

ENSURE EXCELLENT, ADAPTABLE, COLLABORATIVE AND ACCESSIBLE PUBLIC SERVICES

HOW ARE WE DOING?

April 2016 - June 2016:

CUSTOMER INTERACTIONS 46,042 interactions with the public were handled by our Customer Service staff via email, face to face contact, phonecalls and mail in Q1 2016/17	FREEDOM OF INFORMATION REQUESTS (FOI) 250 requests for information under the Freedom of Information Act were received in Q1 2016/17	COMPLAINTS 175 customer complaints were handled by SBC in Q1 2016/17	SOCIAL WORK SERVICE COMPLAINTS 29 complaints received regarding the Social Work service in Q1 2016/17
SBC Q1 15/16 44,873	SBC Q1 15/16 285	SBC Q1 15/16 137	SB Q1 15/16 13

Learning from Complaints School Transport (Schools)

A customer complained about the school transport route allocated for her daughter. Pick-up /drop off points were on a busy main road, especially hazardous in the darker winter months. The route was reviewed and an alternative found, with drop off/pick up points further away, but not on a main road. An apology was made to the customer that this had not been previously considered, and alternatives will now be offered, when possible and practical, where pick up/drop off points are on main roads.

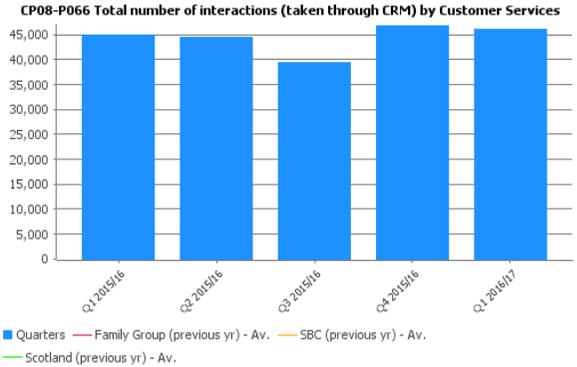
• ICT • customer focus • online services • partnership • ICT • customer focus • online services • partnership •

Our performance during Q1 2016/17

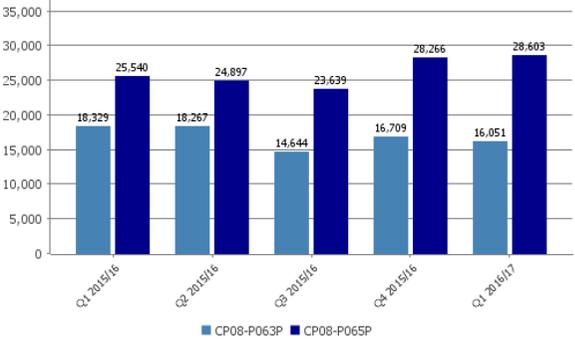
CUSTOMER INTERACTIONS 16,051 face to face interactions were logged by our Contact Centres during Q1 2016/17 	FREEDOM OF INFORMATION 91% of FOI requests were completed on time in Q1 2016/17	COMPLAINTS Our average response times for complaints for Q1 2016/17 were as follows: Stage 1 complaints 3.6 days (down from 4.1 in Q1 15/16) Stage 2 complaints 15.7 days (down from 18.1 in Q1 15/16) Escalated complaints 11 days (down from 15.5 in Q1 15/16)	In 2015/16 we closed: 86.2% of complaints at stage 1 within 5 working days (down from 85.3% in Q1 15/16) 89.3% of complaints at stage 2 within 20 working days (up from 82.6% in Q1 15/16) 50% of escalated complaints within 20 working days (down 100 in Q1 15/16)
(down from 16,709 in Q1 15/16) 28,603 phone interactions were logged by our Contact Centres in Q1 2016/17  (up from 25,540 in Q1 15/16)	(up from 90% in Q1 15/16)	(down from 15.5% in Q1 15/16)	(down 100 in Q1 15/16)



Priority 8: Excellent Public Services– Executive Quarterly PIs

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By
Total number of interactions (taken through CRM) by Customer Services 		46,042	<p>How we are performing: There has been an increase in the number of interactions for Quarter 1 by 630 compared to Quarter 4 2015/16 and an increase of 1169 compared to the same period last year.</p> <p>Actions we are taking to improve/maintain performance: We actively promote the website and the Customer Services 0300 100 1800 line and are continually working to increase the number of services delivered digitally and to encourage self service.</p>			Les Grant

