



SCOTTISH BORDERS COUNCIL

PERFORMANCE REPORT

Q1 2025/26 (Apr 25 – Jun 25)

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

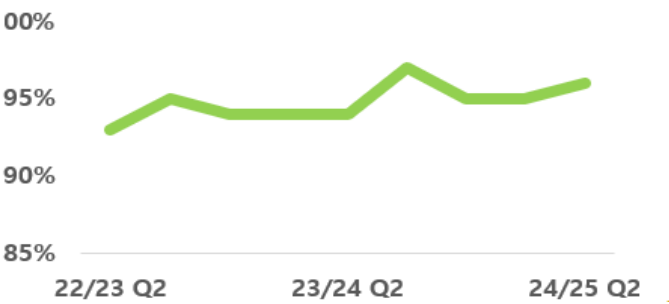


This is the Quarter 1 (April 25 – June 25) Performance Report for the 2025/26 Council Plan. It presents the Council's progress against the Key Milestones set out for Quarter 4 and provides an update on the Council's Performance Indicators. The report is structured into the 6 themes of the Council Plan.

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

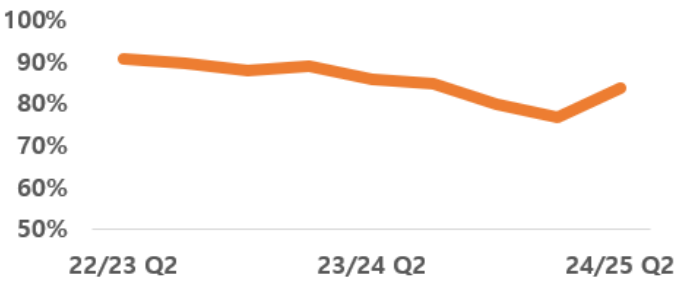
Indicators which indicate an **excellent** position are shown in charts coloured in **bright green** and show a star ★

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



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

The percentage of **FOI Requests Completed on Time** has increased over **Q2** but further action needs still to take place in order to meet the **target of 90%**



Performance Indicators Key

★ Excellent	There has been a notable improvement, or the data indicates an excellent position
● Positive/Satisfactory	There has been no significant change since the previous review, and progress is positive or satisfactory
● 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 Information only	The indicator shows data for information purposes only

Changes in this Quarter



New Performance Indicators

There have been the addition of 7 new Performance Indicators in Q1. These cover areas not reported in the Corporate Performance Report previously or they help to better explain existing Performance Indicators

New Performance Indicator	Theme
Missed Collections (as reported by public) as a percentage of scheduled collections	Clean Green Future
Total number of sold properties	Working Together, Improving Lives
Percentage of our workforce aged 16 to 29	Working Together, Improving Lives
Percentage of our workforce who have told us that they have a disability	Working Together, Improving Lives
Percentage of our workforce who have stated they are LGBT	Working Together, Improving Lives
Percentage of our workforce who are from an ethnic minority	Working Together, Improving Lives
Percentage of our workforce who have completed equality monitoring data	Working Together, Improving Lives

Updated performance indicator values:

The Neighbourhood Support Fund, reported in the [Empowered, Vibrant Communities](#) section, is now being administered by Borders Community Action, a 3rd sector agency. The fund this year is open from Monday 14th July and will close at midnight on Sunday 31st August 2025. Going forward, this will now be reported to SBC on an annual basis in Q3.

Actions shown:

As part of the Audit Scotland Report, it was recommended that Actions were provided for areas identified for improvement. Actions are now detailed for all Performance Indicators which have been given a Focus for Improvement status.

Change of Theme:

Three Performance Indicators have moved from [Fulfilling Our Potential](#) to [Working Together, Improving Lives](#). These are: 'New Modern Apprentices employed by SBC', 'Current Modern Apprentices employed within SBC' and 'Modern Apprentices securing SBC employment after apprenticeship Cumulative Year to Date'.

Summary



Key Milestones

Clean Green Future

SBC have reviewed the conclusion and outcomes of the Edinburgh and South-East Scotland City-Region climate risk and opportunity assessment.

The work is being undertaken in 2 phases. Phase 1 has been completed and Phase 2 will follow.



Working Together, Improving Lives

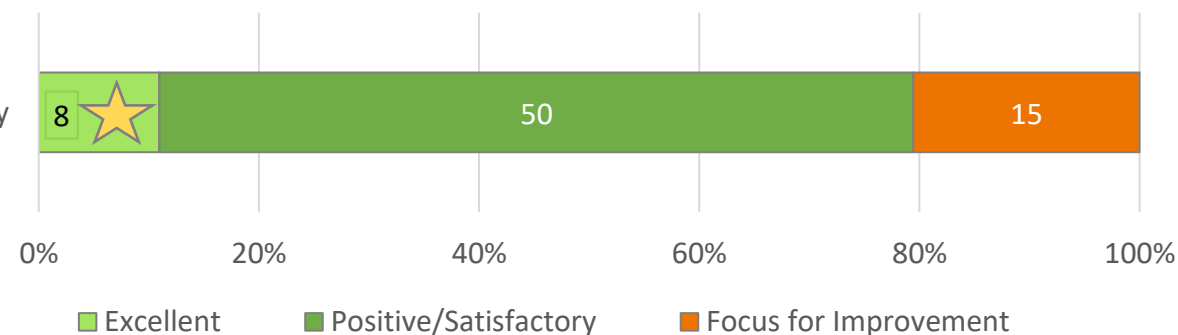
Work has been undertaken to deliver the recommendations of the Accounts Commission's November 2024 'Best Value – Scottish Borders Council's report. Three recommendations were made and actions have been taken to ensure that these recommendations have been achieved.



Performance Indicators

Of the 92 indicators presented this quarter, 58 are in a good position of which 8 are excellent. 15 are highlighted as areas of focus for improvement and there are 19 information only figures which provide context to some of the performance indicators also shown in the report.

Indicator Summary



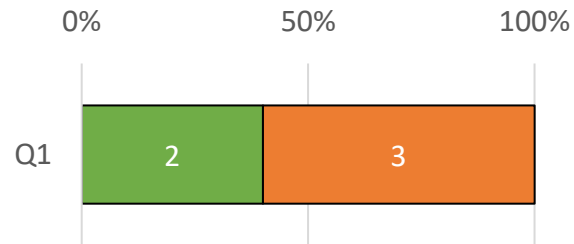
Summary of Performance Year to Date



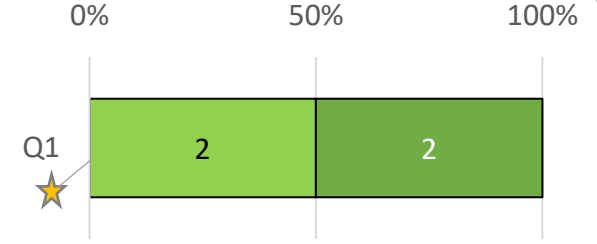
In the Summary of Performance Indicators, bright green with a star shows areas where performance has been excellent, green reflects areas that are positive/satisfactory and orange indicates performance levels that are a focus for improvement.



