SCOTTISH BORDERS COUNCIL

PERFORMANCE REPORT

Annual Performance Report 2025/26

Scottish Borders COUNCIL

Introduction

The Annual Performance Report presents a summary of Scottish Borders Council's performance information for the period April 2025 to March 2026.

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 (quarterly)
- The organisation's performance indicators (annual) from the Local Government Benchmarking Framework (LGBF)
- How the Council compares against other local authorities in Scotland

The Council's financial position continues to be challenging. Increasing demand for services - especially within Adult Care and Education alongside ongoing inflationary price increases and limited funding create financial pressures which have been managed during 2025/26 through the implementation of strict spend controls and the reduction in expenditure on non-statutory services. The Council continues to use digital innovations, business process re-engineering and technology solutions in order to deliver vital services to the community within the funding available.

The current environment also presents many opportunities for the Scottish Borders, including more joint working with Partners including the NHS, Live Borders, South of Scotland Enterprise (SOSE), the Edinburgh and South East Scotland Regional City Deal and the Borderlands Inclusive Growth Deal. These initiatives combined with the Council's ongoing investment in local infrastructure and our annual procurement spend provide huge opportunities for economic growth and the creation of high quality employment in the South of Scotland. The Council will continue to work with our community planning partners and National Government to ensure we maximise this potential for our communities

Work continues on refining the Council's performance indicators, and business intelligence dashboards continue to be developed and adopted 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.

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

Indicators (Annual – LGBF): This gives a summary of performance against the annual indicators published by the Local Government Benchmarking Framework. Please note that these indicators are often a year behind our quarterly indicators due to publishing timescales.

Comparison Against Others (LGBF): This gives an overview of how we compare against other Scottish Local Authorities using the most recent data published by the Local Government Benchmarking Framework.

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:

Indicators

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

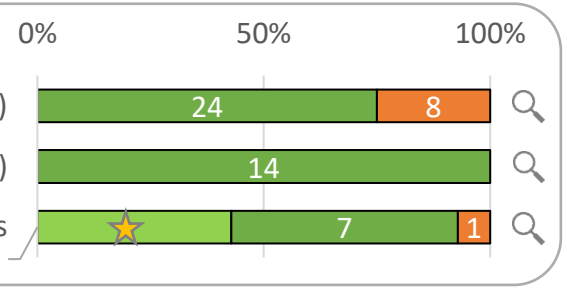
Comparison Against Others

	Excellent
	Similar to others
	Focus for Consideration

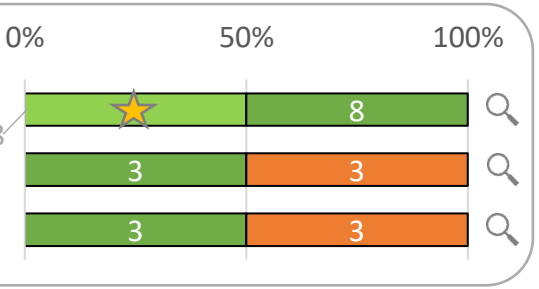
Summary

A summary of performance against each outcome is shown by milestones achieved, Indicators (both quarterly and annual) and comparison against other Local Authorities in Scotland. Bright green with a star shows areas where performance has been excellent. Green reflects areas that are positive/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.

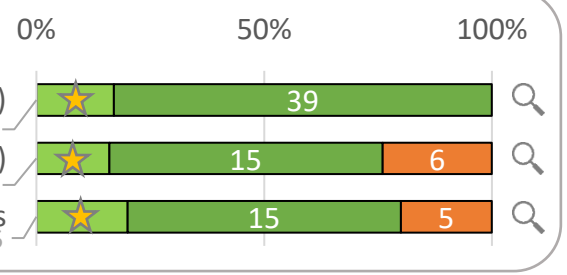
Clean, green future



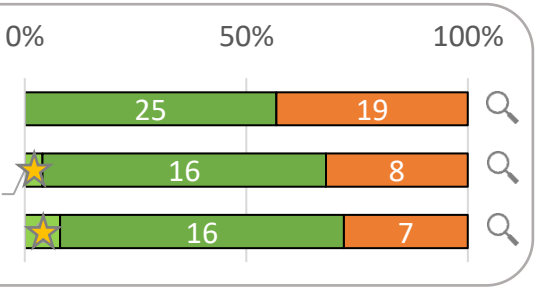
Empowered, vibrant communities



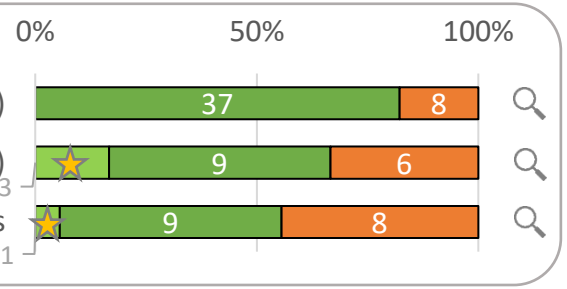
Fulfilling our potential



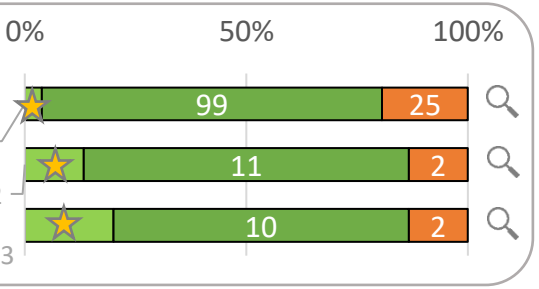
Good health and wellbeing



Strong inclusive economy, transport and infrastructure



Working together improving lives



CLEAN GREEN FUTURE

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

Summary of Performance

Milestones

Over half of the milestones that were set out for 25/26 have been fully met and the remainder have been partially met. Positive progress has been made on:

- Climate change
- Community Food Growing
- Increase naturalised grass management
- Scottish Borders Local Heat and Energy Efficiency Strategy and Delivery Plan (LHEES)
- Schools Award programme expansion

Indicators

All utilities are performing at a Positive Level.

The quantity of residual waste being sent directly to landfill without pretreatment necessitated a transition to a new provider arrangement. There is also new legislation which limits the ability to recycle upholstered domestic seating. Both have affected the performance of the Recycling and Waste indicators, but they are at a Satisfactory Level.

The percentage of adults satisfied with street cleaning and refuse collection increased since the previous year and our street cleanliness score has increased.

Comparison with Others

Scottish Borders continues to perform better than the Scottish and the family group average for costs per premise of waste collection, which has remained well below the national average since 2015/16.

We continue to outperform the family group average in terms of costs of waste disposal.

Our parks & open spaces cost more to run per head than the Family Group and Scottish averages, possibly because our data includes a wider scope of services.

Our CO2 emissions data are similar to either the Scottish average or the Family Group average, although most of these measures are outwith our control.

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.

Summary of Performance

Milestones

The majority of the milestones were met or partially met in the specified quarter. This includes:

- Care experienced school leavers achieving an increased number of SCQF awards
- An independent advocacy service for children and young people has been commissioned
- An Esports Strategy has been developed
- The best approaches to support neurodivergent learners have been developed and shared

Indicators

- The average school attendance across primary schools is positive.
- The Pupil Exclusion Rates have continued remained consistent.
- The proportion of P1, P4 and P7 pupils attaining expected levels of numeracy and literacy have stayed the same or increased but are still focus for improvement
- Our Early Years provision is less expensive than the previous year per place and continues to receive positive gradings from the Care Inspectorate.
- Average Tariff Scores for senior pupils have improved since the previous year, for pupils from all backgrounds

Comparison with Others

- The primary "attainment gap" between most-deprived and least-deprived neighbourhoods for both numeracy and literacy is worse than average
- S4 – S6 school attainment is generally very positive across all measures, although attainment in more deprived areas is lower than the Scottish average.
- School attendance and exclusions are significantly better than average, including Looked-after Children
- The Participation rate and the Proportion of 16–19-year-old school leavers entering positive destinations is better than or similar to the Scottish and Family Group averages.

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.

Summary of Performance

Milestones

All milestones set out for 25/26 have been met or partially met. These have included:

- Developing the first stage of the business case for the proposed extension of the Borders Railway to Hawick and Carlisle
- The Active Travel Strategy and Delivery Plan has been published
- Progress has been made on the 5-year project to create a 113 mile path from Moffat to Berwick
- Premises with gigabit-capable broadband have increased

Indicators

The average number of days to process new housing benefit claims have remained low throughout 25/26.

The number of Capital Projects with a Red RAG status have decreased over the year but still remains a focus for improvement.

The Proportion of properties receiving superfast broadband is making excellent progress, assisted by the R100 programme

The costs per planning and building standards application has increased. This is due to a lower number and size of applications.

Comparison with Others

We have a larger proportion of A-class, B-class and Unclassified roads that should be considered for maintenance treatment than the Scottish and Family Group average. This is due to the length of our overall road network which extends to approximately 2,900kms.

Our investment in Economic Development and Tourism is increasing in line with the Family Group and Scottish averages and we perform well compared with the average with regard to Town Vacancy Rates and Business Gateway Startups.

We have similar proportions of people earning less than the Real Living Wage as our Family Group and similar Unemployment and Youth Unemployment Rates.

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.

Summary of Performance

Milestones

All milestones were either met or partially met with the majority being complete. Positive progress has been made on:

- Supporting Communities with developing place plans and locality plans
- Funding has been provided to the Youth Local Action Group
- The implementation of the Housing Emergency Action Plan
- Supporting local communities to take ownership of community centres

Indicators

The number of both Active and Progressing Resilience Plans have remained consistent over 25/26 which is Excellent.

The number of people registered for SB Alert has remained consistent over the year, which is positive.

The cost per attendance at libraries and museums has increased due to static visitor numbers and higher staff costs.

Public satisfaction levels for leisure facilities, libraries and museums remains around 50%. The new management board at Live Borders is examining ways of more accurately assessing customer satisfaction.

Comparison with Others

Costs per visit to sports centres are lower in Scottish Borders than the Scottish and Family Group averages.

Costs per visit to libraries are lower than the Family Group average.

Costs per visit to museums are higher than average. Joint work continues between SBC and Live borders to ensure services are delivered as efficiently as possible.

The percentage of adults satisfied with leisure facilities, libraries, museums & galleries is lower in the Scottish Borders than average for the Family Group or Scotland.

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.

Summary of Performance

Milestones

All milestones were either met or partially met and positive progress can be seen in the following areas:

- Technology Enabled Care usage has increased in order to improve care at home
- Dementia training has been provided to ensure that staff have the right skills and knowledge to provide high quality support to those living with dementia
- A Sport and Physical Activity Strategy has been developed

Milestone not achieved and work will continue in:

- Developing a single view of Health & Social Care data through the Health Share Project

Indicators

There has been a consistent number of Referrals to Domestic Abuse Services.

SBC continue to have a higher number of Looked After Children in residential placements than we would like but work is underway to reduce this.

The rate of delayed discharges in over 75s has consistently reduced over 25/26 but remains a key priority to improve further.

A higher percentage of adults supported at home agree that their services and support had an impact in improving or maintaining their quality of life. This reflects strong, person-centred monitoring and feedback to promote independence and wellbeing in daily living

Comparison with Others

The number of applications for Crisis Grant and Community Care Grant have remained high and SBC has compared well with the Scottish average in terms of timely decision-making on these applications.

Satisfaction with Adult Social Care Services that support people at home has remained consistently positive compared with Scottish and family Group averages

Costs of Trading Standards, Environmental Health, Money Advice and Citizens Advice services have remained consistently lower than the Family Group.

Scottish Borders has a similar proportion of children living in poverty as the Scottish average and family group

WORKING TOGETHER, IMPROVING LIVES

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

Summary of Performance

Milestones

The majority of milestones set out in 25/26 have been met. Positive progress includes:

- Delivery of the Accounts Commission's November 2024 'Best Value – Scottish Borders Council's recommendations
- A comprehensive review of Care at Home provision across the Scottish Borders took place
- Work continues to achieve better outcomes for refugees resettling in the Scottish Borders

Milestone not achieved and work will continue in:

- The development of a Digital Commercialisation Strategy for SBC

Indicators

- The percentage of invoices that we pay within 30 days had been consistently Excellent over 25/26.
- The number of Modern Apprentices that have been employed by SBC has been at a positive level throughout 25/26.
- The overall staff absence level has been at a positive level over the year.
- The number of FOIs completed on time has reduced over 25/26. SBC continue to look at streamlining the FOI process to ensure more FOIs can be answered on time.
- The gender pay gap has continued to decrease since the previous year.
- The percentage of operational buildings that are suitable for their current use has decreased again since the previous year.

Comparison with Others

- The percentage of invoices sampled that were paid within 30 days was higher in the Scottish Borders than the average of our Family Group or Scotland.
- The percentage of internal floor area of operational buildings that is in a satisfactory condition is lower in our region than in our Family Group or Scotland.
- The Scottish Borders sickness absence days per teacher and Sickness absence days for non-teaching staff is similar to our Family Group and Scotland.
- The Council remains financially stable, broadly inline with the Scottish average. The Family Group includes Island Councils which hold large reserves linked to Oil production and therefore are not considered to be comparable with SBC.

SCOTTISH BORDERS COUNCIL

PERFORMANCE REPORT

Milestones Summary 2025/26

Scottish Borders COUNCIL

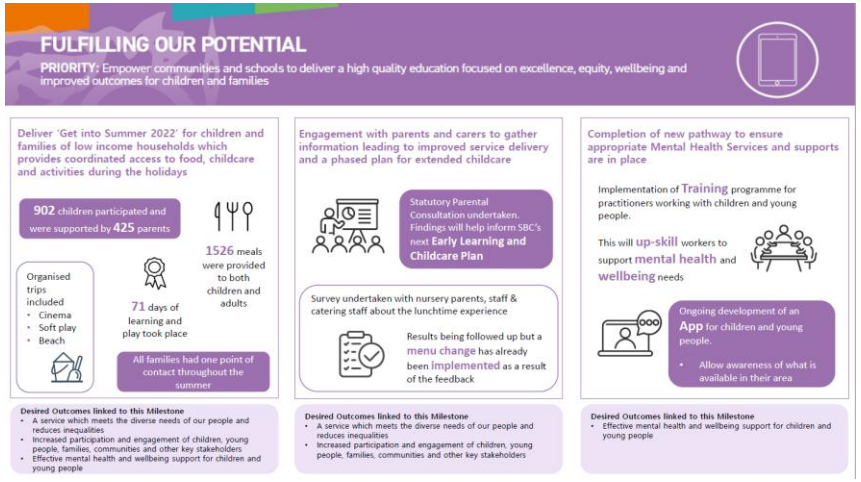
Introduction

Scottish Borders Council published its 2025/26 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 2025/26 that the Council aimed to achieve. This report summarises all the milestones that were set out for 2025/26, 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



Key Milestone Progress key

●	Complete
◕	Mostly Complete
◑	Partially Complete
✕	Milestone not Met

CLEAN GREEN FUTURE

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

Indicator	Quarter	Progress Made	Complete
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	Q1	✓	◕
Working with the Scottish Climate Intelligence Service and Scottish Borders Community Planning Partners, develop a Scottish Borders 'regional climate strategy' with a clear pathway to Net Zero by 2045	Q3	✓	◑
Deliver Energy Efficient Scotland Area-Based Schemes (ABS) in Scottish Borders communities to improve energy efficiency, promote heat decarbonisation and address fuel poverty. At the same time, seek to leverage community benefits where possible, building on previous examples, such as the provision of a defibrillator in Eyemouth, or work experience for high school students with our ABS managing agent, Changeworks	Q3	✓	◕
Deliver the priority actions set out in the Scottish Borders Council Climate Change Plan including specifically: › Develop a pathway enabling a 10% reduction in the physical footprint of our estate over the next 5 years, as part of a phased approach to reducing our carbon emissions in line with Scottish Government guidance › A minimum 3% per year reduction in SBC business mileage. › A reduction in SBC's fleet size, while transitioning vehicles to alternative sustainable fuel	Q4	✓	◑ Will continue to build on
Prepare the Council and households for new, more efficient and climate change responsive waste and recycling requirements created by the new Scottish Waste Charter, the Waste Route-map, the UK Emission Trading Scheme, and the Circular Economy Bill	Q4	✓	◑ Will continue to build on

Key: ● Complete ◕ Mostly Complete ◑ Partially Complete ✕ Milestone not Met

CLEAN GREEN FUTURE

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

Indicator	Quarter	Progress Made	Complete
Continue to develop and grow the Greener Gateway Community Awards programme which recognise and support community initiatives to further biodiversity, food growing and sustainability; while expanding the Schools Award programme with a focus on learning for sustainability	Q4	✓	●
Support community food growing projects across the Borders with a focus on helping groups find/use land owned by SBC, supporting lease acquisitions and funding applications as required	Q4	✓	●
Continue to implement the Scottish Borders Local Heat and Energy Efficiency Strategy and Delivery Plan (LHEES), so that our homes and buildings no longer contribute to climate change	Q4	✓	●
Continue to increase naturalised grass management in urban areas, to support local biodiversity and make space for nature in our towns and villages	Q4	✓	●
As part of the Borderlands Inclusive Growth Deal Natural Capital Programme, support Tweed Forum in the delivery of an Integrated Land Use and Woodland Creation Pilot, which will pioneer a more integrated approach to farming forestry and conservation, and deliver a range of benefits such as natural flood management, soil conservation, biodiversity enhancement	Q4	✓	●
As part of the Borderlands Inclusive Growth Deal Natural Capital Programme, support Butterfly Conservation Scotland to implement an agri-environment pilot project focusing on species-rich grasslands and the conservation of the threatened Northern Brown Argus butterfly in the region, supporting the rural economy and sustainable land management by helping improve food quality, while enhancing pollination, soil management and carbon storage	Q4	✓	●

Key: ● Complete ◕ Mostly Complete ◑ Partially Complete ✕ Milestone not Met

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.

Indicator	Quarter	Progress Made	Complete
Increase the proportion of 16-19 olds participating in education, employment or training (based on the Annual Participation Measure produced by Skills Development Scotland)	Q2	✓	●
Deliver against the Service Improvement plan developed by the education department with a focus on improving pathways for students and deliver improvement in qualifications performance, including	Q3	✓	◕
Transform the Senior Phase Curriculum Year 1(S4) aiming to improve attainment, curricular pathways and qualifications	Q3	✓	◕
Children's Rights › Ensure that children, young people, parents, carers and the Council workforce know about children's rights, while ensuring the voice and lived experience of children and young people inform planning and delivery of SBC services › Commission an independent advocacy service for children and young people in the Scottish Borders	Q4	✓	●
The Promise › Develop a project reviewing all out of area placements within Children & Families Social Work to bring young people currently in out-of-area placements back to the Borders, while eliminating the need for future out-of-area placements › Increase the proportion of care experienced school leavers attaining 5 or more award at any SCQF level based on Insight (All SCQF Awards) information	Q4	✓	●

Key: ● Complete ◕ Mostly Complete ◑ Partially Complete ✕ Milestone not Met

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.

