

# SCOTTISH BORDERS COUNCIL CORPORATE PRIORITIES

## SUMMARY OF PERFORMANCE Q1 2017/18

### 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 Q1 2017/18, 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:

The top half of each page contains high level performance indicators that show, for example, the general health of the economy. For comparison we have included last years figure and any Scottish data (where applicable). While the Council may have influence over these indicators, they are largely contextual in nature, and the information is displayed within a grey box.

#### EMPLOYMENT RATE\*

**74.1%**  
of people **aged between 16-64**  
are now in employment

Scotland Q4 16/17	73.4%
SB Q415/16	76.8%

The bottom half of each page contains performance indicators that we have more influence over, for example, how quickly we process planning applications.

Information for each indicator is displayed within a white box above a coloured section. This coloured section (where applicable) will be either Green, Amber or Red and shows where performance has improved or reduced against the **previous year**.

**26,413**

phone interactions were logged by our **Contact Centres** in Q1 2017/18



(up from 28,603 in Q1 16/17)

green - improved performance

amber - a minor change in performance

red - area for improvement

#### OUR CORPORATE PRIORITIES



01

# ENCOURAGE SUSTAINABLE ECONOMIC GROWTH

## HOW ARE WE DOING?

April 2017 – June 2017:

<b>EMPLOYMENT RATE*</b> <b>74.1%</b> of people aged between 16-64 are now in employment	<b>CLAIMANT COUNT</b> (16-64YR OLDS) <b>1.73%</b> of working age people are now out of work and claiming benefits	<b>CLAIMANT COUNT</b> (18-24YR OLDS) <b>3.43%</b> of young people are now out of work and claiming benefits	<b>PLANNING APPLICATIONS</b> <b>374</b> received during Q1 2017/18
Scotland Q4 16/17 73.4% SB Q4 15/16 76.8%	Scotland Q1 17/18 2.4% SB Q1 16/17 1.7%	Scotland Q1 17/18 3.53% SB Q1 16/17 3.73%	 SB Q1 16/17 321



### Business Carves Future from Stone

Marcus Paine launched Hutton Stone Co Ltd in the Scottish Borders in 1994. Since then, the stone masonry business has grown into an employer of 38, using six generations of experience in natural stone quarrying to provide a complete masonry supply service. The company, which engaged with Business Gateway Scottish Borders last year, now supplies stone throughout the UK. Working on notable projects including The Old Quadrangle at Edinburgh University, Fettes College Edinburgh, and the Natural History Museum in London has helped it increase its turnover year-on-year, hitting £2m in 2016.

• railway • connectivity • investment • skills • housing • railway • connectivity • investment • skills •

### Our performance during Q1 2017/18

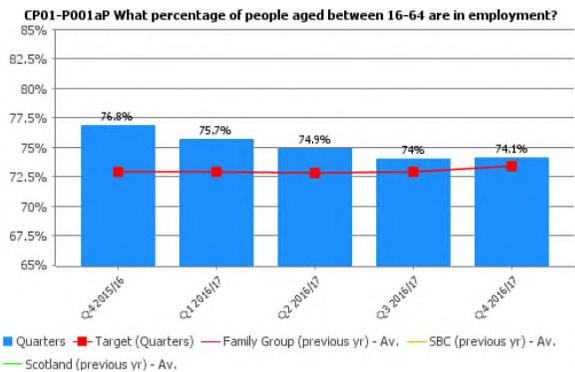
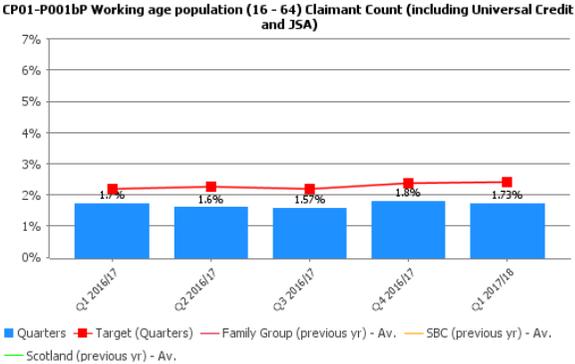
<b>BUSINESS GATEWAY</b> <b>57</b> new businesses were created with our help  (up from 54 in Q1 16/17)	<b>BUSINESS LOANS AND GRANTS</b> <b>£48.7k</b> was approved in loans over 3 successful application to the Scottish Borders Business Loan Fund  (up from £11.25k in Q1 16/17)	<b>INVOICES PAID</b> Invoices paid within 30 days <b>79%</b> on average were paid within 30 days in Q1 17/18 (down from 94% in Q1 16/17)	<b>AVERAGE TIME TO DETERMINE PLANNING APPLICATIONS*</b> <b>0.0</b> there were no major applications received in Q4 16/17 (Q4 15/16 49.9 weeks)
<b>286</b> businesses were supported in Q1 2017/18  (up from 269 in Q1 16/17)	<b>£37.7k</b> was approved in grants over 12 successful applications to the Scottish Borders Business Fund		<b>7.9</b> weeks for non-householders (Q4 15/16 14.8 weeks)
	(up from £35.1k in Q1 16/17)		<b>6.6</b> weeks for householders (Q4 15/16 6.4 weeks)



## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

KEY	 Indicator is:	 Indicator is:	 Indicator is:	 Indicator is
	<ul style="list-style-type: none"> <li>On target and as forecast, <i>or</i></li> <li>In line with national trend, <i>or</i></li> <li>Showing a long term positive trend</li> </ul>	<ul style="list-style-type: none"> <li>Just off target /off forecast, <i>or</i></li> <li>Showing longer term trends that need to be watched</li> </ul>	<ul style="list-style-type: none"> <li>Off target &amp; not as forecast, <i>or</i></li> <li>Out of line with national trends, <i>or</i></li> <li>Showing longer term negative trends</li> </ul>	<ul style="list-style-type: none"> <li>For information or context only, <i>or</i></li> <li>Difficult to set a target, due to factors out with our control</li> </ul>

### Priority 1: Sustainable Economic Development – Executive Quarterly PIs

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Working age population (16 - 64) employment rate	<p><b>CP01-P001aP What percentage of people aged between 16-64 are in employment?</b></p>  <table border="1"> <caption>CP01-P001aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Employment Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/16</td> <td>76.8%</td> </tr> <tr> <td>Q2-2016/17</td> <td>75.7%</td> </tr> <tr> <td>Q3-2016/17</td> <td>74.9%</td> </tr> <tr> <td>Q4-2016/17</td> <td>74%</td> </tr> <tr> <td>Q1-2017/18</td> <td>74.1%</td> </tr> </tbody> </table>	Quarter	Employment Rate (%)	Q1-2016/16	76.8%	Q2-2016/17	75.7%	Q3-2016/17	74.9%	Q4-2016/17	74%	Q1-2017/18	74.1%	74.1%	<p><b>Observations:</b> The number of people in work is now 52,900 (74.1%), which is 100 less than in Q3 of 2016/17, although the employment rate has increased. The Scottish Borders rate remains higher than the Scottish rate (73.4%) but is now lower than the UK rate (74.9%).</p> <p><b>Note:</b> One quarter lag in data. Red "target" line indicates National Rate</p>		Bryan McGrath
Quarter	Employment Rate (%)																
Q1-2016/16	76.8%																
Q2-2016/17	75.7%																
Q3-2016/17	74.9%																
Q4-2016/17	74%																
Q1-2017/18	74.1%																
Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)	<p><b>CP01-P001bP Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)</b></p>  <table border="1"> <caption>CP01-P001bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Claimant Count (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>1.7%</td> </tr> <tr> <td>Q2-2016/17</td> <td>1.6%</td> </tr> <tr> <td>Q3-2016/17</td> <td>1.5%</td> </tr> <tr> <td>Q4-2016/17</td> <td>1.8%</td> </tr> <tr> <td>Q1-2017/18</td> <td>1.73%</td> </tr> </tbody> </table>	Quarter	Claimant Count (%)	Q1-2016/17	1.7%	Q2-2016/17	1.6%	Q3-2016/17	1.5%	Q4-2016/17	1.8%	Q1-2017/18	1.73%	1.73%	<p><b>Observations:</b> The average rate of people aged 16-64 claiming out of work benefits was 1.73%, lower than the Scottish rate of 2.4%. At the end of June 2017, there were 1,140 people claiming out of work benefits, 135 less than at the end of the last quarter, but 15 more than at the same time last year.</p> <p><b>Note:</b> Red "target" line indicates National Rate</p>		Bryan McGrath
Quarter	Claimant Count (%)																
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Q2-2016/17	1.6%																
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
<p>Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)</p>	<p><b>CP01-P001cP Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)</b></p> <table border="1"> <caption>Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>3.73%</td> </tr> <tr> <td>Q2-2016/17</td> <td>3.83%</td> </tr> <tr> <td>Q3-2016/17</td> <td>3.53%</td> </tr> <tr> <td>Q4-2016/17</td> <td>3.7%</td> </tr> <tr> <td>Q1-2017/18</td> <td>3.43%</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 (%)	Q1-2016/17	3.73%	Q2-2016/17	3.83%	Q3-2016/17	3.53%	Q4-2016/17	3.7%	Q1-2017/18	3.43%	<p>3.43%</p>	<p><b>Observations:</b> The average rate of people aged 18-24 claiming out of work benefits was 3.43% in the last quarter, slightly lower than the Scottish rate of 3.53%. At the end of June 2017, there were 265 young people claiming out of work benefits, 35 lower than the end of the last quarter and 15 lower than the same time last year.</p> <p><b>Note:</b> Red "target" line indicates National Rate</p>		<p>Bryan McGrath</p>
Quarter	Value (%)																
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<p>Number of new Business Start Ups -Through Business Gateway</p>	<p><b>CP01-P001dP How many new businesses has Business Gateway help create?</b></p> <table border="1"> <caption>Number of new Business Start Ups -Through Business Gateway</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>54</td> </tr> <tr> <td>Q2-2016/17</td> <td>58</td> </tr> <tr> <td>Q3-2016/17</td> <td>50</td> </tr> <tr> <td>Q4-2016/17</td> <td>71</td> </tr> <tr> <td>Q1-2017/18</td> <td>57</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	Q1-2016/17	54	Q2-2016/17	58	Q3-2016/17	50	Q4-2016/17	71	Q1-2017/18	57	<p>57</p>	<p><b>How are we performing:</b> Business Start-up activity continues on target, with a steady flow of contacts. There has been more activity compared to this time last year, a result of building on the groundwork undertaken in previous periods. Some more businesses with growth potential coming forward in addition to lifestyle businesses.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Activity is spread right across the Borders. Running regular weekend workshops around the localities to reach out to new clients.</p>		<p>Bryan McGrath</p>
Quarter	Value																
Q1-2016/17	54																
Q2-2016/17	58																
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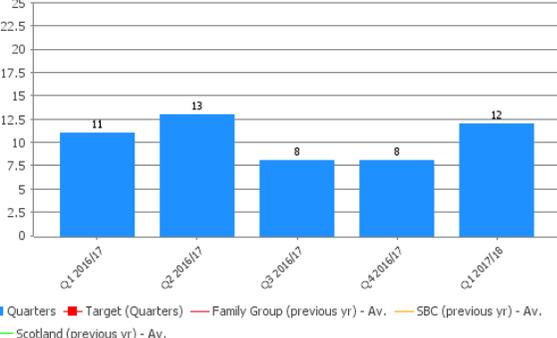
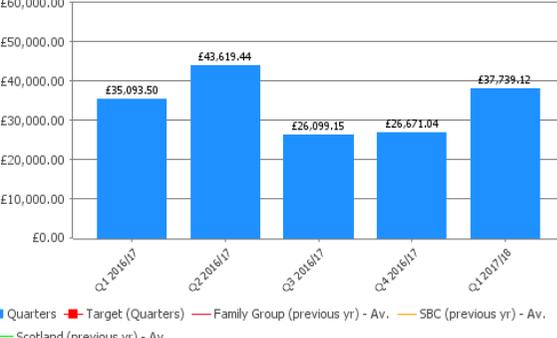
**Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)**