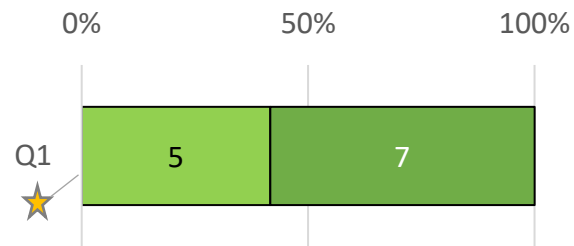
Clean, green future



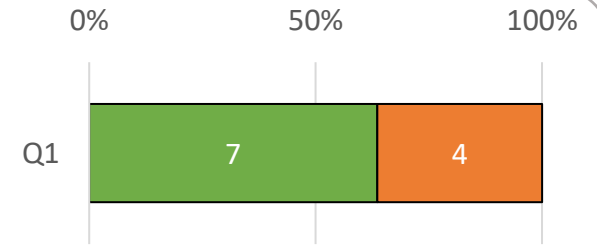
Empowered, vibrant communities



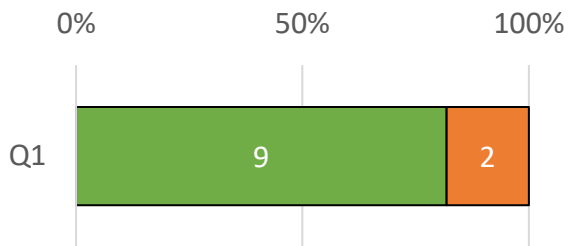
Fulfilling our potential



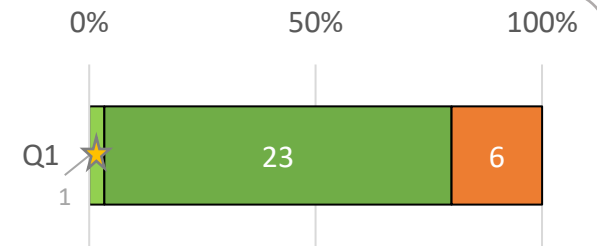
Good health and wellbeing



Strong inclusive economy, transport and infrastructure



Working together improving lives



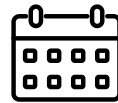
CLEAN GREEN FUTURE

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



Review the conclusion and outcomes of the Edinburgh and South-East Scotland City-Region climate risk and opportunity assessment with a view to assessing opportunities for future projects

Climate risk and opportunity assessment results for Scottish Borders were provided in **March 2025**



SBC is drafting an outline **Climate Resilience Framework** which will sit within the **SES Regional approach** & identify **Scottish Borders projects** and potential for regional collaboration



Phase 2 will develop a more detailed set of **prioritised risks** and **support for project business cases**



Phase 1 included:

- new **economic impact analysis** for SES Councils
- an innovative approach to collating **local knowledge & lived experience of climate change**



Phase 1 of the City Region South-east Scotland (CRSES) project was **completed April 2025** with work led by Verture



Coastal change modelling was done for relevant Council areas



Funding to deliver Phase 2 is currently being accessed by Councils and this will be matched by the Scottish Government



Desired Outcomes linked to this Milestone

- Reduction of greenhouse gas emissions to meet or exceed our targets to deliver Net Zero by 2045

CLEAN GREEN FUTURE

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



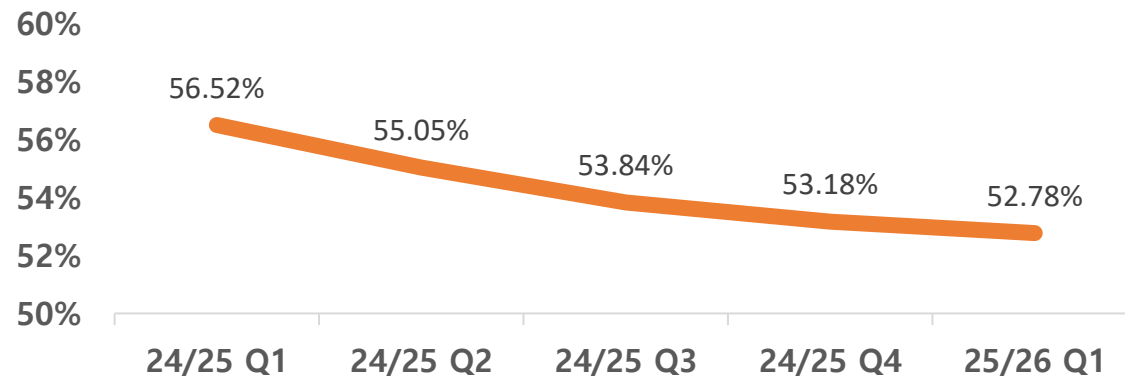
Service	Indicator	Q1 25/26	Status	Reporting Frequency
Waste	Annual Household Recycling Rate	52.78%	●	Quarterly
	Annual Household Waste Landfilled Rate	2.84%	●	Quarterly
	Annual Household Waste to Other Treatment	44.38%	●	Quarterly
	Annual Average Community Recycling Centre Recycling Rate	73.23%	●	Quarterly
	Missed Collections (as reported by the public) per 100,000 scheduled collections *NEW*	86.95	●	Quarterly
Property	Electricity Consumption kWh <i>(annual rolling)</i>	Information received in Q2		6 Monthly
	Gas Consumption kWh <i>(annual rolling)</i>	Information received in Q2		6 Monthly
	Water Consumption m3 <i>(annual rolling)</i>	Information received in Q2		6 Monthly
	Oil Consumption <i>(annual rolling)</i>	Information received in Q2		6 Monthly
	LPG kWh <i>(annual rolling)</i>	Information received in Q2		6 Monthly
	Biomass kWh <i>(annual rolling)</i>	Information received in Q2		6 Months

CLEAN GREEN FUTURE

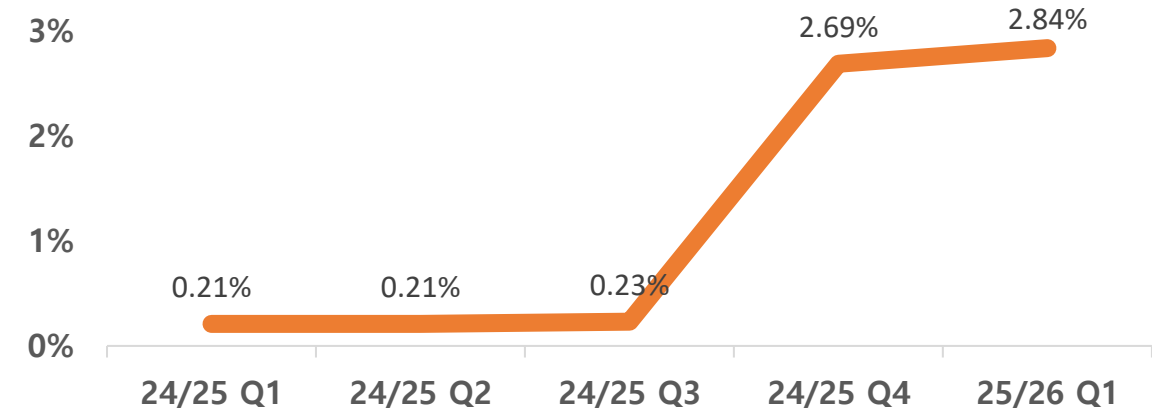
PRIORITY: Accelerate action to adapt to and mitigate the effects of climate change and extreme weather.



