5.

 We have a lower percentage of adults satisfied with local schools than the average of authorities similar to us and Scotland.



STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

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Summary of 2022-23 Performance



Milestones - Infrastructure

All but one of the infrastructure-related Milestones set out for being achieved this year have been met. These have included:

- Opening Reston Railway Station
- Progressing the feasibility study for the Borders Railway Extension
- Commencing a refresh of the Scottish Borders Local Access & Transport Strategy
- Supporting the rollout of superfast broadband within the region

The one Milestone that wasn't met was the action to work with the UK Government to support the roll out of the Rural Exchange Network of 4G in the Scottish Borders. This project has now moved into the Borderlands Digital Programme.



Milestones - Economy

All economy Milestones were achieved, including:

- Supporting international, national and regional events including:
 - Borders Book Festival
 - Enduro World Series
 - Jim Clark Rally
 - Melrose Rugby 7s
- Progressing Borderland Inclusive Growth Deals including the Mountain Biking Innovation Centre in Innerleithen and new business space in Coldstream
- Working with communities and businesses to drive and target investment in town centres and healthy local economies
- Progressing the Destination Tweed project



Performance Indicators

The majority of indicators have been progressing at a satisfactory level.

In quarter 4 there was a significant reduction in the time to process housing benefit change events following automation of housing benefit change event recording.

In quarter 4 there was a 2.8% increase in the working age population employment rate. This resulted in an employment rate of 79.4% - the highest it's been all year.



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How we compare against other Local Authorities



Service Delivery

-  It costs us significantly less to deliver our Trading Standards and Environmental Health service than the average for authorities similar to us, and the Scottish average.
-  We have a significantly higher number of Class A and Unclassified roads that should be considered for maintenance compared to other local authorities similar to us, and the Scottish average.
-  Our cost of planning & building standards per planning application is higher than authorities similar to us and the Scottish average, but we have a significantly lower average time to complete a planning application.



Economic Development

-  We are investing less in our Economic Development & Tourism than most authorities in our family group, and the Scottish average.
-  We have a significantly higher percentage of land immediately available for employment purposes.
-  We have a much lower procurement spend on local enterprises than both authorities similar to us and the Scottish average.



Economy Indicators

-  We have a lower Gross Value Added per capita, and a higher proportion of people earning less than the living wage than the average for authorities similar to us and Scotland. This is in large part due to the nature of our high concentration of agriculture and tourism industry.
-  The claimant count is similar to the Scottish average and the average of our authorities similar to us.
-  The percentage of unemployed people assisted into working is lower than our family group and Scotland, but the gap has narrowed compared to previous years.



EMPOWERED VIBRANT COMMUNITIES

The Scottish Borders has thriving, inclusive communities where people support each other and take responsibility for their local area



Summary of 2022-23 Performance, and how we compare against other Local Authorities



Milestones

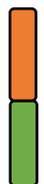


The majority of milestones have been achieved. Activity has included:

- Progressing investment in play areas and outdoor community spaces
- Delivering the Anti-Poverty Strategy Action Plan
- Continuing to work with the Area Partnerships and progress Place Making across communities



The review of Area Partnerships has been moved into 2023/24



A different approach to community-led place plans has meant that we didn't complete 15 plans in 2022/23, but have started engagement with a much larger number of communities



Performance Indicators



Community funding, participation requests and asset transfers have proceeded at a satisfactory rate.



We have awarded over £400k of funds from the Neighbourhood Small Schemes Fund.



We have over 7000 people registered for SB Alert.



We have 57 active community resilience plans, and are progressing a further three.



Comparison with Others



Our cost per library visit is similar to most of the authorities similar to us, but higher than the Scottish average. We have the second lowest library satisfaction of all Councils in Scotland.



The cost per visit to Museums and Galleries is at the high end of authorities similar to us and all Councils in Scotland. We have the second lowest satisfaction of all Councils in Scotland.



The cost per attendance at Sports facilities is significantly lower than authorities similar to us and the majority of Scottish Councils, and we have similar satisfaction rates to others.



GOOD HEALTH AND WELLBEING

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



Summary of 2022-23 Performance



Milestones

The majority of milestones were completed as planned, with some examples being:

- Reviewing the governance and accountability for the Public Protection Services
- Working to improve recruitment and retention into Social Care and Social Work
- Continuing to develop capital plans for the provision of facilities that enable people to be supported in a homely setting

Two actions were not completed and have been moved into 2023-24:

- Developing a Council Commissioning Framework which includes Social Care, CGI and Live Borders
- Reviewing the Sports and Cultural Strategies for the Scottish Borders



Performance Indicators

There have been a positive number of referrals to the Mediation Services that concluded with an agreement being reached.

There are a lower number of reported Anti Social Behaviour incidents than last year.

There are a lower number of Group 1-5 recorded crimes and offences than last year

We have discussed 133 High Risk domestic abuse cases at Multi Agency Risk Assessment Conferences.



Performance Indicators

We have a higher number of Looked After Children, and Looked After Children in residential placements than we would like.

There continues to be a high number of bed days associated with delayed discharges in residents aged 75+

There have been a high number of referrals to the Domestic Abuse Services.



GOOD HEALTH AND WELLBEING

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How we compare against other Local Authorities



Funding & Environmental Health

 We have a higher percentage of Crisis Grant decisions concluded within one day than the average of authorities similar to us and the Scottish average.

 We have spent significantly less of our Scottish Welfare Fund And Discretionary Housing Payments funding than authorities similar to us and the Scottish average. However, the actual spend has increased year on year.

 The cost of running our Environmental Health Service is significantly lower than the average for authorities similar to us, and a little lower than the Scottish average.



Adult Social Care

 We have a lower rate of readmission to hospital within 28 days than most of the authorities similar to us, and the Scottish average.

 People over 75 spend significantly longer waiting to be discharged from hospital than the most authorities similar to us most Scottish authorities.

