

SCOTTISH BORDERS COUNCIL CORPORATE PRIORITIES SUMMARY OF PERFORMANCE Q2 2016/17 HOW ARE WE DOING?

In 2013, we published our Corporate Plan, with eight priorities to work towards over a five year period. This summary provides an overview of performance during Q2 2016/17, under each of the 8 Corporate Priorities. We continue to make significant progress across a number of key areas such as the economy and education, but recognise that there are ongoing challenges to face in the coming years. Reviewing performance information regularly is a vital part of ensuring we stay focused on what is important; *ensuring the best quality of life for everyone in the Scottish Borders, prosperity for our businesses and good health and resilience for all our communities.*

KEY

A mixture of performance information is provided under each priority:

				01
r example, the general health of cluded last years figure and any	s high level performance indicators that show, the economy. For comparison we have Scottish data (where applicable). While the hese indicators, they are largely contextual in played within a grey box.	EMPLOYMENT RAT 76.2% of people aged betw are now in employm	veen 16-64	08 SERVICE EXCELENCE Develop more online services, respond to demand, increase accessibility Grow existing Grow existing threats the mest of the railway ASSETS AND RESOURCES Spend to save, energy 32
		Scotland	73.1%	efficiency, share buildings with gap, focus on
		SB last year	78.3 %	partitiers inclusion
APPRENTICESHIPS 42 apprentices are employed with SBC as of Q1 2016/17	The bottom half of each page contains perfor influence over, for example, how quickly we p Information for each indicator is displayed wi section. This coloured section (where applica and shows where performance has improved green - improved performance	process planning applicat thin a white box above a c ble) will be either Green,	ions. coloured Amber or Red	WORKFORCE Develop staff, build skills, create flexibility 06 ENVIRONMENT Protect our natural assets, reduce waste 05
(up from 25 in Q1 15/16)	amber - a minor change in performance			
	red - area for improvement			J

For more on performance visit **www.scotborders.gov.uk/performance** or email **performance@scotborders.gov.uk** Correct at time of publication: 15th November 2016.

OUR CORPORATE PRIORITIES



08 **ENSURE** EXCELLENT, ADAPTABLE, COLLABORATIVE AND ACCESSIBLE PUBLIC SERVICES **HOW ARE WE DOING?**

July 2016 - September 2016:

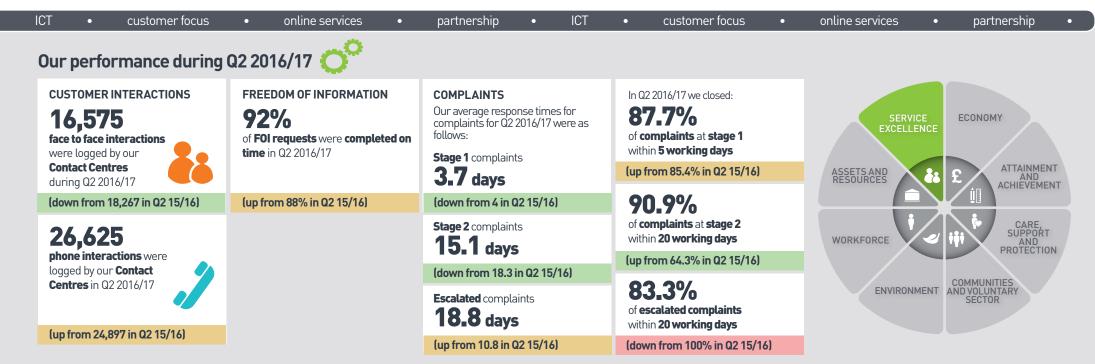
CUSTOMER INTERACTIONS 44,665 interactions with the public were handled by our Customer Service staff via email, face to face contact, phonecalls and mail in Q2 2016/17	FREEDOM OF INFORMATION REQUESTS (FOI) 321 requests for information under the Freedom of Information Act were received in Q2 2016/17	COMPLAINTS 146 customer complaints were handled by SBC in Q2 2016/17	SOCIAL WORK SERVICE COMPLAINTS 10 complaints received regarding the Social Work service in Q2 2016/17
SBC Q2 15/16 44,338	SBC Q2 15/16 280	SBC Q2 15/16 172	SB Q2 15/16 27