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Business supported through Business Gateway	<p><b>CP01-P001eP How many businesses has Business Gateway supported?</b></p> <table border="1"> <caption>Business Gateway Supported Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>269</td> </tr> <tr> <td>Q2 2016/17</td> <td>283</td> </tr> <tr> <td>Q3 2016/17</td> <td>360</td> </tr> <tr> <td>Q4 2016/17</td> <td>173</td> </tr> <tr> <td>Q1 2017/18</td> <td>286</td> </tr> </tbody> </table>	Quarter	Value	Q1 2016/17	269	Q2 2016/17	283	Q3 2016/17	360	Q4 2016/17	173	Q1 2017/18	286	286	<p><b>Observations:</b> Business Gateway continues to support a significant number of small businesses, with a focus on encouraging business growth in addition to support for business start-up. BG office move to Hawick has been positive for that locality and has not had an obvious adverse effect on any other area.</p>		Bryan McGrath
Quarter	Value																
Q1 2016/17	269																
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Q4 2016/17	173																
Q1 2017/18	286																

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Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Scottish Borders Business Loan Fund - Number of loans	<p><b>CP01-P001fP How many loans to local businesses did we award?</b></p> <table border="1"> <caption>Data for CP01-P001fP</caption> <thead> <tr> <th>Quarter</th> <th>Loans Awarded</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>1</td> </tr> <tr> <td>Q2 2016/17</td> <td>1</td> </tr> <tr> <td>Q3 2016/17</td> <td>2</td> </tr> <tr> <td>Q4 2016/17</td> <td>0</td> </tr> <tr> <td>Q1 2017/18</td> <td>3</td> </tr> </tbody> </table>	Quarter	Loans Awarded	Q1 2016/17	1	Q2 2016/17	1	Q3 2016/17	2	Q4 2016/17	0	Q1 2017/18	3	3	<p><b>Observations:</b> Three loans were approved in this Quarter from three applications. In 2016-17, only four business loans were approved across the financial year, which partly reflected the uncertainty caused by the delay in the new Business Loans Scotland scheme, which the Council is part of. In Q1 2017-18 alone, three loans were approved. Particular interest from the Food &amp; Drink sector at present. The local business loan fund continues to be marketed and is aimed at businesses whose projects would not meet the criteria for the Business Loans Scotland scheme.</p>		Bryan McGrath
Quarter	Loans Awarded																
Q1 2016/17	1																
Q2 2016/17	1																
Q3 2016/17	2																
Q4 2016/17	0																
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Scottish Borders Business Loan Fund - Value of loans	<p><b>CP01-P001gP How much money did those loans add up to?</b></p> <table border="1"> <caption>Data for CP01-P001gP</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>£11,250.00</td> </tr> <tr> <td>Q2 2016/17</td> <td>£20,000.00</td> </tr> <tr> <td>Q3 2016/17</td> <td>£40,000.00</td> </tr> <tr> <td>Q4 2016/17</td> <td>£0.00</td> </tr> <tr> <td>Q1 2017/18</td> <td>£48,711.24</td> </tr> </tbody> </table>	Quarter	Value (£)	Q1 2016/17	£11,250.00	Q2 2016/17	£20,000.00	Q3 2016/17	£40,000.00	Q4 2016/17	£0.00	Q1 2017/18	£48,711.24	£48,711.24		Bryan McGrath	
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**Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)**

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
<p>Scottish Borders Business Fund - Number of grants</p>	<p><b>CP01-P001HP How many grants to local businesses did we award?</b></p>  <table border="1"> <caption>CP01-P001HP How many grants to local businesses did we award?</caption> <thead> <tr> <th>Quarter</th> <th>Number of Grants</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>11</td> </tr> <tr> <td>Q2 2016/17</td> <td>13</td> </tr> <tr> <td>Q3 2016/17</td> <td>8</td> </tr> <tr> <td>Q4 2016/17</td> <td>8</td> </tr> <tr> <td>Q1 2017/18</td> <td>12</td> </tr> </tbody> </table>	Quarter	Number of Grants	Q1 2016/17	11	Q2 2016/17	13	Q3 2016/17	8	Q4 2016/17	8	Q1 2017/18	12	<p>12</p>	<p><b>Observations:</b> 12 grants were awarded from 21 applications submitted in this Quarter. The £37,739 awarded in this Quarter is expected to create leverage of £40,427.38 in private sector project spend. Grant awarded increased in Q1 reflecting the larger pipeline that is prevalent at the beginning of the financial year.</p>		<p>Bryan McGrath</p>
Quarter	Number of Grants																
Q1 2016/17	11																
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Q3 2016/17	8																
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<p>Scottish Borders Business Fund - Value of grants</p>	<p><b>CP01-P001HP How much money did those grants add up to?</b></p>  <table border="1"> <caption>CP01-P001HP How much money did those grants add up to?</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>£35,093.50</td> </tr> <tr> <td>Q2 2016/17</td> <td>£43,619.44</td> </tr> <tr> <td>Q3 2016/17</td> <td>£26,099.15</td> </tr> <tr> <td>Q4 2016/17</td> <td>£26,671.04</td> </tr> <tr> <td>Q1 2017/18</td> <td>£37,739.12</td> </tr> </tbody> </table>	Quarter	Value (£)	Q1 2016/17	£35,093.50	Q2 2016/17	£43,619.44	Q3 2016/17	£26,099.15	Q4 2016/17	£26,671.04	Q1 2017/18	£37,739.12	<p>£37,739.12</p>	<p>Successful recipients were approved on the potential of their projects to increase growth in the turnover of the business; create new jobs (28 are predicted in total, with 25 safeguarded for these projects); and to add value to the Scottish Borders economy.</p>		<p>Bryan McGrath</p>
Quarter	Value (£)																
Q1 2016/17	£35,093.50																
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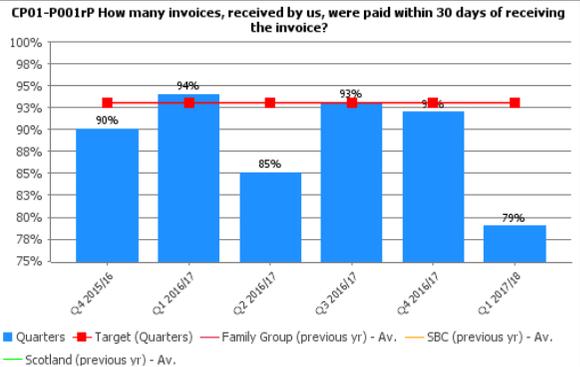
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Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Number of Planning Applications Received	<p><b>CP01-P001jP How many planning applications do we receive?</b></p> <table border="1"> <caption>CP01-P001jP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>321</td> </tr> <tr> <td>Q2-2016/17</td> <td>327</td> </tr> <tr> <td>Q3-2016/17</td> <td>291</td> </tr> <tr> <td>Q4-2016/17</td> <td>374</td> </tr> <tr> <td>Q1-2017/18</td> <td>374</td> </tr> </tbody> </table>	Quarter	Value	Q1-2016/17	321	Q2-2016/17	327	Q3-2016/17	291	Q4-2016/17	374	Q1-2017/18	374	374	<p><b>Observations:</b></p> <p>There has been a slight drop in the number of planning applications received since last quarter, but is higher than at the same time last year.</p> <p>The total number of applications received in the first six months of 2017 shows an 18% increase from those received in the final six months of 2016. This increase is welcome and is evidence of growing development activity in the Scottish Borders.</p>		Brian Frater
Quarter	Value																
Q1-2016/17	321																
Q2-2016/17	327																
Q3-2016/17	291																
Q4-2016/17	374																
Q1-2017/18	374																
Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)	<p><b>CP01-P001kP How long in weeks does it take on average to process all planning applications for major developments?</b></p> <table border="1"> <caption>CP01-P001kP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2015/16</td> <td>49.9</td> </tr> <tr> <td>Q1-2016/17</td> <td>0.0</td> </tr> <tr> <td>Q2-2016/17</td> <td>0.0</td> </tr> <tr> <td>Q3-2016/17</td> <td>0.0</td> </tr> <tr> <td>Q4-2016/17</td> <td>0.0</td> </tr> </tbody> </table>	Quarter	Value	Q4-2015/16	49.9	Q1-2016/17	0.0	Q2-2016/17	0.0	Q3-2016/17	0.0	Q4-2016/17	0.0	0.0	<p><b>Observations:</b></p> <p>All Planning applications for Major Developments in the reporting period have had "Processing Agreements" established between the Council and Applicants, and therefore are no longer included in the published quarterly figures. That said, in Q4 there have been no Major applications submitted to SBC</p>		Ian Aikman
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Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
<p>Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)</p>	<p><b>CP01-P001IP How long in weeks does it take on average to process all planning applications for non-household developments?</b></p> <table border="1"> <caption>Data for CP01-P001IP (Non-household)</caption> <thead> <tr> <th>Quarter</th> <th>Value (wks)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>14.8</td> </tr> <tr> <td>Q1 2016/17</td> <td>8.6</td> </tr> <tr> <td>Q2 2016/17</td> <td>7.0</td> </tr> <tr> <td>Q3 2016/17</td> <td>6.9</td> </tr> <tr> <td>Q4 2016/17</td> <td>7.9</td> </tr> </tbody> </table>	Quarter	Value (wks)	Q4 2015/16	14.8	Q1 2016/17	8.6	Q2 2016/17	7.0	Q3 2016/17	6.9	Q4 2016/17	7.9	7.9	<p><b>Observations:</b> Q4 figure of 7.9 weeks, with the annual figure being 7.6 weeks, and is a significant improvement from last years' figure of 17.4 weeks and also the culmination of good progress in timescales from 22.7 weeks, 26.8 weeks and 25.3 weeks in the preceding years.</p>		Ian Aikman
Quarter	Value (wks)																
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Q3 2016/17	6.9																
Q4 2016/17	7.9																
<p>Av.time (wks) taken to process all planning apps - Local Dev (householder) - ADJUSTED (cumulative)</p>	<p><b>CP01-P001mP How long in weeks does it take on average to process all planning applications for household developments?</b></p> <table border="1"> <caption>Data for CP01-P001mP (Household)</caption> <thead> <tr> <th>Quarter</th> <th>Value (wks)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>6.4</td> </tr> <tr> <td>Q1 2016/17</td> <td>6.5</td> </tr> <tr> <td>Q2 2016/17</td> <td>6.7</td> </tr> <tr> <td>Q3 2016/17</td> <td>7.4</td> </tr> <tr> <td>Q4 2016/17</td> <td>6.6</td> </tr> </tbody> </table>	Quarter	Value (wks)	Q4 2015/16	6.4	Q1 2016/17	6.5	Q2 2016/17	6.7	Q3 2016/17	7.4	Q4 2016/17	6.6	6.6	<p><b>Observations:</b> Q4 figure of 6.6 weeks, with annual figure being 6.8 weeks which is comparable with last years figure of 6.7 weeks which in itself was the culmination of a steady reduction (and therefore improvement in performance) from 7.7 weeks, 8.6 weeks and 10.1 weeks in preceding years.</p>		Ian Aikman
Quarter	Value (wks)																
Q4 2015/16	6.4																
Q1 2016/17	6.5																
Q2 2016/17	6.7																
Q3 2016/17	7.4																
Q4 2016/17	6.6																

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By														
% of Invoices paid within 30 days	<p><b>CP01-P001rP How many invoices, received by us, were paid within 30 days of receiving the invoice?</b></p>  <table border="1"> <caption>CP01-P001rP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4-2015/16</td> <td>90%</td> </tr> <tr> <td>Q1-2016/17</td> <td>94%</td> </tr> <tr> <td>Q2-2016/17</td> <td>85%</td> </tr> <tr> <td>Q3-2016/17</td> <td>93%</td> </tr> <tr> <td>Q4-2016/17</td> <td>93%</td> </tr> <tr> <td>Q1-2017/18</td> <td>79%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q4-2015/16	90%	Q1-2016/17	94%	Q2-2016/17	85%	Q3-2016/17	93%	Q4-2016/17	93%	Q1-2017/18	79%	79%	<p><b>Observations:</b>                      The decline in performance over the quarter is a result of the implementation of Business World and the various system, processing and procedure issues which have arisen since going live on 1 April 2017. Work has been ongoing with members of SBC, Agilisys and CGI to resolve the issues as quick as possible, however the delay in some issues being fixed caused a backlog in the invoices needing processed.</p>		Lynn Mirley
Quarter	Value (%)																		
Q4-2015/16	90%																		
Q1-2016/17	94%																		
Q2-2016/17	85%																		
Q3-2016/17	93%																		
Q4-2016/17	93%																		
Q1-2017/18	79%																		

# IMPROVE ATTAINMENT AND ACHIEVEMENT LEVELS FOR ALL OUR CHILDREN AND YOUNG PEOPLE, WITH A FOCUS ON INCLUSION

## HOW ARE WE DOING?



### Exam Performance for School Year 2016-17:

#### Exam results evidence of continued high standards across Borders schools

"Once again, our young people have excelled in their national examinations. Our S4 results were exceptionally strong with an increased percentage of young people achieving a minimum of five National 5 awards. In our S5 and S6, we saw another year of excellent attainment."