 We have a higher percentage of people aged 65 and over with long-term care needs who are receiving personal care at home than most authorities similar to us, and the Scottish average.



Adult Social Care

 We have a lower satisfaction rate than authorities similar to us and the Scottish average for:

- Adults supported at home who agree their support had an impact in improving or maintaining their quality of life
- Adults supported at home who agree they are supported to live as independently as possible
- Adults supported at home who agree that they had a say in how their support was provided



WORKING TOGETHER, IMPROVING LIVES

Scottish Borders Council will be a well-run and efficient organisation. We will have well informed, timely and effective decision making, which is evidence led and focussed on the needs of customers and communities, and we will have a positive open culture



Summary of 2022-23 Performance, and how we compare against other Local Authorities



Milestones



The majority of the milestones set out to be achieved this year have been met. This has included positive progress on:

- Review and change implementation following Covid-19
- Council Plan Delivery
- Digital Strategy and Digital Skills
- Career Pathway development
- Exploring opportunities to support local suppliers



A review of all of SBC's Partnership working did not take place, but is still planned to take place in the future.



Progress was made on linking competencies and frameworks into the appraisal progress. Work on all staff knowing and understanding SBC's vision and values has started and will continue into future years.



Performance Indicators



The time taken to respond to complaints is still much higher than we would like it to be.



We are continuing not to complete all our FOI requests on time.



We taking longer than we would like to add new properties to our Council Tax Valuation List.



Low absence rates in the first half of the year have started to increase in the second half of the year.



Our time taken to process planning applications during the first half of the year is positive – figures for the second half of the year will be published in 23/24.



We have a Council Tax in-year collection level of over 96%.



Comparison with Others



Our proportional expenditure on support services is the higher than the average for authorities similar to us, and Scotland.



We have a smaller gender pay gap than the average of authorities similar to us, and are in-line with the Scottish average.



We have a higher percentage of invoices sampled paid within 90 days than the average of authorities similar to us and the Scottish average.



A significantly lower percentage of our buildings are in satisfactory condition than the average of authorities similar to us and Scotland.





SCOTTISH BORDERS COUNCIL

PERFORMANCE REPORT

Milestones Summary 2022/23



Clean, green future



Fulfilling our potential



Strong inclusive economy, transport and infrastructure



Empowered, vibrant communities



Good health and wellbeing



Working together improving lives



Introduction

Scottish Borders Council published its 2022/3 Council Plan that set out the Council's ambitions and priorities for the year ahead. It outlined what the Council wanted to achieve, and how it intended to do this.

A number of Key Milestones were outlined for 2022/23 that the Council aimed to achieve. This report summarises all the milestones that were set out for 2022/23, and whether they were achieved or not. The report is structured into the 6 themes of the Council Plan.

More detailed progress on the delivery of all of the milestones can be found in the Council's Quarterly Performance Reports which are available on the Council's [Performance](#) webpages.

Example of Quarterly Report on Milestones

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



<p>Deliver 'Get into Summer 2022' for children and families of low income households which provides coordinated access to food, childcare and activities during the holidays</p> <p>902 children participated and were supported by 425 parents</p> <p>1526 meals were provided to both children and adults</p> <p>Organised trips included</p> <ul style="list-style-type: none">CinemaSoft playBeach <p>71 days of learning and play took place</p> <p>All families had one point of contact throughout the summer</p> <p>Desired Outcomes linked to this Milestone</p> <ul style="list-style-type: none">A service which meets the diverse needs of our people and reduces inequalitiesIncreased participation and engagement of children, young people, families, communities and other key stakeholdersEffective mental health and wellbeing support for children and young people	<p>Engagement with parents and carers to gather information leading to improved service delivery and a phased plan for extended childcare</p> <p>Statutory Parental Consultation undertaken. Findings will help inform SBC's next Early Learning and Childcare Plan</p> <p>Survey undertaken with nursery parents, staff & catering staff about the lunchtime experience</p> <p>Results being followed up but a menu change has already been implemented as a result of the feedback</p> <p>Desired Outcomes linked to this Milestone</p> <ul style="list-style-type: none">A service which meets the diverse needs of our people and reduces inequalitiesIncreased participation and engagement of children, young people, families, communities and other key stakeholders	<p>Completion of new pathway to ensure appropriate Mental Health Services and supports are in place</p> <p>Implementation of Training programme for practitioners working with children and young people.</p> <p>This will up-skill workers to support mental health and wellbeing needs</p> <p>Ongoing development of an App for children and young people.</p> <ul style="list-style-type: none">Allow awareness of what is available in their area <p>Desired Outcomes linked to this Milestone</p> <ul style="list-style-type: none">Effective mental health and wellbeing support for children and young people
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CLEAN GREEN FUTURE

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Indicator	Quarter	Expected Progress Made
Increase allotment creation and participation through year one of 'Cultivating Communities' (the Scottish Borders Community Food Growing Strategy)	Q1	✓
Begin development of Local Heat & Energy Efficiency Strategies (LHEES) that sets out how we will decarbonise building across the region	Q1	✓
Pilot a Schools Resource Pack for children and young people that promotes sustainability, linked to the Curriculum for Excellence	Q1	✓
Promote action on Net Zero by 2045 through proactive engagement with communities as part of PlaceMaking	Q2	✓
Commence an extreme weather assessment of key coastal infrastructure and bridges	Q3	✓
Commence review of the Council's greenspace maintenance operations to identify opportunities for improved environmental management	Q3	✓
Update and improve our assessment of carbon emissions impacts across our organisation and the Scottish Borders	Q4	✓
Increase the number of Council Fleet all electric vehicles by 65% and the number of fleet charging points by at least 175%	Q4	✓
Commence development of an improved waste service through behaviour change, to reduce waste, and increase recycling	Q4	✓
Create a Scottish Borders Local Area Energy Plan (LAEP) through the Borderlands Energy Master Plan to develop robust, affordable and sustainable local energy systems	Q4	✓
Support a regional approach to land use management which delivers wider environmental goals through South of Scotland Regional Land Use Partnership Pilot and Borderlands Natural Capital Project	Q4	✓