The Annual Household Recycling Rate has continued to **reduce** in Q1 & remains a **Focus for Improvement**.



The Annual Household Waste Landfilled Rate has **increased** further in Q1 and continues as a **Focus For Improvement**.



The decrease in the Annual Household Recycling Rate and the increase in the Annual Household Waste Landfilled Rate is the result of new legislation which limits the ability to recycle upholstered domestic seating and an increase in the quantity of residual waste being sent directly to landfill without pretreatment.

Action: The Council's ability to recycle upholstered domestic seating is restricted due to the new legislation, as is the case for all Local Authorities across the UK. To reduce the quantity of residual waste being sent directly to landfill the Council awarded a new short-term contract in July 2025. This will ensure waste is sent directly to Energy from Waste; however, the new provider does not offer pre-treatment, so we expect the Council's recycling performance to continue to reduce before it stabilises. The Council's future recycling performance will be dependent on the long-term residual waste solution and the services offered at the kerbside

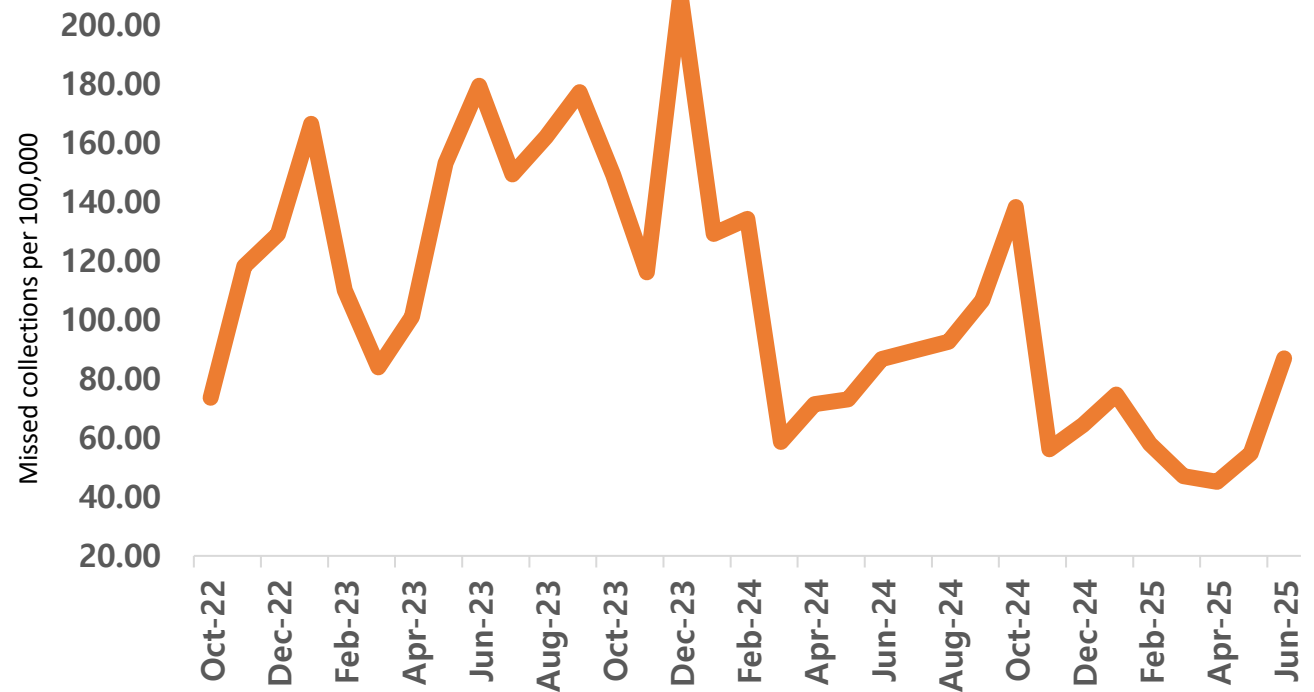
CLEAN GREEN FUTURE

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



Missed Collections (as reported by the public) per 100,000 scheduled collection showed **positive** performance in April and May. This continued a **positive trend** following actions taken earlier in the year on staffing levels, and low numbers of vehicle breakdowns. A Health and Safety incident at the end of May led to the use of bin lifters in manual mode rather than automatic. This slowed down routes, and all food waste collections were cancelled for 3 weeks (3-20 Jun) to prioritise resources on the general waste and recycling routes. The June performance therefore decreased, and is a **focus for improvement**.

Action: SBC has introduced new working practices following the Health and Safety incident and brought in extra resource to reduce the number of missed collections. SBC is continuing monitor the new working practices and look at what the longer-term impacts and requirements will be.



FULFILLING OUR POTENTIAL

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



Service	Indicator	Q1 25/26	Status	Reporting Frequency
Education	Average primary school attendance rate	94%	★	Quarterly
	Average secondary school attendance rate	90%	★	Quarterly
	Average primary and secondary school attendance rate	92%	★	Quarterly
	Number of Exclusion Incidents – Primary Schools	12	●	Quarterly
	How many primary school pupils were excluded?	12	●	Quarterly
	Number of Exclusion Incidents - Secondary Schools	10	★	Quarterly
	How many secondary school pupils were excluded?	10	★	Quarterly
	Number of Exclusion Incidents – Primary and Secondary Schools	22	●	Quarterly
	How many primary and secondary school pupils were excluded?	22	●	Quarterly
	Number of Schools/Nurseries inspected per Quarter	2	í	Quarterly