Our staff, local community, parents and carers should be extremely proud of each and every individual pupil success and achievement on this examination results day"

**Justin Sinclair**  
(Headteacher, Earlston High School)

"I was very relieved to get the results I needed to go on to study Law at Glasgow University. I worked very hard this year and it was all worth it! I am very proud to have made it. I put in a lot of effort in S6, I needed to work hard and it has paid off really well."

**Alistair Crooks** (Galashiels Academy)

"I am really happy with these results. It took a lot of time, effort and sacrifice revising for hours. All my teachers were very supportive; they believed in me and worked for me marking all the extra work I submitted. The important thing to remember is it is not about working to get by but it is about working to stretch yourself above what you thought you were capable of."

**Olivia Brunton** (Peebles High School)

"What made the difference for me was teachers who were available after school when I needed them, for example, at the schools' Study Zone, which took place before the prelims and final exams."

**Katie Walker** (Eyemouth High School)

• inclusion • attainment • achievement • leadership • inclusion • attainment • achievement • leadership •

### Exam Results 2016/17:

#### S4 PUPIL ATTAINMENT 2016/17

**39.98%**

achieved **5+ SCQF Level 5** (National 5s) or above

(up from 37.32% in 2013/14)

#### S5 PUPIL ATTAINMENT 2016/17

**18.05%**

achieved **5+ SCQF Level 6** (Higher) or above

(up from 14.9% in 2013/14)

#### S6 PUPIL ATTAINMENT 2016/17

**33.53%**

achieved **5+ SCQF Level 6** (Higher) or above

(up from 30% in 2013/14)

### Our performance

#### ATTENDANCE (APRIL - JUNE 2016/17 SCHOOL YEAR)

**95.1%**

pupils **attended** their **primary school**



Scottish average for 14/15 = 95.1%

**91.2%**

pupils **attended** their **secondary school**

Scottish average for 14/15 = 91.8%

#### EXCLUSIONS (APRIL - JUNE 2016/17 SCHOOL YEAR)

**12** primary **30** secondary

April - June 15/16 9 Prim/32 Secon

### Pass Rates 2016/17:

National 5	Higher	Advanced Higher
SB = 81.02%	SB = 79.54%	SB = 83.24%
Scotland = 79.50%	Scotland = 77.00%	Scotland = 80.00%



**Priority 2: Improving attainment & achievement levels – Executive Quarterly PIs**

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By																									
What % of primary and secondary school pupils attend school?	<p>CP02-P24P What % of primary and secondary school pupils attend school?</p> <table border="1"> <thead> <tr> <th>Year</th> <th>2014/15</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~94.5%</td> <td>~94.5%</td> <td>~94.5%</td> <td>93.1%</td> </tr> <tr> <td>Q2</td> <td>~95.5%</td> <td>~95.5%</td> <td>~95.5%</td> <td>~95.5%</td> </tr> <tr> <td>Q3</td> <td>~94.5%</td> <td>~94.5%</td> <td>~94.5%</td> <td>~94.5%</td> </tr> <tr> <td>Q4</td> <td>~94.5%</td> <td>~94.5%</td> <td>~94.5%</td> <td>~94.5%</td> </tr> </tbody> </table>	Year	2014/15	2015/16	2016/17	2017/18	Q1	~94.5%	~94.5%	~94.5%	93.1%	Q2	~95.5%	~95.5%	~95.5%	~95.5%	Q3	~94.5%	~94.5%	~94.5%	~94.5%	Q4	~94.5%	~94.5%	~94.5%	~94.5%	93.1%	<p><b>How are we performing:</b></p> <p>Q1 is traditionally a lower quarter for attendance with the breakup of schools during June. This year we have seen a lower level of attendance in this quarter which is close to the same performance as last Q1 however slightly behind previous years.</p> <p><b>Actions we are taking to improve/maintain performance:</b></p> <p>Continued monitoring of absences and control of authorised absences has been a priority during the final month of the school term. Continued focus during the final month of the year will be taken.</p>		Donna Manson
Year	2014/15	2015/16	2016/17	2017/18																										
Q1	~94.5%	~94.5%	~94.5%	93.1%																										
Q2	~95.5%	~95.5%	~95.5%	~95.5%																										
Q3	~94.5%	~94.5%	~94.5%	~94.5%																										
Q4	~94.5%	~94.5%	~94.5%	~94.5%																										
What % of primary school pupils attend school?	<p>CP02-P11aP What % of primary school pupils attend school? (CP02-P11aP)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>2014/15</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~96.0%</td> <td>~96.5%</td> <td>~95.5%</td> <td>95.08%</td> </tr> <tr> <td>Q2</td> <td>~97.0%</td> <td>~97.0%</td> <td>~97.0%</td> <td>~97.0%</td> </tr> <tr> <td>Q3</td> <td>~95.5%</td> <td>~95.5%</td> <td>~95.5%</td> <td>~95.5%</td> </tr> <tr> <td>Q4</td> <td>~95.0%</td> <td>~95.0%</td> <td>~95.0%</td> <td>~95.0%</td> </tr> </tbody> </table>	Year	2014/15	2015/16	2016/17	2017/18	Q1	~96.0%	~96.5%	~95.5%	95.08%	Q2	~97.0%	~97.0%	~97.0%	~97.0%	Q3	~95.5%	~95.5%	~95.5%	~95.5%	Q4	~95.0%	~95.0%	~95.0%	~95.0%	95.08%	<p><b>How are we performing:</b></p> <p>Q1 is traditionally a lower quarter for attendance with the breakup of schools during June. Primary attendance remains consistent with last year however is slightly behind previous years.</p> <p><b>Actions we are taking to improve/maintain performance:</b></p> <p>Continued monitoring of absences and control of authorised absences has been a priority during the final month of the school term.</p>		Donna Manson
Year	2014/15	2015/16	2016/17	2017/18																										
Q1	~96.0%	~96.5%	~95.5%	95.08%																										
Q2	~97.0%	~97.0%	~97.0%	~97.0%																										
Q3	~95.5%	~95.5%	~95.5%	~95.5%																										
Q4	~95.0%	~95.0%	~95.0%	~95.0%																										

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By
What % of secondary school pupils attend school?	<p><b>CP02-P11bP What % of secondary school pupils attend school? (CP02-P11bP)</b></p>	91.20%	<p><b>How are we performing:</b></p> <p>Q1 is traditionally a lower quarter for attendance with the breakup of schools during June. This year the secondary schools have seen a decline in attendance during Q1 which is lower than previous years. During the final quarter the increase in absence can be attributed to unauthorised absence rather than authorised absence.</p> <p><b>Actions we are taking to improve/maintain performance:</b></p> <p>Continued monitoring of absences, control of authorised absences and further investigation into unauthorised absence has been a priority during the final month of the school term.</p>		Donna Manson
How many primary and secondary school pupils were excluded?	<p><b>CP02-P25P How many primary and secondary school pupils were excluded?</b></p>	42	<p><b>How are we performing:</b></p> <p>The overall levels are reducing over the longer term and significantly since 2013/14. The majority of the 42 pupils excluded from school during Q1 were single incidents, with few repeat exclusions (i.e. where a pupil is excluded more than once in a 3 month period).</p> <p><b>Actions we are taking to improve/maintain performance:</b></p> <p>Schools continue to focus on reducing exclusions and providing a more inclusive education. We continue to analyse exclusions individually within each area and school individually. The decrease realised in Q1 2017/18 has resulted from action planning within specific school contexts to ensure a clear focus on reducing exclusions during 2017/18.</p>		Donna Manson

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By										
How many primary school pupils were excluded?	<p>CP02-P09aP How many primary school pupils were excluded? (CP02-P09aP)</p> <table border="1"> <caption>Primary School Pupil Exclusions</caption> <thead> <tr> <th>Year</th> <th>Exclusions</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>8</td> </tr> <tr> <td>2016/17</td> <td>10</td> </tr> <tr> <td>2017/18</td> <td>12</td> </tr> </tbody> </table>	Year	Exclusions	2015/16	8	2016/17	10	2017/18	12	12	<p><b>How are we performing:</b></p> <p>The number of pupils excluded from primary schools remains low and is now significantly lower than it was in 2013/14, despite the increase since last quarter and when compared to the same time last year. However, detailed analysis at school level has shown that the majority of the 12 exclusions were single incidents, demonstrating that restorative work is having an impact.</p> <p><b>Actions we are taking to improve/maintain performance:</b></p> <p>Detailed analysis has already prompted action planning within specific school contexts, with a clear focus on inclusion and on reducing exclusions during 2017/18</p>		Donna Manson		
Year	Exclusions														
2015/16	8														
2016/17	10														
2017/18	12														
How many secondary school pupils were excluded?	<p>CP02-P09bP How many secondary school pupils were excluded? (CP02-P09bP)</p> <table border="1"> <caption>Secondary School Pupil Exclusions</caption> <thead> <tr> <th>Year</th> <th>Exclusions</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>43</td> </tr> <tr> <td>2015/16</td> <td>33</td> </tr> <tr> <td>2016/17</td> <td>30</td> </tr> <tr> <td>2017/18</td> <td>30</td> </tr> </tbody> </table>	Year	Exclusions	2014/15	43	2015/16	33	2016/17	30	2017/18	30	30	<p><b>How are we performing:</b></p> <p>The end of the academic year has seen the lowest levels of exclusions during 2016/17. In secondary schools, the overall levels are reducing over the longer term and significantly since 2013/14. The majority of the 30 pupils excluded from secondary school during Q1 were single incidents, with few repeat exclusions (i.e. where a pupil is excluded more than once in a 3 month period).</p> <p><b>Actions we are taking to improve/maintain performance:</b></p> <p>Schools continue to focus on reducing exclusions and providing a more inclusive education. We continue to analyse exclusions at a high school level and the decrease realised in Q1 has resulted from action planning within specific school contexts to ensure a clear focus on reducing exclusions during 2017/18.</p>		Donna Manson
Year	Exclusions														
2014/15	43														
2015/16	33														
2016/17	30														
2017/18	30														

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By										
Number of Schools/Nurseries inspected per Quarter	<p><b>CP02-P21P How many schools/nurseries in the Scottish Borders were inspected?</b></p> <table border="1"> <caption>Data for CP02-P21P</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>1</td> <td>1</td> <td>2</td> <td>0</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	1	1	2	0	0	No Inspections were completed this quarter.		Donna Manson
Year	Q1	Q2	Q3	Q4											
2014/15	1	1	2	0											
What % of pupils in S4 gained 5 or more awards at level 5 or better (Level 5 equates to a "National 5 Award" in the SCQF: Scottish Credit and Qualification Framework)?	<p><b>CP02-P04P What % of pupils in S4 gained 5 or more awards at level 5 or better (Level 5 equates to a "National 5 Award" in the SCQF: Scottish Credit and Qualification Framework)?</b></p> <table border="1"> <caption>Data for CP02-P04P</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>37.32%</td> </tr> <tr> <td>2014/15</td> <td>38.43%</td> </tr> <tr> <td>2015/16</td> <td>42.62%</td> </tr> <tr> <td>2016/17</td> <td>39.98%</td> </tr> </tbody> </table>	Year	Percentage	2013/14	37.32%	2014/15	38.43%	2015/16	42.62%	2016/17	39.98%	39.98%	<p><b>Observations:</b> The number of pupils achieving 5 or more National 5's in S4 continues on an overall upward trend since 2013/14 . We have however seen a marginal decline in those achieving 5 or more national 5's in S4 in comparison to last year. This decline has been experienced nationally with the overall S4 result being lower than last year. We have seen a record number of pupils presented for examination this year with 723 more pupils presented for National 5.</p>		Donna Manson
Year	Percentage														
2013/14	37.32%														
2014/15	38.43%														
2015/16	42.62%														
2016/17	39.98%														