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2016 (Q1 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By																		
Face-to-Face interactions (taken through CRM) by Customer Services (CP08-P63) EXEC		16,051	<p>Observations: There has been an decrease of 658 in the number of Face-to Face interactions taken through CRM over the previous quarter.</p> <p>In comparison to quarter 1 of 2014/15 there has been a reduction 2278 Face-to-Face interactions.</p> <p>Work is on going to move our services on-line.</p>			Les Grant																		
Voice interactions (taken through CRM) by Customer Services (CP08-P65) EXEC	<p style="text-align: center; font-size: small;">Exec - Customer Services Interactions logged on CRM</p>  <table border="1" style="display: none;"> <caption>Exec - Customer Services Interactions logged on CRM</caption> <thead> <tr> <th>Quarter</th> <th>CP08-P063P</th> <th>CP08-P065P</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>18,329</td> <td>25,540</td> </tr> <tr> <td>Q2 2015/16</td> <td>18,267</td> <td>24,897</td> </tr> <tr> <td>Q3 2015/16</td> <td>14,644</td> <td>23,639</td> </tr> <tr> <td>Q4 2015/16</td> <td>16,709</td> <td>28,266</td> </tr> <tr> <td>Q1 2016/17</td> <td>16,051</td> <td>28,603</td> </tr> </tbody> </table>	Quarter	CP08-P063P	CP08-P065P	Q1 2015/16	18,329	25,540	Q2 2015/16	18,267	24,897	Q3 2015/16	14,644	23,639	Q4 2015/16	16,709	28,266	Q1 2016/17	16,051	28,603	28,603	<p>How are we performing: The number of voice interactions in Quarter 1 has increased by 337 over the number taken in Quarter 4 2015/16. This can in part be attributed to the introduction of the Long Term Empty Property Levy, the flooding and the Flood Grant Scheme.</p> <p>Actions we are taking to improve/maintain performance: We actively use media campaigns to promote our services and the Customer Services 0300 100 1800 line.</p> <p>We continue to promote the Customer Relationship Management (CRM) system corporately.</p> <p>Work on training new starts and existing staff is ongoing.</p> <p>We are also working to channel shift customers to on-line self service options.</p>			Les Grant
Quarter	CP08-P063P	CP08-P065P																						
Q1 2015/16	18,329	25,540																						
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Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Number of Social Work Statutory Complaints Received EXEC	<p>CP08-P030 Number of Social Work Statutory Complaints Received</p> <table border="1"> <caption>CP08-P030 Number of Social Work Statutory Complaints Received</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>13</td> </tr> <tr> <td>Q2 2015/16</td> <td>27</td> </tr> <tr> <td>Q3 2015/16</td> <td>11</td> </tr> <tr> <td>Q4 2015/16</td> <td>20</td> </tr> <tr> <td>Q1 2016/17</td> <td>29</td> </tr> </tbody> </table>	Quarter	Value	Q1 2015/16	13	Q2 2015/16	27	Q3 2015/16	11	Q4 2015/16	20	Q1 2016/17	29	29	<p>Observations: Social Work complaints remain high in comparison to previous quarters with a number of complaints around charging queries.</p> <p>It is also recognised that residents (including relatives of service users) in receipt of social services are more aware of their rights and will make a complaint if they are unhappy with the service they are receiving.</p>			Sylvia Mendham
Quarter	Value																	
Q1 2015/16	13																	
Q2 2015/16	27																	
Q3 2015/16	11																	
Q4 2015/16	20																	
Q1 2016/17	29																	