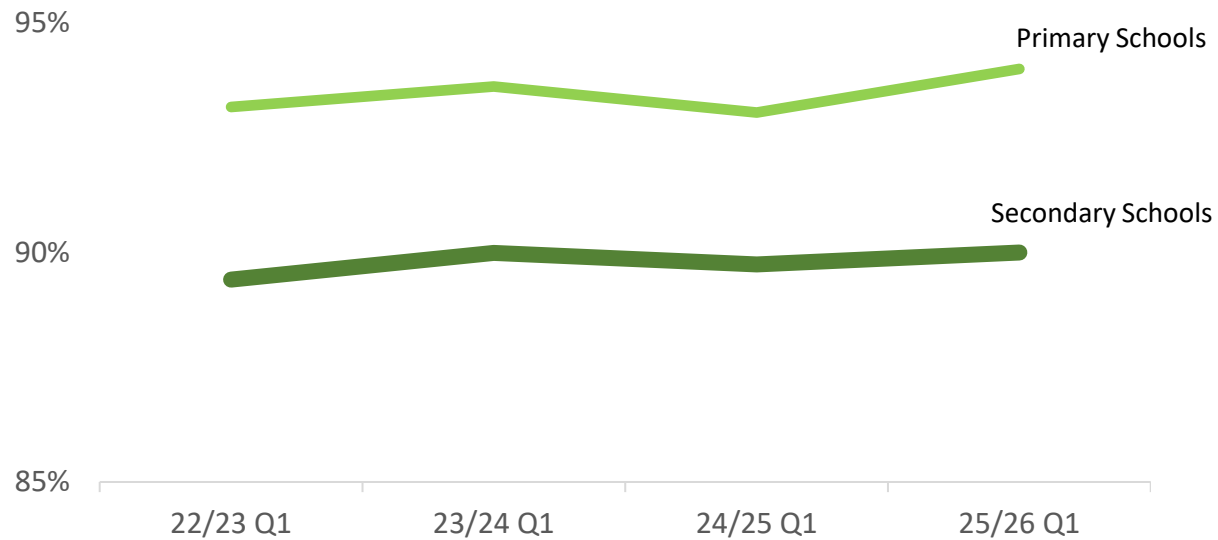
Key: ★ Excellent ● Positive/Satisfactory ● Focus for Improvement í Information only

FULFILLING OUR POTENTIAL

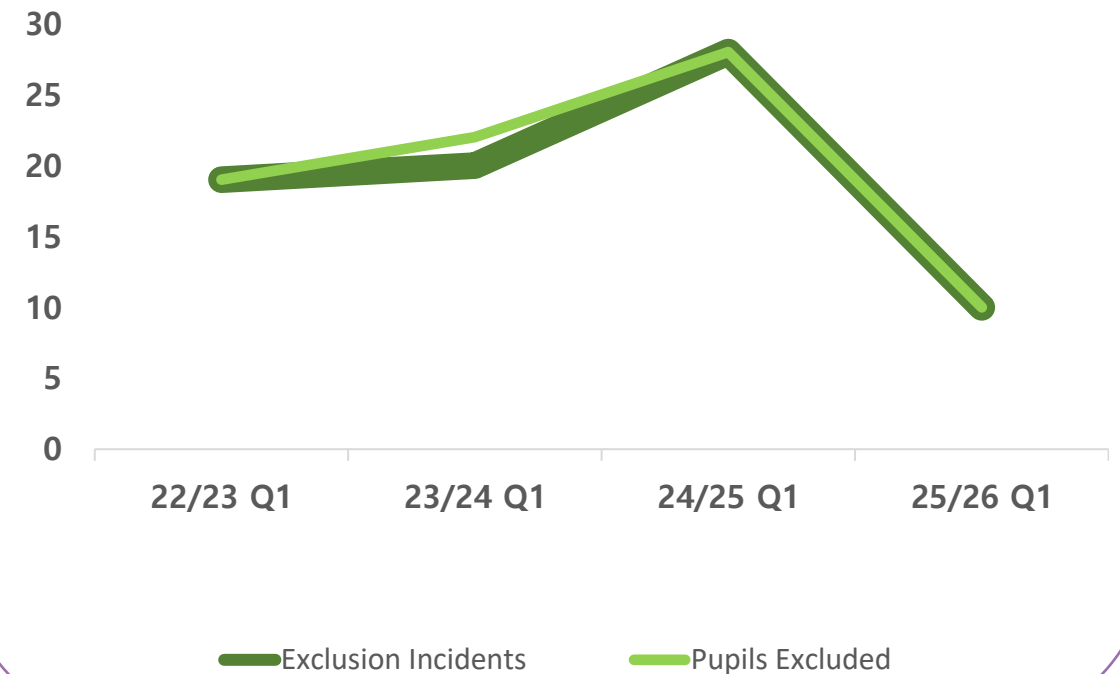
PRIORITY: Empower schools and their communities to deliver a high-quality education focused on excellence, equity, wellbeing and improved outcomes for children, young people, and families.



School attendance across both Primary and Secondary schools has **increased** over the same quarter in the past 4 years. The attendance in both **Primary Schools** and **Secondary Schools** is seen as **Excellent**.



The overall **exclusion incidents** and **pupils excluded** in Secondary Schools are **Excellent**. The trend for both have **decreased** for the same quarter over the past 4 years



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	Q1 25/26	Status	Reporting Frequency
Major Capital Projects	RAG status is "Green"	8	●	Quarterly
	RAG status is "Amber"	4	●	Quarterly
	RAG status is "Red"	2	●	Quarterly
Working Age Population	Working age population (16 - 64) employment rate*	77.5%	í	Quarterly
	Working age population (16 - 64) Claimant Count (including Universal Credit and JSA	3%	í	Quarterly
	Working age population (18 - 24) Claimant Count (including Universal Credit and JSA	4.8%	í	Quarterly
Customer Advice & Support - Financial Inclusion	Number of People referred in the quarter	432	●	Quarterly
	Monetary Gain for cases closed in the quarter	£1,334,869	●	Quarterly
	Cumulative Monetary Gain for cases closed in the year to date	£1,334,869	●	Quarterly
Customer Advice & Support – Housing Benefit	New Claims (Avg No. of Days to process)	22.68	●	Quarterly
	Change Events (Avg No. of Days to process)	5.22	●	Quarterly
Business Gateway	Total number of new Business Start-Ups (Business Gateway)	7	●	Quarterly
	Number of clients attending start-up workshops/seminars (Business Gateway)	152	●	Quarterly
Estates/Economic Development	Occupancy Rates of Industrial and Commercial Units	93%	●	Quarterly
Community Benefit Clauses	Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included	Not reported this quarter		Annual
	Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC)	Not reported this quarter		Annual

* Please Note that there is a lag of one Quarter for data provided for employment rates Key: ★ Excellent ● Positive/Satisfactory ● 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 following **8** Capital Projects continue on track:

- Borders Innovation Park Phase 2
- Chambers Institution Peebles
- Eyemouth Primary School
- Eyemouth Nursery & Family Centre
- Galashiels Academy
- Hawick High School
- Peebles High School
- Selkirk High School



The following **3** projects have been identified as being in the **feasibility** stage:

- Hawick Care Village
- Lowood Masterplan
- Tweeddale Additional Support Needs Provision



The Project Teams have implemented a RAG status framework to proactively monitor and mitigate risks associated with Capital Projects.