Indicator	Quarter	Progress Made	Complete
Create a SBC leadership academy to develop opportunities to upskill teachers, headteachers and senior leaders and create pathways for aspiring leaders within the Education service	Q4	✓	●
Continue to ensure that the best approaches to support neurodivergent learners are developed and shared, by ensuring that all staff have engaged with awareness training on neurodiversity and implement best practice	Q4	✓	●
Implement the SBC Outdoor learning Strategy to ensure that children and young people in Borders Schools benefit from a consistent and high-quality wellbeing-focused approach to outdoor play and activity	Q4	✓	●
Working with partners, develop an esports strategy focused on design, entrepreneurship, and inclusivity with a view to garnering opportunities for our region from this developing £3 Billion industry.	Q4	✓	●
Implement our multi-agency children and young people's participation and engagement strategy (the YELL strategy), ensuring that the voices of children and young people across the Borders, in particular those with protected characteristics, are at the heart of our decision-making	Q4	✓	●

Key: ● Complete ◕ Mostly Complete ◑ Partially Complete ✕ Milestone not Met

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.

Indicator	Quarter	Progress Made	Complete
Deliver a new Events and Tourism Strategy across 2025, informed by the South of Scotland (SoS) Responsible Tourism Strategy, the SoS Cycling Strategy, and Regional Events Strategy	Q3	**Clarification**: separate strategies already in place. Focus has been on delivering these existing strategies.	
Develop the Levelling Up Partnership, totalling £20m, in collaboration with UK and Scottish Governments and ensuring that our region has workers for the jobs of the future to unlock the economic potential of Eyemouth, Galashiels, Hawick and Jedburgh, while delivering action on inequalities and improved physical connectivity across the region	Q4	✓	● Ongoing piece of work
As part of the Destination Tweed Programme led by Tweed Forum, deliver on the third year of the River Tweed Trail 5-year project to create a 113-mile path from Moffat to Berwick	Q4	✓	●
As part of the Regional Economic Strategy Delivery Plan focus on Inward Investment, support the development of a pipeline of business sites across the South, including the development of business units in Coldstream and the Borders Innovation Park	Q4	✓	●
Work with Transport Scotland and South of Scotland partners to develop a collaborative approach to the specific transport needs of our region based upon high-quality data, effective integration between different modes of transport and improved connectivity through better timetabling, ticketing, and pricing alignment between nationally controlled transport systems (e.g. rail) with locally controlled transport systems (e.g. bus)	Q4	✓	●
Market and promote our bus services to improve awareness of the services provided by the Council, increasing bus patronage, income and promoting the use of public transport, and develop a transport partnership with the NHS, Borders General Hospital, Borders College, improving provision for service users, and creating a more efficient bus service for us and our partners	Q4	✓	●

Key: ● Complete ◕ Mostly Complete ◑ Partially Complete ✕ Milestone not Met

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.

Indicator	Quarter	Progress Made	Complete
Develop a culture strategy which will outline our ambitions for this key economic sector and define the Council's role in supporting it in partnership with Live Borders, SOSE and key stakeholders within the region	Q4	✓	◕
Reinforce the case for the electrification of the first phase of the Borders Railway, and advocate for extension to Hawick and Carlisle, and more frequent services on the East Coast mainline to Reston station	Q4	✓	● Ongoing piece of work
Publish and begin implementing our active travel strategy and delivery plan to encourage travel which promotes physical activity and good health by developing active travel infrastructure (including bike parking and secure storage) and improves linkages with public transport	Q4	✓	●
With respect to electric vehicles, participate in the regional procurement of a Charge Place Operator in 2025/26 to gain economies of scale and aggregate the demand across the region to attract the best solution for the Scottish Borders and regional partners. The Charge Place Operator will then deliver the aspirations of the Scottish Borders EV Public Charging Expansion Plan from 2026/27 onwards	Q4	✓	◕ Partially complete Development will continue with completion planned for Q2 2026/27
Work with the UK Government's Project Gigabit to deliver gigabit-capable broadband to hard to reach homes and businesses across the Scottish Borders	Q4	✓	●
Improve access to employability services across the region by mapping and analysing the existing offer across third sector organisations, and implement targeted promotion strategies, ensuring more individuals are aware of and able to benefit from these opportunities	Q4	✓	●
Design and deliver local employability services using a 5 Stage Employability Pipeline Approach, ensuring that support is provided to individuals across their employment journey, with a focus on supporting young people, vulnerable people and families, and supporting people into sustainable positive destinations	Q4	✓	●

Key: ● Complete ◕ Mostly Complete ◑ Partially Complete ✕ Milestone not Met

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.

Indicator	Quarter	Progress Made	Complete
Develop a 3-year Community Learning and Development plan supported by engagement with local communities, enabling us to better respond to local need	Q2	✓	●
Support communities in the Borderlands target towns of Eyemouth, Galashiels, Hawick and Jedburgh to deliver their place plans	Q4	✓	● Ongoing piece of work
Support communities in the Borders to develop their place plans, creating effective links within localities to deliver against the plans' ambitions effectively	Q4	✓	●
As part of the Community Planning Partnership, develop locality plans for each of Bannerfield, Langlee and Burnfoot, based upon significant engagement with communities to ensure that plans respond to local needs and inform future delivery	Q4	✓	◑ All plans underway but at different stages
As part of the Levelling Up programme, provide funding totalling £0.625m to the Youth Local Action Group to help identify and deliver youth facilities across the region	Q4	✓	●
Review the Anti-social behaviour strategy in partnership with Police Scotland, enabling us to tackle and prevent anti-social behaviour across the region, and use mobile camera devices as a tactical solutions to responding to provide an agile response to deter and detect perpetrators	Q4	✓	●
As part of the Live Borders review, support local communities to take ownership of community centres across the region, enabling local communities to better control those vital local assets	Q4	✓	●

Key: ● Complete ◕ Mostly Complete ◑ Partially Complete ✕ Milestone not Met

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.

Indicator	Quarter	Progress Made	Complete
The Council will establish an Elected Member/Officer Working Group to review and develop recommendations relating to parking within Borders towns, beginning with off-street parking	Q4	✓	●
In response to our declaration of a housing emergency in 2024, implement our Housing Emergency Action Plan in collaboration with local partners, with a focus on increasing supply (e.g. for key worker housing), and improving housing access through increased awareness of housing options and increased partnership with the Borders Strategic Housing Forum, to better prevent homelessness	Q4	✓	●
With partners, deliver the Regional Economic Partnership Housing Action Plan, aiming to increase the provision of homes of all types and tenures by focusing on market-based housing and developers across the Borders	Q4	✓	◑ Will continue to build on
Following public engagement develop our 'Good Food Nation Plan' in collaboration with NHS, local food producers, South of Scotland Destination Alliance and Borders Community Action, ensuring that everyone in the Borders has a safe and reliable access to healthy and sustainable food, while promoting our local food producers	Q4	✓	◑
Develop a whole systems approach to poverty reduction and prevention through engagement with Housing, Employability, Transport and Childcare services	Q4	✓	◑ Will continue to build on
Develop a shared data resource across services and partners so that there is an in-depth understanding of the drivers and impact of poverty	Q4	✓	◕

Key: ● Complete ◕ Mostly Complete ◑ Partially Complete ✕ Milestone not Met

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.

Indicator	Quarter	Progress Made	Complete
Develop a community reablement service within the care at home service, ensuring that service users have access to reablement support to reduce their care needs and improve their independence	Q4	✓	●
Develop a Physical Activity and Sports Strategy leading to an increase in opportunities for physical activity and sport, increase in active travel, increase in awareness of the importance of physical activity, and improved joined up working across the physical activity/sport landscape	Q4	✓	● Ongoing piece of work
Increase the use of Technology Enabled Care to better support care at home	Q4	✓	● Ongoing piece of work
Working in partnership with Health and Social Care partners, improve our understanding of specialist housing needs now and in the future, ensuring that we deliver homes that meet people's needs	Q4	✓	● Ongoing piece of work
Working in partnership with Dumfries and Galloway Council, Scottish Futures Trust, SOSE and South of Scotland Community Housing, undertake research into the demand for key worker housing in the South of Scotland, reviewing relevant policies and then gathering evidence on need and demand through engaging with workers and employers as well as undertaking workshops with stakeholders in the regional housing sector	Q4	✓	●
Update and implement our Local Access and Transport Strategy, delivering a joined-up strategic approach to transport within the region, encouraging and facilitating healthier more sustainable transport choices including use of public transport services.	Q4	✓	◔ Partially complete Development will continue
Develop training with Borders College to make better use of the facilities and opportunities offered by this partnership to enhance our own staff development	Q4	✓	●

Key: ● Complete ◕ Mostly Complete ◑ Partially Complete ✕ Milestone not Met

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.

Indicator	Quarter	Progress Made	Complete
Develop a single view of Health & Social Care data across the Partnership, through the Health Share Project, limiting the need to request the same info multiple times from patients/service users	Q4	✗	✗ Project stood down
Introduce new ways of working for Social Work Services through digital transformation and process re-engineering to make best use of resource improving efficiencies and outcomes	Q4	✓	●
Ensure all staff have the relevant dementia training opportunities and the right skills and knowledge to provide high quality support to those living with dementia	Q4	✓	● Ongoing piece of work
Develop and implement the Creating Hope Together strategy, focused on suicide prevention	Q4	✓	◕ Partially complete Development will continue & deadline extended
Develop succession planning and career pathways across Health and Social Care to ensure effective people planning and provide staff development opportunities	Q4	✓	●
Build on and develop key relationships with NHS Borders and other partners to ensure that public health and the work of the Wellbeing Board are embedded within the Council's policy and project delivery and in its partnership work with others, as well as in its focus on empowering individuals to take control of their health	Q4	✓	● Ongoing piece of work

Key: ● Complete ◕ Mostly Complete ◑ Partially Complete ✗ Milestone not Met

WORKING TOGETHER, IMPROVING LIVES

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

Indicator	Quarter	Progress Made	Completed
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	Q1	✓	●
Fully implement and raise awareness of the Council's Community Engagement Strategy, with a view to improving how the Council interacts with citizens and communities, emphasising transparency and partnership; and develop, consult upon and implement a Customer Strategy to improve the ways in which customers engage with the Council and access services, in response to customer needs	Q2	✓	●
Develop an approach to commissioning which strengthens governance, decision-making and strategic oversight, while reviewing key areas of commissioning activity to ensure that Borders communities have access to the services they need	Q2	✓	◑ Partially complete Development will continue
Develop and implement an AI Strategy for SBC that ensures the safe, efficient, and ambitious use of relevant AI tools. This strategy will seek to ensure SBC remains dynamic and responsive to the needs of our community by embracing cutting-edge AI technologies while maintaining the highest standards of data security	Q2	✓	◑ Partially complete Development will continue
Ensure that the public reports on the Transformation Programme are in line with the Council Plan and Financial Plans to show clear connections between them and prove that our financial strategy is sustainable	Q2	✓	◑ Partially complete Due to be complete in later quarter
Implement In-cab technology for Waste Collection Vehicles that allows real-time sharing of information with crews across the area to minimise missed collections; and to maximise data-driven responsiveness and customer satisfaction	Q4	✓	◑ Partially complete Development will continue

Key: ● Complete ◕ Mostly Complete ◑ Partially Complete ✕ Milestone not Met

WORKING TOGETHER, IMPROVING LIVES

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

Indicator	Quarter	Progress Made	Completed
Roll out more issue-reporting capabilities for all SBC customers the includes visibility of real-time updates on a map on progress such as those already available for potholes. This will include: streetlights, festive lighting, illuminated signs, traffic signals, trees, grass, dog fouling, and flytipping	Q4	✓	◑ Will continue to build on
Develop a 'Digital Commercialisation' Strategy for SBC, to make the most of Council assets and maximise returns on investment to support the delivery of Council services	Q4	✗	✗ Project paused
Roll-out Career Pathways across all SBC services in line with future service demands, so that new recruits and existing staff can identify clear structured progression opportunities, expectations and future plans	Q4	✓	●
Reinforce the various 'grow your own' and modern/graduate apprenticeships across SBC, which will help sustain a talented workforce across various professions, whist showing a clear investment commitment to existing staff and local recruitment	Q4	✓	◑ Will continue to build on
Develop and implement comprehensive service and digital transformation for Council services, in both Protective Services and Children and Families Social Work	Q4	✓	◕
Working with local Health & Social Care partners, undertake a comprehensive review of Care at Home provision across the Scottish Borders that ensures high quality services and models providing best value	Q4	✓	●
Work with strategic partners to achieve better outcomes for refugees as they resettle in the Scottish Borders, underpinned by the Scottish Government New Scots Refugee Integration Strategy	Q4	✓	●

Key: ● Complete ◕ Mostly Complete ◑ Partially Complete ✗ Milestone not Met

SCOTTISH BORDERS COUNCIL

PERFORMANCE REPORT

Indicators (Quarterly) 2025/26

Scottish Borders COUNCIL

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 view The individual quarterly performance reports which can be found on the Council's Performance pages.

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

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

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

Indicator	Status	Q1	Q2	Q3	Q4
Annual Household Recycling Rate		52.78%	51.51%	48.58%	44.63%
Annual Household Waste Landfilled Rate		2.84%	11.7%	15.08%	15.35%
Annual Household Waste to Other Treatment		44.38%	36.79%	36.34%	40.02%
Annual Average Community Recycling Centre Recycling Rate		73.23%	72.09%	71.96%	70.72%
Missed Collections (as reported by the public) per 100,000 scheduled collections		86.95	74.88	57.25	51.98
Electricity Consumption (kWh) *(annual rolling)* *		15,915,206	15,849,744	16,600,128	16,644,619
Gas Consumption (kWh) *(annual rolling)* *		24,540,356	24,061,837	2,259,370	21,282,975
Water Consumption (m3) *(annual rolling)* *		176,341	189,181	178,848	173,461
Oil Consumption *(annual rolling)* *		3,810,489	3,635,194	4,123,376	4,116,162
LPG (KWh) *(annual rolling)* *		463,013	458,023	436,532	427,431
Biomass (KWh) *(annual rolling)* *		789,067	688,198	580,595	351,377

** Please Note that these Indicators are reported in Q2 & Q4 each year.*
The data for the Q1 & Q3 has been included for reference

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

Indicator	Status	Q1	Q2	Q3	Q4
Average primary school attendance rate	★★	94%	96%	93%	94%
Average secondary school attendance rate	★★	90%	92%	89%	90%
Average primary and secondary school attendance rate	★★	92%	94%	91%	92%
Number of Exclusion Incidents – Primary Schools		12	10	6	13
How many primary school pupils were excluded?		12	9	5	12
Number of Exclusion Incidents - Secondary Schools	★	10	13	23	22
How many secondary school pupils were excluded?	★	10	13	23	22
Number of Exclusion Incidents – Primary and Secondary Schools		22	23	29	35
How many primary and secondary school pupils were excluded?		22	22	28	3
Number of Schools/Nurseries inspected per Quarter	*i*	2	1	2	1

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

Indicator	Status	2024/25	2025/26
Participation - Number of Learners		562	886
Participation - Number of learning programmes delivered		669	876
Achievement - Number of learning programmes that lead to outcomes of: Increased employability		57	39
Achievement - Number of learning programmes that lead to outcomes of: Increased health and wellbeing		187	19
Achievement - Number of learning programmes that lead to outcomes of: Increased skills		132	27
Achievement - Number of learning programmes that lead to outcomes of: Family outcomes		99	27
Progression - Number of learning programmes that lead to: Progression to employment, further learning, volunteering or participation in a community activity		151	29
Progression - Number of learning programmes that lead to: Accreditation (nationally recognised)		134	30

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

STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

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

Indicator	Status	Q1	Q2	Q3	Q4
RAG status for Capital Projects is "Green"		8	9	7	8
RAG status is Capital Projects "Amber"		4	4	5	4
RAG status is Capital Projects "Red"		2	1	1	1
Working age population (16 - 64) employment rate*	i	75.8%	76.5%	79%	Not yet available
Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)	i	3%	2.8%	2.7%	2.93%
Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)	i	4.8%	4.7%	4.4%	5.13%
Financial Inclusion - Number of People referred in the quarter		432	429	379	439
Financial Inclusion - Monetary Gain for cases closed in the quarter		£1,334,869	£1,344,912	£1,086,512	£1,603,332
Financial Inclusion - Cumulative Monetary Gain for cases closed in the year to date		£1,334,869	£2,679,780	£3,766,292	£5,369,625
Housing Benefit - New Claims (Avg No. of Days to process)		22.68	25.83	17.7	8.21
Housing Benefit - Change Events (Avg No. of Days to process)		5.22	8.62	8.19	5.46
Total number of new Business Start-Ups (Business Gateway)		7	14	8	12
Number of clients attending start-up workshops/seminars (Business Gateway)		152	106	76	220
Occupancy Rates of Industrial and Commercial Units		93%	93%	92%	92%
Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included only ***(Reported Q2)***		17			
Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC) ***(Reported Q2)***	i	51			

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

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

Indicator	Status	Q1	Q2	Q3	Q4
Asset Transfers - Number of Requests Received	i	0	1	0	1
Asset Transfers - Number of Requests Agreed	i	1	0	0	1
Asset Transfers - Number of Requests Refused	i	0	0	0	1
Participation Requests - Number of Requests Received	i	6	0	0	0
Participation Requests - Number of Requests Agreed	i	2	0	0	0
Participation Requests - Number of Requests Refused	i	0	0	0	0
The number of people carrying out volunteer work with SBC		144	302	264	82
Neighbourhood Support Fund – Value of Funding Awarded - Total Scottish Borders ** Reported Q3	i	£135,000			
Neighbourhood Small Schemes Fund – Total Value of funds awarded (cumulative)	i	£25,483	£32,990	£34,451	£37,737
SB Alert - No. of people registered		7947	7957	7943	7940
No. of Active community resilience plans (cumulative)	★	55	56	55	55
No. of Progressing community resilience plans (cumulative)	★	0	0	0	0