Number of Complaints Closed - All (excl. invalid & statutory Social Work) EXEC	<p>CP08-P010 Number of Complaints Closed - All (excl. invalid & statutory Social Work)</p> <table border="1"> <caption>CP08-P010 Number of Complaints Closed - All (excl. invalid & statutory Social Work)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>135</td> </tr> <tr> <td>Q2 2015/16</td> <td>170</td> </tr> <tr> <td>Q3 2015/16</td> <td>120</td> </tr> <tr> <td>Q4 2015/16</td> <td>145</td> </tr> <tr> <td>Q1 2016/17</td> <td>175</td> </tr> </tbody> </table>	Quarter	Value	Q1 2015/16	135	Q2 2015/16	170	Q3 2015/16	120	Q4 2015/16	145	Q1 2016/17	175	175	<p>Observations: There were 175 complaints received this quarter (between 50-60 per month), 30 more than Q4 15/16, and 38 more than the same time last year. The majority of these (42%) were classified as 'Failure to Deliver Service', followed by 'Other' at 26% and 'Employee Attitude' at 15%.</p> <p>BC takes all complaints seriously, endeavours to respond to customers timeously and appropriate makes necessary changes to services where required.</p>			Les Grant; Portal Manager
Quarter	Value																	
Q1 2015/16	135																	
Q2 2015/16	170																	
Q3 2015/16	120																	
Q4 2015/16	145																	
Q1 2016/17	175																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2016 (Q1 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
<p>Average times: the average time in working days to respond to complaints at stage one (SPSO-04a)</p> <p>EXEC</p>	<p>SPSO-04a Average times: the average time in working days to respond to complaints at stage one (SPSO-04a)</p> <table border="1"> <caption>SPSO-04a Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>4.1</td> </tr> <tr> <td>Q2 2015/16</td> <td>3.9</td> </tr> <tr> <td>Q3 2015/16</td> <td>3.7</td> </tr> <tr> <td>Q4 2015/16</td> <td>4.1</td> </tr> <tr> <td>Q1 2016/17</td> <td>3.6</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Average Time (Days)	Q1 2015/16	4.1	Q2 2015/16	3.9	Q3 2015/16	3.7	Q4 2015/16	4.1	Q1 2016/17	3.6	3.6	<p>How are we performing: There has been a decrease in the average number of days taken to respond to complaints at stage one for the same quarter last year. Average time in working days to respond to complaints at stage one per department: Chief Executive - 3.5 days People - 4.7 days Place - 3.6 days</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
Quarter	Average Time (Days)																	
Q1 2015/16	4.1																	
Q2 2015/16	3.9																	
Q3 2015/16	3.7																	
Q4 2015/16	4.1																	
Q1 2016/17	3.6																	
<p>Average times: the average time in working days to respond to complaints at stage two (SPSO-04b)</p> <p>EXEC</p>	<p>SPSO-04b Average times: the average time in working days to respond to complaints at stage two (SPSO-04b)</p> <table border="1"> <caption>SPSO-04b Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>17.5</td> </tr> <tr> <td>Q2 2015/16</td> <td>17.5</td> </tr> <tr> <td>Q3 2015/16</td> <td>15.0</td> </tr> <tr> <td>Q4 2015/16</td> <td>17.0</td> </tr> <tr> <td>Q1 2016/17</td> <td>15.7</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Average Time (Days)	Q1 2015/16	17.5	Q2 2015/16	17.5	Q3 2015/16	15.0	Q4 2015/16	17.0	Q1 2016/17	15.7	15.7	<p>How are we performing: Q1 2016/17 There has been a decrease in the average number of days taken to respond to complaints at stage two for the same quarter last year. Average time in working days to respond to complaints at stage two per department: Chief Executive - 21.5 days People - 18.1 days Place - 14.2 days</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
Quarter	Average Time (Days)																	
Q1 2015/16	17.5																	
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Q4 2015/16	17.0																	
Q1 2016/17	15.7																	

