

# ENSURE EXCELLENT, ADAPTABLE, COLLABORATIVE AND ACCESSIBLE PUBLIC SERVICES

## HOW ARE WE DOING?

### Interactions Q2 2015/16

logged through our Customer Relationship Management system

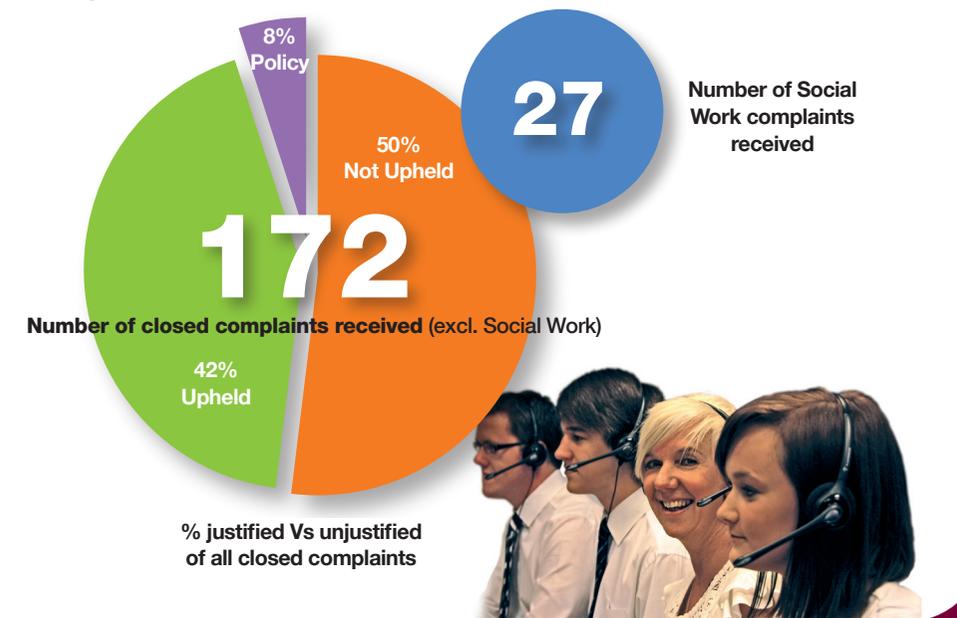
**18,267**  
face to face interactions

**24,897**  
voice interactions

Click before you call

[www.scotborders.gov.uk](http://www.scotborders.gov.uk)

### Complaints Q2 2015/16



### Case Study

A customer applying for a school clothing grant made a complaint regarding the processing time of their application.

The customer has three children, with the youngest starting school in August. However, the application covered all the three children and was found to have been held back due to the youngest child not being enrolled on the school system. As a result, the application for the older two children was also delayed, despite all information required to process this already received.

A review of the procedure was carried, out resulting in an improvement being made to ensure that applications, where all information is held for children, can still be processed even if all information for a sibling is not held. This improvement allows a parent to make a start on buying school clothing while the follow up is conducted on the remaining application.