FULFILLING OUR POTENTIAL

From child to adult, everyone in the Scottish Borders has access to high quality education and the opportunities they need to fulfil their potential



Indicator	Quarter	Expected Progress Made
Respond to the opportunities of the Scottish Attainment Challenge, targeting resources where the poverty related attainment gap is greatest to deliver improved attainment in literacy and numeracy	Q1	✓
Deliver evidence based investment in high quality learning environments to support eligible families with 2 year olds, and future roll out of provision across all early years children	Q1	✓
Commence work with education partners and employers to develop employability pathways to enable young people to move successfully from education to employment	Q1	✓
Deliver 'Get into Summer 2022' for children and families of low income households which provides co-ordinated access to food, childcare and activities during the holidays	Q2	✓
Engagement with parents and carers to gather information leading to improved service delivery and a phased plan for extended childcare	Q2	✓
Completion of new pathway to ensure appropriate Mental Health Services and supports are in place	Q2	✓
Embark on a programme of curriculum reform incorporating National and International (Organisation for Economic Co-Operation and Development – OECD) recommendations	Q3	✗ Moved to 23/24 Council Plan
Introduction of Parent Portal to improve digital customer access to services and information	Q3	✗ Not going to realise benefits for SBC
Develop a service directory which outlines available support for children and young people, families and professionals	Q3	✓



FULFILLING OUR POTENTIAL

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Indicator	Quarter	Expected Progress Made
Identify 'Nurture Bases' in each locality to support primary school aged children with social and emotional difficulties	Q4	✓
Implement an Equity Strategy to target action and resource to address inequalities in attainment and achievement	Q4	✓
Complete an Engagement strategy which will focus on gathering and acting upon the views of children and young people and which enables young people to experience their rights as set out in the United Nations Convention on the Rights of the Child (UNCRC)	Q4	✗ Moved to 23/24 Council Plan
Support development of digital skills and learning in our schools and our communities (including the Inspire Academy)	Q4	✓
Develop an action plan based upon agreed Health and Wellbeing census outcomes	Q4	✓



STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

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Indicator	Quarter	Expected Progress Made
Deliver a programme of support for international, national and regional events	Q1	✓
Progress Borderlands Inclusive Growth Deal projects which support the visitor economy, including the Mountain Biking Innovation Centre in Innerleithen	Q1	✓
Work with communities and businesses, as part of Place-Making, to drive and target investment in town centres and create healthy local economies	Q1	✓
Progress the feasibility study for the Borders Railway Extension project as part of the Borderlands Deal	Q1	✓
Open and promote the benefits of a new Railway Station at Reston	Q1	✓
Commence refresh of the Scottish Borders Local Access and Transport Strategy, focusing on affordable and accessible public transport and a network that favours more walking, cycling and wheeling	Q2	✓
Support the Scottish Government in its roll out of the R100 Superfast Broadband project in the Scottish Borders	Q2	✓
Work with the UK Government to support the roll out of the Rural Exchange Network of 4G in the Scottish Borders	Q2	✗ Now tied to the Borderlands Digital Programme
Progress the Destination Tweed project as part of the Borderlands Deal	Q2	✓
Commence delivery of a Local Employability Plan to ensure we support local employment opportunities	Q3	✓



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Indicator	Quarter	Expected Progress Made
Progress delivery of the Borders Innovation Park at Tweedbank under the Edinburgh and South East Scotland City Region Deal	Q4	✓
Begin delivery of new business space at Coldstream as part of the Borderlands Deal	Q4	✓
Develop a South of Scotland Inward Investment Strategy with SOSE	Q4	✓
Strengthen opportunities to support local supply chains and 'Community Wealth Building'	Q4	✓



EMPOWERED VIBRANT COMMUNITIES

The Scottish Borders has thriving, inclusive communities where people support each other and take responsibility for their local area



Indicator	Quarter	Expected Progress Made
Working with Area Partnerships, agreement of a forward programme of place making across communities in the 5 localities	Q1	✓
Strengthen the role of Area Partnerships in developing and overseeing place making planning and delivery through a series of facilitated workshops	Q1	✓
Commence the development of a modern Community Engagement Strategy	Q1	✓
Commence the development of community-led Place Plans including the 4 Borderlands Inclusive Growth Deal target towns of Eyemouth, Galashiels, Hawick and Jedburgh	Q2	✓
With key Partners and Area Partnerships, develop and agree a programme of engagement with both service users and communities to shape proposals over the future design of services in line with needs, expectations, demand and sustainability	Q2	✓
Work with our Community Planning partners to refresh our Community Planning Arrangements – including the Community Plan and Locality Plans rooted in community-led place plans	Q2	✓
Commence work with people to shape a sustainable future for land and in buildings in their communities	Q3	✓
Build on the Locality and Hub model developed in response to the pandemic to provide practical, joined-up support to communities	Q4	✓
Completion of at least 15 community-led Place Plans across the Borders communities (including the 4 target Borderlands communities) in line with a programme agreed with Area Partnerships	Q4	✗ Different approach being taken
Completion of the Review of Area Partnerships	Q4	✗ Moved to 23/24 Council Plan
Continue to develop an approach to budgeting which engages our communities (Participatory Budgeting)	Q4	✓
Progress our investment plan in play areas and outdoor community spaces	Q4	✓
Deliver Scottish Borders Council's Anti-poverty Strategy Action Plan	Q4	✓