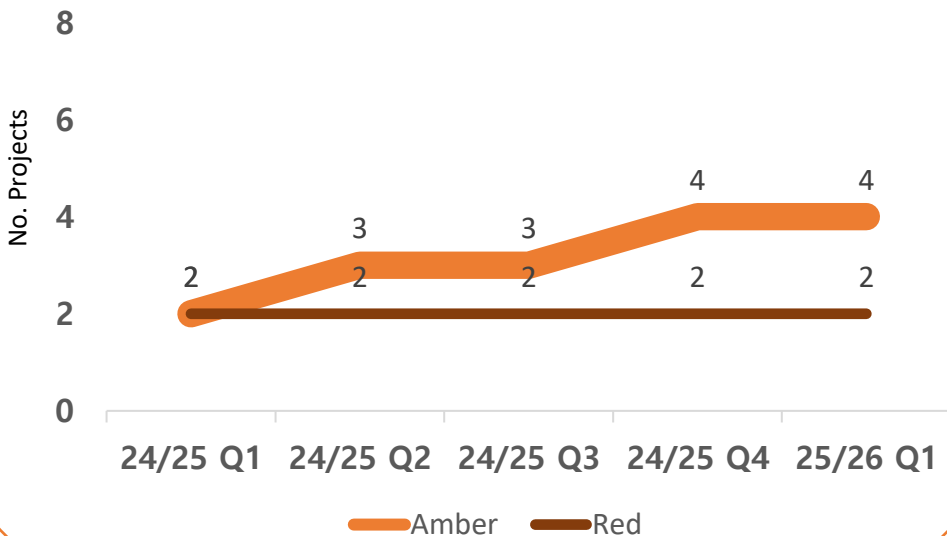
Amber Status: *Jedburgh High Street Building; Borderlands Coldstream Industrial Business Units; Tweedbank Care Village; Plant & Vehicle Fund*

Jedburgh High Street Building design proposals are under review in consideration of the neighbouring 3-5 Exchange Street where works are progressing at pace. The Borderlands unit at Coldstream has been substantially complete for some time, pending only the water connection which has been delayed due to utility supply issues. Contractors are now on-site conducting final testing and verification. Officers and the Tweedbank Care Village project team are working to reduce and manage outstanding issues to enable the construction to progress before the end of 2025. The Council has invested heavily in modernising its plant and fleet in recent years with further significant investment required. Fleet services and finance continue to work together on a 10-year replacement programme to ensure the Council's fleet remains fit for purpose.

Red Status: *Union Chain Bridge; Hawick Flood Protection*

Northumberland County Council are leading on the Union Chain Bridge project and officers are working with them to manage and conclude outstanding matters and reduce the risk position. The status of the Hawick Flood Protection scheme remains influenced by delays to its practical completion, with the Project Board actively overseeing mitigation measures with the project budget under review and the project expected to be reclassified from Red to Amber status by Autumn 2025.

The number of **Capital Projects** with both **Amber** & **Red Statuses** have remained **static** in Q1. Both continue to be a **focus for improvement**



EMPOWERED VIBRANT COMMUNITIES

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



Service	Indicator	Q1 25/26	Status	Reporting Frequency
Communities & Partnerships -Asset Transfers	Number of Requests Received	0	<i>í</i>	Quarterly
	Number of Requests Agreed	1	<i>í</i>	Quarterly
	Number of Requests Refused	0	<i>í</i>	Quarterly
Communities & Partnerships - Participation Request	Number of Requests Received	6	<i>í</i>	Quarterly
	Number of Requests Agreed	2	<i>í</i>	Quarterly
	Number of Requests Refused	0	<i>í</i>	Quarterly
Communities & Partnerships	The number of people carrying out volunteer work with SBC	144	●	Quarterly
Neighbourhood Support Fund – Value of Funding Awarded	Total Scottish Borders	Fund is now administered by Borders Community Action and will be reported Annually in Q3. For latest available data, please see our Performance Dashboard		Annual
	Berwickshire			Annual
	Cheviot			Annual
	Eildon			Annual
	Teviot & Liddesdale			Annual
	Tweeddale			Annual
	Neighbourhood Small Schemes Fund – Total Value of funds awarded (cumulative)	£55,360	<i>í</i>	Quarterly
Community Resilience	SB Alert - No. of people registered	7947	●	Quarterly
	No. of Active community resilience plans	55	★	Quarterly
	No. of Progressing community resilience plans	0	★	Quarterly

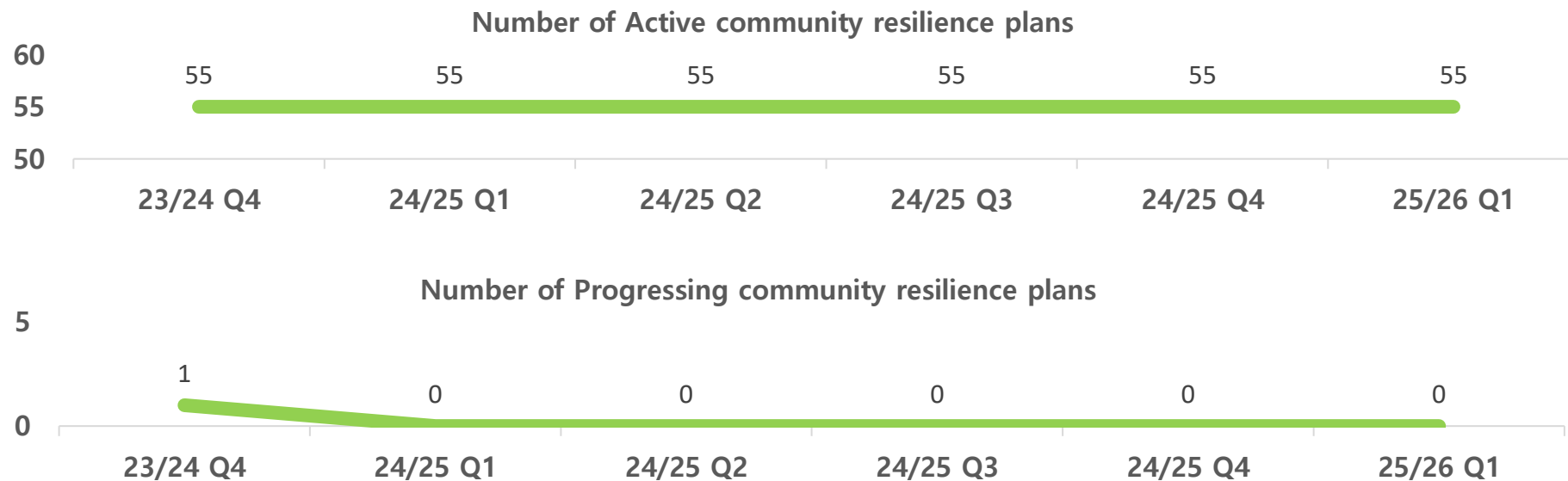
Key: ★ Excellent ● Positive/Satisfactory ● Focus for Improvement *í* Information only