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

Indicator	Status	Q1	Q2	Q3	Q4
Looked After Children (aged 12+) in family-based placements compared to those in residential placements		61%	64%	60%	60%
Looked After Children (All ages) in family-based placements compared to those in residential placements		76%	77%	75%	75%
Number of Looked After Children (LAC)		209	212	209	213
Number of Inter-agency Referral Discussions (IRDs) held about a child	*i*	132	162	180	181
Number of children on Child Protection Register	*i*	54	59	63	64
Number of Concerns	*i*	125	123	114	141
Number of Inquiries with Investigatory Powers	*i*	86	89	70	70
Additional homes provided affordable to people in the Borders, based on our wages?	*i*	3	14	16	30
Bed days associated with delayed discharges in residents aged 75+; rate per 1,000 population *		293.2	276.9	192.4	Not yet available
Number of people killed on Border Roads	*i*	2	1	1	0
Number of people seriously injured on Border Roads	*i*	21	8	10	8

** Please Note that there is a lag of one Quarter for data provided for Delayed Discharges*

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

Indicator	Status	Q1	Q2	Q3	Q4
Number of High Risk domestic abuse cases discussed at Multi Agency Risk Assessment Conference (MARAC)		71	63	50	45
Number of Referrals To Domestic Abuse Services		109	114	106	108
Number of persons being monitored for Antisocial Behaviour		379	362	302	329
Number of new temporary homelessness accommodation tenancies that commenced in the time period		84	105	109	105
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%	93%	91%	93%
Average number of days from assessment to closure for applications assessed as homeless or threatened with homelessness		212	179	171	164
Average number of days households spent in temporary accommodation during the course of their homeless assessment		168	92	89	84

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

WORKING TOGETHER, IMPROVING LIVES

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

Indicator	Status	Q1	Q2	Q3	Q4
Av.time (wks) taken to process all planning apps - Maj Dev (cumulative)		0	99	0	0
Av.time (wks) taken to process all planning apps - Local Dev (non-householder) (cumulative)		8.5	6	29.5	24
Av.time (wks) taken to process all planning apps - Local Dev (householder) (cumulative		5.5	6.5	6	5.7
Number of Planning Applications Received	*i*	291	286	301	305
Capital Receipts Generated		£74,800	£171,733	£405,968	£1,637,516
Properties surplus to requirements		47	45	41	26
Properties actively being marketed		22	28	26	26
Properties progressed to "under offer"		11	15	12	10
Total number of sold properties		2	5	10	17
Average times: the average time in working days to respond to complaints at stage one	★	5.3	4.8	4.5	6
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%	79.7%	82.2%	68.9%
Average times: the average time in working days to respond to complaints at stage two		31.9	32.1	26.4	28.9
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%	33.3%	40%	16.7%

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

WORKING TOGETHER, IMPROVING LIVES

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

Indicator	Status	Q1	Q2	Q3	Q4
Average times: the average time in working days to respond to complaints after escalation		23.4	22.1	23.8	20.9
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%	52.9%	46.2%	33.3%
Number of Complaints Closed	*i*	227	202	185	201
Number of Facebook Engagements		11,183	6,881	6,420	5,097
FOI Requests Received (excluding Assessor FOIs)*	*i*	438	483	330	389
Percentage of FOI Requests Completed on Time (excluding Assessor FOIs)		87%	88%	86%	84%
Council Tax Valuation List - Percentage of New Properties added to the list within 0-3 months		69%	69%	55%	49%
Valuation Roll (Non Domestic) – Percentage of new, altered or demolished properties amended on the valuation roll within 0-3 months		34%	33%	22%	41%
Council Tax – In Year Collection Level		30.31%	55.53%	80.76%	96.34%
SBC Absence Rate – Staff		5.55%	5.46%	5.79%	5.82%
SBC Absence Rate – Teaching Staff		5.12%	2.72%	3.75%	4.23%
Staff Absence Rate (overall)		5.12%	4.79%	5.29%	5.43%
SBC Staff Turnover		1.9%	3.13%	1.90%	2.05%

* *Please Note that there has been a 25% increase on FOI requests submitted between 24/25 and 25/26*

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

WORKING TOGETHER, IMPROVING LIVES

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

Indicator	Status	Q1	Q2	Q3	Q4
Percentage of our workforce aged 16 to 29		11.54%	12.37%	12.23%	12.08%
Percentage of our workforce who have told us that they have a disability		2.54%	2.60%	2.66%	2.93%
Percentage of our workforce who have stated they are LGBT		1.59%	1.68%	1.76%	1.76%
Percentage of our workforce who are from an ethnic minority		1.43%	1.58%	1.61%	1.54%
Percentage of our workforce who have completed equality monitoring data		75.13%	75.02%	74.9%	74.78%
Percentage of Invoices paid within 30 days	★★★★	98%	96%	97%	98%
Consolidated Call Numbers - HQ Switchboard, 0300, SW Duty Hub and Homelessness		39,415	38,136	31,282	37,108
New Modern Apprentices employed by SBC		6	8	12	13
Current Modern Apprentices employed within SBC		26	25	25	26
Modern Apprentices securing SBC employment after apprenticeship Cumulative Year to Date		2	2	4	5

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

SCOTTISH BORDERS COUNCIL

PERFORMANCE REPORT

Local Government Benchmarking Framework Annual Indicators Report 2026

Latest reporting year 2024-25

Scottish Borders COUNCIL

Introduction

Scottish Borders Council reports a number of public performance indicators to Local Government Benchmarking Framework (LGBF) in order to demonstrate its performance. Although the LGBF is designed to facilitate local authorities comparing their performance against others, the indicators are also a useful way to review any changes in performance within the Council over time. This report therefore explores any changes in the Council's performance against these indicators for the latest year compared to the previous year. The report is structured into the 6 themes of the Council Plan.

For each indicator the performance status is shown and then a numerical value for Scottish Borders Council's (SBC) performance the previous year and then the latest year.

Status	Previous Year	Latest Year
●	£6,952	£7,064

For more detailed information on any of the information contained in this report please visit the Council's Local Government Benchmarking Performance pages.

Status Key

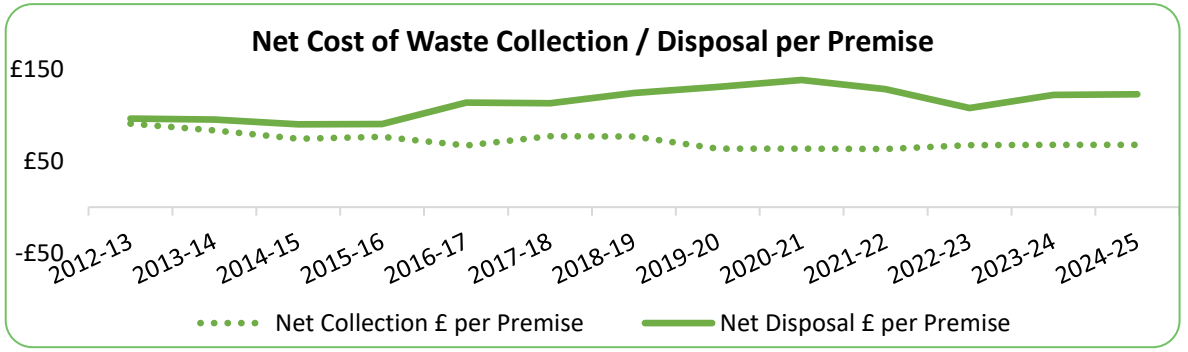
★	Excellent	There has been a notable improvement, or the data indicates an excellent position
●	Positive/Satisfactory	There has been no significant change since the previous review, and progress is positive or satisfactory
●	Focus for Improvement	There has been a notable reduction in performance, or the data suggests a position that we will be focusing on for improvement
i	Information Only	The indicator shows data for information purposes only

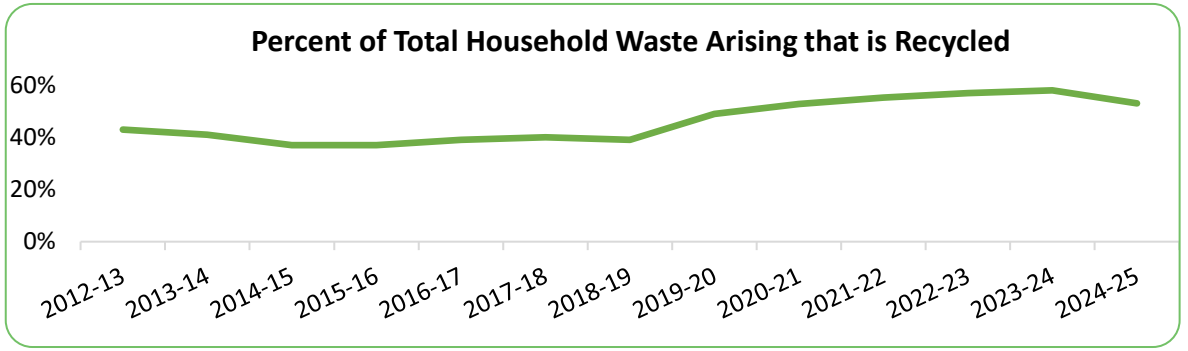
CLEAN GREEN FUTURE

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

Waste & Recycling	Status	Previous Year	Latest Year
Net cost of waste collection per premise	●	£68	£68
Net cost of waste disposal per premise	●	£122	£123
% of total household waste arising that is recycled	●	58%	53%
% of adults satisfied with refuse collection	●	85%	87%

Street Cleaning	Status	Previous Year	Latest Year
Net cost of street cleaning per 1,000 population	●	£12,102	£12,686
Street Cleanliness Score	●	94%	96%
% of adults satisfied with street cleaning	●	64%	66%





Waste Collection costs have remained well below the national average for 6 years. **Waste Disposal costs** are higher than average due to additional haulage costs to access treatment facilities located in the Central Belt. **Recycling performance** has declined due to changes with the Council's main residual waste contract. A new procurement process for a long-term solution is underway but current market options are limited.

Explore in more detail, at:
SBC Performance / local-government-benchmarking

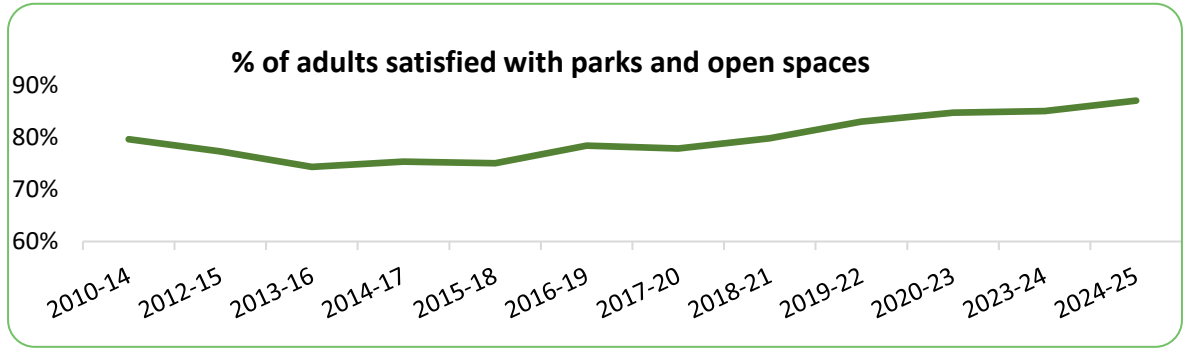
Key: ★ Excellent ● Positive / Satisfactory ● Focus for Improvement

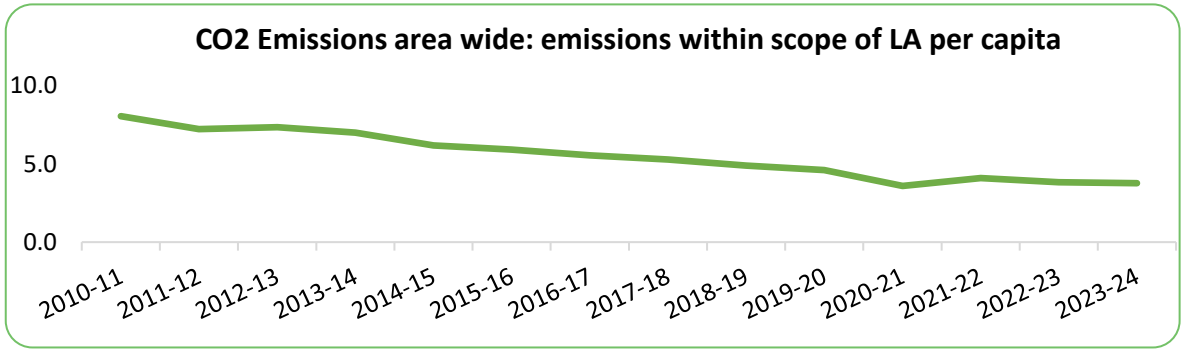
CLEAN GREEN FUTURE

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

Parks & Open Spaces	Status	Previous Year	Latest Year
Cost of parks & open spaces per 1,000 population	●	£31,319	£31,279
% of adults satisfied with parks and open spaces	●	85%	87%

Emissions	Status	Previous Year	Latest Year
CO2 emissions area wide per capita	●	3.82	3.77
CO2 emissions area wide: emissions within scope of LA per capita	●	5.22	5.11
CO2 emissions from Transport per 1,000 population	●	44.1	42.7
CO2 emissions from Electricity per 1,000 population	●	33.0	37.5
CO2 emissions from Natural Gas per 1,000 population	●	38.2	38.3





Costs for parks and open spaces are similar to last year. **Satisfaction with parks and open spaces** continues to be above the national average.

The decrease in **emissions** are in line with the national trend. Most emissions are outwith the scope of the Local Authority but the one that is **within scope** continues to improve.

Explore in more detail at:
SBC Performance / local-government-benchmarking

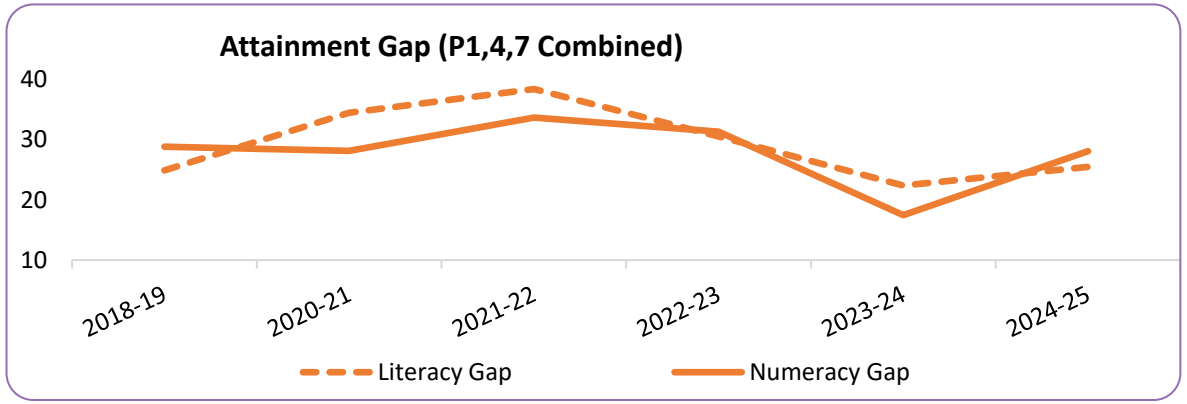
Key: ★ Excellent ● Positive / Satisfactory ● Focus for Improvement

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.

Early Years	Status	Previous Year	Latest Year
Cost per Pre-School Education place	●	£12,617	£11,646
Proportion of funded early years provision which is graded good/better	●	90%	91%

Primary School	Status	Previous Year	Latest Year
Cost Per Primary School Pupil	●	£7,325	£7,778
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	●	73%	73%
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	●	81%	80%
Literacy Attainment Gap	●	22.4 pp	25.5 pp
Numeracy Attainment Gap	●	17.5 pp	28.1 pp



Costs for primary schools have risen by 6.2% due to a decline in the pupil roll and the rise in staff salary costs

Primary attainment in numeracy and literacy milestones fell slightly from the previous year but attainment has risen in the past 5 years.

The **Attainment Gap** measures the gap in numeracy and literacy between pupils from the most-deprived and the least-deprived neighbourhoods. **P1, P4, and P7 attainment gaps in Literacy and numeracy** have widened since last year, but gaps have been narrowing in the past 4 years. Lower levels of **attainment in numeracy in P7** impacted the combined figure.

Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Positive / Satisfactory ● Focus for Improvement

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.

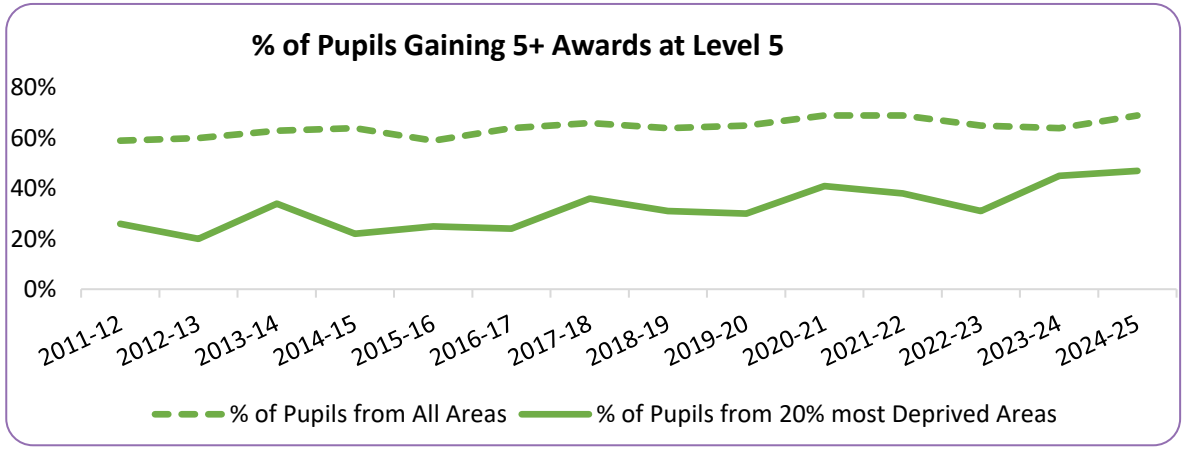
Secondary School	Status	Previous Year	Latest Year
Cost per Secondary School Pupil	●	£9,928	£9,859
% of Pupils Gaining 5+ Awards at Level 5	●	64%	69%
% of Pupils Gaining 5+ Awards at Level 6	●	38%	40%
% of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	●	45%	47%
% of Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)	●	18%	17%

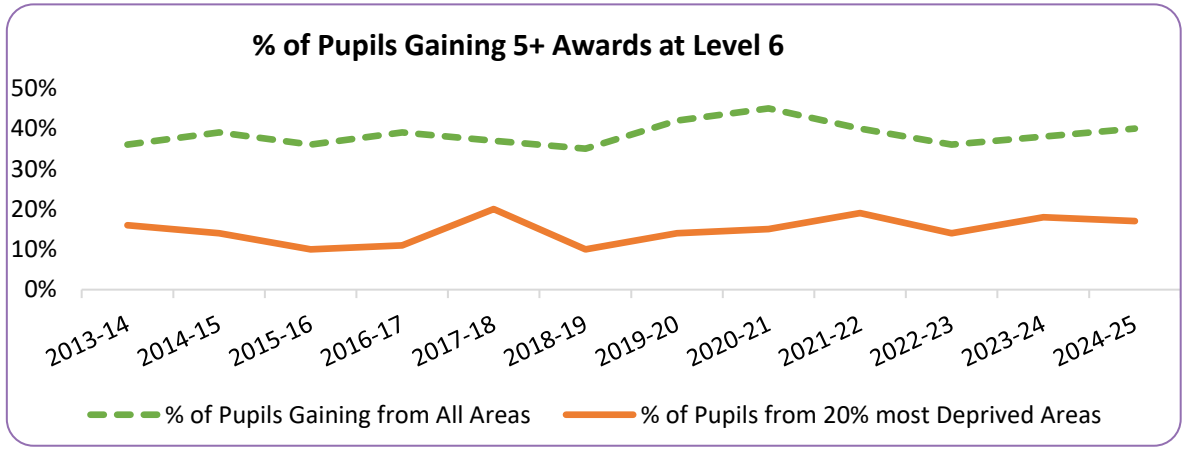
The **cost per secondary school pupil** fell by 0.7% since the previous year but the trend is for a gradual rise, driven by a decline in the school roll combined with a rise in gross expenditure, including staff costs.