### FOI Q2 2015/16

Freedom Of Information Requests received

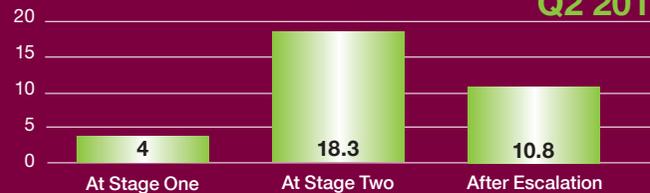
**280**  
% completed on time

**91%**

### Average Time

(in working days) to respond to complaints

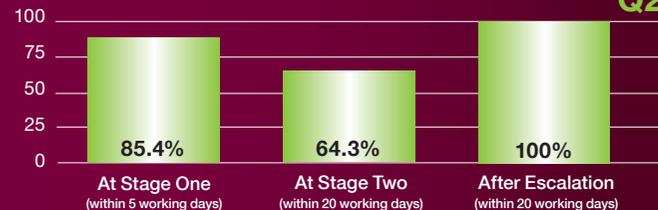
Q2 2015/16



### Performance against timescales

the number of complaints closed as a % of the total number

Q2 2015/16



# Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

## Corporate Priority 8: Ensure excellent, adaptable, collaborative and accessible public services

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many transactions were logged as handled by Customer Services staff?	<p><b>CP08-P066P How many transactions were logged as handled by Customer Services staff?</b></p> <table border="1"> <caption>CP08-P066P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>53,603</td> </tr> <tr> <td>Q3-2014/15</td> <td>39,821</td> </tr> <tr> <td>Q4-2014/15</td> <td>45,690</td> </tr> <tr> <td>Q1-2015/16</td> <td>44,873</td> </tr> <tr> <td>Q2-2015/16</td> <td>44,338</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value	Q2-2014/15	53,603	Q3-2014/15	39,821	Q4-2014/15	45,690	Q1-2015/16	44,873	Q2-2015/16	44,338	44,338	<p><b>How are we performing:</b> There has been a decrease of 535 (1.2%) interactions compared to Quarter 1 of 2015/16.</p> <p>There has been a decrease of 62 (0.3%) face-to-face interactions compared to Quarter 1 of 2015/16.</p> <p>There has been a decrease of 643 (2.5%) voice interactions compared to Quarter 1 of 2015/16.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Work is continuing to move customer contact from Face to Face and Telephone to other more flexible and cost effective channels.</p>			Les Grant; Portal Manager
Quarter	Value																	
Q2-2014/15	53,603																	
Q3-2014/15	39,821																	
Q4-2014/15	45,690																	
Q1-2015/16	44,873																	
Q2-2015/16	44,338																	
How many people were logged as coming into our Contact Centres to deal with our Customer Services staff face to face? (CP08-P63P)	<p><b>Exec - Customer Services Interactions logged on CRM</b></p> <table border="1"> <caption>Exec - Customer Services Interactions Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>20,004</td> </tr> <tr> <td>Q3-2014/15</td> <td>16,113</td> </tr> <tr> <td>Q4-2014/15</td> <td>18,753</td> </tr> <tr> <td>Q1-2015/16</td> <td>18,329</td> </tr> <tr> <td>Q2-2015/16</td> <td>18,267</td> </tr> </tbody> </table> <p>Legend: ■ CP08-P063P ■ CP08-P065P</p>	Quarter	Value	Q2-2014/15	20,004	Q3-2014/15	16,113	Q4-2014/15	18,753	Q1-2015/16	18,329	Q2-2015/16	18,267	18,267				Les Grant; Portal Manager
Quarter	Value																	
Q2-2014/15	20,004																	
Q3-2014/15	16,113																	
Q4-2014/15	18,753																	
Q1-2015/16	18,329																	
Q2-2015/16	18,267																	
How many people were logged as contacting our Contact Centres by phone? (CP08-P65P)		24,897				Les Grant; Portal Manager												

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many requests for information, under the Freedom of Information Act, did we receive?	<p><b>CP08-P053P How many requests for information, under the Freedom of Information Act, did we receive?</b></p> <table border="1"> <caption>Data for CP08-P053P</caption> <thead> <tr> <th>Quarter</th> <th>Requests</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>273</td> </tr> <tr> <td>Q3 2014/15</td> <td>281</td> </tr> <tr> <td>Q4 2014/15</td> <td>303</td> </tr> <tr> <td>Q1 2015/16</td> <td>285</td> </tr> <tr> <td>Q2 2015/16</td> <td>280</td> </tr> </tbody> </table>	Quarter	Requests	Q2 2014/15	273	Q3 2014/15	281	Q4 2014/15	303	Q1 2015/16	285	Q2 2015/16	280	280	<p><b>Observations:</b> Over the longer term, the volume of FOIs continues to rise steadily, although there has been a slight drop over the last two quarters.</p>			Nuala McKinlay
Quarter	Requests																	
Q2 2014/15	273																	
Q3 2014/15	281																	
Q4 2014/15	303																	
Q1 2015/16	285																	
Q2 2015/16	280																	
What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?	<p><b>CP08-P054P What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?</b></p> <table border="1"> <caption>Data for CP08-P054P</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>86%</td> </tr> <tr> <td>Q3 2014/15</td> <td>91%</td> </tr> <tr> <td>Q4 2014/15</td> <td>92%</td> </tr> <tr> <td>Q1 2015/16</td> <td>92%</td> </tr> <tr> <td>Q2 2015/16</td> <td>91%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2014/15	86%	Q3 2014/15	91%	Q4 2014/15	92%	Q1 2015/16	92%	Q2 2015/16	91%	91%	<p><b>How are we performing:</b> On average 91% of requests were responded to on time. The Information Team works closely with services to ensure timely returns of information relating to FOIs.</p> <p>A forum for SBC co-ordinators is planned to share good practice and encourage support across services.</p>			Nuala McKinlay
Quarter	Percentage																	
Q2 2014/15	86%																	
Q3 2014/15	91%																	
Q4 2014/15	92%																	
Q1 2015/16	92%																	
Q2 2015/16	91%																	