EMPOWERED VIBRANT COMMUNITIES

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



The number of both **Active and Progressing community resilience plans** has **remained steady** over the past 6 quarters. This is considered to be very positive and **Excellent** with the existing group numbers being one of the highest totals in the country



Zero is considered **Excellent** as all work has been completed and there are no outstanding plans needing addressed

GOOD HEALTH AND WELLBEING

PRIORITY: Ensure 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	Q1 25/26	Status	Reporting Frequency
Social Work Children & Families	Looked After Children (aged 12+) in family-based placements compared to those in residential placements	61%	●	Quarterly
	Looked After Children (All ages) in family-based placements compared to those in residential placements	76%	●	Quarterly
	Number of Looked After Children (LAC)	209	●	Quarterly
	Number of Inter-agency Referral Discussions (IRDs) held about a child	132	í	Quarterly
	Number of children on Child Protection Register	54	í	Quarterly
Adult Support & Protection	Number of Concerns	125	í	Quarterly
	Number of Inquiries with Investigative Powers	86	í	Quarterly
Economic Development & Procurement	Additional homes provided affordable to people in the Borders, based on our wages	0	í	Quarterly
NHS**	Bed days associated with delayed discharges in residents aged 75+; rate per 1,000 population*	326.7	●	Quarterly
Domestic Abuse	Number of High Risk domestic abuse cases discussed at Multi Agency Risk Assessment Conference (MARAC)	71	●	Quarterly
	Number of Referrals to Domestic Abuse	109	●	Quarterly

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

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

Key: ★ Excellent ● Positive/Satisfactory ● Focus for Improvement í Information only

GOOD HEALTH AND WELLBEING

PRIORITY: Ensure 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	Q1 25/26	Status	Reporting Frequency
Safer Communities	Number of persons being monitored for Antisocial Behaviour	328	●	Quarterly
	Number of new temporary homelessness accommodation tenancies that commenced in the time period	84	●	Quarterly
	Percentage of households assessed as unintentionally homeless or threatened with homelessness (where contact was maintained) who secured settled accommodation in either Social Housing, Private Rented Housing or Owner/Occupied housing	88%	●	Quarterly
	Average number of days from assessment to closure for applications assessed as homeless or threatened with homelessness	212	●	Quarterly
	Average number of days households spent in temporary accommodation during the course of their homeless assessment	168	●	Quarterly

Road Incidents

Currently vetted information from Police Scotland is only available up to the 18th June 2025. There may be additional data for the remainder of June that isn't yet available.

Unfortunately, there were 2 fatalities as a result of road accidents in the Scottish Borders over the 3 months of Q1 2025/26. This is an increase of 1 for the same period last year.

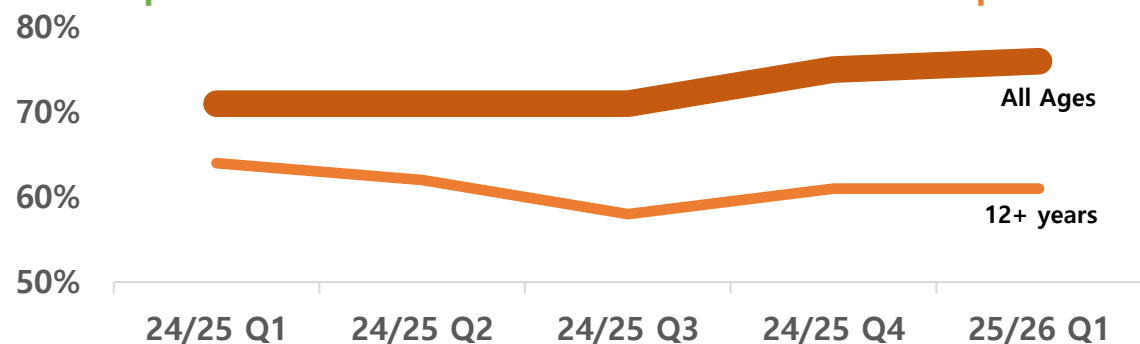
There were 21 people seriously injured as a result of road accidents in the Scottish Borders over the 3 months of Q1 2025/26. This is an increase of 9 for the same period last year.

GOOD HEALTH AND WELLBEING

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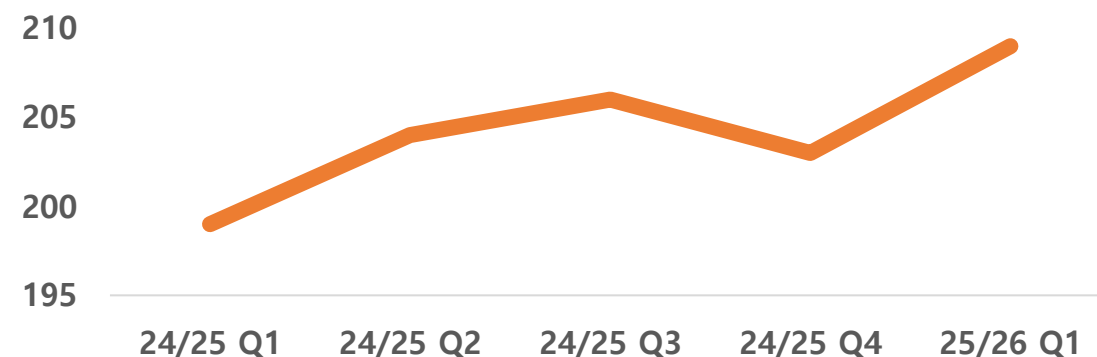


The percentage of **Looked After Children aged 12+ in family-based placements** has remained the same from Q4 to Q1. However, the percentage of **Looked After Children of all ages in family-based placements** has increased by **5%** over the last 2 quarters which is a **positive development**. This continues to be an area for **focus for improvement**.



Action: The aim is to achieve an annual increase of 10% in foster carers numbers and to also reduce unplanned endings in Kinship Care each year.

The number of **Looked After Children** has **increased** in Q1 following a decrease in the previous quarter. This PI remains a **focus for improvement**.

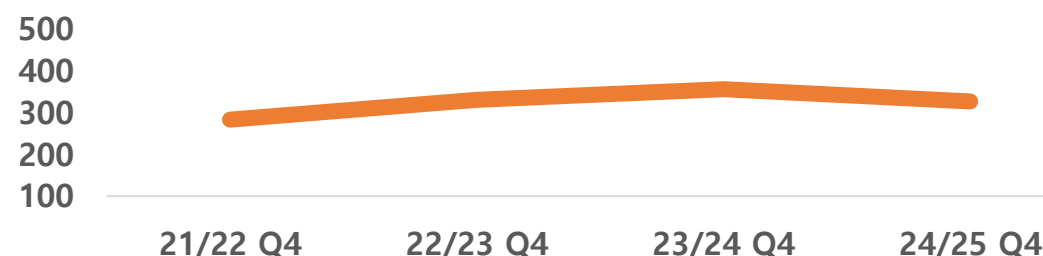


Action: Service delivery models across multi-agency landscapes will be considered. This will include consideration of specialist education service delivery, family support service models, tailored support programmes and localisation of teams & services to be responsive and adaptive to meet needs.