Scottish Borders pupils had the best attainment amongst those gaining **5 awards at both SCQF Level 5 and SCQF Level 6** for 3 years.

Attainment is lower amongst those who live in the **most-deprived 20%** of neighbourhoods; however, the attainment rate for those gaining **5+ awards at level 5** rose to its highest level since the measure began. The proportion gaining **5+ awards at level 6** fell to 7% less than the national average, although in line with our Family Group of Local Authority areas.

Explore in more detail at:
SBC Performance / local-government-benchmarking





Key: ★ Excellent ● Positive / Satisfactory ● Focus for Improvement

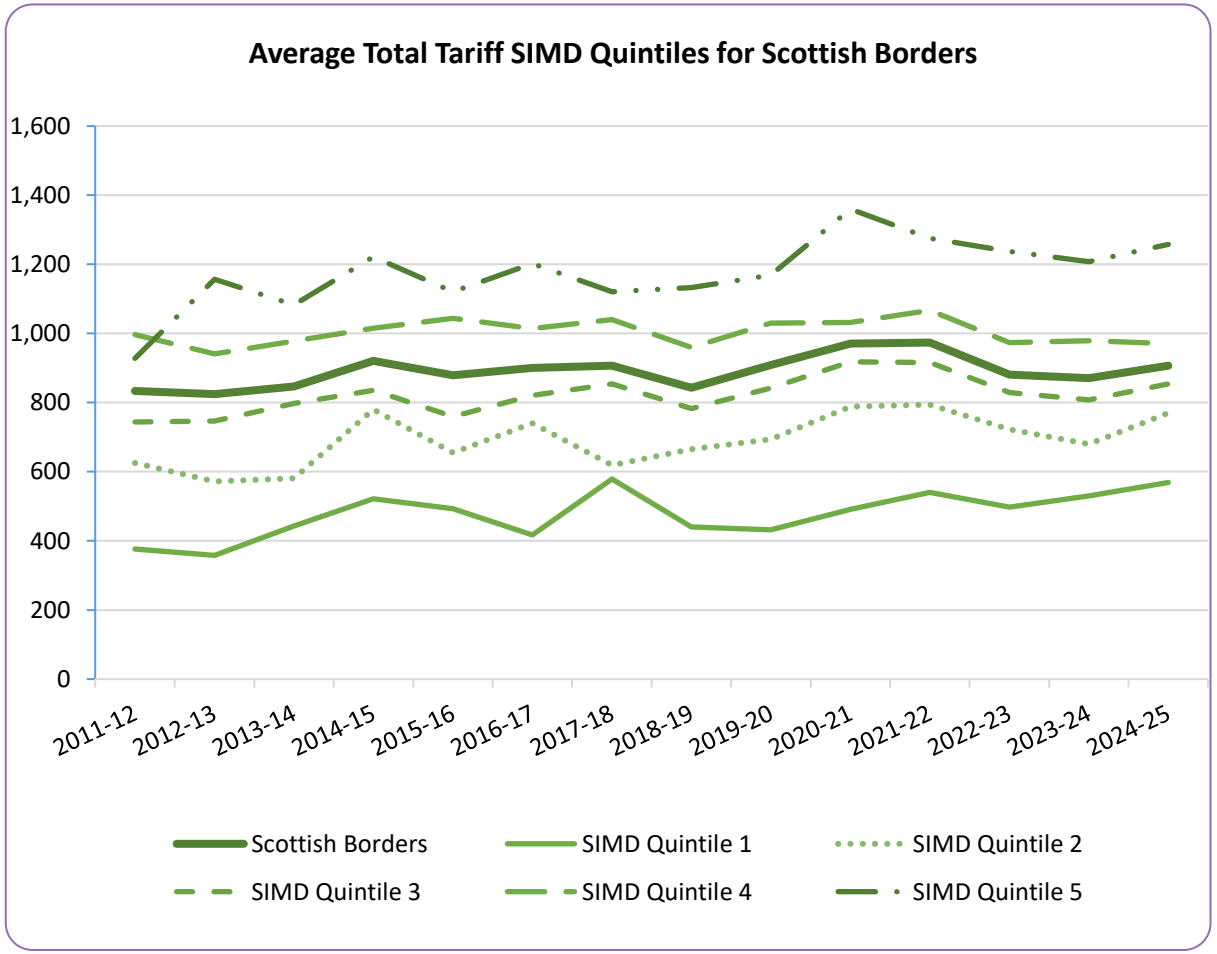
FULFILLING OUR POTENTIAL

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.

Secondary School	Status	Previous Year	Latest Year
Overall Average Total Tariff	●	871	907
Average Total Tariff SIMD quintile 1	●	530	569
Average total tariff SIMD quintile 2	●	680	770
Average total tariff SIMD quintile 3	●	808	854
Average total tariff SIMD quintile 4	●	979	971
Average total tariff SIMD quintile 5	●	1208	1258

The **average Tariff Score** measures the quantity and the level of all the SCQF awards awarded to each pupil, summarised as a single score. The **average tariff score per SIMD Quintile** measures attainment by whether the pupil lives in a more deprived area (Quintiles 1 and 2) or a less deprived area (Quintiles 4 and 5). Pupils living in less deprived neighbourhoods, on average, attain higher tariff scores than pupils living in more deprived areas.

For all quintiles except Quintile 4, the data shows positive momentum and a good recovery from the Covid-19 pandemic for all pupils regardless of their background, and a return to higher long-term performance levels. The improvement is most marked in Quintile 2.



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SBC Performance / local-government-benchmarking

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FULFILLING OUR POTENTIAL

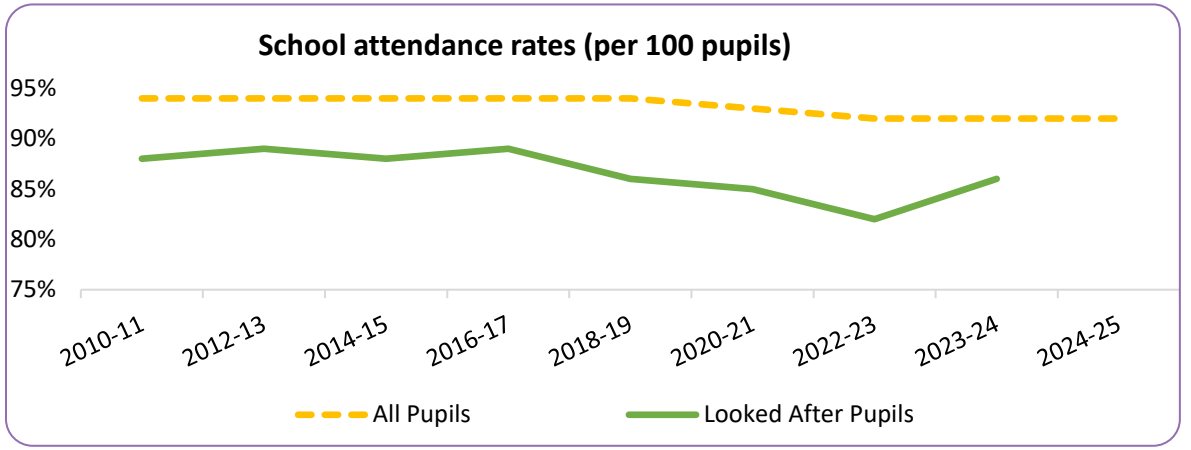
PRIORITY: Empower schools and their communities to deliver a high-quality education focused on excellence, equity, wellbeing and improved outcomes for children, young people, and families.

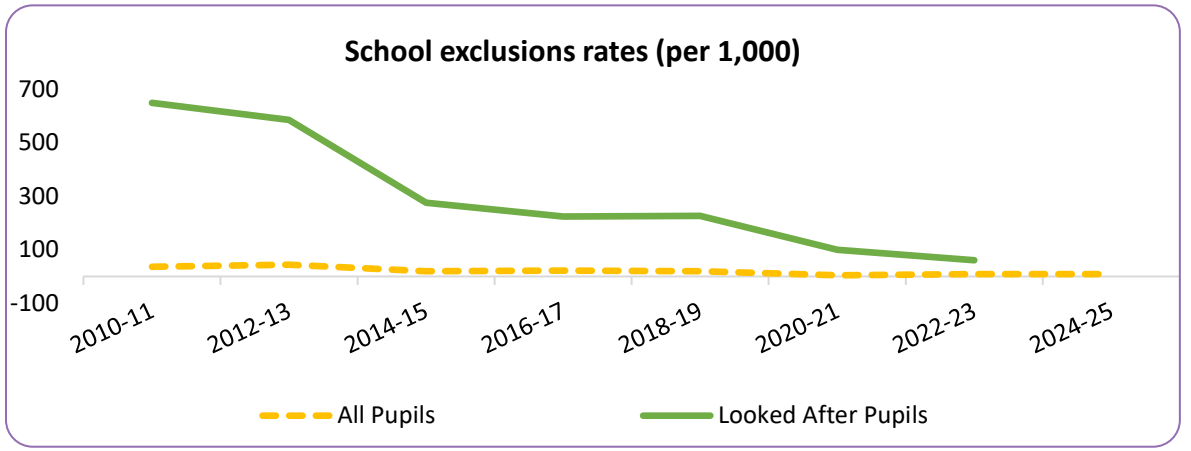
School Attendance	Status	Previous Year	Latest Year
School attendance rates (per 100 pupils)	★	92%	92%
School attendance rates (per 100 'looked after pupils')	●	82%	86%

School Exclusions	Status	Previous Year	Latest Year
School exclusions rates (per 1,000 pupils)	★	8.9	8.9
School exclusions rates (per 1,000 'looked after pupils') *	●	226.2	60.6

Attendance rates for all pupils have continued to recover since the pandemic and **exclusion rates for all pupils** have remained steady.
Rates for Looked-after Children have improved, and **exclusion rates** have dropped dramatically since 2010/11. More recent, yet-to-be-published data show that the attendance trend will continue to improve but that there will be an increase in exclusions for Looked-after Children.

Explore in more detail at:
SBC Performance / local-government-benchmarking





* The school exclusion rate (per 1,000) for Looked After Pupils for 2020-21 is a proxy for the graph.

Key: ★ Excellent ● Positive / Satisfactory ● Focus for Improvement

FULFILLING OUR POTENTIAL

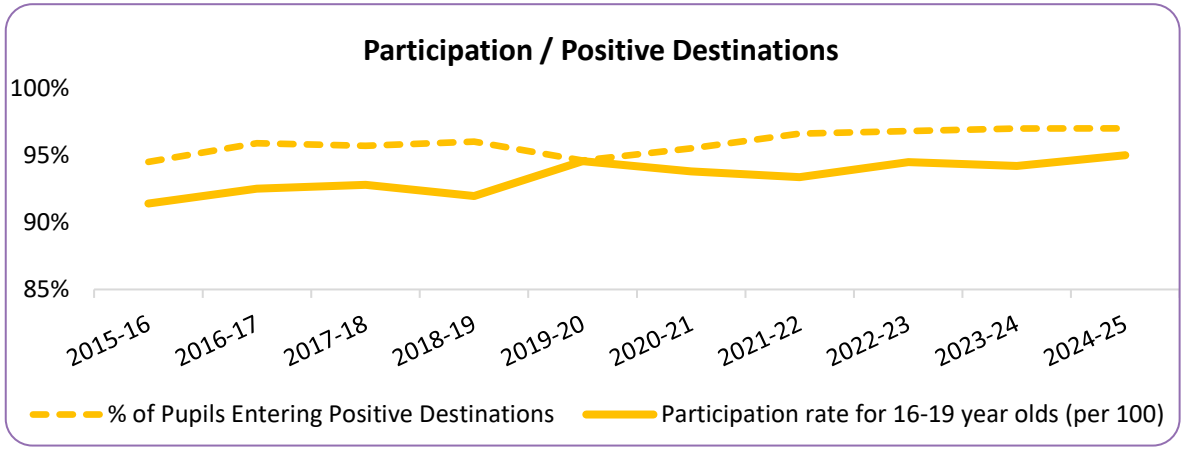
PRIORITY: Empower schools and their communities to deliver a high-quality education focused on excellence, equity, wellbeing and improved outcomes for children, young people, and families.

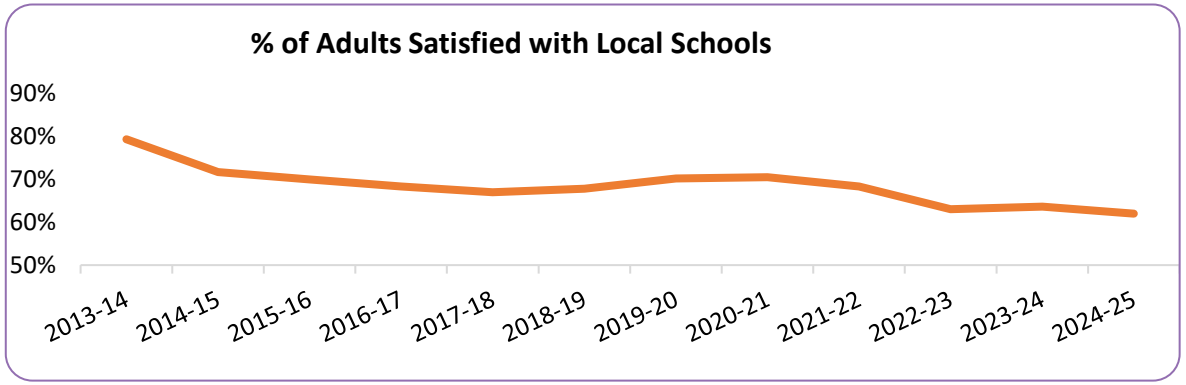
Participation / Positive Destinations	Status	Previous Year	Latest Year
Participation rate for 16-19 year olds (per 100)	★	94%	95%
Proportion of Pupils Entering Positive Destinations	★	97%	97%

Satisfaction	Status	Previous Year	Latest Year
% of Adults Satisfied with Local Schools	●	64%	62%

SBC continues to perform consistently well for **participation rates and pupils entering positive destinations,** due to excellent partnership working.

The proportion of **adults satisfied with local schools** has declined over the past few years. This measure is taken from the Scottish Household Survey, which questions a small, randomised sample of adults rather than parents and school users directly. Public perception could have been influenced by local negative media coverage arising from proposals for the closure of an early learning and childcare setting during the previous year. Nevertheless, the indicator highlights a need for improvement, particularly regarding communication, engagement and public confidence.





Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Positive / Satisfactory ● Focus for Improvement

STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

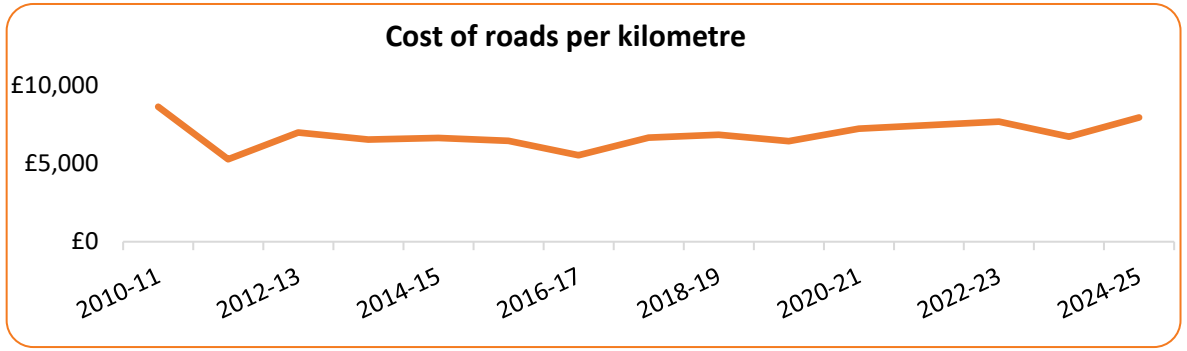
PRIORITY: Deliver the key economic development programmes for our region - the **South of Scotland Regional Economic Strategy**, **Borderlands Inclusive Growth Deal** and the **Edinburgh and South East Scotland City Region Deal** and **Regional Prosperity Framework** – making our economy stronger, greener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

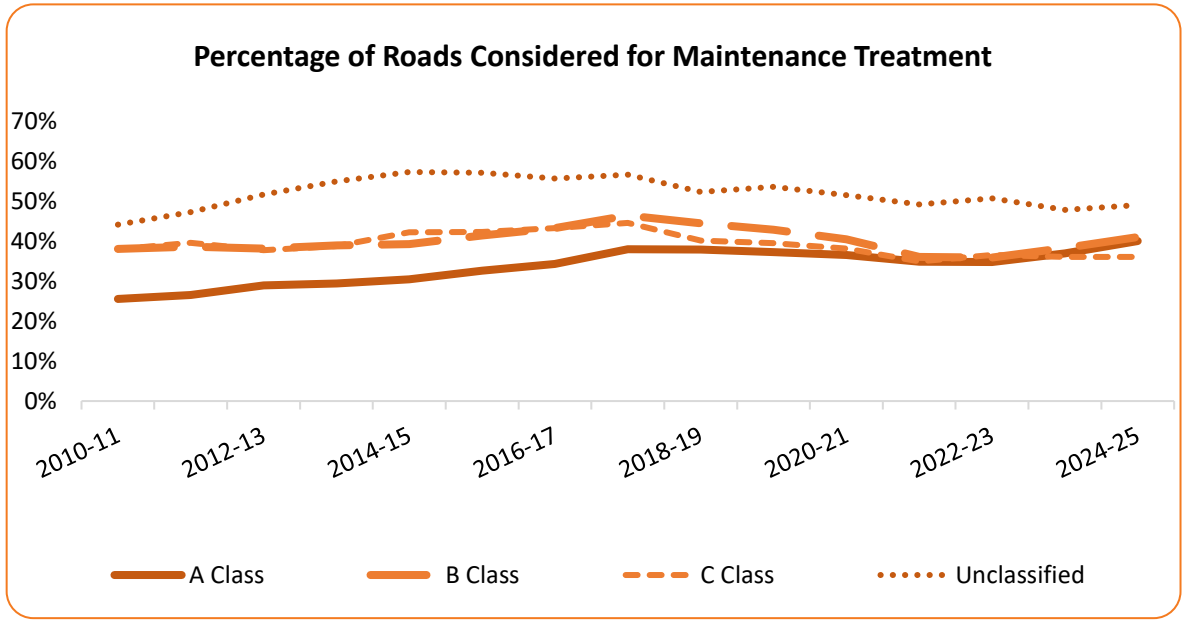
Roads	Status	Previous Year	Latest Year
Cost of roads per kilometre	●	£6,702	£7,941
% of A Class roads that should be considered for maintenance treatment	●	37%	40%
% of B Class roads that should be considered for maintenance treatment	●	38%	41%
% of C Class roads that should be considered for maintenance treatment	●	36%	36%
% of unclassified roads that should be considered for maintenance treatment	●	48%	49%

We have **spent more on the road network** in the past year compared to the previous year. This has been compounded by the inflationary impact on the cost of works. These factors are impacting the overall condition of the road network.