Learning from Complaints

Improving Our Correspondence

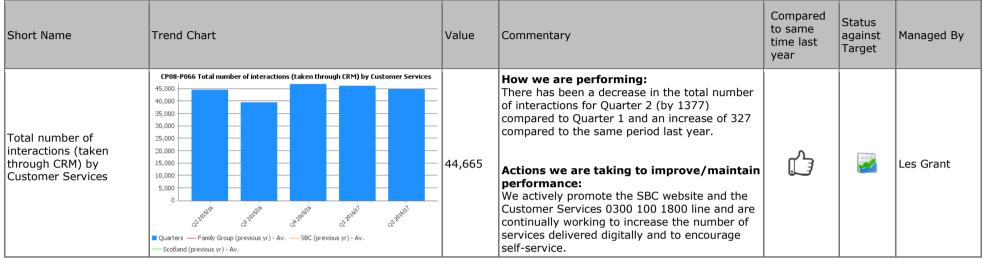
A complaint was made after two family members received a letter from the Council in connection with their recently deceased mother's care and Council Tax. Both letters contained significant errors that caused distress to the family (one letter incorrectly designated the relationship between the deceased and the recipient; the other referred to an incorrect address).

The process was reviewed and as a result led our Customer Services staff to change the Council Tax letters so that the standard template does not include any reference to a relationship between the deceased and the recipient. A further procedure was put in place to ensure Council Tax letters are checked more robustly before being sent.



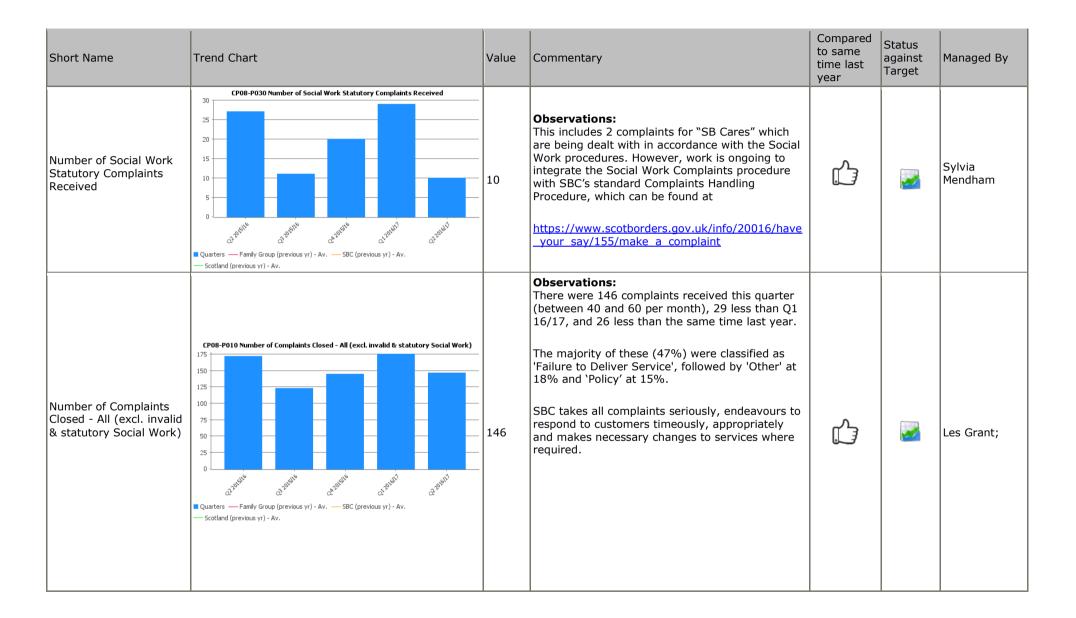
For more on performance visit www.scotborders.gov.uk/performance or email performance@scotborders.gov.uk Correct at time of publication: 15th November 2016.