GOOD HEALTH AND WELLBEING

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



Indicator	Quarter	Expected Progress Made
Commissioning Services will meet service users' needs by utilising existing and new funding to implement projects to support sustainability in care	Q1	✓
Delivery of robust Health Protection functions to control outbreaks of communicable disease	Q1	✓
Review of governance and accountability for Public Protection Services (1 Year on)	Q2	✓
Improve recruitment and retention into Social Care and Social Work and collaborate with Health partners to develop the Integrated Workforce Plan 2022/25	Q2	✓
Increase the use of Technology Enabled Care across Social Care	Q2	✓
Continue to develop capital plans for the provision of facilities that enable people to be supported in a homely setting	Q3	✓
Fully utilise the technology that is available to facilitate mobile working, integrated working and the sharing of data across the Partnership	Q3	✓
Contribute to the joint needs assessments for all Integration Joint Board (IJB) delegated services to inform the priorities of the new IJB Strategic plan	Q3	✓
Develop a Council Commissioning Framework, which includes Social Care, CGI and Live Borders	Q3	✗ Moved to Q4



GOOD HEALTH AND WELLBEING

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



Indicator	Quarter	Expected Progress Made
Review of the Sports and Cultural Strategies for the Scottish Borders	Q4	✗ Now part of a wider review for 23/24
Develop and deliver the projects linked to the current Health And Social Care Partnership Strategic Plan and the projects delivered via the Social Work Review	Q4	✓
Deliver the action plan to narrow Health Inequalities	Q4	✓
Develop a Council Commissioning Framework, which includes Social Care, CGI and Live Borders	Q4	✗ Moved to 23/24 Council Plan



WORKING TOGETHER, IMPROVING LIVES

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Indicator	Quarter	Expected Progress Made
Align SBC's Programme of Transformation (Fit For 2024) with Council Plan themes and priorities to maximise the impact of investment in change	Q1	✓
Review, implement and monitor delivery of Covid-19 Recovery Plan and integrate within the Council Plan	Q1	✓
Build on the lessons learned from Covid-19 to develop robust plans for business continuity and preparedness	Q2	✓
Undertake a review of performance across SBC to develop a service improvement culture that drives excellence, transparency and improvement towards delivery of our Council Plan	Q2	✓
Develop and implement career pathways from entry to director level across SBC, incorporating clear training plans and a digital skills programme	Q3	✓
Review and enhance the way SBC buys services from other organisations, providers and partners to ensure best value and quality for customers , while exploring opportunities to support local suppliers	Q3	✓
Review of all SBC's Partnership working to ensure effectiveness, optimal use of shared resources and collective clarity on the outcomes most important for the people of the Scottish Borders	Q4	✗ To take place in the future
Demonstrate clear benefits from SBC's Digital Strategy, focusing on best customer experience, including: improved customer access to joined up services and information, simplified processes, and mobile solutions for frontline services	Q4	✓
Ensure all staff know and understand SBC's vision and values within the Council Plan, and the Competency and Behaviours Frameworks, as part of annual appraisal	Q4	✗ Partly completed





SCOTTISH BORDERS COUNCIL

PERFORMANCE REPORT

Performance Indicator Summary 2022/23



Clean, green future



Fulfilling our potential



Strong inclusive economy, transport and infrastructure



Empowered, vibrant communities



Good health and wellbeing



Working together improving lives

Introduction



Scottish Borders Council maintains a number of public performance indicators to demonstrate its performance. This report presents the Council's progress against the identified public performance indicators for the year. The report is structured into the 6 themes of the Council Plan.

For each theme, detail is provided on each performance indicator.

For more detailed information on any of the information contained in this report please visit the Council's [Performance](#) pages.

Performance Indicators Key

	Positive	There has been a notable improvement, or the data indicates a particularly positive position
	Neutral	There has been no significant change since the previous review, and/or 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
<i>i</i>	Information Only	The indicator shows data for information purposes only

Each Performance Indicator has been given a status bar so that the performance for each quarter of the year can be seen.



CLEAN GREEN FUTURE

We tackle climate change and we value, protect and enhance our local environment and nature, so that the Scottish Borders can be enjoyed now and by future generations



Indicator	Status	Q1	Q2	Q3	Q4
Annual Household Recycling Rate		55.75%	55.78%	56.88%	57.33%
Annual Household Waste Landfilled Rate		0.35%	0.39%	0.43%	0.45%
Annual Household Waste to Other Treatment		43.91%	43.83%	42.69%	42.23%
Annual Average Community Recycling Centre Recycling Rate		76.96%	77.83%	78.80%	80.79%
Electricity Consumption (kWh)		1,843,041	1,387,697	2,630,328	2,954,048
Gas Consumption (kWh)		2,984,008	1,391,493	5,383,398	6,114,793



FULFILLING OUR POTENTIAL

From child to adult, everyone in the Scottish Borders has access to high quality education and the opportunities they need to fulfil their potential



Indicator	Status	Q1	Q2	Q3	Q4
What percentage of primary school pupils attend school?		93.17%	94.79%	91.97%	93.24%
What percentage of secondary school pupils attend school?		89.41%	90.55%	87.08%	89.59%
What percentage of primary and secondary school pupils attend school?		91.30%	92.70%	89.10%	91.40%
Number of Exclusion Incidents – Primary Schools		4	2	3	3
How many primary school pupils were excluded?		3	2	3	3
Number of Exclusion Incidents - Secondary Schools		19	20	29	42
How many secondary school pupils were excluded?		19	19	29	39
Number of Exclusion Incidents – Primary and Secondary Schools		23	22	3	45
How many primary and secondary school pupils were excluded?		22	21	32	42
Number of Schools/Nurseries inspected per Quarter	<i>i</i>	0	0	0	1
New Modern Apprentices employed by SBC		7	28	29	29
Current Modern Apprentices employed within SBC		57	61	47	35
Modern Apprentices securing SBC employment after apprenticeship Cumulative Year to Date		3	19	24	24



STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

Built upon strong and effective physical and digital connections and infrastructure, the benefits of a productive and sustainable economy are widely shared, enabling us to fulfil our potential in the Scottish Borders and attract others to live, work and visit