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By										
What % of pupils in S5 gained 5 or more awards at level 6 or better (Level 6 equates to a "Higher Award" in the SCQF)?	<p><b>CP02-P04aP What % of pupils in S5 gained 5 or more awards at level 6 or better (Level 6 equates to a "Higher Award" in the SCQF)?</b></p> <table border="1"> <caption>Data for CP02-P04aP</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>14.9%</td> </tr> <tr> <td>2014/15</td> <td>15.8%</td> </tr> <tr> <td>2015/16</td> <td>16.6%</td> </tr> <tr> <td>2016/17</td> <td>18.05%</td> </tr> </tbody> </table> <p>■ Years    ■ Family Group - Av.    ■ Family Group (previous yr) - Av.    ■ SBC (previous yr) - Av. ■ Scotland - Av.    ■ Scotland (previous yr) - Av.</p>	Year	Percentage	2013/14	14.9%	2014/15	15.8%	2015/16	16.6%	2016/17	18.05%	18.05%	<p><b>Observations:</b> S5 saw a 1.4 percent increase of pupils gaining five or more Highers. This represents our highest performance ever with 215 pupils achieving five or more Highers compared to 197 last year. 455 pupils gained three or more Highers.</p>		Donna Manson
Year	Percentage														
2013/14	14.9%														
2014/15	15.8%														
2015/16	16.6%														
2016/17	18.05%														
What % of pupils in S6 gained 5 or more awards at level 6 or better (Level 6 equates to a "Higher Award" in the SCQF)?	<p><b>CP02-P04bP What % of pupils in S6 gained 5 or more awards at level 6 or better (Level 6 equates to a "Higher Award" in the SCQF)?</b></p> <table border="1"> <caption>Data for CP02-P04bP</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>30%</td> </tr> <tr> <td>2014/15</td> <td>34.3%</td> </tr> <tr> <td>2015/16</td> <td>33.9%</td> </tr> <tr> <td>2016/17</td> <td>33.53%</td> </tr> </tbody> </table> <p>■ Years    ■ Family Group - Av.    ■ Family Group (previous yr) - Av.    ■ SBC (previous yr) - Av. ■ Scotland - Av.    ■ Scotland (previous yr) - Av.</p>	Year	Percentage	2013/14	30%	2014/15	34.3%	2015/16	33.9%	2016/17	33.53%	33.53%	<p><b>Observations:</b> We have maintained the number of S6 pupils obtaining 5 or more Higher during 2016/17. S6 saw a 2.3 percent increase of pupils gaining at least one Higher, with 763 pupils achieving compared to 719 in 2016. There was a 2.67 percent increase in S6 pupils leaving with three or more Highers with 574 pupils attaining three or more Highers in 2017 compared to 530 in 2016.</p>		Donna Manson
Year	Percentage														
2013/14	30%														
2014/15	34.3%														
2015/16	33.9%														
2016/17	33.53%														

# PROVIDE HIGH QUALITY SUPPORT, CARE AND PROTECTION TO CHILDREN, YOUNG PEOPLE, ADULTS, FAMILIES, AND OLDER PEOPLE

## HOW ARE WE DOING?

April 2017 – June 2017:

<b>SELF-DIRECTED SUPPORT APPROACH</b> <b>66%</b> of adults are using the <b>Self-Directed Support approach</b> (at end June 2017)	<b>DOMESTIC ABUSE</b> <b>291</b> reported incidents of <b>domestic abuse</b>	<b>CRIMES AND OFFENCES</b> <b>963</b> group 1-5 crimes and offences were recorded	<b>WELFARE BENEFITS SERVICE</b> <b>597</b> people contacted our <b>Welfare Benefits Service</b> receiving <b>over £780k in additional benefits</b>
SB (June '16) 31.2%	SB Q1 16/17 232	SB Q1 16/17 726	SB Q1 16/17 £1,969k

### What Matters-Scottish Borders Community Hub Initiative

This initiative offers advice and information for adults who are looking for ways to maintain independence in their own homes, helping to provide additional ways of accessing social care and health services. Residents will be able to attend booked appointments or drop-in sessions in their own communities and meet with a range of professional staff and trained volunteers to get advice about social care needs, general wellbeing and independence. Available in the Ettrick and Yarrow valleys and for those from social work waiting lists in Galashiels and Hawick, it is planned to extend to Eyemouth and Peebles by October 2017.



• support • independence • joined-up care • health • support • independence • joined-up care • health •

### Our performance during Q1 2017/18

<b>CARE AT HOME</b> <b>77%</b> of adults (aged 65yrs+) received <b>care at home</b> compared to a care home /residential setting (at end June 2017) (above our target of 70%)	<b>LOOKED AFTER CHILDREN</b> <b>239</b> looked after and accommodated children (at end June 2017)	<b>ADULT PROTECTION DURING Q1 2017/18</b> <b>49</b> concerns were raised (up from 47 in Q1 16/17)	<b>CHILD PROTECTION</b> <b>119</b> inter-agency discussions (Initial Referrals Discussions) concerning the <b>safety of a child held</b> (down from 126 in Q1 16/17)
<b>NEW SERVICE USERS</b> <b>100%</b> of new service users received a service <b>within 6 weeks of assessment</b> (at end June 2017) (in line with March 2017)	<b>85%</b> of looked after children (across all ages) were <b>living within a community family-based placement</b> (at end June 2017) (down from 87% at end of March 17)	<b>21</b> investigations were carried out (down from 27 in Q1 16/17)	<b>37</b> children on the <b>Child Protection Register</b> (at end June 2017)
		<b>6</b> case conferences were held (up from 3 in Q1 16/17)	(down from 54 at end of March 17)



**Priority 3: Care, Support and protection– Executive Quarterly PIs**

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
<p>% of Adults 65+ receiving care at home to sustain an independent quality of life as part of the community compared to those in a care home.</p>	<p><b>CP03-P002bP % of Adults 65+ receiving care at home to sustain an independent quality of life as part of the community compared to those in a care home.</b></p> <table border="1"> <caption>Chart Data: % of Adults 65+ receiving care at home to sustain an independent quality of life</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>73%</td> </tr> <tr> <td>Q2 2016/17</td> <td>76%</td> </tr> <tr> <td>Q3 2016/17</td> <td>76%</td> </tr> <tr> <td>Q4 2016/17</td> <td>76%</td> </tr> <tr> <td>Q1 2017/18</td> <td>77%</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 (%)	Q1 2016/17	73%	Q2 2016/17	76%	Q3 2016/17	76%	Q4 2016/17	76%	Q1 2017/18	77%	<p>77%</p>	<p><b>How are we performing:</b> The % of adults over 65 receiving care at home to sustain an independent quality of life has remained consistently at 76% for the past 4 quarters.</p> <p><b>Actions we are taking to improve/maintain performance:</b> With the integration of Health and Social Care including more locality base services it is believed that we can further support clients to lead an independent life at home. As the integration continues to become established and more locality based services become active further increases within this PI could be realised.</p>	<p></p>	<p>Elaine Torrance</p>
Quarter	Value (%)																
Q1 2016/17	73%																
Q2 2016/17	76%																
Q3 2016/17	76%																
Q4 2016/17	76%																
Q1 2017/18	77%																

**Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)**

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By																		
<p>Percentage of Clients using the Self Directed Support (SDS) approach based on Finance Commitment Records</p>	<p><b>CP03-P004bP Percentage of Clients using the SDS approach based on Finance Commitment Records</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>31.2%</td> <td>-</td> </tr> <tr> <td>Q2 2016/17</td> <td>41.0%</td> <td>-</td> </tr> <tr> <td>Q3 2016/17</td> <td>50.0%</td> <td>-</td> </tr> <tr> <td>Q4 2016/17</td> <td>59.0%</td> <td>-</td> </tr> <tr> <td>Q1 2017/18</td> <td>66.0%</td> <td>66.0%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2016/17	31.2%	-	Q2 2016/17	41.0%	-	Q3 2016/17	50.0%	-	Q4 2016/17	59.0%	-	Q1 2017/18	66.0%	66.0%	<p>66.0%</p>	<p><b>How are we performing:</b></p> <p>The % of adults who are now directing their own care and support has increased in Q1. We continue to strive to meet our ambition targets and meet the goal of all clients using the SDS approach by the end of 2018.</p> <p><b>Actions we are taking to improve/maintain performance:</b></p> <p>All new clients are assessed using the Self Directed Support (SDS) and SBC is continuing the progression of existing clients, during reassessment, onto the Self Directed Support (SDS) approach. Bi monthly performance clinics are held and this measure is monitored and discussed to ensure continued progression towards target.</p> <p>Recent publication by the Scottish Government show the Variation in SDS implementation rates by local authority, 2015-16. The current Scottish Average is 26% however Scottish Border Council is listed as 16%. This measurement takes into account all clients receiving any service and may count them multiple time. It then compares this to the number receiving a care package (which will include multiple services within one unit). This information is taken from our annual data return and is not truly representative of the implementation within the Scottish Borders.</p> <p>This measurement compares the number of clients who receive a financial commitment which would be considered a package of care with those who are assessed using the SDS approach. This is a more representative measure of the SDS implementation within the Scottish Borders.</p>	<p>⚠</p>	<p>Elaine Torrance</p>
Quarter	Quarters (%)	Target (Quarters) (%)																					
Q1 2016/17	31.2%	-																					
Q2 2016/17	41.0%	-																					
Q3 2016/17	50.0%	-																					
Q4 2016/17	59.0%	-																					
Q1 2017/18	66.0%	66.0%																					

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Adults with self-directed care arrangements per 1,000 population	<p><b>CP03-P004P How many adults have self-directed care (SDS) arrangements? (rate per 1,000 people)</b></p> <table border="1"> <caption>Data for CP03-P004P</caption> <thead> <tr> <th>Quarter</th> <th>Rate per 1,000 people</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>10.10</td> </tr> <tr> <td>Q2-2016/17</td> <td>12.82</td> </tr> <tr> <td>Q3-2016/17</td> <td>14.29</td> </tr> <tr> <td>Q4-2016/17</td> <td>15.58</td> </tr> <tr> <td>Q1-2017/18</td> <td>17.78</td> </tr> </tbody> </table>	Quarter	Rate per 1,000 people	Q1-2016/17	10.10	Q2-2016/17	12.82	Q3-2016/17	14.29	Q4-2016/17	15.58	Q1-2017/18	17.78	17.78	<p><b>Observations:</b> Continuing increase in existing and new clients being assessed using the SDS approach. This is shown as the rate of individuals using SDS arrangements per 1,000 population increases.</p> <p>Expectation is that all clients will be assessed using the SDS approach by the end of 2018</p> <p>At present this measurement is no longer nationally published. As the SDS implementation continues the main measurement used by the Scottish Government to compare Local Authorities is the SDS implementation rates. This measurement is similar to CP03-P004b Percentage of Clients using the SDS approach based on Finance Commitment Records.</p>		Elaine Torrance
Quarter	Rate per 1,000 people																
Q1-2016/17	10.10																
Q2-2016/17	12.82																
Q3-2016/17	14.29																
Q4-2016/17	15.58																
Q1-2017/18	17.78																
Proportion of new service users who receive a service within 6 weeks of assessment (year to date)	<p><b>CP03-P028P What % of people contacting Social Work receive a service within 6 weeks of their assessment?</b></p> <table border="1"> <caption>Data for CP03-P028P</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>96%</td> </tr> <tr> <td>Q2-2016/17</td> <td>97%</td> </tr> <tr> <td>Q3-2016/17</td> <td>97%</td> </tr> <tr> <td>Q4-2016/17</td> <td>100%</td> </tr> <tr> <td>Q1-2017/18</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1-2016/17	96%	Q2-2016/17	97%	Q3-2016/17	97%	Q4-2016/17	100%	Q1-2017/18	100%	100%	<p><b>Observations:</b> The % of new service users receiving a service within 6 weeks of assessment continues to meet and exceed target.</p> <p><b>Actions we are taking to improve/maintain performance:</b> With new process embedded and methods of recording assessments understood this indicator has shown a steady recovery and is now maintained above the target of 95%.</p>		Elaine Torrance
Quarter	Percentage																
Q1-2016/17	96%																
Q2-2016/17	97%																
Q3-2016/17	97%																
Q4-2016/17	100%																
Q1-2017/18	100%																