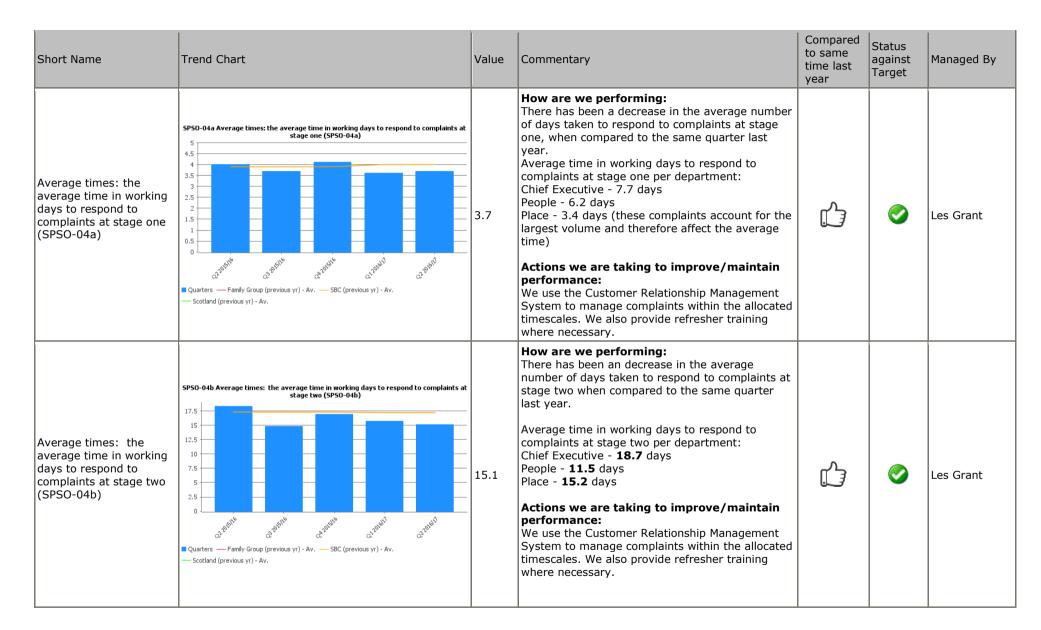
*Performance indicators with a guarter lag in data.



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
Face-to-Face interactions (taken through CRM) by Customer Services (CP08-P63)	Exec - Customer Services Interactions logged on CRM	16,575	Observations: There has been an increase of 524 in the number of Face-to Face interactions taken through CRM over the previous quarter. In comparison to quarter 2 of last year there has been a reduction of 1692 Face-to-Face interactions. Work is ongoing to move our services on-line.	Ģ		Les Grant
Voice interactions (taken through CRM) by Customer Services (CP08-P65)	28,256 28,803 24,897 29,639 20,000 18,267 14,644 16,709 16,051 16,051 16,575 16,575 16,575 16,575 16,051 16,575 16,051 16,051 16,575 0 0 0 0 0 0 0 0 0 0 0 0 0	26,625	 Observations: The number of voice interactions in Quarter 2 has increased by 1728 over the number taken in Quarter 2 last year. This can in part be attributed to the introduction of the Long Term Empty Property Levy. 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. We continue to promote the Customer Relationship Management (CRM) system corporately. Work on training new starts and existing staff is ongoing. We are also working to channel shift customers to on-line "self-service" options. 	ŗ		Les Grant





Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By
Average times: the average time in working days to respond to complaints after escalation (SPSO-04c)	SPS0-04c Average times: the average time in working days to respond to complaints after escalation (SPS0-04c)	18.8	How are we performing: There were 6 stage two complaints that were escalated, all within the Place department. The average time taken to respond to the customer has increased compared to the previous quarter because of 1 complaint that took 41 days to resolve. This was due to problems identifying a solution for the customer and the customer not responding to our communications seeking additional information to progress the complaint. 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.	Ģ		Les Grant
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)	SPS0-05a Performance against timescales: the number of complaints closed at stage one within 5 working days as % of total number of stage one complaints (SPS0-05a) 80%	87.7%	 How are we performing: There has been a slight increase of 2.3% in comparison to the same quarter last year, however overall the figure has remained fairly consistent. 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. 	Ļ		Les Grant