The proportion of **A-Class, B-class and Unclassified roads that should be considered for maintenance treatment** has increased since 2023-24. The **proportion of C-class roads that should be considered** has remained steady.

Explore in more detail at:
SBC Performance / local-government-benchmarking





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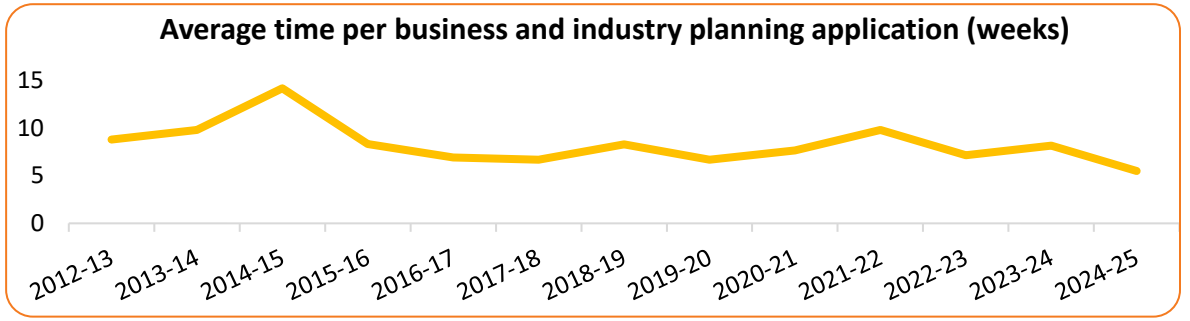
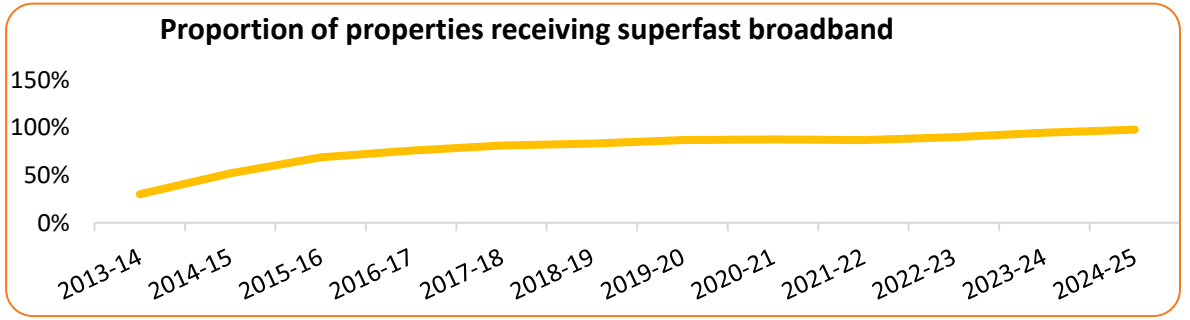
Planning	Status	Previous Year	Latest Year
Cost of planning and building standards Per Planning Application	●	£8,112	£9,903
Average time per business and industry planning application (weeks)	★	8	6
Immediately available employment land as a % of total land allocated for employment purposes	●	25%	25%

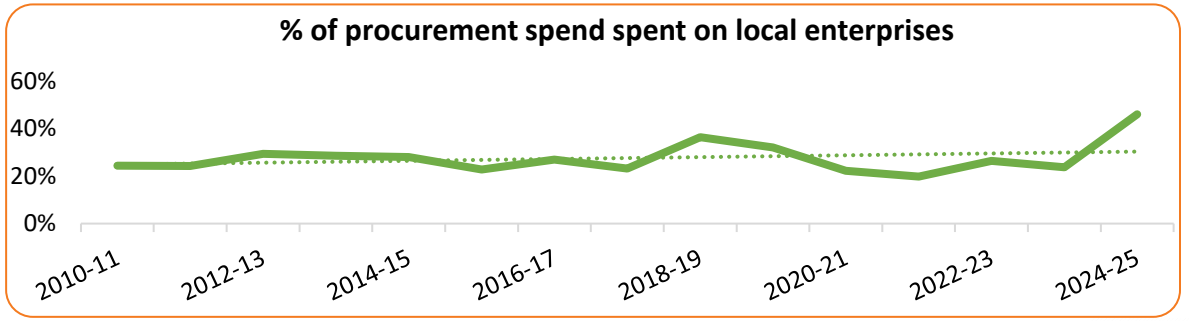
Economic Development	Status	Previous Year	Latest Year
Investment in Economic Development & Tourism per 1,000 Population	●	£94,170	£102,949
Proportion of properties receiving superfast broadband	★	95%	98%
% of procurement spend spent on local enterprises	●	24%	36%

The proportion of **properties receiving Superfast Broadband** is making excellent progress, assisted by the rollout of Scottish Government's R100 programme. In 2024/25, 36% of **procurement spend was spent on companies that were headquartered within the region**, an increase of 13% from the previous year.

Explore in more detail at:
SBC Performance / local-government-benchmarking







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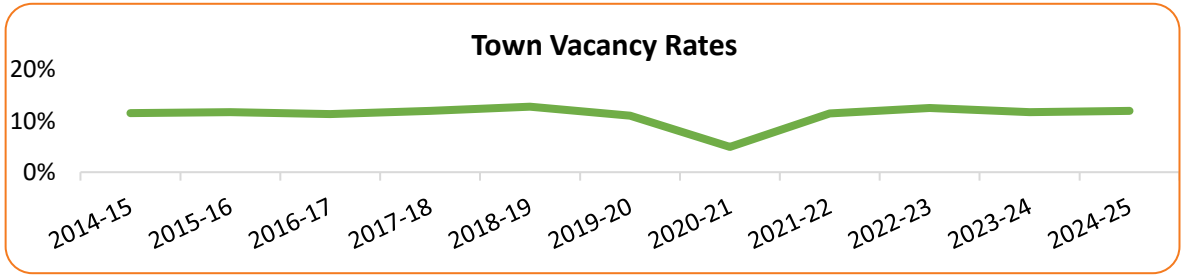
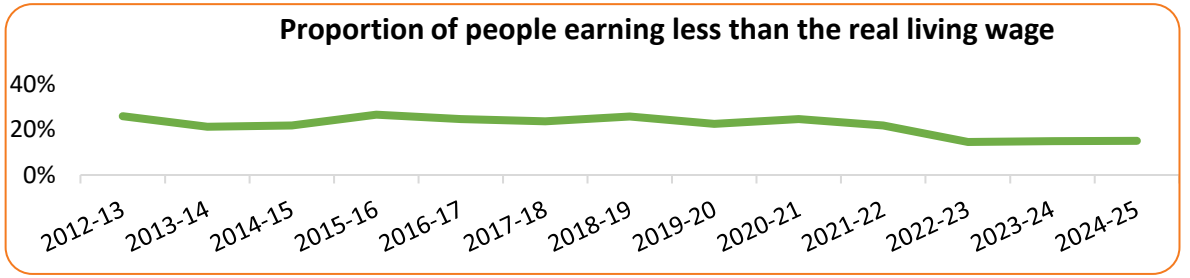
Economy Indicators	Status	Previous Year	Latest Year
Town Vacancy Rates	●	12%	12%
No of business gateway start-ups per 10,000 population	●	19.6	19.8
Proportion of people earning less than the real living wage	●	15%	15%
Gross Value Added (GVA) per capita	●	£22,676	£22,399
Claimant Count as a % of Working Age Population	●	3%	3%
Claimant Count as a % of 16-24 Population	●	4%	4%
% of unemployed people assisted into work from council operated / funded employability programmes	●	4%	8%

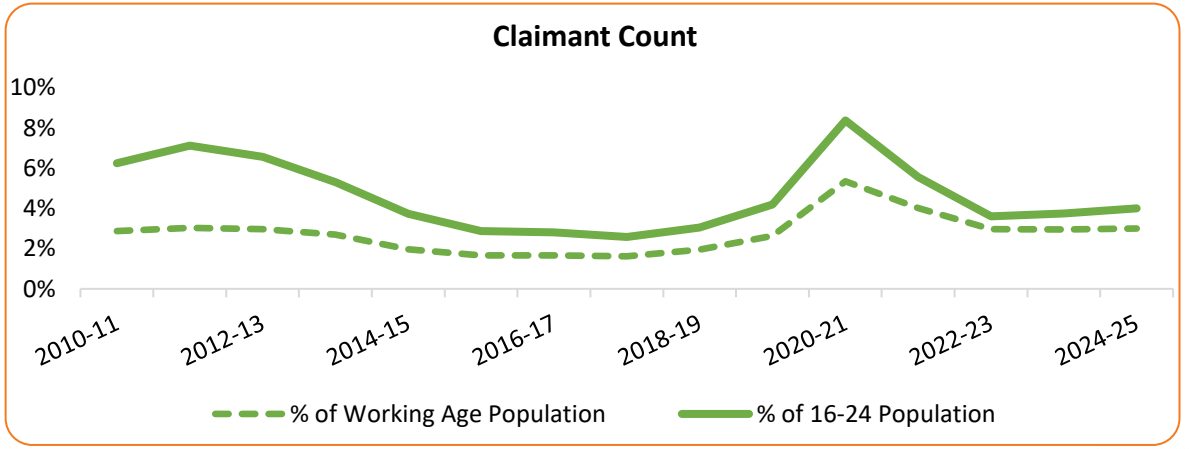
We have a steady rate of **start-ups supported by Business Gateway.**

Figures are steady for the **Gross Value Added (GVA)** per capita. SBC has limited influence on this indicator, although SBC and partners are supporting growth through the Regional Economic Strategy.
The **percentage of unemployed people assisted into work by Council-operated/ funded schemes** has doubled since the previous year.

Explore in more detail at:
SBC Performance / local-government-benchmarking







Key: ★ Excellent ● Positive / Satisfactory ● Focus for Improvement

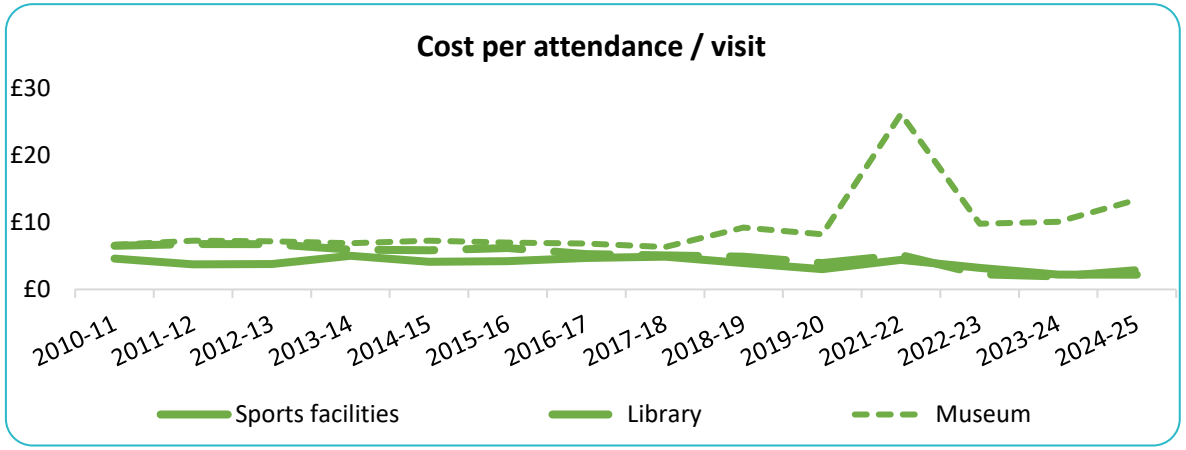
EMPOWERED VIBRANT COMMUNITIES

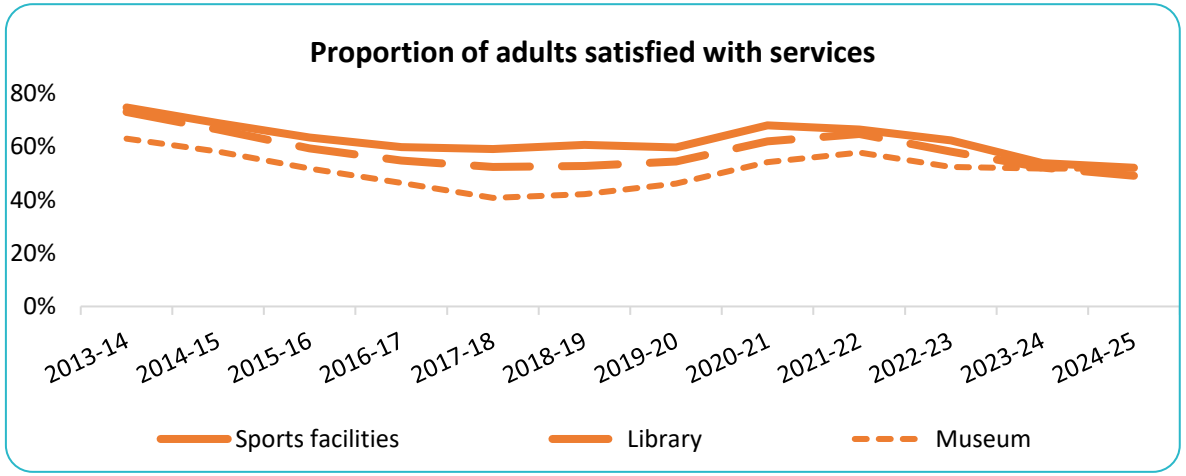
PRIORITY: Support communities and empower people to achieve strong, active, resilient and sustainable communities and to realise opportunities for improving people's lives.

Leisure	Status	Previous Year	Latest Year
Cost per library visit	●	£1.94	£2.89
% of adults satisfied with libraries	●	52%	49%
Cost per visit to Museums & Galleries	●	£10.09	£13.38
% of adults satisfied with museums and galleries	●	52%	52%
Cost per attendance at sports facilities	●	£2.22	£2.19
% of adults satisfied with leisure facilities	●	54%	52%

The **cost per library visit** and the **cost per museum visit** measures have increased in comparison with the previous year. This reflects a significant increase in net expenditure costs combined with static or reduced visitor numbers. **Sports facility costs** have remained stable since last year.

Public satisfaction with libraries, museums and sports facilities has declined, showing a need for a new approach to measuring and monitoring customer satisfaction levels. This is being addressed, following the recent well-publicised review of sports and leisure facilities.





Explore in more detail at:
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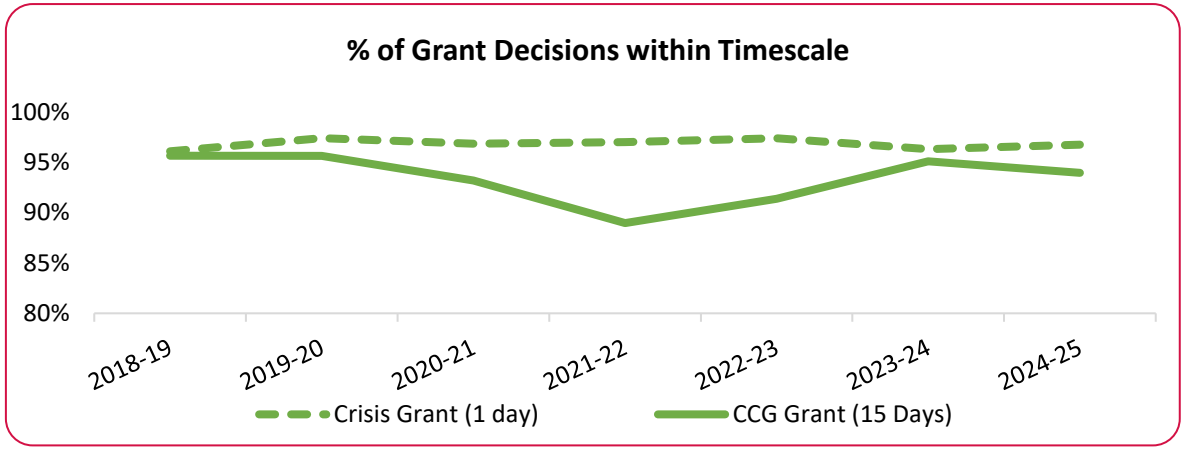
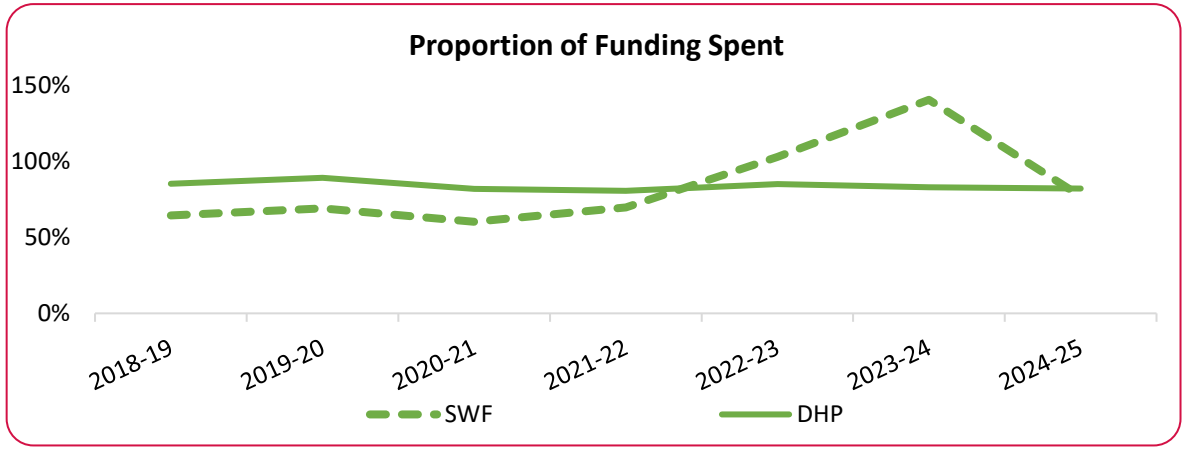
Key: ★ Excellent ● Positive / Satisfactory ● Focus for Improvement

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.