Indicator	Status	Q1	Q2	Q3	Q4
RAG status is "Green"		13	11	11	11
RAG status is "Amber"		4	6	6	6
RAG status is "Red"		0	0	0	0
Working age population (16 - 64) employment rate*		74.4%	74.4%	76.6%	79.4%
Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)		3.03%	2.93%	2.93%	3.00%
Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)		4.13%	4.33%	4.13%	4.40%
Financial Inclusion - Number of People referred in the quarter		275	261	399	530
Financial Inclusion - Monetary Gain for cases closed in the quarter		£816.2k	£871.3k	£1,151m	£1,108m
Financial Inclusion - Cumulative Monetary Gain for cases closed in the year to date		£816.2k	£1.687m	£2,838m	£3,946m
Housing Benefit - New Claims (Avg No. of Days to process)		19.64	19.84	18.41	17.48
Housing Benefit - Change Events (Avg No. of Days to process)		6.29	8.73	7.83	2.61
Total number of new Business Start-Ups (Business Gateway)		n/a	56	8	6
Number of clients attending start-up workshops/seminars (Business Gateway)		110	88	Information Delayed	Information Delayed
Occupancy Rates of Industrial and Commercial Units		90%	89%	89%	88%
Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included only ** Reported Q2 & Q4		Not Reported in Quarter	10	Not Reported in Quarter	22
Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC) ** Reported Q2 & Q4		Not Reported in Quarter	23	Not Reported in Quarter	26

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

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



EMPOWERED VIBRANT COMMUNITIES

The Scottish Borders has thriving, inclusive communities where people support each other and take responsibility for their local area



Indicator	Status	Q1	Q2	Q3	Q4
Asset Transfers - Number of Requests Received		0	1	0	0
Asset Transfers - Number of Requests Agreed		0	0	0	1
Asset Transfers - Number of Requests Refused		0	0	0	0
Participation Requests - Number of Requests Received		1	0	0	0
Participation Requests - Number of Requests Agreed		0	1	0	0
Participation Requests - Number of Requests Refused		0	0	0	0
The number of people carrying out volunteer work with SBC		285	268	500	331
Community Funding - Total Scottish Borders		£137K	£42k	£176k	£102K
Community Funding - Berwickshire		£67K	£9.5k	£47k	£24.1K
Community Funding - Cheviot		£35.9K	£2.5k	£14k	£20.6K
Community Funding - Eildon		£4.6K	£30k	£59.5k	£24.8K
Community Funding - Teviot & Liddesdale		£6.8K	£0	£29.6k	£23.1K
Community Funding - Tweeddale		£21.8K	£0	£25.6k	£9K
Community Funding - Borderswide		£0	£0	£0	£0
Neighbourhood Small Schemes Fund – Total Value of funds awarded (cumulative)		£49.4k	£202.1k	£337.1k	£400.8k
SB Alert - No. of people registered		6924	6935	6992	7073
No. of Active community resilience plans (cumulative)		54	45	57	57
No. of Progressing community resilience plans (cumulative)		9	13	3	3

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



GOOD HEALTH AND WELLBEING

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



Indicator	Status	Q1	Q2	Q3	Q4
Looked After Children (aged 12+) in family-based placements compared to those in residential placements		66%	65%	64%	64%
Looked After Children (All ages) in family-based placements compared to those in residential placements		80%	75%	75%	74%
Number of Looked After Children (LAC)		198	195	199	205
Number of Inter-agency Referral Discussions (IRDs) held about a child	<i>i</i>	135	126	129	98
Number of children on Child Protection Register	<i>i</i>	39	48	36	35
Number of Concerns		62	77	50	54
Number of Investigations		39	55	42	43
Additional homes provided affordable to people in the Borders, based on our wages?		7	32	16	59
Bed days associated with delayed discharges in residents aged 75+; rate per 1,000 population		325	339	370	330
Number of people killed on Border Roads	<i>i</i>	2	1	2	5
Number of people seriously injured on Border Roads	<i>i</i>	14	9	16	13



GOOD HEALTH AND WELLBEING

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



Indicator	Status	Q1	Q2	Q3	Q4
Number of Referrals To Domestic Abuse Services (Cumulative)		98	186	277	392
Number of reported incidents of domestic abuse (cumulative)		328	610	896	Published later in year
Number of High Risk domestic abuse cases discussed at Multi Agency Risk Assessment Conference (MARAC) (cumulative)		41	74	97	133
The percentage of referrals into the Mediation Service that were progressed and agreement was reached (cumulative)		100%	100%	100%	75%
The number of referrals into the Mediation Service (Cumulative)		7	14	16	18
The number of reported Anti Social Behaviour Incidents (Cumulative)		1,235	2,555	3470	Published later in year
Number of Anti Social Behaviour Early Interventions		212	361	496	734
Number monitored for Anti Social Behaviour		320	682	959	1271
Number of Group 1-5 recorded crimes and offences (cumulative)		918	1824	2630	Published later in year



WORKING TOGETHER, IMPROVING LIVES

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Indicator	Status	Q1	Q2	Q3	Q4
Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)		0	0	Data for Q1 & Q2 provided in Q3 Data for Q3 & Q4 provided in Q1	
Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)		7.7	8.7		
Av.time (wks) taken to process all planning apps - Local Dev (householder) - ADJUSTED (cumulative)		6.9	6.8		
Number of Planning Applications Received	<i>i</i>	342	102	280	362
Council Tax – In Year Collection Level		32.04%	56.97%	81.59%	96.57%
Capital Receipts Generated (cumulative)		£125k	£134k	£401k	Information Delayed
Properties surplus to requirements		16	17	17	Information Delayed
Properties actively being marketed		12	11	7	Information Delayed
Properties progressed to "under offer"		13	11	17	Information Delayed
Average times: the average time in working days to respond to complaints at stage one		4.87	5.42	6.3	7.66
Performance against timescales: the number of complaints closed at stage one within 5 working days as percentage of total number of stage one complaints		86.29%	78.95%	72.00%	71.19%
Average times: the average time in working days to respond to complaints at stage two		19.4	20.81	25.3	38.56
Performance against timescales: the number of complaints closed at stage two within 20 working days as percentage of total number of stage two complaints		56%	76.19%	33%	6.25%