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many complaints were received by our Social Work service?	<p><b>CP08-P030P How many complaints were received by our Social Work service?</b></p> <table border="1"> <caption>CP08-P030P Data</caption> <thead> <tr> <th>Quarter</th> <th>Complaints</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>14</td> </tr> <tr> <td>Q3 2014/15</td> <td>23</td> </tr> <tr> <td>Q4 2014/15</td> <td>10</td> </tr> <tr> <td>Q1 2015/16</td> <td>13</td> </tr> <tr> <td>Q2 2015/16</td> <td>27</td> </tr> </tbody> </table>	Quarter	Complaints	Q2 2014/15	14	Q3 2014/15	23	Q4 2014/15	10	Q1 2015/16	13	Q2 2015/16	27	27	<p><b>How are we performing:</b> Q2 has seen twice as many complaints than the first quarter of the year. However they continue to be varied, with no specific trends identifiable. Q2 complaints included those for SB Cares, which are being dealt with in accordance with Social Work procedures.</p>			Sylvia Mendham
Quarter	Complaints																	
Q2 2014/15	14																	
Q3 2014/15	23																	
Q4 2014/15	10																	
Q1 2015/16	13																	
Q2 2015/16	27																	
How many complaints did we investigate to completion?	<p><b>CP08-P010P How many complaints did we investigate to completion?</b></p> <table border="1"> <caption>CP08-P010P Data</caption> <thead> <tr> <th>Quarter</th> <th>Complaints</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>153</td> </tr> <tr> <td>Q3 2014/15</td> <td>167</td> </tr> <tr> <td>Q4 2014/15</td> <td>147</td> </tr> <tr> <td>Q1 2015/16</td> <td>137</td> </tr> <tr> <td>Q2 2015/16</td> <td>172</td> </tr> </tbody> </table>	Quarter	Complaints	Q2 2014/15	153	Q3 2014/15	167	Q4 2014/15	147	Q1 2015/16	137	Q2 2015/16	172	172	<p><b>How are we performing:</b> There has been an increase of 35 complaints investigated this quarter and an increase of 19 against the same period last year.</p> <p>Of the 172 complaints received, 42% were upheld, 50% were not upheld, and 8% were classified as “policy” (i.e. related to a policy that has been approved at Council)</p> <p>SBC uses information gathered from complaints to make necessary performance improvements (see case study include on Corporate Priority 8 cover page)</p>			Les Grant; Portal Manager
Quarter	Complaints																	
Q2 2014/15	153																	
Q3 2014/15	167																	
Q4 2014/15	147																	
Q1 2015/16	137																	
Q2 2015/16	172																	

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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
The average time in working days to respond to complaints at stage one (SPSO-04aP)	<p><b>SPSO-04aP The average time in working days to respond to complaints at stage one (SPSO-04aP)</b></p> <table border="1"> <caption>SPSO-04aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>3.5</td> </tr> <tr> <td>Q3 2014/15</td> <td>4.2</td> </tr> <tr> <td>Q4 2014/15</td> <td>3.7</td> </tr> <tr> <td>Q1 2015/16</td> <td>4.1</td> </tr> <tr> <td>Q2 2015/16</td> <td>4</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q2 2014/15	3.5	Q3 2014/15	4.2	Q4 2014/15	3.7	Q1 2015/16	4.1	Q2 2015/16	4	4	<p><b>How are we performing:</b> There has been a slight increase in the average number of days taken to respond to complaints at stage one for the same quarter last year.</p>			Les Grant
Quarter	Value																	
Q2 2014/15	3.5																	
Q3 2014/15	4.2																	
Q4 2014/15	3.7																	
Q1 2015/16	4.1																	
Q2 2015/16	4																	
The average time in working days to respond to complaints at stage two (SPSO-04bP)	<p><b>SPSO-04bP The average time in working days to respond to complaints at stage two (SPSO-04bP)</b></p> <table border="1"> <caption>SPSO-04bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>17</td> </tr> <tr> <td>Q3 2014/15</td> <td>16.4</td> </tr> <tr> <td>Q4 2014/15</td> <td>15.9</td> </tr> <tr> <td>Q1 2015/16</td> <td>18.1</td> </tr> <tr> <td>Q2 2015/16</td> <td>18.3</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q2 2014/15	17	Q3 2014/15	16.4	Q4 2014/15	15.9	Q1 2015/16	18.1	Q2 2015/16	18.3	18.3	<p><b>How are we performing:</b> There has been an increase in the average number of days taken to respond to complaints at stage two for the same quarter last year.</p>			Les Grant
Quarter	Value																	
Q2 2014/15	17																	
Q3 2014/15	16.4																	
Q4 2014/15	15.9																	
Q1 2015/16	18.1																	
Q2 2015/16	18.3																	