The number of bed days associated to **Delayed Discharges** have **decreased** slightly following an increase in the same quarter over the last 3 years. This continues to be **focus for improvement**

Action: The Health and Social Care Partnership are creating an Integrated Discharge Team that will focus on the timely discharge of patients from hospital locations. Their focus will be to make sure that patients are in the right place to receive their care as they need it.

(NHS data)



WORKING TOGETHER, IMPROVING LIVES

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



Deliver the recommendations of the Accounts Commission's November 2024 'Best Value – Scottish Borders Council's report, including more public reporting of Transformation & Performance, with a view to securing a council that is as effective, efficient, sustainable and responsive as possible

The 2024 Scottish Borders Council Best Value report contained the following recommendations:

1. **Strengthen transformation reporting:**

- improve reporting on **Milestones & Benefits**
- Ensure the community is **actively engaged** in the transformation agenda



Actions

- **Focused Transformation updates** will be provided within **performance reports** from Q2
- **SBC staff** can now keep up to date with various **transformation project updates**, which will also be available on website soon

2. **Focus on recurring savings:**

ensure savings are **sustainable and recurring**



Actions

- An **annual overview** of Transformation was **presented to Council** in **May**, with **key financial & other information**

3. **Enhance performance linkage:**

- strengthen the connection between **improvement activities & performance evidence**
- Better align the **LGBF** with the Council **priorities & indicators**



Actions

- A full suite of **performance indicators & dashboard reporting** is being developed

LGBF : Local Government Benchmarking Framework

Desired Outcomes linked to this Milestone

- Best value is achieved across all services

WORKING TOGETHER, IMPROVING LIVES

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



Service	Indicator	Q1 25/26	Status	Reporting Frequency
Planning Permission	Av.time (wks) taken to process all planning apps - Maj Dev (cumulative)	0	●	Quarterly
	Av.time (wks) taken to process all planning apps - Local Dev (non-householder) (cumulative)	8.5	●	Quarterly
	Av.time (wks) taken to process all planning apps - Local Dev (householder) (cumulative)	5.5	●	Quarterly
	Number of Planning Applications Received	291	í	Quarterly
Property	Capital Receipts Generated	£74,800	●	Quarterly
	Properties surplus to requirements	47	●	Quarterly
	Properties actively being marketed	22	●	Quarterly
	Properties progressed to "under offer"	11	●	Quarterly
	Total number of sold properties *NEW*	2	●	Quarterly
Complaints Handling	Average times: the average time in working days to respond to complaints at stage one	5.3	●	Quarterly
	Performance against timescales: the number of complaints closed at stage one within 5 working days as percentage of total number of stage one complaints	70.9%	●	Quarterly
	Average times: the average time in working days to respond to complaints at stage two	31.9	●	Quarterly
	Performance against timescales: the number of complaints closed at stage two within 20 working days as percentage of total number of stage two complaints	29.4%	●	Quarterly
	Average times: the average time in working days to respond to complaints after escalation	23.4	●	Quarterly
	Performance against timescales: the number of escalated complaints closed within 20 working days as a percentage of total number of escalated stage two complaints	47.6%	●	Quarterly
	Number of Complaints Closed	227	í	Quarterly
Social Media	Number of Facebook Engagements	11,183	●	Quarterly

Key: ★ Excellent ● Positive/Satisfactory ● Focus for Improvement í Information only

WORKING TOGETHER, IMPROVING LIVES

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



Service	Indicator	Q1 25/26	Status	Reporting Frequency
Freedom of Information	FOI Requests Received (excluding Assessor FOIs)	438	<i>i</i>	Quarterly
	Percentage of FOI Requests Completed on Time (excluding Assessor FOIs)	87%	●	Quarterly
Assessor	Council Tax Valuation List - Percentage of New Properties added to the list within 0-3 months	69%	●	Quarterly
	Valuation Roll (Non Domestic) – Percentage of new, altered or demolished properties amended on the valuation roll within 0-3 months	34%	●	Quarterly
Council Tax	Council Tax – In Year Collection Level	30.31%	●	Quarterly
HR	SBC Absence Rate – Staff	5.55%	●	Quarterly
	SBC Absence Rate – Teaching Staff	5.12%	●	Quarterly
	Staff Absence Rate (overall)	5.12%	●	Quarterly
	SBC Staff Turnover	1.9%	●	Quarterly
	Percentage of our workforce aged 16 to 29 *NEW*	11.54%	●	Quarterly
	Percentage of our workforce who have told us that they have a disability *NEW*	2.54%	●	Quarterly
	Percentage of our workforce who have stated they are LGBT *NEW*	1.59%	●	Quarterly
	Percentage of our workforce who are from an ethnic minority *NEW*	1.43%	●	Quarterly
	Percentage of our workforce who have completed equality monitoring data *NEW*	75.13%	●	Quarterly
Payment Services	Percentage of Invoices paid within 30 days	98%	★	Quarterly
Customer Contact	Consolidated Call Numbers - HQ Switchboard, 0300, SW Duty Hub and Homelessness	39,415	●	Quarterly

Key: ★ Excellent ● Positive/Satisfactory ● Focus for Improvement *i* Information only

WORKING TOGETHER, IMPROVING LIVES

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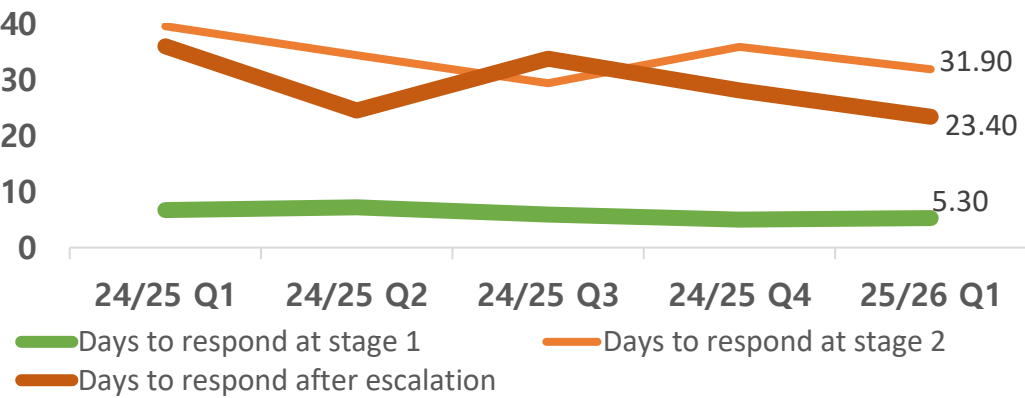
Service	Indicator	Q1 25/26	Status	Reporting Frequency
Modern Apprentices	New Modern Apprentices employed by SBC	6	●	Quarterly
	Current Modern Apprentices employed within SBC	26	●	Quarterly
	Modern Apprentices securing SBC employment after apprenticeship Cumulative Year to Date	2	●	Quarterly