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



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Indicator	Status	Q1	Q2	Q3	Q4
Average times: the average time in working days to respond to complaints after escalation		19.67	19.57	40.75	30.23
Performance against timescales: the number of escalated complaints closed within 20 working days as a percentage of total number of escalated stage two complaints		83.33%	71.43%	25.00%	30.77%
Number of Complaints Closed	<i>i</i>	73	215	147	211
FOI Requests Received	<i>i</i>	319	261	337	416
Percentage of FOI Requests Completed on Time		76%	91%	90%	88%
Number of Facebook Engagements		21.7k	35.8k	1.2m	1.9m
Number of Twitter Engagements		7.8k	5.5k	145.3k	183.6k
Council Tax Valuation List-Time taken to add new properties to the List		91%	85%	88%	85%
Valuation Roll (Non Domestic)-Time taken to amend the valuation roll to reflect new, altered or demolished properties		89%	64%	57%	47%
SBC Absence Rate – Staff		5.83%	5.05%	6.06%	6.29%
SBC Absence Rate – Teaching Staff		3.01%	2.11%	4.91%	4.72%



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Indicator	Status	Q1	Q2	Q3	Q4
Staff Absence Rate (overall)		5.14%	4.34%	5.78%	5.91%
Percentage of Invoices paid within 30 days		93%	93%	95%	94%
**Voice calls Answered		n/a	n/a	24.4k	Information Delayed

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

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





SCOTTISH BORDERS COUNCIL

PERFORMANCE REPORT

Comparison Against Others 2022/23



Clean, green future



Fulfilling our potential



Strong inclusive economy, transport and infrastructure



Empowered, vibrant communities



Good health and wellbeing



Working together improving lives

Introduction



The Local Government Benchmarking Framework (LGBF) is a high-level benchmarking tool designed to support senior management teams and elected members to ask questions about key council services.

It reflects a commitment by The Society of Local Authority Chief Executives and Senior Managers in Scotland (SOLACE Scotland) and the Convention of Scottish Local Authorities (COSLA) to develop better measurement and comparable data as a catalyst for improving services, targeting resources to areas of greatest impact and enhancing public accountability.

The framework provides high-level 'can openers' which are designed to focus questions on why variations in cost and performance are occurring between similar councils. They do not supply the answers. That happens as councils engage with each other to 'drill down' and explore why these variations are happening.

The LGBF helps councils compare their performance against a suite of efficiency, output and outcome indicators that cover all areas of local government activity. The framework now has 8 years of data. Publication of the LGBF forms part of each council's statutory requirements for public performance reporting, replacing the previous SPI regime. Please be aware that the data available is not always from the most recent financial year. The year that data relates to is marked on each indicator.

Further detail on trends over time and comparisons with other authorities can be found at: [Explore the data | Benchmarking \(improvementservice.org.uk\)](https://www.improvementservice.org.uk)

Councils are arranged in 'family groups', so that we are comparing councils that are similar in terms of the type of population that they serve (e.g. relative deprivation and affluence) and the type of area in which they serve them (e.g. urban, semi-rural, rural). The point of comparing like with like is that this is more likely to lead to useful learning and improvement.

Throughout the document we use the following colours to represent our view on our performance:

●	Positive
○	Similar to others
●	Focus for Consideration

For each indicator the numerical value is then shown for Scottish Borders Council (SBC), our family group, and Scotland as a whole. The arrows against the family group and Scotland indicate whether these values are higher, lower or similar to Scottish Borders Council.

Status	SBC	Family Group	Scotland
○	80.3%	↑ 86.5%	↔ 81.0%

CLEAN GREEN FUTURE

We tackle climate change and we value, protect and enhance our local environment and nature, so that the Scottish Borders can be enjoyed now and by future generations



Waste & Recycling	Year	Status	SBC	Family Group	Scotland
Net cost of waste collection per premise	2021/22	●	£54.1	↑ £69.58	↑ £70.08
Net cost of waste disposal per premise	2021/22	○	£112.75	↑ £131.69	↓ £100.23
% of total household waste arising that is recycled	2021/22	●	54.8%	↓ 35.9%	↓ 42.7%
% of adults satisfied with refuse collection	2018/21	○	79.9	↑ 82.9%	↓ 75.3%

Street Cleaning	Year	Status	SBC	Family Group	Scotland
Net cost of street cleaning per 1,000 population	2021/22	●	£10791	↑ £12927	↑ £14848
Street Cleanliness Score	2021/22	●	94.8%	↓ 92.2%	↓ 89.7%
% of adults satisfied with street cleaning	2018/21	○	61%	↑ 66%	↔ 60%

Explore trends over time, and comparisons with other authorities in more detail, at:
[Explore the data | Benchmarking \(improvementservice.org.uk\)](#)

Key: ● Positive ○ Similar to Others ● Focus for Consideration



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Parks & Open Spaces	Year	Status	SBC	Family Group	Scotland
Cost of parks & open spaces per 1,000 population	2021/22	●	£25500	↓ £17168	↓ £20298
% of adults satisfied with parks and open spaces	2018-21	○	79.8%	↔ 78.4%	↑ 85.5%

Emissions	Year	Status	SBC	Family Group	Scotland
CO2 emissions area wide per capita	2020/21	○	4.44	↑ 8.02	↔ 4.62
CO2 emissions area wide: emissions within scope of LA per capita	2020/21	○	5.30	↔ 5.19	↓ 4.09

Explore trends over time, and comparisons with other authorities in more detail, at:
[Explore the data | Benchmarking \(improvementservice.org.uk\)](#)

Key: ● Positive ○ Similar to Others ● Focus for Consideration



FULLFILLING OUR POTENTIAL

From child to adult, everyone in the Scottish Borders has access to high quality education and the opportunities they need to fulfil their potential