Grant/Funding	Status	Previous Year	Latest Year
% of Crisis Grant Decisions within 1 day	●	96%	97%
% Community Care Grant Decisions within 15 Days	●	95%	94%
Proportion of (Scottish Welfare Fund) SWF Funding Spent	●	140%	77%
Proportion of (Discretionary Housing Payments) DHP Funding Spent	●	83%	82%





Demand for the **Crisis Grants** and **Community Care Grants** remains high, and service continue to be delivered at a satisfactory level.

Achieving full spend of **Scottish Welfare Fund budget** was affected by additional budget that was unexpectedly received later on in the financial year.

We also aim to maximise the use of the **Discretionary Housing Payment fund**, despite the challenges we face through being a rural council area and not having ownership of any public housing stock.

Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Positive / Satisfactory ● Focus for Improvement

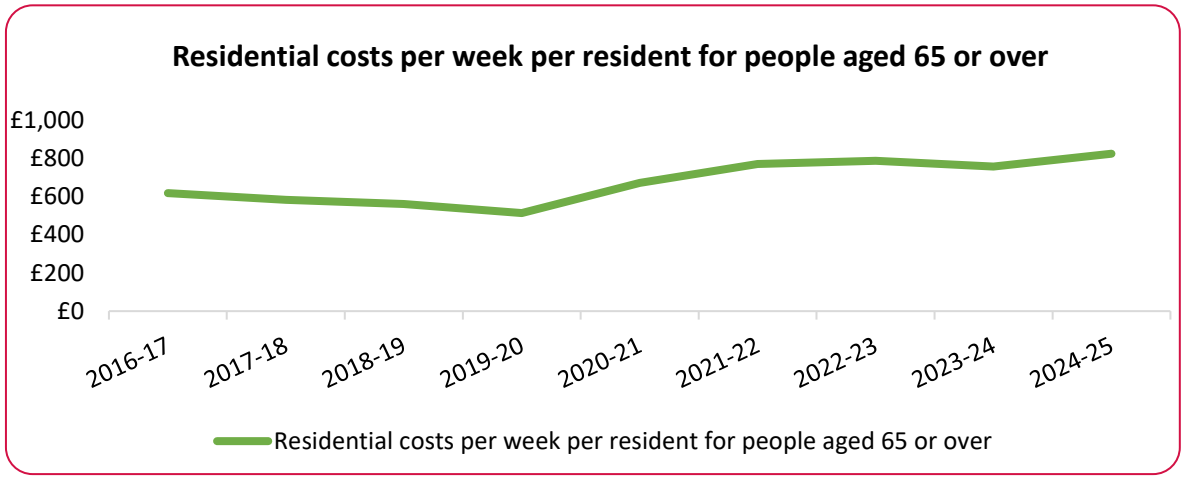
GOOD HEALTH AND WELLBEING

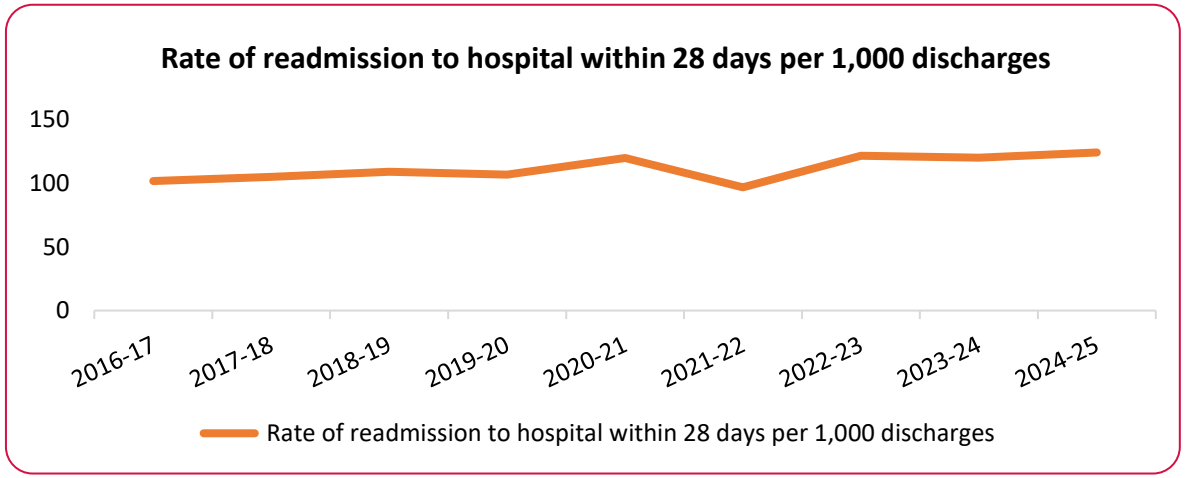
PRIORITY: Ensure the people of the Scottish Borders have the opportunities and are supported to take control of their health and wellbeing, enjoying a high quality of life.

Adult Social Care	Status	Previous Year	Latest Year
Home care costs per hour for people aged 65 or over	●	£18	£21
Self Directed Support spend on adults 18+ as a % of total social work spend on adults 18+	●	9%	10%
% of people 65+ with long-term care needs who are receiving personal care at home	●	61%	60%
Residential costs per week per resident for people aged 65 or over	●	£756	£823
Proportion of adult care services graded good or better	●	71%	81%
Rate of readmission to hospital within 28 days per 1,000 discharges	●	120	124
Number of days people spend in hospital when they are ready to be discharged, per 1,000 pop (75+)	●	1,420	1,289

The rate of **hospital readmissions within 28 days** has remained broadly stable over recent years. While this shows consistency, further improvement is required and work continues within HSCP to reduce avoidable readmissions.
Reducing **the time older people spend in hospital once they are ready to leave** is a priority. Wherever possible, people are supported to return home safely, helping to maintain independence and reduce the risk of harm associated with long hospital stays.

Explore in more detail at:
SBC Performance / local-government-benchmarking





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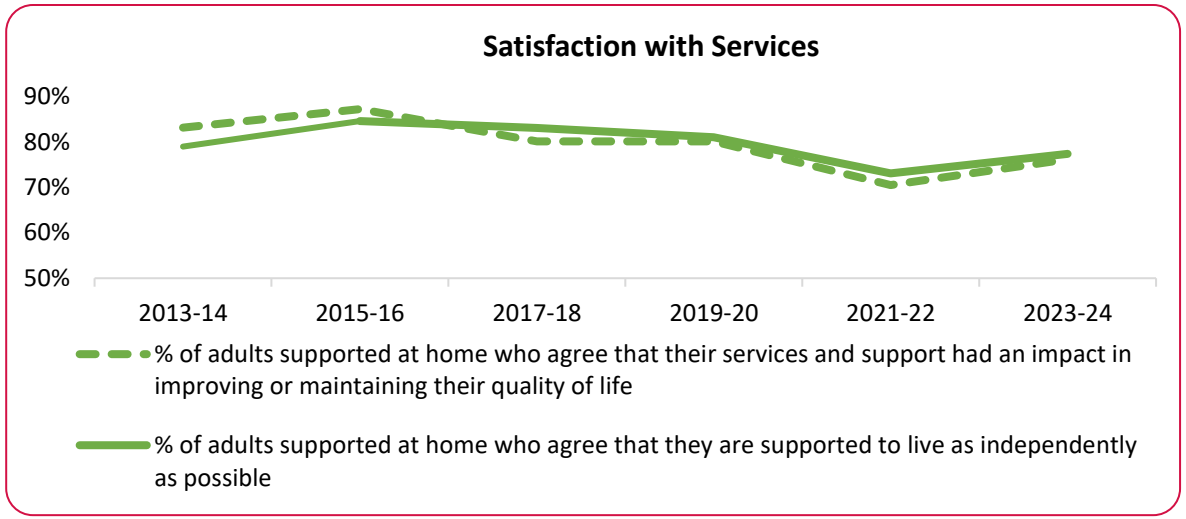
GOOD HEALTH AND WELLBEING

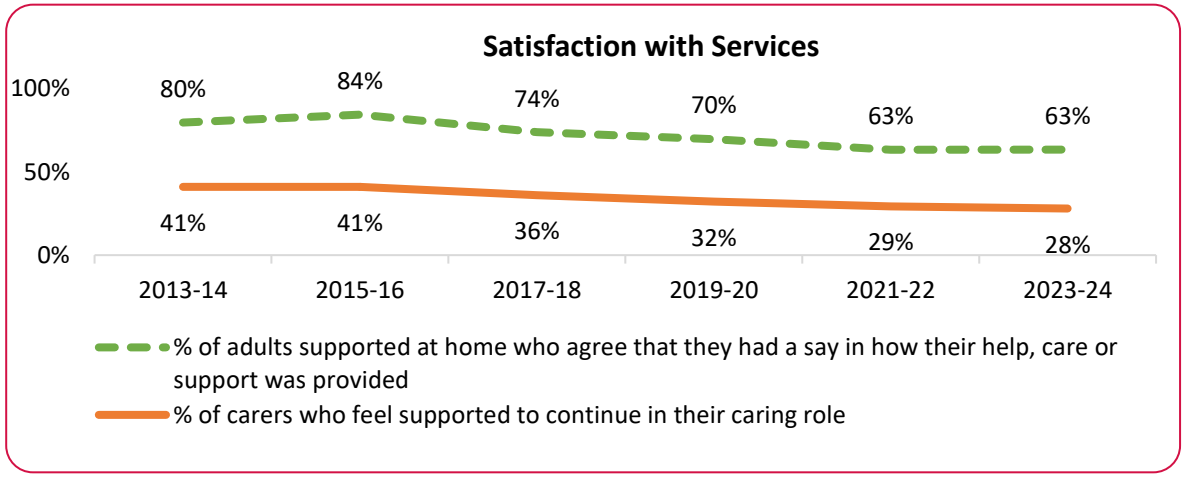
PRIORITY: Ensure the people of the Scottish Borders have the opportunities and are supported to take control of their health and wellbeing, enjoying a high quality of life.

Adult Social Care	Status	Previous Year	Latest Year
% of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	●	71%	76%
% of adults supported at home who agree that they are supported to live as independently as possible	●	73%	77%
% of adults supported at home who agree that they had a say in how their help, care or support was provided	●	63%	63%
% of carers who feel supported to continue in their caring role	●	29%	27%

The **percentage of adults supported at home who agree that they had a say in how their help, care or support was provided** and the **percentage who agree that they are supported to live as independently as possible** are continuing to improve compared with the previous year.
There is a universal challenge for service providers to recruit and retain staff which impacts on delays in people receiving services & the **satisfaction levels of unpaid carers in relation to feeling supported** at the right time.

Explore in more detail at:
Explore the data | Benchmarking (improvementservice.org.uk)





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GOOD HEALTH AND WELLBEING

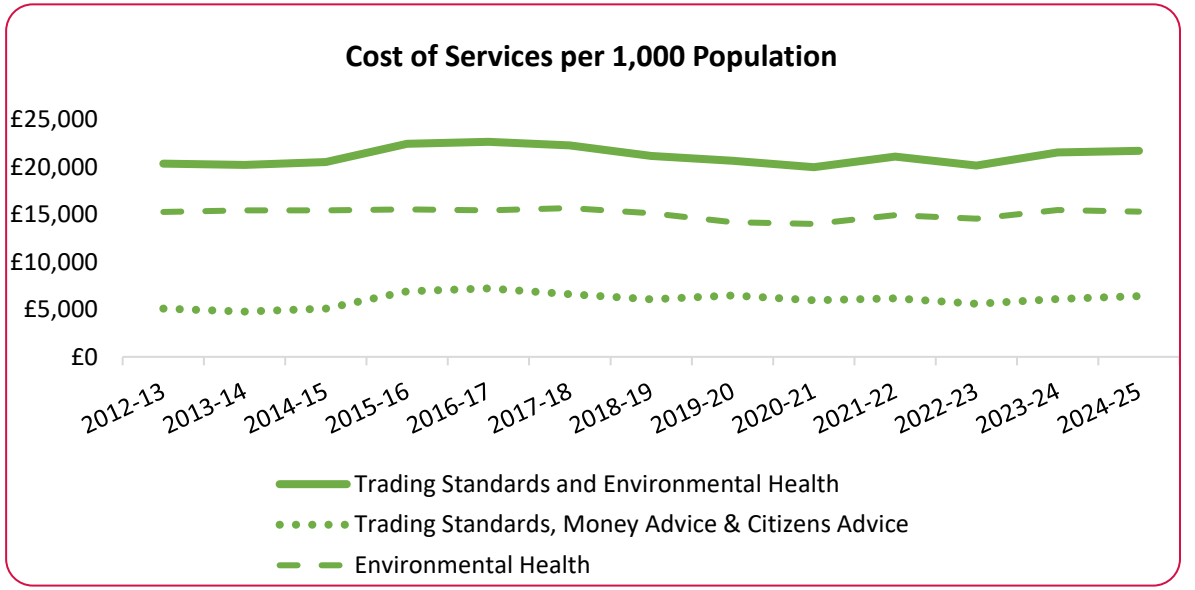
PRIORITY: Ensure the people of the Scottish Borders have the opportunities and are supported to take control of their health and wellbeing, enjoying a high quality of life.

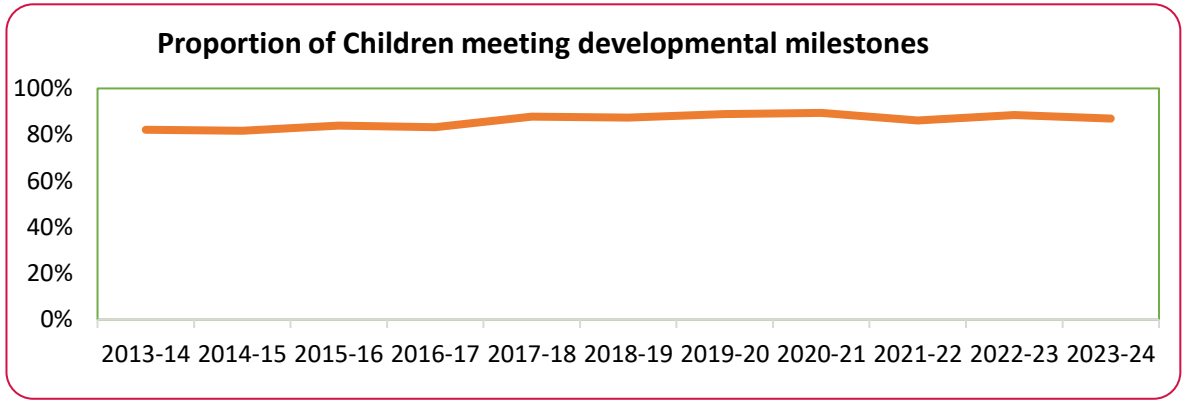
Trading Standards / Environmental Health / Money Advice & Citizens Advice	Status	Previous Year	Latest Year
Cost of Trading Standards and environmental health per 1,000 population	●	£21,568	£21,722
Cost of Trading Standards, Money Advice & Citizens Advice per 1,000 population	●	£6,086	£6,394
Cost of environmental health per 1,000 population	●	£15,482	£15,327

Children	Status	Previous Year	Latest Year
Proportion of Children meeting developmental milestones	●	89%	87%
Proportion of children living in poverty (after housing costs)	●	22%	21%

Costs of Trading Standards and Environmental Health, Money Advice and Citizens Advice per 1,000 population have increased slightly.
Child poverty statistics have been revised due to the inclusion of the Scottish Child Payment as an income stream and are showing slight improvement.

Explore in more detail at:
SBC Performance / local-government-benchmarking





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GOOD HEALTH AND WELLBEING

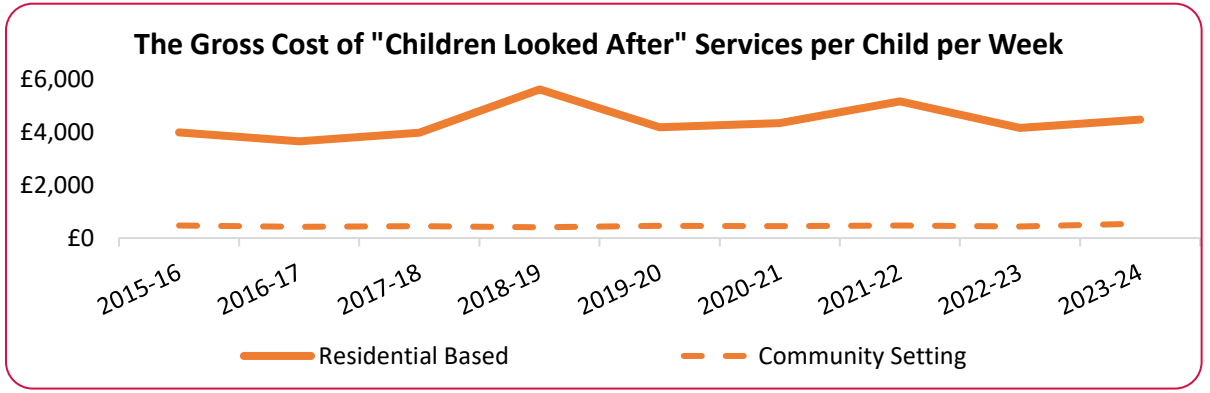
PRIORITY: Ensure the people of the Scottish Borders have the opportunities and are supported to take control of their health and wellbeing, enjoying a high quality of life.