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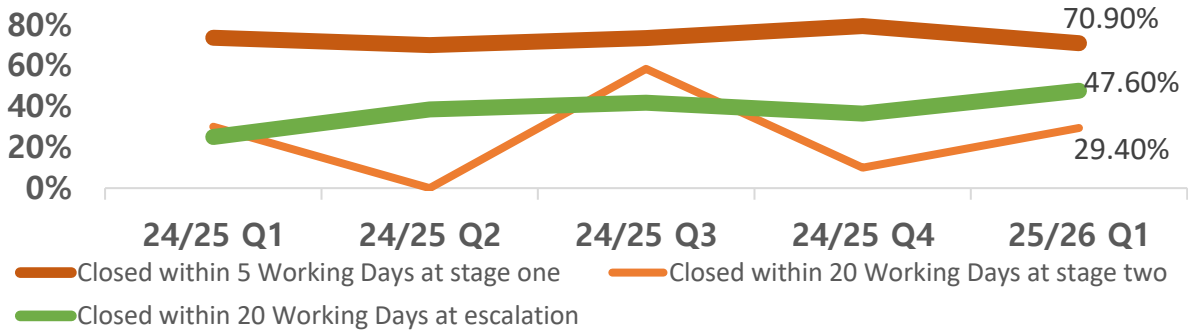


The number of days taken to respond to complaints at **stage 1** remains **positive**. The number of days taken to respond to complaints at **stage 2 and after escalation** have both **decreased** but continue to be areas to **focus on improvement**.

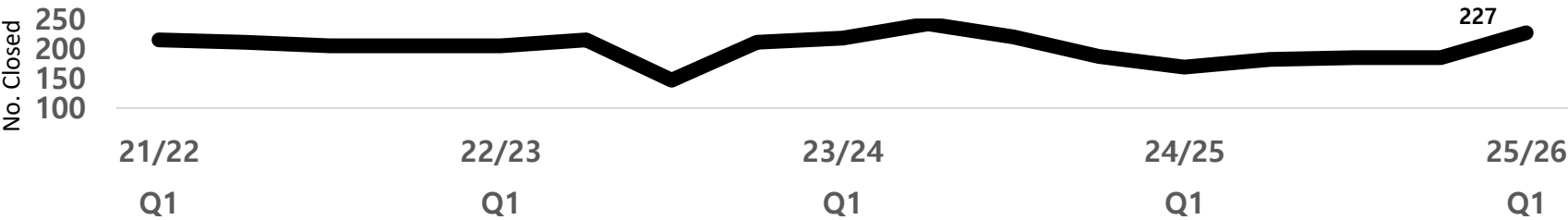


Action: Support services to maintain focus on closing overdue complaints and ensuring that complaints are dealt with within prescribed timescales. Also support services with training requirements to ensure this happens.

The percentage of complaints closed at **stage 1** has **decreased** following and increase in Q4. This is a **focus for improvement**. Complaints closed at both **stage 2 & after escalation** have both **increased** since the previous quarter with complaints closed at stage 2 remaining **focus for improvement** but those closed after escalation have moved to being **positive**.



The number of complaints closed has stayed at a consistent level over the last 5 years with an increase in the current quarter

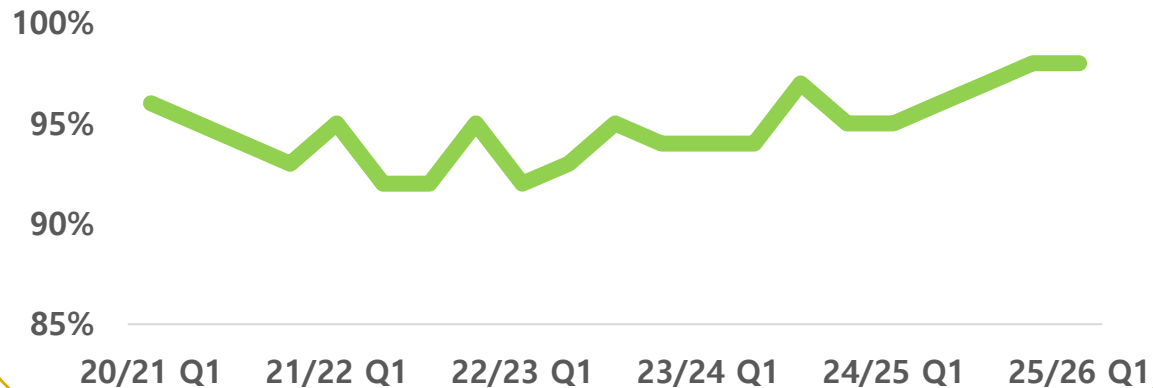


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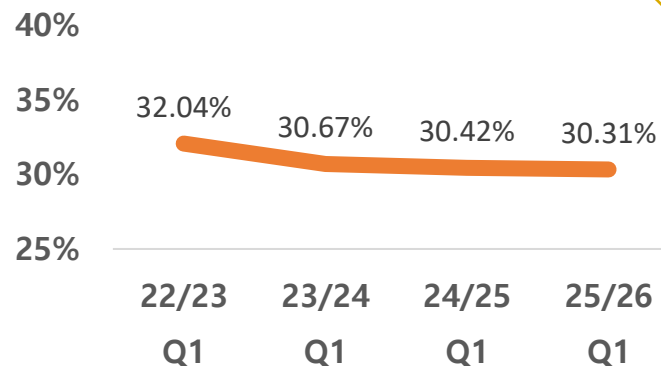


The percentage of invoices paid within 30 days **remains consistent** and has remained **above 90%** for the last 5 financial years. The performance has also remained at **98%** between **Q4 24/25** and **Q1 25/26**



The Council Tax - In year collection level is below the level in the same quarter over the past 4 years and is a **Focus for Improvement**.

Action: an action plan is under consideration on how overall recovery can be improved



Following a period of **FOI Requests Completed on Time** increasing, there has been a **decrease** over the past 2 quarters. This has coincided with an increase in the number of FOI Requests Received. The indicator is a **Focus for Improvement**

Action: Services continue to work through FOI Requests and discussions will take place around the challenge of the often complex multi-disciplinary responses required. The Information Management service is also currently exploring whether there are any technical solutions and or any procedural developments which might assist performance.