Early Years	Year	Status	SBC	Family Group	Scotland
Cost per Pre-School Education Place	2021/22	●	£10141	↔ £10430	↔ £10283
% of funded early years provision which is graded good/better	2021/22	●	92.5%	↑ 90.6%	↑ 89.4%

Primary School	Year	Status	SBC	Family Group	Scotland
Cost Per Primary School Pupil	2021/22	○	£5999	↑ £7802	↑ £6325
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	2021/22	○	68.9%	↑ 67.3%	↔ 70.5%
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	2021/22	○	76.6%	↑ 75.3%	↔ 77.9%
Literacy Attainment Gap	2021/22	●	38.4pp	↓ 27.4pp	↔ 21.3pp
Numeracy Attainment Gap	2021/22	●	33.69pp	↓ 22.6pp	↓ 17.8pp

Explore trends over time, and comparisons with other authorities in more detail, at: [Explore the data | Benchmarking \(improvementservice.org.uk\)](https://improvementservice.org.uk)

Key: ● Positive ○ Similar to Others ● Focus for Consideration



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Secondary School	Year	Status	SBC	Family Group	Scotland
Cost per Secondary School Pupil	2021/22	○	£7912	↑ £9926	↔ £7898
% of Pupils Gaining 5+ Awards at Level 5	2021/22	○	68%	↔ 68%	↔ 69%
% of Pupils Gaining 5+ Awards at Level 6	2021/22	○	42%	↓ 38%	↔ 40%
% of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	2021/22	●	33%	↑ 46%	↑ 52%
% of Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)	2021/22	○	20%	↓ 17%	↑ 23%
Overall Average Total Tariff	2021/22	○	982	↓ 948	↔ 981
Average Total Tariff SIMD quintile 1	2021/22	●	540	↑ 611	↑ 702
Average total tariff SIMD quintile 2	2021/22	●	821	↓ 751	↑ 827
Average total tariff SIMD quintile 3	2021/22	○	919	↑ 942	↑ 965
Average total tariff SIMD quintile 4	2021/22	○	1067	↑ 1075	↑ 1113
Average total tariff SIMD quintile 5	2021/22	○	1296	↓ 1173	↑ 1316

Explore trends over time, and comparisons with other authorities in more detail, at: [Explore the data | Benchmarking \(improvementservice.org.uk\)](https://improvementservice.org.uk/Benchmarking)

Key: ● Positive ○ Similar to Others ● Focus for Consideration



FULFILLING OUR POTENTIAL

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Attendance/Exclusion	Year	Status	SBC	Family Group	Scotland
School attendance rate	2020/21	○	93%	↔ 94%	↔ 92%
School attendance rate (Looked After Children)	2020/21	●	85.1%	↔ 87.8%	↔ 87.9%
School exclusion rates (per 1,000 pupils)	2020/21	●	4.5	↑ 10.4	↑ 11.9
Participation rate for 16-19 year olds (per 100)	2021/22	●	93.4%	↔ 93.2%	↔ 92.4%
Proportion of Pupils Entering Positive Destinations	2021/22	●	96.6%	↔ 95.5%	↔ 95.7%

Satisfaction	Year	Status	SBC	Family Group	Scotland
% of Adults Satisfied with Local Schools	2018/21	●	70.5%	↑ 75.8%	↑ 75.0%

Explore trends over time, and comparisons with other authorities in more detail, at: [Explore the data | Benchmarking \(improvementservice.org.uk\)](https://improvementservice.org.uk)

Key: ● Positive ○ Similar to Others ● Focus for Consideration



STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

Built upon strong and effective physical and digital connections and infrastructure, the benefits of a productive and sustainable economy are widely shared, enabling us to fulfil our potential in the Scottish Borders and attract others to live, work and visit



Trading Standards, Environmental Health & Planning	Year	Status	SBC	Family Group	Scotland
Cost of Trading Standards and environmental health per 1,000 population	2021/22	●	£18215	↑ £33440	↑ £22152
Cost of Trading Standards per 1000	2021/22	●	£5314	↑ £10583	↑ £5926
Cost of planning and building standards Per Planning Application	2021/22	●	£5478	↓ £4232	↓ £4337
Average time per business and industry planning application (weeks)	2021/22	●	9.8	↑ 12.5	↑ 11.7

Roads	Year	Status	SBC	Family Group	Scotland
Cost of roads per kilometre	2021/22	○	£6367	↔ £5923	↑ £11078
% of A Class roads that should be considered for maintenance treatment	2020/22	●	34.8%	↓ 28.1%	↓ 27.6%
% of B Class roads that should be considered for maintenance treatment	2020/22	○	36.1%	↓ 33.9%	↓ 33.6%
% of C Class roads that should be considered for maintenance treatment	2020/22	○	34.9%	↔ 35.5%	↔ 33.2%
% of unclassified roads that should be considered for maintenance treatment	2018/22	●	49.2%	↓ 42.5%	↓ 36.7%

Explore trends over time, and comparisons with other authorities in more detail, at: [Explore the data | Benchmarking \(improvementservice.org.uk\)](https://improvementservice.org.uk)

Key: ● Positive ○ Similar to Others ● Focus for Consideration



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Economic Development	Year	Status	SBC	Family Group	Scotland
Investment in of Economic Development & Tourism per 1,000 Population	2021/22	●	£74297	↑ £168643	↑ £119144
Proportion of properties receiving superfast broadband	2021/22	○	86.9%	↓ 79.4%	↑ 94.1%
Immediately available employment land as a % of total land allocated for employment purposes	2021/22	●	42.3%	↔ 40.7%	↓ 27.2%
% of procurement spend spent on local enterprises	2021/22	●	19.8%	↑ 34.2%	↑ 29.9%

Explore trends over time, and comparisons with other authorities in more detail, at:
[Explore the data | Benchmarking \(improvementservice.org.uk\)](#)