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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
The average time in working days to respond to complaints after escalation (SPSO-04cP)	<p><b>SPSO-04cP The average time in working days to respond to complaints after escalation (SPSO-04cP)</b></p> <table border="1"> <caption>SPSO-04cP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>16.6</td> </tr> <tr> <td>Q3 2014/15</td> <td>12</td> </tr> <tr> <td>Q4 2014/15</td> <td>19.1</td> </tr> <tr> <td>Q1 2015/16</td> <td>15.5</td> </tr> <tr> <td>Q2 2015/16</td> <td>10.8</td> </tr> </tbody> </table>	Quarter	Value	Q2 2014/15	16.6	Q3 2014/15	12	Q4 2014/15	19.1	Q1 2015/16	15.5	Q2 2015/16	10.8	10.8	<p><b>How are we performing:</b> There were 8 stage two complaints that were escalated, one within Chief Execs and seven within Place.</p>			Les Grant
Quarter	Value																	
Q2 2014/15	16.6																	
Q3 2014/15	12																	
Q4 2014/15	19.1																	
Q1 2015/16	15.5																	
Q2 2015/16	10.8																	
The number of complaints closed at stage one within 5 working days as a % of the total number of stage one complaints (SPSO-05aP)	<p><b>SPSO-05aP The number of complaints closed at stage one within 5 working days as a % of the total number of stage one complaints (SPSO-05aP)</b></p> <table border="1"> <caption>SPSO-05aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>88.4%</td> </tr> <tr> <td>Q3 2014/15</td> <td>86.8%</td> </tr> <tr> <td>Q4 2014/15</td> <td>85.7%</td> </tr> <tr> <td>Q1 2015/16</td> <td>85.3%</td> </tr> <tr> <td>Q2 2015/16</td> <td>85.4%</td> </tr> </tbody> </table>	Quarter	Value	Q2 2014/15	88.4%	Q3 2014/15	86.8%	Q4 2014/15	85.7%	Q1 2015/16	85.3%	Q2 2015/16	85.4%	85.4%	<p><b>How are we performing:</b> There has been a decrease of 4.6% in comparison to the same quarter last year. Overall, the figure has remained fairly consistent since the end of 2013/14, only fluctuating between 85.3% and 88.4%.</p>			Les Grant
Quarter	Value																	
Q2 2014/15	88.4%																	
Q3 2014/15	86.8%																	
Q4 2014/15	85.7%																	
Q1 2015/16	85.3%																	
Q2 2015/16	85.4%																	

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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
The number of complaints closed at stage two within 20 working days as a % of the total number of stage two complaints (SPSO-05bP)	<p><b>SPSO-05bP</b> The number of complaints closed at stage two within 20 working days as a % of the total number of stage two complaints (SPSO-05bP)</p> <table border="1"> <caption>SPSO-05bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>82.6%</td> </tr> <tr> <td>Q3 2014/15</td> <td>87%</td> </tr> <tr> <td>Q4 2014/15</td> <td>75%</td> </tr> <tr> <td>Q1 2015/16</td> <td>82.6%</td> </tr> <tr> <td>Q2 2015/16</td> <td>64.3%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q2 2014/15	82.6%	Q3 2014/15	87%	Q4 2014/15	75%	Q1 2015/16	82.6%	Q2 2015/16	64.3%	64.3%	<p><b>How are we performing:</b> There has been a decrease of 29.7% in comparison to the same period last year. Whilst the percentage of complaints responded to within timescales at stage 2 shows a marked fall over the same period last year, this actually represents just 1 additional failure as the total number of complaints moving to stage 2 has also fallen from 28 to 23.</p> <p>Of the 5 that were not completed on time, 2 had agreed extensions to the time line with the customer.</p>			Les Grant
Quarter	Value (%)																	
Q2 2014/15	82.6%																	
Q3 2014/15	87%																	
Q4 2014/15	75%																	
Q1 2015/16	82.6%																	
Q2 2015/16	64.3%																	
The number of escalated complaints closed within 20 working days as a % of the total number of escalated stage two complaints (SPSO-05cP)	<p><b>SPSO-05cP</b> The number of escalated complaints closed within 20 working days as a % of the total number of escalated stage two complaints (SPSO-05cP)</p> <table border="1"> <caption>SPSO-05cP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>100%</td> </tr> <tr> <td>Q3 2014/15</td> <td>75%</td> </tr> <tr> <td>Q4 2014/15</td> <td>25%</td> </tr> <tr> <td>Q1 2015/16</td> <td>100%</td> </tr> <tr> <td>Q2 2015/16</td> <td>100%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q2 2014/15	100%	Q3 2014/15	75%	Q4 2014/15	25%	Q1 2015/16	100%	Q2 2015/16	100%	100%	<p><b>How are we performing:</b> Out of the 8 complaints within stage two that were escalated, 1 was within Chief Execs and 7 were within Place.</p>			Les Grant
Quarter	Value (%)																	
Q2 2014/15	100%																	
Q3 2014/15	75%																	
Q4 2014/15	25%																	
Q1 2015/16	100%																	
Q2 2015/16	100%																	