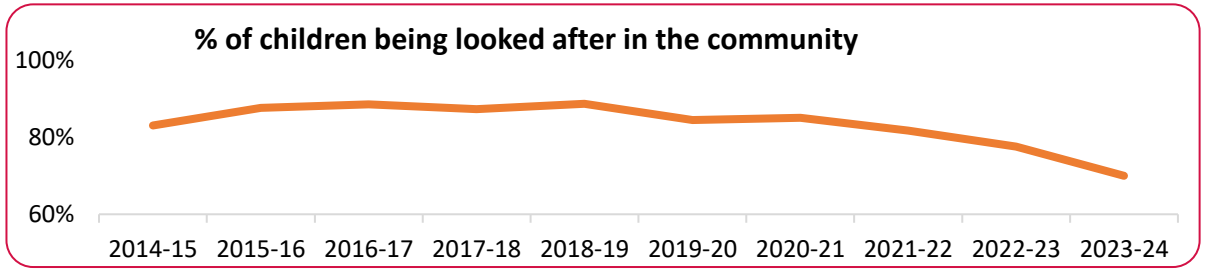
Looked After Children / Child Protection	Status	Previous Year	Latest Year
The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week	●	£4,154	£4,469
The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	●	£543	£438
% of children being looked after in the community	●	78%	70%
Proportion of LAC with more than 1 placement in the last year	●	21%	19%
Proportion of Child Protection re-registrations within 18 months	●	7%	8.6%

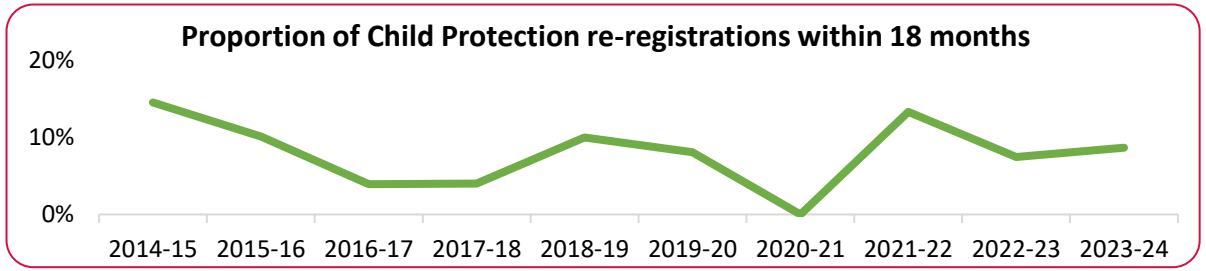
There was an increase in charges levied by residential care providers across Scotland up to 2023/24 which impacted costs of **residential care placements**.

Costs of placing children in a **Community setting** also increased.

There was an 8% decrease in the **proportion of placements in the community** since 2022/23 due to a large increase in out-of-authority placements. The 2024/25 year's figures are expected to show a considerable improvement.







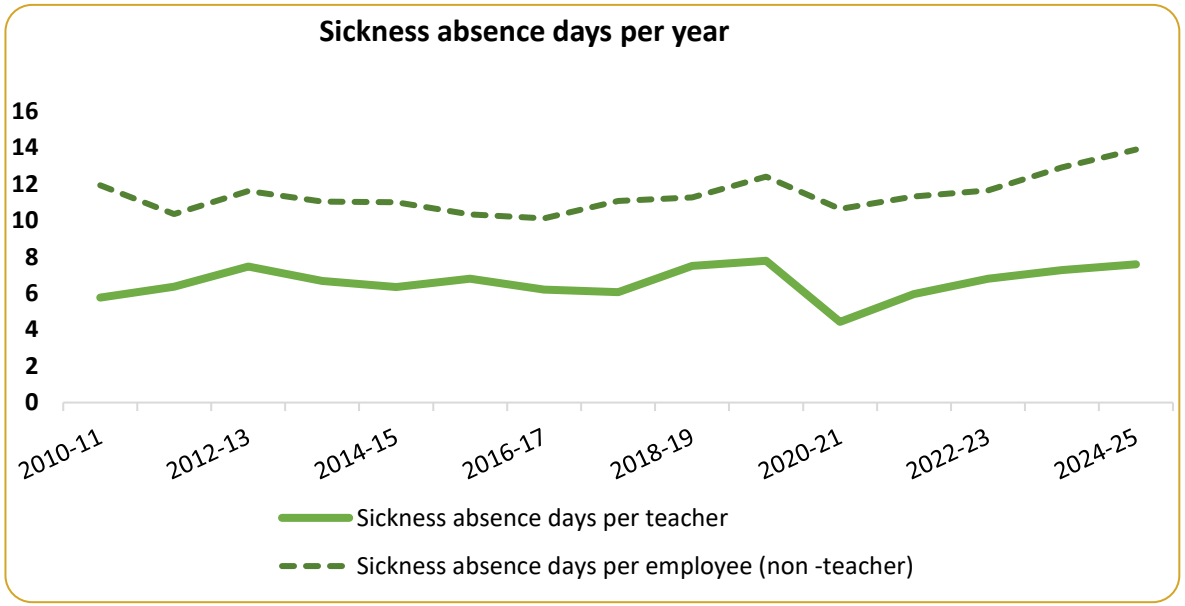
Explore in more detail at:
Explore the data | Benchmarking (improvementservice.org.uk)

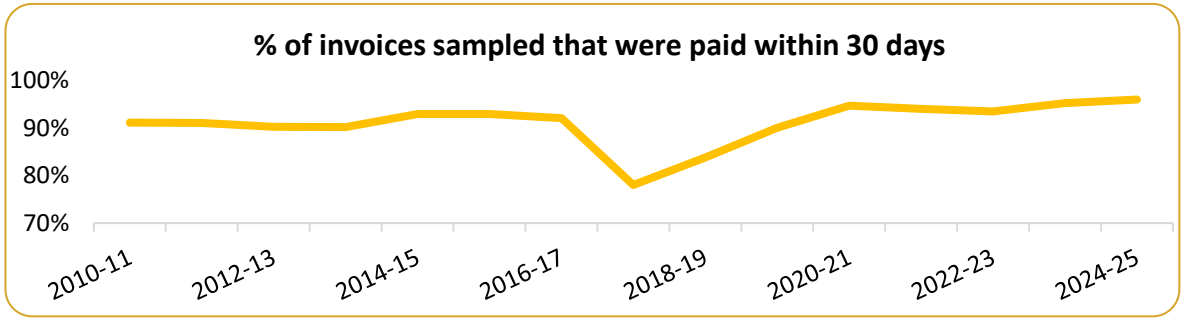
Key: ★ Excellent ● Positive / Satisfactory ● Focus for Improvement

WORKING TOGETHER, IMPROVING LIVES

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

Human Resources / Corporate Services	Status	Previous Year	Latest Year
Support services as a % of total gross expenditure	●	7%	7%
% of the highest paid 5% employees who are women	●	54%	57%
The gender pay gap (%)	●	2.6%	1.6%
The cost per dwelling of collecting council tax	●	£7.56	£7.10
Sickness absence days per teacher	●	7.3	7.6
Sickness absence days per employee (non-teacher)	●	12.9	13.9
% of income due from council tax received	●	96%	96%
% of invoices sampled that were paid within 30 days	★	95%	96%





Cost Per Dwelling of collecting Council Tax is continuing to fall; work is ongoing with process automation to reduce it further.
Teacher sickness absence was lowest during the Covid pandemic but has steadily increased since then, as have **sickness absences of non-teaching staff**.
Percentage of invoices paid on time is at its highest level since records started.

Explore in more detail at:
SBC Performance / local-government-benchmarking

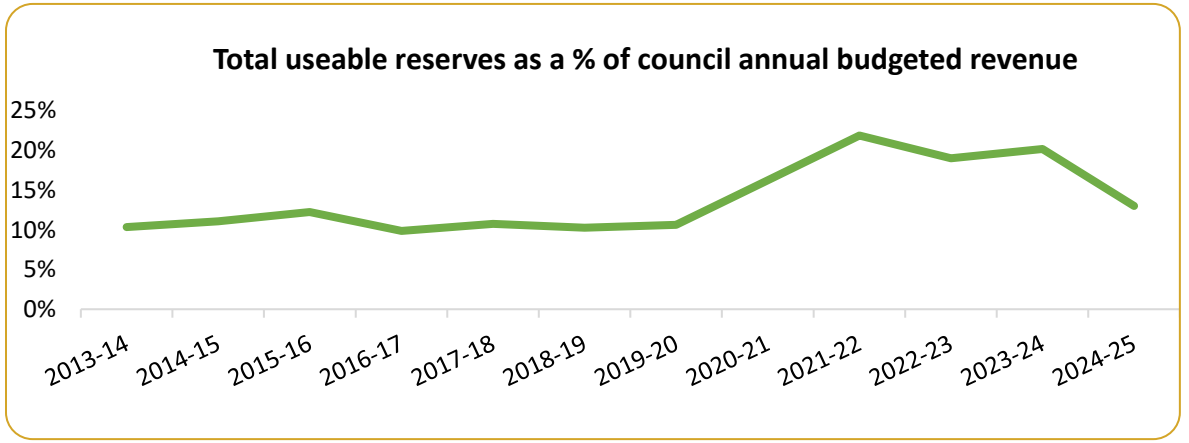
Key: ★ Excellent ● Positive / Satisfactory ● Focus for Improvement

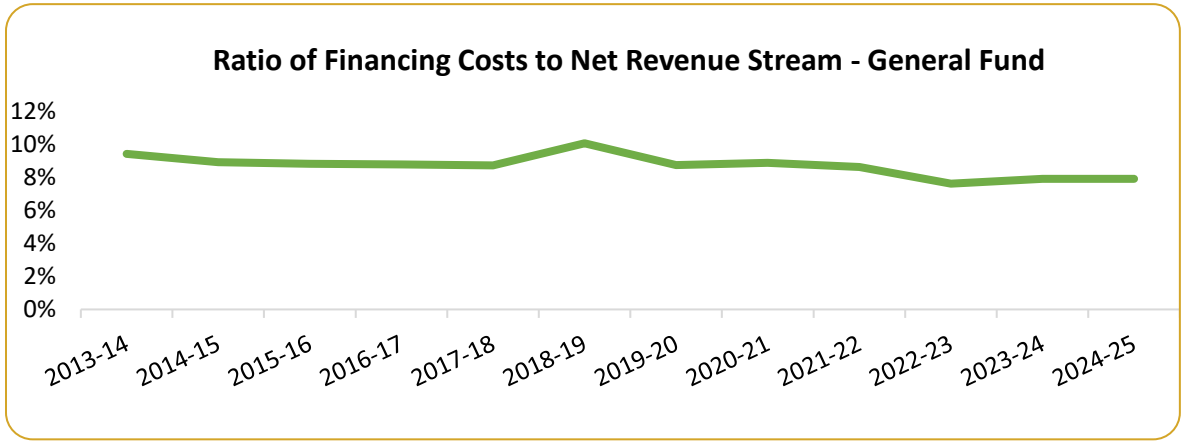
WORKING TOGETHER, IMPROVING LIVES

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

Financial Stability	Status	Previous Year	Latest Year
Total useable reserves as a % of council annual budgeted revenue	●	20%	13%
Uncommitted General Fund Balance as a % of annual budgeted net revenue	●	2%	2%
Ratio of Financing Costs to Net Revenue Stream - General Fund	●	8%	8%
Actual outturn as a percentage of budgeted expenditure	●	97%	100%

The **percentage of useable reserves** is now more aligned to pre-Covid levels. **The Ratio of Financing Costs to Net Revenue Stream** is stable and is forecast to increase in future years. It reflects the ambitious Capital programme in place across the Council.
Our **actual outturn** is 100% of our **budgeted expenditure**.





Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Positive / Satisfactory ● Focus for Improvement

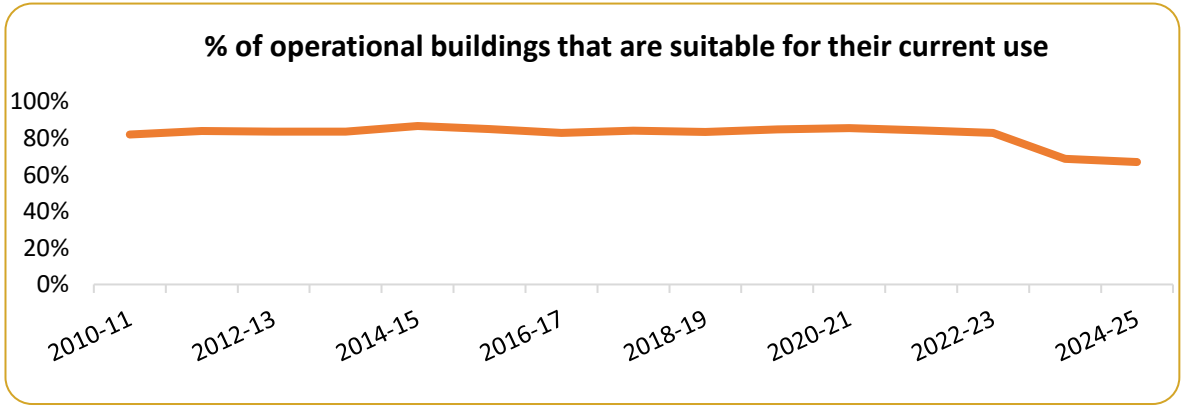
WORKING TOGETHER, IMPROVING LIVES

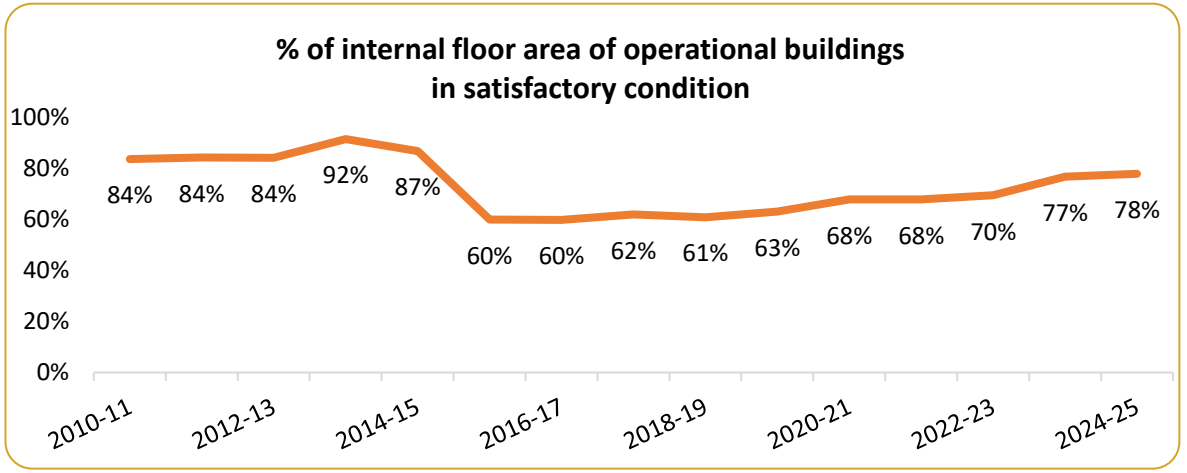
PRIORITY: Ensure that Scottish Borders Council is effective, sustainable, responsive and aligned to the needs and priorities of our communities.

Buildings	Status	Previous Year	Latest Year
% of operational buildings that are suitable for their current use	●	69%	67%
% of internal floor area of operational buildings in satisfactory condition	●	77%	78%

In 2023-24 SBC implemented a more robust **suitability and condition survey process in all operation buildings**, including depots and the Live Borders estate. The addition of the depots in particular led to the most recent 2% performance drop. Efforts are being made to address this under budgetary constraints.

Further improvement of **internal floor area in satisfactory condition** was identified through the same 2024 suitability and condition survey process. Efforts are continuing to improve this further.





Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Positive / Satisfactory ● Focus for Improvement

SCOTTISH BORDERS COUNCIL

PERFORMANCE REPORT

LGBF Comparison Against Others 2026

Latest reporting year 2024-25

Scottish Borders COUNCIL

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. 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: SBC Performance / local-government-benchmarking

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:

★	Excellent
●	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

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

Waste & Recycling	Year	Status	SBC	Family Group	Scotland
Net cost of waste collection per premise	2024-25	★	£68	↑ £75	↑ £77
Net cost of waste disposal per premise	2024-25	★	£123	↑ £150	↔ £104
% of total household waste arising that is recycled	2024-25	★	53%	↓ 39%	↓ 44%
% of adults satisfied with refuse collection	2024-25	★	87%	↔ 82%	↓ 78%

Street Cleaning	Year	Status	SBC	Family Group	Scotland
Net cost of street cleaning per 1,000 population	2024-25	●	£12,686	↑ £15,451	↑ £17,869
Street Cleanliness Score	2024-25	★	96%	↓ 93%	↓ 92%
% of adults satisfied with street cleaning	2024-25	★	66%	↓ 64%	↓ 54%

The **net cost of waste collection and disposal per premise** has remained well below the family group average since 2015/16 and this continues to be the case. We perform comparatively worse than the Scottish average for **waste disposal,** but this is most likely due to our rurality.

Street cleaning costs have increased slightly across the board but Scottish Borders is still lower than its comparators.

The **Street Cleanliness Score** and **Adult satisfaction with street cleaning** in the Scottish Borders are both better than both the family group and the Scottish average.

Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Similar to others ● Focus for Consideration

CLEAN GREEN FUTURE

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

Parks & Open Spaces	Year	Status	SBC	Family Group	Scotland
Cost of parks & open spaces per 1,000 population	2024-25	●	£31,279	↓ £19,138	↓ £21,998
% of adults satisfied with parks and open spaces	2024-25	●	85%	↔ 83%	↔ 84%

Emissions	Year	Status	SBC	Family Group	Scotland
CO2 emissions area wide per capita (Tonnes)	2023-24	●	3.8	↑ 5.6	↑ 4.6
CO2 emissions area wide: emissions within scope of LA per capita (Tonnes)	2023-24	●	5.1	↔ 4.9	↓ 4.1
CO2 emissions from Transport per 1,000 population (Tonnes)	2023-24	●	43	↑ 181	↔ 29
CO2 emissions from Electricity per 1,000 population (Tonnes)	2023-24	●	37	↑ 106	↔ 48
CO2 emissions from Natural Gas per 1,000 population (Tonnes)	2023-24	●	38	↔ 40	↔ 57

SBC **costs of Parks & Open Spaces** have been higher than average for the past ten years. Work is ongoing to ascertain why this is. The data possibly include a wider scope of services.

There has been a steady increase in **satisfaction with Parks & Open Spaces** in the Scottish Borders since 2017, and we continue to perform slightly better than our benchmarking averages.