Key: ● Positive ○ Similar to Others ● Focus for Consideration



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Economy Indicators	Year	Status	SBC	Family Group	Scotland
Town Vacancy Rates	2021/22	○	11.5%	↔ 10.3%	↔ 11.4%
No of business gateway start-ups per 10,000 population	2022/23	○	15.6	↔ 15.2	↓ 11.9
Proportion of people earning less than the real living wage	2021/22	●	21.7%	↓ 18.4%	↓ 14.4%
Gross Value Added (GVA) per capita	2020/21	●	£20019	↑ £23354	↑ £24721
Claimant Count as a % of Working Age Population	2022/23	○	3%	↔ 2.5%	↔ 3.2%
Claimant Count as a % of 16-24 Population	2022/23	○	3.4%	↔ 3%	↔ 3.5%
% of unemployed people assisted into work from council operated / funded employability programmes	2021/22	○	10.8%	↑ 12.9%	↑ 19.6%

Explore trends over time, and comparisons with other authorities in more detail, at: [Explore the data | Benchmarking \(improvementservice.org.uk\)](https://improvementservice.org.uk)

Key: ● Positive ○ Similar to Others ● Focus for Consideration



EMPOWERED VIBRANT COMMUNITIES

The Scottish Borders has thriving, inclusive communities where people support each other and take responsibility for their local area



Leisure	Year	Status	SBC	Family Group	Scotland
Cost per library visit	2021/22	○	£4.38	↔ £5.11	↔ £2.90
% of adults satisfied with libraries	2018/21	●	61.9%	↑ 73.7%	↑ 74.4%
Cost per visit to Museums & Galleries	2021/22	●	£22.34	↓ £13.55	↓ £4.75
% of adults satisfied with museums and galleries	2018/21	●	54.1%	↑ 65%	↑ 71.3%
Cost per attendance at sports facilities	2021/22	●	£3.77	↔ £5.43	↔ £6.43
% of adults satisfied with leisure facilities	2021/22	○	67.9%	↑ 70.9%	↑ 71.8%

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GOOD HEALTH AND WELLBEING

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



Grant/Funding	Year	Status	SBC	Family Group	Scotland
% of Crisis Grant Decisions within 1 day	2022/23	●	97.7%	↓ 93.3%	↓ 92.0%
% CCG Grant Decisions within 15 Days	2022/23	●	90.0%	↔ 85.8%	↔ 87.7%
Proportion of SWF Funding Spent	2021/22	○	69.6%	↑ 95.2%	↑ 115.2%
Proportion of DHP Funding Spent	2021/22	○	80.7%	↑ 86.8%	↑ 96%

Looked After Children	Year	Status	SBC	Family Group	Scotland
The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week	2020/21	○	£3707	↑ £4576	↑ £4495
The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	2020/21	○	£380	↔ £352	↔ £392
% of children being looked after in the community	2020/21	●	85.1%	↔ 86.9%	↑ 90.3%

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GOOD HEALTH AND WELLBEING

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Adult Social Care	Year	Status	SBC	Family Group	Scotland
Home care costs per hour for people aged 65 or over	2021/22	○	£26.13	↔ £27.02	↔ £28.71
Self Directed Support spend on adults 18+ as a % of total social work spend on adults 18+	2021/22	○	7.6%	↔ 6.5%	↔ 8.4%
Residential costs per week per resident for people aged 65 or over	2021/22	○	£658	↔ £618	↔ £649
% of adults supported at home who agree that their support had an impact in improving or maintaining their quality of life	2021/22	●	70.5%	↑ 75.9%	↑ 78.1%
% of adults supported at home who agree that they are supported to live as independently as possible	2021/22	●	73.1%	↑ 75.6%	↑ 78.8%
% of adults supported at home who agree that they had a say in how their support was provided	2021/22	●	63.4%	↑ 67.7%	↑ 70.6%

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Adult Social Care	Year	Status	SBC	Family Group	Scotland
% of unpaid carers who feel supported to continue in their caring role	2021/22	○	29.4%	↔ 30.2%	↔ 29.7%
% of people aged 65 and over with long-term care needs receiving personal care at home	2021/22	●	64.8%	↓ 61.3%	↓ 61.9%
Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	2021/22	○	77.9%	↔ 79.6%	↓ 75.8%
Rate of readmission to hospital within 28 days per 1,000 discharges	2021/22	●	102.1	↔ 107.6	↔ 109.6
Number of days people spend in hospital when they are ready to be discharged, per 1,000 pop (75+)	2021/22	●	114	↓ 68	↓ 77

Environmental Health	Year	Status	SBC	Family Group	Scotland
Cost of environmental health per 1,000 population	2021/22	●	£12,901	↑ £22857	↑ £15016

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WORKING TOGETHER, IMPROVING LIVES

Scottish Borders Council will be a well-run and efficient organisation. We will have well informed, timely and effective decision making, which is evidence led and focussed on the needs of customers and communities, and we will have a positive open culture



Finance	Year	Status	SBC		Family Group	Scotland
Support services as a % of total gross expenditure	2021/22	●	5.9%	↔	4.0%	↔ 4.1%
% of the highest paid 5% employees who are women	2021/22	○	52.2%	↔	51.0%	↔ 59.0%
The gender pay gap (%)	2021/22	●	3.2%	↑	6.3%	↔ 3.5%
The cost per dwelling of collecting council tax	2021/22	○	£8.03	↔	£6.66	↔ £6.59
Sickness absence days per teacher	2021/22	○	6.0	↔	6.3	↔ 5.8
Sickness absence days per employee (non-teacher)	2021/22	○	11.3	↔	11.7	↔ 12.2
% of income due from council tax received	2021/22	●	96.5%	↔	96.6%	↔ 95.7%
% of invoices sampled that were paid within 30 days	2021/22	●	94.0%	↓	90.9%	↔ 92.2%

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Housing/Buildings	Year	Status	SBC	Family Group	Scotland
% of operational buildings that are suitable for their current use	2021/22	○	84.3%	↔ 82.5%	↔ 85.3%
% of internal floor area of operational buildings in satisfactory condition	2020/21	●	67.9%	↑ 89.8%	↑ 90.1%

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