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Adult protection - Number of Concerns	<p><b>CP03-P149 Adult protection - Number of Concerns</b></p> <table border="1"> <caption>Data for CP03-P149 Adult protection - Number of Concerns</caption> <thead> <tr> <th>Quarter</th> <th>Number of Concerns</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>48</td> </tr> <tr> <td>Q2-2016/17</td> <td>65</td> </tr> <tr> <td>Q3-2016/17</td> <td>52</td> </tr> <tr> <td>Q4-2016/17</td> <td>42</td> </tr> <tr> <td>Q1-2017/18</td> <td>49</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Number of Concerns	Q1-2016/17	48	Q2-2016/17	65	Q3-2016/17	52	Q4-2016/17	42	Q1-2017/18	49	49	<p><b>Observations:</b> Small increase in the number of concerns raised during Q1. This trend matches last year.</p>		Elaine Torrance
Quarter	Number of Concerns																
Q1-2016/17	48																
Q2-2016/17	65																
Q3-2016/17	52																
Q4-2016/17	42																
Q1-2017/18	49																
Adult protection - Number of Investigations	<p><b>CP03-P150 Adult protection - Number of Investigations</b></p> <table border="1"> <caption>Data for CP03-P150 Adult protection - Number of Investigations</caption> <thead> <tr> <th>Quarter</th> <th>Number of Investigations</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>27</td> </tr> <tr> <td>Q2-2016/17</td> <td>40</td> </tr> <tr> <td>Q3-2016/17</td> <td>25</td> </tr> <tr> <td>Q4-2016/17</td> <td>26</td> </tr> <tr> <td>Q1-2017/18</td> <td>21</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Number of Investigations	Q1-2016/17	27	Q2-2016/17	40	Q3-2016/17	25	Q4-2016/17	26	Q1-2017/18	21	21	<p><b>Observations:</b> Investigations remain at a higher overall level than 2014/15 however are slightly below the levels experience in 2015/16.</p>		Elaine Torrance
Quarter	Number of Investigations																
Q1-2016/17	27																
Q2-2016/17	40																
Q3-2016/17	25																
Q4-2016/17	26																
Q1-2017/18	21																

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Adult protection - Number of Case Conferences	<p><b>CP03-P151 Adult protection - Number of Case Conferences</b></p> <table border="1"> <caption>CP03-P151 Adult protection - Number of Case Conferences</caption> <thead> <tr> <th>Quarter</th> <th>Number of Case Conferences</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>3</td> </tr> <tr> <td>Q2 2016/17</td> <td>7</td> </tr> <tr> <td>Q3 2016/17</td> <td>2</td> </tr> <tr> <td>Q4 2016/17</td> <td>10</td> </tr> <tr> <td>Q1 2017/18</td> <td>6</td> </tr> </tbody> </table>	Quarter	Number of Case Conferences	Q1 2016/17	3	Q2 2016/17	7	Q3 2016/17	2	Q4 2016/17	10	Q1 2017/18	6	6	<p><b>Observations:</b> Case conferences remain higher than the past two years.</p>		Elaine Torrance
Quarter	Number of Case Conferences																
Q1 2016/17	3																
Q2 2016/17	7																
Q3 2016/17	2																
Q4 2016/17	10																
Q1 2017/18	6																
Looked After Children (aged 12+) in family-based placements compared to those in residential placements	<p><b>CP03-P006P What % of children (aged 12+) are accommodated with family rather than residential placements?</b></p> <table border="1"> <caption>CP03-P006P What % of children (aged 12+) are accommodated with family rather than residential placements?</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>75%</td> </tr> <tr> <td>Q2 2016/17</td> <td>76%</td> </tr> <tr> <td>Q3 2016/17</td> <td>76%</td> </tr> <tr> <td>Q4 2016/17</td> <td>76%</td> </tr> <tr> <td>Q1 2017/18</td> <td>74%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2016/17	75%	Q2 2016/17	76%	Q3 2016/17	76%	Q4 2016/17	76%	Q1 2017/18	74%	74%	<p><b>How are we performing:</b> We have seen a small decline in the number of children over the age of 12 placed within a family setting.</p> <p><b>Actions we are taking to improve/maintain performance:</b> We have seen a continued increase in the number of foster carers within the Scottish Borders. In the past year we have increased and maintained the number of foster carer and with continued support and recruitment the ambitious target of 80% will be achievable.</p>		Ann Blackie
Quarter	Percentage																
Q1 2016/17	75%																
Q2 2016/17	76%																
Q3 2016/17	76%																
Q4 2016/17	76%																
Q1 2017/18	74%																

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By																				
<p>Looked After Children (All ages) in family-based placements compared to those in residential placements</p>	<p><b>CP03-P006bP Looked After Children in family-based placements compared to those in residential placements</b></p> <table border="1"> <caption>CP03-P006bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>87%</td> </tr> <tr> <td>Q2-2016/17</td> <td>86%</td> </tr> <tr> <td>Q3-2016/17</td> <td>86%</td> </tr> <tr> <td>Q4-2016/17</td> <td>87%</td> </tr> <tr> <td>Q1-2017/18</td> <td>85%</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 (%)	Q1-2016/17	87%	Q2-2016/17	86%	Q3-2016/17	86%	Q4-2016/17	87%	Q1-2017/18	85%	<p>85%</p>	<p><b>Observation:</b></p> <p>The majority of looked after children within the Scottish Borders are placed within a family setting rather than residential placement. We continue to look to further expand our network of foster carer and use kinship carers to increase the number of children placed within family settings.</p>		<p>Ann Blackie</p>								
Quarter	Value (%)																								
Q1-2016/17	87%																								
Q2-2016/17	86%																								
Q3-2016/17	86%																								
Q4-2016/17	87%																								
Q1-2017/18	85%																								
<p>Number of Looked After Children (LAC)</p>	<p><b>CP03-P083P Number of Looked After Children (LAC)</b></p> <table border="1"> <caption>CP03-P083P Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>195</td> <td>215</td> <td>215</td> <td>220</td> </tr> <tr> <td>2016/17</td> <td>220</td> <td>220</td> <td>235</td> <td>250</td> </tr> <tr> <td>2017/18</td> <td>240</td> <td>240</td> <td>240</td> <td>250</td> </tr> </tbody> </table> <p>Legend: ■ 2015/16, ■ 2016/17, ■ 2017/18</p>	Year	Q1	Q2	Q3	Q4	2015/16	195	215	215	220	2016/17	220	220	235	250	2017/18	240	240	240	250	<p>239</p>	<p><b>Observations:</b></p> <p>Q1 has seen a reduction in the number of looked after children. This figure is a snap shot during the last month of the quarter and fluctuates throughout the time period. Recent larger family groups have influenced the fluctuations in number of looked after children. Historically family groups with two or less individuals have made up the looked after children numbers however we have seen larger family groups of three or four becoming more frequent.</p>		<p>Ann Blackie</p>
Year	Q1	Q2	Q3	Q4																					
2015/16	195	215	215	220																					
2016/17	220	220	235	250																					
2017/18	240	240	240	250																					

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By																				
Number of Inter-agency Referral Discussions (IRDs) held about a child	<p><b>CP03-P085P Number of Inter-agency Discussions (IRDs) held</b></p> <table border="1"> <caption>CP03-P085P Number of Inter-agency Discussions (IRDs) held</caption> <thead> <tr> <th>Quarter</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>80</td> <td>120</td> <td>119</td> </tr> <tr> <td>Q2</td> <td>90</td> <td>140</td> <td>-</td> </tr> <tr> <td>Q3</td> <td>125</td> <td>165</td> <td>-</td> </tr> <tr> <td>Q4</td> <td>175</td> <td>160</td> <td>-</td> </tr> </tbody> </table>	Quarter	2015/16	2016/17	2017/18	Q1	80	120	119	Q2	90	140	-	Q3	125	165	-	Q4	175	160	-	119	<p><b>Observations:</b> The number of Interagency Referral Discussions (IRD) continues to fluctuate over the quarters. Q1 2017/18 (119) is marginally behind the levels experienced in Q1 2016/17). Prior to Q3 2015/16 IRD's were an additional stage which occurred following a consultation however from Q3 2015/16 onwards the consultation step was removed and all relevant referrals go directly to an IRD. As IRDs are established they continue to be ratified as being appropriate via the scrutiny of Child Protection Reviewing Officers (CPROs) as well as being audited at the IRD review group.</p>		Ann Blackie
Quarter	2015/16	2016/17	2017/18																						
Q1	80	120	119																						
Q2	90	140	-																						
Q3	125	165	-																						
Q4	175	160	-																						
Number of children on Child Protection Register	<p><b>CP03-P086P Number of children on Child Protection Register</b></p> <table border="1"> <caption>CP03-P086P Number of children on Child Protection Register</caption> <thead> <tr> <th>Quarter</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>28</td> <td>37</td> <td>37</td> </tr> <tr> <td>Q2</td> <td>25</td> <td>65</td> <td>-</td> </tr> <tr> <td>Q3</td> <td>16</td> <td>65</td> <td>-</td> </tr> <tr> <td>Q4</td> <td>28</td> <td>55</td> <td>-</td> </tr> </tbody> </table>	Quarter	2015/16	2016/17	2017/18	Q1	28	37	37	Q2	25	65	-	Q3	16	65	-	Q4	28	55	-	37	<p><b>Observations:</b> We are currently on a downward trend in the number of children on the child protection register. This could be partially attributed to a reduction in the number of large family groups on the child protection register.</p>		Ann Blackie
Quarter	2015/16	2016/17	2017/18																						
Q1	28	37	37																						
Q2	25	65	-																						
Q3	16	65	-																						
Q4	28	55	-																						

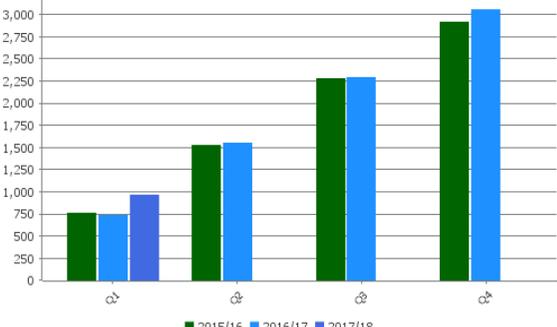
Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By																				
No. of People Referred to Welfare Benefits	<p>CP03-P035 No. of People Referred to Welfare Benefits</p> <table border="1"> <caption>CP03-P035 No. of People Referred to Welfare Benefits</caption> <thead> <tr> <th>Quarter</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>680</td> <td>750</td> <td>600</td> </tr> <tr> <td>Q2</td> <td>700</td> <td>720</td> <td>-</td> </tr> <tr> <td>Q3</td> <td>600</td> <td>700</td> <td>-</td> </tr> <tr> <td>Q4</td> <td>780</td> <td>800</td> <td>-</td> </tr> </tbody> </table>	Quarter	2015/16	2016/17	2017/18	Q1	680	750	600	Q2	700	720	-	Q3	600	700	-	Q4	780	800	-	597	<p><b>Observations:</b> There is a considerable reduction in the number of referrals (although this figure is still only 4% lower than the target figure). At this point in time it is not clear what the reasons are for the reduction.</p> <p>There is a reduction in the value of monetary gains. It is likely that this is at least in part due to changes in recording processes. We expect the statistics on this indicator to become clearer again over the forthcoming months.</p>		Cathie Fancy
Quarter	2015/16	2016/17	2017/18																						
Q1	680	750	600																						
Q2	700	720	-																						
Q3	600	700	-																						
Q4	780	800	-																						
Welfare Benefit - Monetary Gain	<p>CP03-P036 Welfare Benefit - Monetary Gain</p> <table border="1"> <caption>CP03-P036 Welfare Benefit - Monetary Gain</caption> <thead> <tr> <th>Quarter</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>£2,100,000</td> <td>£1,900,000</td> <td>£700,000</td> </tr> <tr> <td>Q2</td> <td>£1,900,000</td> <td>£2,100,000</td> <td>-</td> </tr> <tr> <td>Q3</td> <td>£1,600,000</td> <td>£2,400,000</td> <td>-</td> </tr> <tr> <td>Q4</td> <td>£2,900,000</td> <td>£1,800,000</td> <td>-</td> </tr> </tbody> </table>	Quarter	2015/16	2016/17	2017/18	Q1	£2,100,000	£1,900,000	£700,000	Q2	£1,900,000	£2,100,000	-	Q3	£1,600,000	£2,400,000	-	Q4	£2,900,000	£1,800,000	-	£780,585.24	<p>In addition to our own Welfare Benefits Service, our contract with CAB sees them dealing with between 250 and 300 live benefit cases each quarter. Q1 of 2017/18 saw just over £381k in monetary benefit gains for customers (down from £439k last quarter). In addition, CAB dealt with just over £1.1m debt, with 144 new one-off enquiries being handled, and 66 new multiple debt cases.</p>		Cathie Fancy
Quarter	2015/16	2016/17	2017/18																						
Q1	£2,100,000	£1,900,000	£700,000																						
Q2	£1,900,000	£2,100,000	-																						
Q3	£1,600,000	£2,400,000	-																						
Q4	£2,900,000	£1,800,000	-																						