CO2 emission measures for the Scottish Borders are generally improving in line with national trends and family groupings. Only **Natural Gas emissions** have increased marginally. Most emissions measures are outwith SBC control.

Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Similar to others ● Focus for Consideration

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.

Early Years	Year	Status	SBC	Family Group	Scotland
Cost per Pre-School Education Place	2024-25	●	£11,646	↔ £12,175	↔ £12,055
% of funded early years provision which is graded good/better	2024-25	●	91%	↔ 89%	↔ 89%

Primary School	Year	Status	SBC	Family Group	Scotland
Cost Per Primary School Pupil	2024-25	●	£7,778	↑ £9,903	↔ £7,606
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	2024-25	●	73%	↔ 74%	↑ 75%
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	2024-25	●	80%	↔ 79%	↔ 80%
Literacy Attainment Gap	2024-25	●	26pp	↓ 21pp	↓ 19pp
Numeracy Attainment Gap	2024-25	●	28pp	↓ 18pp	↓ 17pp

Pre-school and Early Years provision in Scottish Borders is slightly less expensive and higher graded than its benchmarking comparators.

Cost per primary school pupil is between the national average and the family group and follows the same longitudinal trend.

SBC primary attainment in numeracy and literacy has slipped slightly compared with benchmarking comparators. Numeracy still compares well with the Family Group.

The **primary "attainment gap" between most-deprived and least-deprived neighbourhoods** has increased substantially for both literacy and numeracy.

Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Similar to others ● Focus for Consideration

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.

Secondary School	Year	Status	SBC	Family Group		Scotland	
Cost per Secondary School Pupil	2024-25	●	£9,859	↑	£12,122	↔	£9,338
% of Pupils Gaining 5+ Awards at Level 5	2024-25	●	69%	↓	66%	↔	69%
% of Pupils Gaining 5+ Awards at Level 6	2024-25	●	40%	↓	37%	↔	41%
% of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	2024-25	●	47%	↓	44%	↑	53%
% of Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)	2024-25	●	17%	↔	17%	↑	24%
Overall Average Total Tariff	2024-25	●	907	↓	869	↑	922
Average Total Tariff SIMD quintile 1	2024-25	●	569	↔	543	↑	661
Average total tariff SIMD quintile 2	2024-25	●	770	↓	674	↔	764
Average total tariff SIMD quintile 3	2024-25	●	854	↔	833	↑	895
Average total tariff SIMD quintile 4	2024-25	●	971	↔	991	↑	1049
Average total tariff SIMD quintile 5	20224-25	●	1258	↓	1131	↑	1269

Cost per Secondary pupil remains lower than the family group but has risen slightly above the national average, following the same trend, due to lower secondary pupil numbers and higher staff costs.

The measures **% of Pupils Gaining 5+ Awards at Level 5** and at **Level 6** are both the highest in 3 years; they are above the Family Group averages and similar to the Scottish averages.

Senior school **attainment in more deprived areas** is similar to or better than the Family Group but still behind the national averages. **Level 5** (Nat 5) attainment is improving but **Level 6** (Higher) attainment has slipped slightly.

Average Total Tariff scores in SBC schools are generally performing in line with the family group averages and slightly below Scotland. Tariff scores in more-deprived Quintiles (1-3) are improving strongly, showing sustained recovery from the Covid-19 pandemic. Quintile 5 compares very well with the Family Group.

Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Similar to others ● Focus for Consideration

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.

Attendance/ Exclusion/ Positive Destination	Year	Status	SBC	Family Group	Scotland
School attendance rate	2024-25	★	92%	↔ 91%	↔ 91%
School attendance rate (Looked After Children)	2023-24	●	86%	↔ 85%	↔ 84%
School exclusion rates (per 1,000 pupils)	2024-25	★	8.8	↑ 15.2	↑ 15.2
School exclusions rates (per 1,000 'looked after pupils')	2022-23	★	61	↑ 102	↑ 97
Participation rate for 16-19 year olds (per 100)	2024-25	★	95%	↔ 94%	↓ 93%
Proportion of Pupils Entering Positive Destinations	2024-25	★	97%	↓ 95%	↔ 96%

Satisfaction	Year	Status	SBC	Family Group	Scotland
% of Adults Satisfied with Local Schools	2024-25	●	62%	↑ 70%	↑ 69%

SBC has the 7th best **attendance rate for all pupils** out of the 32 Council areas. **Attendance for LACs** has overtaken the national and family group averages for the first time since 2017/18.

SBC also has the 7th-best **exclusion rate for all pupils**. The **exclusion rate for LACs** is also better than average.

Participation rates for school leavers are improving and are higher than both the family group and Scotland averages.

A lower level of **Satisfaction with local schools** highlights a need for improvement in communication and public engagement.

Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Similar to others ● Focus for Consideration

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.

Roads	Year	Status	SBC	Family Group	Scotland
Cost of roads per kilometre	2024-25	●	£7,941	↔ £7,553	↑ £13,629
% of A Class roads that should be considered for maintenance treatment	2024-25	●	40%	↓ 31%	↓ 31%
% of B Class roads that should be considered for maintenance treatment	2024-25	●	41%	↓ 36%	↓ 35%
% of C Class roads that should be considered for maintenance treatment	2024-25	●	36%	↔ 37%	↔ 34%
% of unclassified roads that should be considered for maintenance treatment	2024-25	●	49%	↓ 42%	↓ 36%

SBC is **spending slightly more on roads per kilometre** than average for our family group and less than average for Scotland. This is a continuing trend and is partly due to the length of our overall road network, which extends to approximately 2,900 kms.

We have a larger proportion of **A, B and U-class roads that should be considered for maintenance treatment** than the Scottish Borders and Family Group averages.
The proportion of **C-class roads that should be considered for maintenance treatment** is similar to our comparators.

The Roads Asset Management plan and Status & Options Report will set out options and costs on improving the road network.

Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Similar to others ● Focus for Consideration

STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

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Planning	Year	Status	SBC	Family Group	Scotland
Cost of planning and building standards Per Planning Application	2024-25	●	£9,903	↓ £7,011	↓ £6,938
Average time per business and industry planning application (weeks)	2024-25	★	8.2	↑ 12.8	↑ 10.7
Immediately available employment land as a % of total land allocated for employment purposes.	2024-25	●	25%	↑ 30%	↔ 21%

Economic Development	Year	Status	SBC	Family Group	Scotland
Investment in of Economic Development & Tourism per 1,000 Population	2024-25	●	£102,949	↑ £204,656	↑ £138,745
Proportion of properties receiving superfast broadband	2024-25	●	98%	↓ 90%	↔ 97%
% of procurement spend spent on local enterprises	2024-25	●	36%	↔ 34%	↔ 32%

Costs of planning and building standards to the Council are higher than average due to our smaller numbers and sizes of applications but we process them **faster** than average.

The **investment in Economic Development & Tourism** in the Scottish Borders is increasing in line with the family group and Scotland.

We spend a higher proportion of **Procurement spend on local enterprises** than the Family Group and Scottish Average

Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Similar to others ● Focus for Consideration

STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

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Economy Indicators	Year	Status	SBC	Family Group	Scotland
Town Vacancy Rates	2024-25	●	12%	↔ 13%	↔ 11%
No of business gateway start-ups per 10,000 population	2024-25	●	20	↔ 17	↓ 12
Proportion of people earning less than the real living wage	2024-25	●	15%	↔ 13%	↓ 11%
Gross Value Added (GVA) per capita	2023-24	●	£22,399	↑ £27,244	↑ £30,581
Claimant Count as a % of Working Age Population	2024-25	●	3%	↔ 3%	↔ 3%
Claimant Count as a % of 16-24 Population	2024-25	●	4%	↔ 3%	↔ 3%
% of unemployed people assisted into work from council operated / funded employability programmes	2024-25	●	8%	↑ 13%	↑ 14%

The Scottish Borders and the family group have similar level of people **earning less than the living wage**. We are similar to the average for the **unemployment claimant count** and the **Youth unemployment claimant count**. We perform well compared with the averages with regard to **Town Vacancy Rates** and **Business Gateway Startups**.

Scottish Borders consistently has a lower **GVA** compared to the family group and Scotland. SBC has limited influence on this indicator, although SBC and partners are supporting growth through the Regional Economic Strategy.

The Scottish Borders has a **specialised employability service** (key worker support) designed to help those people in the Scottish Borders with the multiple barriers into the workforce. Work is progressing with external partners including the 3rd Sector and investment has increased via the Local Economic Partnership (LEP).

Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Similar to others ● Focus for Consideration

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.

Leisure	Year	Status	SBC	Family Group	Scotland
Cost per library visit	2024-25	●	£2.89	↔ £3.22	↔ £2.72
% of adults satisfied with libraries	2024-25	●	49%	↑ 68%	↑ 65%
Cost per visit to Museums & Galleries	2024-25	●	£13.38	↓ £8.25	↓ £4.19
% of adults satisfied with museums and galleries	2024-25	●	52%	↑ 66%	↑ 67%
Cost per attendance at sports facilities	2024-25	●	£2.19	↑ £2.95	↑ £3.77
% of adults satisfied with leisure facilities	2024-25	●	52%	↑ 72%	↑ 65%

Costs per visit to **sports facilities, libraries and museums** have shown little change in relation to the Family Group and the Scottish average in recent years, except for the period during the Covid pandemic.

Customer Satisfaction with **sports facilities, libraries and museums** figures are measured using the Scottish Household Survey, which shows that customer satisfaction is consistently below the comparator averages.

Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Similar to others ● Focus for Consideration

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.

Grant/Funding	Year	Status	SBC	Family Group	Scotland
% of Crisis Grant Decisions within 1 day	2024-25	★	97%	↔ 98%	↔ 96%
% CCG Grant Decisions within 15 Days	2024-25	●	94%	↔ 95%	↓ 91%
Proportion of SWF Funding Spent (Scottish Welfare Fund)	2024-25	●	77%	↔ 77%	↑ 83%
Proportion of DHP Funding Spent (Discretionary Housing Payments)	2024-25	●	82%	↑ 90%	↑ 99%

The number of applications for **Crisis Grant** and **Community Care Grant** have remained high and SBC has compared well with the Scottish average in terms of **timely decision-making** on these applications.

We aim to maximise usage of our **Scottish Welfare Fund budget** but the proportion used was affected by an unexpected top-up of the budget which was received at the end of Q3. Performance is similar to the Family Group average.

We also aim to increase take-up of the **DHP fund budget**, but face challenges as a rural Council area which has transferred its housing stock.

Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Similar to others ● Focus for Consideration

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.

Adult Social Care	Year	Status	SBC	Family Group	Scotland
Home care costs per hour for people aged 65 or over	2024-25	★	£21	↑ £34	↑ £32
Self Directed Support spend on adults 18+ as a % of total social work spend on adults 18+	2024-25	●	10%	↓ 7%	↔ 9%
% of people aged 65 and over with long-term care needs receiving personal care at home	2024-25	●	60%	↔ 60%	↔ 62%
Residential costs per week per resident for people aged 65 or over	2024-25	●	£823	↓ £724	↓ £725
Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	2024-25	●	81%	↔ 80%	↔ 82%
Rate of readmission to hospital within 28 days per 1,000 discharges	2024-25	●	124	↓ 102	↓ 103
Number of days people spend in hospital when they are ready to be discharged, per 1,000 pop (75+)	2024-25	●	1,289	↓ 939	↓ 899

We remain above the Scottish national average for the **rate of readmission to hospital withing 28 days per 1,000 discharges**. Ongoing work with NHS and partners is focused on improving outcomes and reducing avoidable hospital readmissions.

Older people in Scottish Borders currently spend longer **in hospital after they are ready to be discharged** compared to similar councils and the national average. Work continues with health, social care and community partners to support people to return home sooner with appropriate support in place. There is a reduction identified in the data from early 2025 which is extremely positive and we are continuing to work with HSCP to support this.

Explore in more detail at:
SBC Performance / local-government-benchmarking)

Key: ★ Excellent ● Similar to others ● Focus for Consideration

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.

Adult Social Care	Year	Status	SBC	Family Group	Scotland
% of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	2023-24	●	76%	↔ 73%	↓ 70%
% of adults supported at home who agree that they are supported to live as independently as possible	2023-24	●	77%	↔ 75%	↓ 72%
% of adults supported at home who agree that they had a say in how their help, care or support was provided	2023-24	●	63%	↔ 61%	↓ 59%
% of carers who feel supported to continue in their caring role	2023-24	●	28%	↑ 33%	↔ 31%

In the Scottish Borders there is a slightly higher percentage of **adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life**, compared to family group and Scotland.

In the Scottish Borders there is a slightly higher percentage of **adults supported at home who agree that they are supported to live as independently as possible**, compared to family group and Scotland.

There is a universal challenge for service providers to recruit and retain staff which impacts on delays in people receiving services and the satisfaction levels of unpaid carers in relation to feeling supported at the right time. Nevertheless, SBC has lower carer satisfaction levels than average for Scotland and the family group. SBC now has a **carer strategy and implementation plan** which should help to increase the percentage of **carers who feel supported to continue their caring role**.

Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Similar to others ● Focus for Consideration

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.

Looked After Children / Child Protection	Year	Status	SBC	Family Group	Scotland
The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week	2023-24	●	£4,469	↑ £4,923	↑ £5,477
The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	2023-24	●	£543	↓ £459	↓ £492
% of children being looked after in the community	2023-24	●	70%	↔ 83%	↑ 89%
Proportion of LAC with more than 1 placement in the last year	2023-24	●	19%	↔ 19%	↔ 17%
Proportion of Child Protection re-registrations within 18 months	2023-24	●	9%	↔ 6%	↔ 6%

SBC's **costs for children looked after in residential based services** mirrors that of the national trend. but are lower than the Family Group and Scottish averages, possibly due to differing internal resources available within the Family Group.

Costs for **children looked after in a community setting** are higher than the Scottish and Family Group averages, and are increasing faster than the national trend. The reasons for this are unclear.

The decrease in **community-based placements** has been worse locally than in either national or comparator Local Authority areas.

The **proportion of Child Protection re-registrations** is consistent with expectations and normally subject to fluctuations.

Explore trends over time, and comparisons with other authorities in more detail, at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Similar to others ● Focus for Consideration

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.

Trading Standards / Environmental Health / Money Advice & Citizens Advice	Year	Status	SBC	Family Group	Scotland
Cost of Trading Standards and environmental health per 1,000 population	2024-25	●	£21,722	↑ £35,598	↔ £21,671
Cost of Trading Standards, Money Advice & Citizens Advice per 1,000 population	2024-25	●	£6,394	↑ £10,924	↑ £7,203
Cost of environmental health per 1,000 population	2024-25	●	£15,327	↑ £24,674	↔ £14,469

Children	Year	Status	SBC	Family Group	Scotland
Proportion of Children meeting developmental milestones	2023-24	●	87%	↔ 86%	↓ 83%
Proportion of children living in poverty (after housing costs)	2023-24	●	21%	↔ 22%	↔ 21%

Our **Environmental Health & Trading Standards cost indicators** are consistently lower than the Family Group and similar to Scottish average.
The **proportion of children meeting developmental milestones** was previously well ahead of the family group and Scottish average but there has since been a slight decline. SBC has little control of this indicator.
Scottish Borders has a similar proportion of **children living in poverty** than the Scottish average and family group.

Explore trends over time, and comparisons with other authorities in more detail, at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Similar to others ● Focus for Consideration

WORKING TOGETHER, IMPROVING LIVES

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

Human Resources / Corporate Services	Year	Status	SBC	Family Group	Scotland
Support services as a % of total gross expenditure	2024-25	●	7%	↓ 4%	↓ 4%
% of the highest paid 5% employees who are women	2024-25	●	57%	↔ 52%	↔ 60%
The gender pay gap (%)	2024-25	●	1.6%	↑ 3.2%	↔ 1.4%
The cost per dwelling of collecting council tax	2024-25	★	£7.10	↔ £8.07	↔ £5.98
Sickness absence days per teacher	2024-25	●	7.6	↔ 8.6	↔ 7.8
Sickness absence days per employee (non-teacher)	2024-25	●	13.9	↔ 13.8	↑ 14.5
% of income due from council tax received	2024-25	●	96%	↔ 96%	↔ 95%
% of invoices sampled that were paid within 30 days	2024-25	★	96%	↓ 94%	↓ 93%

The Council consistently shows a higher percentage of **Support Services as a percentage of total gross expenditure** due to its centralised support model; this means we include support services in this indicator which other councils will include in service budgets.

We are continuing to narrow the gap with the Scottish average regarding the **cost per dwelling of collecting Council Tax.**
Teacher sickness absence and **non-teaching employee absence** rates are similar in the Scottish Borders to our comparators.

SBC continues to outperform both our Family Group and Scottish average for the **percentage of invoices sampled that were paid within 30 days**.

Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Similar to others ● Focus for Consideration

WORKING TOGETHER, IMPROVING LIVES

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

Financial Stability	Year	Status	SBC	Family Group	Scotland
Total useable reserves as a % of council annual budgeted revenue	2024-25	●	13%	↑ 79%	↔ 20%
Uncommitted General Fund Balance as a % of annual budgeted net revenue	2024-25	●	2%	↑ 7%	↔ 2%
Ratio of Financing Costs to Net Revenue Stream - General Fund	2024-25	●	8%	↓ 6%	↓ 6%
Actual outturn as a percentage of budgeted expenditure	2024-25	●	100%	↔ 100%	↔ 100%

The Council remains broadly inline with the Scottish average for **Uncommitted General Fund Balance**. The Family Group includes Island Councils which hold large reserves linked to Oil production and therefore are not considered to be comparable with SBC.

SBC is 2% higher than Scotland and our Family group for **Ratio of Financing Costs to Net Revenue Stream - General Fund**, reflecting the ambitious capital programme underway.

We are in line with our Family Group and Scotland Average with our **Actual outturn** exactly matching our **budgeted expenditure**, demonstrating the financial challenges facing all Local Authorities across Scotland.

Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Similar to others ● Focus for Consideration

WORKING TOGETHER, IMPROVING LIVES

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

Buildings	Year	Status	SBC	Family Group	Scotland
% of operational buildings that are suitable for their current use	2024-25	●	67%	↑ 83%	↑ 86%
% of internal floor area of operational buildings in satisfactory condition	2024-25	●	78%	↑ 90%	↑ 91%

SBC has a lower proportion both of **operational buildings suitable for their current use** and **internal floor area in satisfactory condition** in comparison to Family Group and Scotland. Efforts are being made within available resources to address this.

Explore in more detail at:
SBC Performance / local-government-benchmarking

Key: ★ Excellent ● Similar to others ● Focus for Consideration