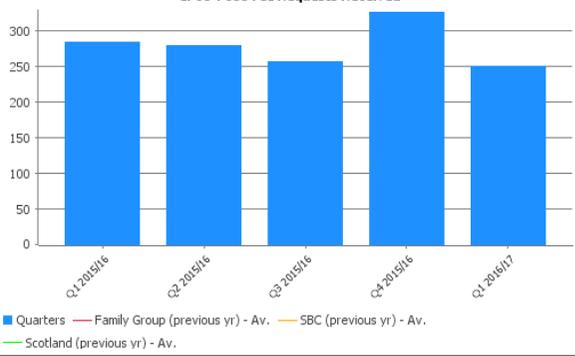
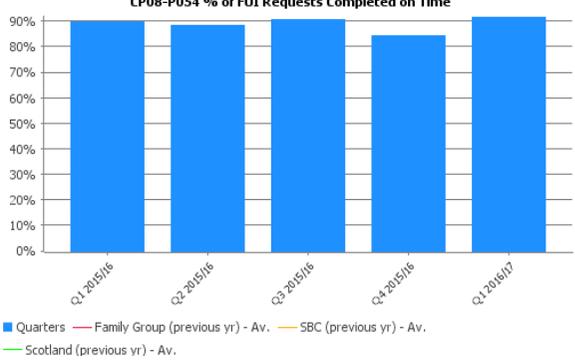
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Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
<p>Average times: the average time in working days to respond to complaints after escalation (SPSO-04c)</p> <p>EXEC</p>	<p>SPSO-04c Average times: the average time in working days to respond to complaints after escalation (SPSO-04c)</p> <table border="1"> <caption>SPSO-04c Average times: the average time in working days to respond to complaints after escalation (SPSO-04c)</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Working Days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/16</td> <td>15.5</td> </tr> <tr> <td>Q2 2016/16</td> <td>11.0</td> </tr> <tr> <td>Q3 2016/16</td> <td>18.5</td> </tr> <tr> <td>Q4 2016/16</td> <td>19.5</td> </tr> <tr> <td>Q1 2016/17</td> <td>11.5</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Average Time (Working Days)	Q1 2016/16	15.5	Q2 2016/16	11.0	Q3 2016/16	18.5	Q4 2016/16	19.5	Q1 2016/17	11.5	11	<p>How we are performing: There were 2 stage two complaints that were escalated, both within Place.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
Quarter	Average Time (Working Days)																	
Q1 2016/16	15.5																	
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<p>Performance against timescales: the number of complaints closed at stage one within 5 working days as % of total number of stage one complaints (SPSO-05a)</p> <p>EXEC</p>	<p>SPSO-05a Performance against timescales: the number of complaints closed at stage one within 5 working days as % of total number of stage one complaints (SPSO-05a)</p> <table border="1"> <caption>SPSO-05a Performance against timescales: the number of complaints closed at stage one within 5 working days as % of total number of stage one complaints (SPSO-05a)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/16</td> <td>86.2%</td> </tr> <tr> <td>Q2 2016/16</td> <td>86.2%</td> </tr> <tr> <td>Q3 2016/16</td> <td>86.2%</td> </tr> <tr> <td>Q4 2016/16</td> <td>86.2%</td> </tr> <tr> <td>Q1 2016/17</td> <td>86.2%</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Percentage	Q1 2016/16	86.2%	Q2 2016/16	86.2%	Q3 2016/16	86.2%	Q4 2016/16	86.2%	Q1 2016/17	86.2%	86.2%	<p>How are we performing: There has been a slight increase of 0.9% in comparison to the same quarter last year, however overall the figure has remained fairly consistent.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
Quarter	Percentage																	
Q1 2016/16	86.2%																	
Q2 2016/16	86.2%																	
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Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
<p>Performance against timescales: the number of complaints closed at stage two within 20 working days as % of total number of stage two complaints (SPSO-05b)</p> <p>EXEC</p>	<p>SPSO-05b Performance against timescales: the number of complaints closed at stage two within 20 working days as % of total number of stage two complaints (SPSO-05b)</p> <table border="1"> <caption>SPSO-05b Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>82.6</td> </tr> <tr> <td>Q2 2015/16</td> <td>65.0</td> </tr> <tr> <td>Q3 2015/16</td> <td>77.0</td> </tr> <tr> <td>Q4 2015/16</td> <td>79.0</td> </tr> <tr> <td>Q1 2016/17</td> <td>89.3</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q1 2015/16	82.6	Q2 2015/16	65.0	Q3 2015/16	77.0	Q4 2015/16	79.0	Q1 2016/17	89.3	89.3%	<p>How are we performing: There has been an increase of 6.7% in comparison to the same period last year.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
Quarter	Value (%)																	
Q1 2015/16	82.6																	
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Q4 2015/16	79.0																	
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<p>Performance against timescales: the number of escalated complaints closed within 20 working days as a % of total number of escalated stage two complaints (SPSO-05c)</p> <p>EXEC</p>	<p>SPSO-05c Performance against timescales: the number of escalated complaints closed within 20 working days as a % of total number of escalated stage two complaints (SPSO-05c)</p> <table border="1"> <caption>SPSO-05c Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>100</td> </tr> <tr> <td>Q2 2015/16</td> <td>100</td> </tr> <tr> <td>Q3 2015/16</td> <td>65</td> </tr> <tr> <td>Q4 2015/16</td> <td>85</td> </tr> <tr> <td>Q1 2016/17</td> <td>50</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q1 2015/16	100	Q2 2015/16	100	Q3 2015/16	65	Q4 2015/16	85	Q1 2016/17	50	50%	<p>How are we performing: There were 2 complaints within stage two that were escalated, both were within Place.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
Quarter	Value (%)																	
Q1 2015/16	100																	
Q2 2015/16	100																	
Q3 2015/16	65																	
Q4 2015/16	85																	
Q1 2016/17	50																	

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Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By
FOI Requests Received EXEC	<p style="text-align: center;">CP08-P053 FOI Requests Received</p> 	250	<p>Observations The number of FOIs received this quarter is the lowest in over a year. The % now being dealt with on time has improved since the end of the last financial year.</p> <p>Actions we are taking to improve/maintain performance: The Information Team continues to work closely with services to ensure timely returns of information relating to FOIs.</p>			Nuala McKinlay
% of FOI Requests Completed on Time EXEC	<p style="text-align: center;">CP08-P054 % of FOI Requests Completed on Time</p> 	91%				Nuala McKinlay