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By																				
Number of reported incidents of domestic abuse (cumulative)	<p><b>CP03-P037P How many incidents of domestic abuse are reported to Police Scotland? (cumulative)</b></p> <table border="1"> <caption>Data for CP03-P037P: Cumulative incidents of domestic abuse reported to Police Scotland</caption> <thead> <tr> <th>Quarter</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>180</td> <td>220</td> <td>290</td> </tr> <tr> <td>Q2</td> <td>430</td> <td>450</td> <td>450</td> </tr> <tr> <td>Q3</td> <td>650</td> <td>660</td> <td>660</td> </tr> <tr> <td>Q4</td> <td>900</td> <td>880</td> <td>880</td> </tr> </tbody> </table>	Quarter	2015/16	2016/17	2017/18	Q1	180	220	290	Q2	430	450	450	Q3	650	660	660	Q4	900	880	880	291	<b>See below</b>		Elaine Torrance
Quarter	2015/16	2016/17	2017/18																						
Q1	180	220	290																						
Q2	430	450	450																						
Q3	650	660	660																						
Q4	900	880	880																						
<p><b>Where we are currently</b></p> <ul style="list-style-type: none"> <li>- An increase of 59 reported incidents of domestic abuse for the first quarter of 2017/18 when compared to the same time period in 2016/17, which equates to a 32.7% increase.</li> </ul> <p><b>Our Successes/Our Issues</b></p> <ul style="list-style-type: none"> <li>- The Pathway project has now secured the required funding to maintain vital services such as the Domestic Abuse Advocacy Support (DAAS) and the Domestic Abuse Community Support (DACS) services, and to develop a court advocacy service for Scottish Borders. Big Lottery funding, partner agency funding is secured to 2020, however Scottish Government funding was reduced by £35k and is initially available till 2018. All funded projects in Scotland were awarded initially 12 months funding with future funding contingent on the national Equality budget.</li> <li>- DAAS service manager will be attending the Independent Domestic Abuse Advocates course in 2017/18, this will mean that all staff in DAAS will be fully qualified IDAA's.</li> <li>- Equally Safe was successfully launched in late June with good media coverage</li> </ul> <p><b>What we are doing</b></p> <ul style="list-style-type: none"> <li>- Over and above the service delivery, Pathway services are continuing to develop a training resource for frontline practitioners e.g. FGM, risk assessment using a training for trainers model.</li> <li>- recruitment to new posts is underway and the Children1st contract has been revised and awarded.</li> <li>- a national exhibition Inside Outside is being prepared to be launched in the Scottish Borders – this is the photography exhibition which showcases the work of women involved in prostitution. There are a series of events being planned in partnership with the Women's Support Project for late September. The formal launch is on 28th Sept 2017 at Old Gala House.</li> </ul> <p><b>Service Update</b></p> <p>Referrals to DAAS are steady, and the rate of high risk victims remains constant.</p>																									

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By																				
Number of Group 1-5 recorded crimes and offences (cumulative)	<p>CP03-P039P How many crimes and offences are recorded by Police Scotland? (cumulative)</p>  <table border="1"> <caption>Estimated data from trend chart</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>~750</td> <td>~1600</td> <td>~2200</td> <td>~2900</td> </tr> <tr> <td>2016/17</td> <td>~750</td> <td>~1650</td> <td>~2250</td> <td>~3050</td> </tr> <tr> <td>2017/18</td> <td>~1000</td> <td>-</td> <td>-</td> <td>963</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2015/16	~750	~1600	~2200	~2900	2016/17	~750	~1650	~2250	~3050	2017/18	~1000	-	-	963	963	<p><b>Where we are currently</b>                      A 32.7% increase in crimes in quarter 1 of 2017/18 when compared to the same time period in 2016/17. This equates to 237 additional victims.</p>		Elaine Torrance
Year	Q1	Q2	Q3	Q4																					
2015/16	~750	~1600	~2200	~2900																					
2016/17	~750	~1650	~2250	~3050																					
2017/18	~1000	-	-	963																					

# BUILD THE CAPACITY AND RESILIENCE OF OUR COMMUNITIES AND VOLUNTARY SECTOR

## HOW ARE WE DOING?

April 2017 - June 2017:

TWEEDDALE	EILDON	CHEVIOT	BERWICKSHIRE	TEVIOT & LIDDESDALE
The following funding was awarded	The following funding was awarded	The following funding was awarded	The following funding was awarded	The following funding was awarded
<b>£0</b> Quality of Life Projects	<b>£0</b> Quality of Life Projects	<b>£7.4k</b> Quality of Life Projects	<b>£0</b> Quality of Life Projects	<b>£2.0k</b> Quality of Life Projects
<b>£0</b> Neighbourhood Small Schemes	<b>£14.1k</b> Neighbourhood Small Schemes	<b>£2.6k</b> Neighbourhood Small Schemes	<b>£7.3k</b> Neighbourhood Small Schemes	<b>£1.9k</b> Neighbourhood Small Schemes
<b>£1.2k</b> Community Grant Scheme	<b>£25.0k</b> Community Grant Scheme	<b>£3.3k</b> Community Grant Scheme	<b>£8.0k</b> Community Grant Scheme	<b>£5.7k</b> Community Grant Scheme



Q1 PROJECT EXAMPLES	Q1 PROJECT EXAMPLES	Q1 PROJECT EXAMPLES	Q1 PROJECT EXAMPLES	Q1 PROJECT EXAMPLES
<ul style="list-style-type: none"> <li>In Quarter 1 approval was not sought for Quality of Life Projects or Neighbourhood Small schemes in Tweeddale.</li> </ul>	<p><b>Neighbourhood Small Schemes</b></p> <ul style="list-style-type: none"> <li>£1,430 to construct footpath improvements, Eildon Hills Walkway.</li> <li>£10,200 for replacement of existing bus shelter on Tweedbank Drive, Tweedbank.</li> </ul>	<p><b>Quality of Life Projects</b></p> <ul style="list-style-type: none"> <li>£1,320 to carry out reinstatement to the carriageway Richmond Row, Jedburgh.</li> </ul> <p><b>Neighbourhood Small Schemes Fund</b></p> <ul style="list-style-type: none"> <li>£1,332 to form pedestrian access to Stichill play area.</li> <li>£1,225 to create a formal bus stop Riverside Drive, Kelso.</li> </ul>	<p><b>Neighbourhood Small Schemes</b></p> <ul style="list-style-type: none"> <li>£1,400 to install 2 benches at the new disaster memorial, overlooking the Harbour, Eyemouth.</li> <li>£2,400 for repair of the parking area at play park Hutton.</li> </ul>	<p><b>Quality of Life Projects</b></p> <ul style="list-style-type: none"> <li>£2,000 contribution for the Hawick Welcome Initiative.</li> </ul> <p><b>Neighbourhood Small Schemes</b></p> <ul style="list-style-type: none"> <li>£850 to repair/replace handrail Bright Street, Hawick.</li> <li>£600 for grass cutting at The Moat, Moat Park, Hawick.</li> </ul>



**Priority 4: Communities– Executive PIs (Quarterly)**

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
SB Alert - No. of people registered	<p>CP04-P001nP How many people have registered for SB Alert?</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>3,863</td> </tr> <tr> <td>Q2-2016/17</td> <td>3,863</td> </tr> <tr> <td>Q3-2016/17</td> <td>4,147</td> </tr> <tr> <td>Q4-2016/17</td> <td>4,402</td> </tr> <tr> <td>Q1-2017/18</td> <td>4,402</td> </tr> </tbody> </table>	Quarter	Value	Q1-2016/17	3,863	Q2-2016/17	3,863	Q3-2016/17	4,147	Q4-2016/17	4,402	Q1-2017/18	4,402	4,402	<p><b>How are we performing:</b></p> <p>There are now 4,402 people signed up to SBC’s messaging service.</p> <p><b>Actions we are taking to improve/maintain performance:</b></p> <p>An article on the SB Alert messaging system is in the recently issued SB Connect newsletter which will go to every house and business in the Scottish Borders area and we will monitor the uptake to ascertain the impact of this newsletter and the number of new users</p>		Jim Fraser
Quarter	Value																
Q1-2016/17	3,863																
Q2-2016/17	3,863																
Q3-2016/17	4,147																
Q4-2016/17	4,402																
Q1-2017/18	4,402																
Community Grant - No. of grants awarded	<p>CP04-P001aP How many grants did we award from the Community Grant Scheme?</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>43</td> </tr> <tr> <td>Q2-2016/17</td> <td>9</td> </tr> <tr> <td>Q3-2016/17</td> <td>10</td> </tr> <tr> <td>Q4-2016/17</td> <td>6</td> </tr> <tr> <td>Q1-2017/18</td> <td>14</td> </tr> </tbody> </table>	Quarter	Value	Q1-2016/17	43	Q2-2016/17	9	Q3-2016/17	10	Q4-2016/17	6	Q1-2017/18	14	14	<p><b>How are we performing:</b></p> <p>The number of awards in Q1 2017 has fallen compared to the equivalent quarter in 2016, due to the high number received last year to celebrate the Queens 90<sup>th</sup> birthday.</p> <p>The total value of awards for Q1 2017 is £43,179. If we compare this to the total value of awards in Q1 2015 which were £46,123, the figures demonstrate that CGS is performing as normally expected for Q1 and is maintaining support for the development of community projects in the local area.</p> <p>The total project cost value for Q1 2017 of £204,097 is also down in relation to the equivalent Q1 in 2016. This quarter includes match-funding for Stow Community Park which is a large scale project of £123,449. The total project cost for Q1 in 2016 was £265,748 which again reflected the Queens 90th Birthday celebrations. The total project cost can fluctuate greatly from quarter to quarter dependent on whether awards are to undertake small projects or provide match-funding for larger scale projects.</p>		Shona Smith
Quarter	Value																
Q1-2016/17	43																
Q2-2016/17	9																
Q3-2016/17	10																
Q4-2016/17	6																
Q1-2017/18	14																

**Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)**

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By																		
Community Grant - Value of funding granted	<p><b>Exec - Community Grant Scheme: Grants / Total Project Value</b></p> <table border="1"> <caption>Community Grant Scheme: Grants / Total Project Value</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P001b</th> <th>CP04-P001c</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>£88,627</td> <td>£265,748</td> </tr> <tr> <td>Q2 2016/17</td> <td>£30,130</td> <td>£352,211</td> </tr> <tr> <td>Q3 2016/17</td> <td>£24,246</td> <td>£287,069</td> </tr> <tr> <td>Q4 2016/17</td> <td>£13,211</td> <td>£214,247</td> </tr> <tr> <td>Q1 2017/18</td> <td>£43,179</td> <td>£204,097</td> </tr> </tbody> </table>	Quarter	CP04-P001b	CP04-P001c	Q1 2016/17	£88,627	£265,748	Q2 2016/17	£30,130	£352,211	Q3 2016/17	£24,246	£287,069	Q4 2016/17	£13,211	£214,247	Q1 2017/18	£43,179	£204,097	£43,179	<p><b>Actions we are taking to improve/maintain performance:</b>                      CGS provides a fund that encourages the maximisation of external funding investment into the Borders, mainly through Big Lottery's Awards for All scheme. Where possible requests for support are directed to this source to extend the availability of SBC funds. The CGS is promoted on the SBC website, via press advertising and promotion at local seminars/networking events.</p>		
Quarter		CP04-P001b	CP04-P001c																				
Q1 2016/17	£88,627	£265,748																					
Q2 2016/17	£30,130	£352,211																					
Q3 2016/17	£24,246	£287,069																					
Q4 2016/17	£13,211	£214,247																					
Q1 2017/18	£43,179	£204,097																					
Community Grant Award - Total Project Cost	£204,097																						

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By
Quality of Life Fund – Total value of funds awarded (cumulative)	<p><b>CP04-P001j Quality of Life Fund - Total value of funds awarded (cumulative)</b></p> <p>£100,000.00 £75,000.00 £50,000.00 £25,000.00 £0.00</p> <p>Q1-2016/17 Q2-2016/17 Q3-2016/17 Q4-2016/17 Q1-2017/18</p> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	£9,420.00	<p><b>Observations:</b> In Q1 2017/18 4 projects were awarded a total of £9.4k. Of these 2 were carried forward from 2016/17. Amounts awarded ranged from £1.32k to £4.05k and averaged £2.36k.</p>		Jason Hedley
Neighbourhood Small Schemes Fund – Total value of funds awarded (cumulative)	<p><b>CP04-P001k Neighbourhood Small Schemes Fund - Total value of funds awarded (cumulative)</b></p> <p>£300,000.00 £250,000.00 £200,000.00 £150,000.00 £100,000.00 £50,000.00 £0.00</p> <p>Q1-2016/17 Q2-2016/17 Q3-2016/17 Q4-2016/17 Q1-2017/18</p> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	£25,903.00	<p><b>Observations:</b> During Q1 2017/18 23 projects were awarded a total of £25.9k. Amounts awarded ranged from £32 to £10,200 and averaged £1,126.</p>		Jason Hedley

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By																		
No. of Active community resilience plans (cumulative)	<p><b>Exec - Community Resilience Plans - Active and Progressing</b></p> <table border="1"> <caption>Exec - Community Resilience Plans - Active and Progressing</caption> <thead> <tr> <th>Quarter</th> <th>Active Plans (CP04-P001l)</th> <th>Progressing Plans (CP04-P001m)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>35</td> <td>17</td> </tr> <tr> <td>Q2 2016/17</td> <td>37</td> <td>13</td> </tr> <tr> <td>Q3 2016/17</td> <td>38</td> <td>12</td> </tr> <tr> <td>Q4 2016/17</td> <td>39</td> <td>12</td> </tr> <tr> <td>Q1 2017/18</td> <td>40</td> <td>13</td> </tr> </tbody> </table>	Quarter	Active Plans (CP04-P001l)	Progressing Plans (CP04-P001m)	Q1 2016/17	35	17	Q2 2016/17	37	13	Q3 2016/17	38	12	Q4 2016/17	39	12	Q1 2017/18	40	13	40	<p><b>How are we performing:</b> The number of active community resilience plans has risen to 40 due to Upper Tweed now being active.</p> <p>Due to Lamancha, Newlands and Kirkurd progressing, this figure has risen to 13.</p>		Jim Fraser
Quarter	Active Plans (CP04-P001l)	Progressing Plans (CP04-P001m)																					
Q1 2016/17	35	17																					
Q2 2016/17	37	13																					
Q3 2016/17	38	12																					
Q4 2016/17	39	12																					
Q1 2017/18	40	13																					
No. of Progressing community resilience plans (cumulative)	<p><b>CP04-P001m</b></p> <table border="1"> <caption>CP04-P001m</caption> <thead> <tr> <th>Quarter</th> <th>Progressing Plans</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>17</td> </tr> <tr> <td>Q2 2016/17</td> <td>13</td> </tr> <tr> <td>Q3 2016/17</td> <td>12</td> </tr> <tr> <td>Q4 2016/17</td> <td>12</td> </tr> <tr> <td>Q1 2017/18</td> <td>13</td> </tr> </tbody> </table>	Quarter	Progressing Plans	Q1 2016/17	17	Q2 2016/17	13	Q3 2016/17	12	Q4 2016/17	12	Q1 2017/18	13	13	<p><b>Actions we are taking to improve/maintain performance:</b> Emails will be sent to all 'Progressing' and 'Awaiting Update' communities in September to ascertain if they wish to proceed pre-winter 2017/18.</p>		Jim Fraser						
Quarter	Progressing Plans																						
Q1 2016/17	17																						
Q2 2016/17	13																						
Q3 2016/17	12																						
Q4 2016/17	12																						
Q1 2017/18	13																						
The number of people carrying out volunteer work with SBC	<p><b>CP04-P001oP The number of people carrying out volunteer work with SBC</b></p> <table border="1"> <caption>CP04-P001oP The number of people carrying out volunteer work with SBC</caption> <thead> <tr> <th>Quarter</th> <th>Volunteers</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>82</td> </tr> <tr> <td>Q2 2016/17</td> <td>93</td> </tr> <tr> <td>Q3 2016/17</td> <td>85</td> </tr> <tr> <td>Q4 2016/17</td> <td>84</td> </tr> <tr> <td>Q1 2017/18</td> <td>215</td> </tr> </tbody> </table>	Quarter	Volunteers	Q1 2016/17	82	Q2 2016/17	93	Q3 2016/17	85	Q4 2016/17	84	Q1 2017/18	215	215	<p><b>Observations:</b> There have been a reduced number of classes involving CLD volunteers which is reflected in the number of volunteers recorded. For the first time information about volunteers working with the Mental Health Service and the Community Capacity Building Team have been captured.</p>		Shona Smith						
Quarter	Volunteers																						
Q1 2016/17	82																						
Q2 2016/17	93																						
Q3 2016/17	85																						
Q4 2016/17	84																						
Q1 2017/18	215																						

# MAINTAIN AND IMPROVE OUR HIGH QUALITY ENVIRONMENT

## HOW ARE WE DOING?

January 2017 – March 2017:

<p><b>HOUSEHOLD WASTE</b></p> <p><b>38.67%</b></p> <p>of our household waste, on average, was recycled over the last 12 months</p> 	<p><b>HOUSEHOLD WASTE</b></p> <p><b>61.06%</b></p> <p>of our household waste was sent to landfill, on average, over the last 12 months</p>	<p><b>HOUSEHOLD WASTE</b></p> <p><b>0.26%</b></p> <p>of our household waste required 'other' treatment, on average, over the last 12 months</p>	<p><b>ROAD SAFETY</b></p> <p><b>1</b></p> <p>person was killed on our roads in Q1 2017</p> 	<p><b>ROAD SAFETY</b></p> <p><b>7</b></p> <p>people were seriously injured on our roads in Q1 2017</p> 
SB Q1 2016 38.33%	SB Q1 2016 61.40%	SB Q1 2016 0.27%	SB Q1 2016 2	SB Q1 2016 12

Road safety figures are currently unvetted and remain subject to change.

waste • spend to save • low carbon • waste • spend to save • low carbon • waste • spend to save

### Our performance during Q1 2017

**COMMUNITY RECYCLING CENTRES**

**56.11%**

of waste was recycled at SBC Community Recycling Centres, on average, over the last 12 months

(up from 52.31% in Q1 2016)

### Case Study Drivewise Borders

As part of the Drivewise Borders initiative, hundreds of students aged under 17 from the nine secondary schools are being invited to visit Charterhall Estate throughout 2017. Having started in April this year, the sessions have so far seen around 320 pupils gain basic knowledge of driving and road rules through simple manoeuvring of a vehicle, and also instil in them good driving attitudes and habits. Drivewise Borders is a partnership between Police Scotland, Scottish Borders Council (SBC), IAM RoadSmart, Scottish Fire and Rescue Service, Scottish Ambulance



Service, Transport Scotland and former racing champion John Cleland. It includes an advanced driver course for 17 to 25 year olds which is free upon completion, and a free older driver scheme. Drivewise Borders is funded by the Scottish Road Safety Framework.



**Priority 5: High Quality Environment – Executive Quarterly PIs**

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Annual Household Recycling Rate (%) - UNVERIFIED (cumulative rolling average)	<p><b>CP05-P001cP How much of our household waste is recycled (%) - UNVERIFIED (cumulative rolling average)</b></p> <table border="1"> <caption>Annual Household Recycling Rate (%) - UNVERIFIED (cumulative rolling average)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016</td> <td>38.03</td> </tr> <tr> <td>Q2 2016</td> <td>37.53</td> </tr> <tr> <td>Q3 2016</td> <td>37.22</td> </tr> <tr> <td>Q4 2016</td> <td>39.03</td> </tr> <tr> <td>Q1 2017</td> <td>38.67</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 (%)	Q1 2016	38.03	Q2 2016	37.53	Q3 2016	37.22	Q4 2016	39.03	Q1 2017	38.67	38.67	<p><b>Observations:</b> This quarter has seen the recycling rates fall very slightly. It could be that they are levelling out after the introduction of food waste, or it could be due to natural variation in the tonnages that are being collected. Future data will help inform this.</p> <p>As the recycling rates have very slightly reduced, the landfilled rates have very slightly increased. This could be due to natural variation in the tonnages collected from year to year and month to month. Future data will help inform this.</p>		Ross Sharp-Dent
Quarter	Value (%)																
Q1 2016	38.03																
Q2 2016	37.53																
Q3 2016	37.22																
Q4 2016	39.03																
Q1 2017	38.67																
Annual Household Waste Landfilled Rate (%) - UNVERIFIED (cumulative rolling average)	<p><b>CP05-P001d Annual Household Waste Landfilled Rate (%) - UNVERIFIED (cumulative rolling average)</b></p> <table border="1"> <caption>Annual Household Waste Landfilled Rate (%) - UNVERIFIED (cumulative rolling average)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016</td> <td>61.40</td> </tr> <tr> <td>Q2 2016</td> <td>60.87</td> </tr> <tr> <td>Q3 2016</td> <td>60.70</td> </tr> <tr> <td>Q4 2016</td> <td>60.71</td> </tr> <tr> <td>Q1 2017</td> <td>61.06</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 (%)	Q1 2016	61.40	Q2 2016	60.87	Q3 2016	60.70	Q4 2016	60.71	Q1 2017	61.06	61.06	<p>In comparison with the same dataset a year ago there has been an increase of approximately 1000 tonnes in the total amount of household waste collected – a 2% increase. This could be due to changes in economic activity (when economic activity increases waste outputs tend to increase), and perhaps also influenced by increased household numbers in the region.</p> <p><b>Note:</b> This data is calendar year.</p>		Ross Sharp-Dent
Quarter	Value (%)																
Q1 2016	61.40																
Q2 2016	60.87																
Q3 2016	60.70																
Q4 2016	60.71																
Q1 2017	61.06																
Annual Household Waste 'Other Treatment' Rate (%) - UNVERIFIED (cumulative rolling average)	<p><b>CP05-P001e Annual Household Waste 'Other Treatment' Rate (%) - UNVERIFIED (cumulative rolling average)</b></p> <table border="1"> <caption>Annual Household Waste 'Other Treatment' Rate (%) - UNVERIFIED (cumulative rolling average)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016</td> <td>1.27</td> </tr> <tr> <td>Q2 2016</td> <td>1.27</td> </tr> <tr> <td>Q3 2016</td> <td>1.26</td> </tr> <tr> <td>Q4 2016</td> <td>1.26</td> </tr> <tr> <td>Q1 2017</td> <td>1.26</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 (%)	Q1 2016	1.27	Q2 2016	1.27	Q3 2016	1.26	Q4 2016	1.26	Q1 2017	1.26	0.26	<p><b>Observations:</b> The percentage of waste going to 'other treatment' has remained steady over the last four quarters. This is a small percentage and is related to material that was sent off for recycling but which identified as contamination through the sorting process.</p> <p><b>Note:</b> This data is calendar year.</p>		Ross Sharp-Dent
Quarter	Value (%)																
Q1 2016	1.27																
Q2 2016	1.27																
Q3 2016	1.26																
Q4 2016	1.26																
Q1 2017	1.26																

**Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)**

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Annual Average Community Recycling Centre (CRC) Recycling Rate (%) (cumulative rolling ave)	<p><b>CP05-P001f Annual Average Community Recycling Centre (CRC) Recycling Rate (%) (cumulative rolling average)</b></p> <table border="1"> <caption>Annual Average Community Recycling Centre (CRC) Recycling Rate (%) (cumulative rolling ave)</caption> <thead> <tr> <th>Quarter</th> <th>Recycling Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2016</td> <td>52.31</td> </tr> <tr> <td>Q2-2016</td> <td>54.09</td> </tr> <tr> <td>Q3-2016</td> <td>55.39</td> </tr> <tr> <td>Q4-2016</td> <td>56.23</td> </tr> <tr> <td>Q1-2017</td> <td>56.11</td> </tr> </tbody> </table>	Quarter	Recycling Rate (%)	Q1-2016	52.31	Q2-2016	54.09	Q3-2016	55.39	Q4-2016	56.23	Q1-2017	56.11	56.11	<p><b>Observations:</b></p> <p>The recycling centre recycling rate has reduced by 0.1% this quarter which is such a small change that it is most likely reflecting a steady state at the recycling centres, with tonnages being affected by natural variation.</p> <p><b>Note:</b> This data is calendar year.</p>		Ross Sharp-Dent
Quarter	Recycling Rate (%)																
Q1-2016	52.31																
Q2-2016	54.09																
Q3-2016	55.39																
Q4-2016	56.23																
Q1-2017	56.11																

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Number of people killed on Border Roads	<p><b>CP05-P001aP How many people are killed on our roads?</b></p> <table border="1"> <caption>Data for CP05-P001aP</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016</td> <td>2</td> </tr> <tr> <td>Q2 2016</td> <td>7</td> </tr> <tr> <td>Q3 2016</td> <td>2</td> </tr> <tr> <td>Q4 2016</td> <td>1</td> </tr> <tr> <td>Q1 2017</td> <td>1</td> </tr> </tbody> </table>	Quarter	Value	Q1 2016	2	Q2 2016	7	Q3 2016	2	Q4 2016	1	Q1 2017	1	1	<p><b>Note:</b> Q1 2017 figures are Unvetted and therefore remain subject to change. We await final Vetted figures from Police Scotland.</p> <p>Unvetted figures show that unfortunately there was 1 fatality on Scottish Borders roads in Q1 2017, in line with the Vetted figure for Q4 2016. The Vetted figure for Q1 2016 was 2.</p>		Colin Ovens
Quarter	Value																
Q1 2016	2																
Q2 2016	7																
Q3 2016	2																
Q4 2016	1																
Q1 2017	1																
Number of people seriously injured on Border Roads	<p><b>CP05-P001bP How many people are seriously injured on our roads?</b></p> <table border="1"> <caption>Data for CP05-P001bP</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016</td> <td>12</td> </tr> <tr> <td>Q2 2016</td> <td>21</td> </tr> <tr> <td>Q3 2016</td> <td>19</td> </tr> <tr> <td>Q4 2016</td> <td>13</td> </tr> <tr> <td>Q1 2017</td> <td>7</td> </tr> </tbody> </table>	Quarter	Value	Q1 2016	12	Q2 2016	21	Q3 2016	19	Q4 2016	13	Q1 2017	7	7	<p>There were 7 serious casualties on Scottish Borders roads in Q1 2017, lower than the Vetted figure of 13 in Q4 2016. The Vetted figure for Q1 2016 was 12.</p>		Colin Ovens
Quarter	Value																
Q1 2016	12																
Q2 2016	21																
Q3 2016	19																
Q4 2016	13																
Q1 2017	7																

# DEVELOP OUR WORKFORCE HOW ARE WE DOING?

April 2017 – June 2017:

## Leadership Opportunities for Teachers

A careers fair was held on 24th & 25th March at the Transport Interchange in Galashiels for teachers who are considering the next step in their leadership journey. With a number of headteacher and depute headteacher opportunities at both primary and secondary level, SBC was keen to attract dedicated and enthusiastic professionals, focused on high quality teaching and learning in order to make a difference for our young people. Candidates were given the chance to speak in depth to existing heads and senior managers to find out more about what it is like to be a leader within SBC and the strategic plan that is in place to support all learners. SBC is

committed to ensuring that all children and young people in the Scottish Borders are given the best possible opportunities in life in terms of academic achievement, vocational experience and social and emotional development. In order to maximise interest, the event was supported by a package of publicity including a press release, a news story on SBC's website, a week long radio campaign and advertisements in local press and Times Education Supplement (TESS). Since the event, vacancies have closed for in excess of **20 headteacher and depute headteacher roles** in the Scottish Borders, attracting over **100 applicants**.

## MAKE THE NEXT STEP IN YOUR LEADERSHIP JOURNEY IN THE SCOTTISH BORDERS

We have fantastic young people and ambitious staff - the Scottish Borders is your perfect leadership destination.

We have a large number of leadership opportunities across our education provision. We want strong leaders who are focused on high quality teaching and learning in order to make a difference for our young people.

Come along and find out about leadership opportunities at our open days and discover what Scottish Borders Council can do for your career:

**FRIDAY 24 MARCH - 2-4PM**  
**SATURDAY 25 MARCH - 10AM-2PM**  
**GALASHIELS INTERCHANGE** (next to train station)  
**STIRLING STREET, GALASHIELS TD1 1BW**

The Scottish Borders has the perfect balance of town and country life, as well as being only an hour's train ride away from the city following the opening of the Borders Railway.

Come along and speak to us about what it is really like to live, work and learn in the Borders.



Find out more at: [www.scotborders.gov.uk](http://www.scotborders.gov.uk)

- benefits
- communication
- staff development
- flexibility
- benefits
- communication
- staff development

## Our performance during Q1 2017/18

### SBC ABSENCE RATE \*

Awaiting information, see note below

### WORK OPPORTUNITIES

**47**

**work opportunities** are being supported by SBC through our **"Work Opportunities Policy"** as of June 2017

(down from 59 in Q1 16/17)



### NOTE

The implementation of SBC's new Business World System (Finance, HR, Procurement) has led to a delay in the availability of certain statistics for this quarters report. This is expected to be resolved before the Q2 report.

### APPRENTICESHIPS

**32**

**apprentices** are **employed with SBC** as of June 2017

(down from 42 in Q1 16/17)

### APPRENTICESHIPS

**65.6% male**

**34.4% female** across various departments such as Human Resources, Engineering, Finance

## New Head for Hawick High School

When there was a vacancy for a new headteacher at Hawick High School recently, the pupils took the initiative, got involved and highlighted the vacancy, the school and Hawick in a **Youtube news** bulletin. With now over 1400 views the bulletin helped raise the focus of the opportunity available. There were 11 applicants for this key role and the successful candidate, Vicky Porteous, will take up post from August 17.



<https://youtu.be/SrHjwQvZeM>



**Priority 6: Developing our Workforce – Executive Quarterly PIs**

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Percentage of Working Days Lost - Council Average	<p>CP06-P14P What % of working days are lost due to absence?</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/16</td> <td>4.1%</td> </tr> <tr> <td>Q1 2016/17</td> <td>4.1%</td> </tr> <tr> <td>Q2 2016/17</td> <td>4.2%</td> </tr> <tr> <td>Q3 2016/17</td> <td>3.8%</td> </tr> </tbody> </table>	Quarter	Value	Q4 2016/16	4.1%	Q1 2016/17	4.1%	Q2 2016/17	4.2%	Q3 2016/17	3.8%		<p>The implementation of SBC’s new Business World System (Finance, HR, Procurement) has led to a delay in the availability of certain statistics for this quarters report. This is expected to be resolved before the Q2 report.</p>		Ian Angus		
Quarter	Value																
Q4 2016/16	4.1%																
Q1 2016/17	4.1%																
Q2 2016/17	4.2%																
Q3 2016/17	3.8%																
CP06-P45 Work Opportunities Scheme - Current Total Work Opportunities (incl. ESS supported employees)	<p>CP06-P45P How many people do we currently employ through our Work Opportunities Scheme? (CP06-P45P)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>59</td> </tr> <tr> <td>Q2 2016/17</td> <td>51</td> </tr> <tr> <td>Q3 2016/17</td> <td>52</td> </tr> <tr> <td>Q4 2016/17</td> <td>50</td> </tr> <tr> <td>Q1 2017/18</td> <td>47</td> </tr> </tbody> </table>	Quarter	Value	Q1 2016/17	59	Q2 2016/17	51	Q3 2016/17	52	Q4 2016/17	50	Q1 2017/18	47	47	<p><b>Observations:</b> There are currently 47 opportunities being provided within SBC through the Work Opportunities Policy.</p>		Cathie Fancy
Quarter	Value																
Q1 2016/17	59																
Q2 2016/17	51																
Q3 2016/17	52																
Q4 2016/17	50																
Q1 2017/18	47																

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
CP06-P31 Work Opportunities Scheme - Current Employability Fund Posts	<p>Executive - Supported Employment excl. ESS</p> <table border="1"> <tr><th>Quarter</th><th>Value</th></tr> <tr><td>Q1 2016/17</td><td>42</td></tr> <tr><td>Q2 2016/17</td><td>36</td></tr> <tr><td>Q3 2016/17</td><td>36</td></tr> <tr><td>Q4 2016/17</td><td>36</td></tr> <tr><td>Q1 2017/18</td><td>32</td></tr> </table>	Quarter	Value	Q1 2016/17	42	Q2 2016/17	36	Q3 2016/17	36	Q4 2016/17	36	Q1 2017/18	32	0	<b>Observations:</b> There are currently 0 people in Employability Fund posts within SBC.		Cathie Fancy
Quarter	Value																
Q1 2016/17	42																
Q2 2016/17	36																
Q3 2016/17	36																
Q4 2016/17	36																
Q1 2017/18	32																
CP06-P32 Work Opportunities Scheme - Current Student Placements	<p>Executive - Supported Employment excl. ESS</p> <table border="1"> <tr><th>Quarter</th><th>Value</th></tr> <tr><td>Q1 2016/17</td><td>9</td></tr> <tr><td>Q2 2016/17</td><td>7</td></tr> <tr><td>Q3 2016/17</td><td>10</td></tr> <tr><td>Q4 2016/17</td><td>3</td></tr> <tr><td>Q1 2017/18</td><td>32</td></tr> </table>	Quarter	Value	Q1 2016/17	9	Q2 2016/17	7	Q3 2016/17	10	Q4 2016/17	3	Q1 2017/18	32	12	<b>Observations:</b> Students continue to look for work experience within SBC during the summer break and throughout the year as part of their studies.		Cathie Fancy
Quarter	Value																
Q1 2016/17	9																
Q2 2016/17	7																
Q3 2016/17	10																
Q4 2016/17	3																
Q1 2017/18	32																
CP06-P37 Work Opportunities Scheme - Current Modern Apprentices employed within SBC	<p>Executive - Supported Employment excl. ESS</p> <table border="1"> <tr><th>Quarter</th><th>Value</th></tr> <tr><td>Q1 2016/17</td><td>1</td></tr> <tr><td>Q2 2016/17</td><td>7</td></tr> <tr><td>Q3 2016/17</td><td>10</td></tr> <tr><td>Q4 2016/17</td><td>3</td></tr> <tr><td>Q1 2017/18</td><td>32</td></tr> </table>	Quarter	Value	Q1 2016/17	1	Q2 2016/17	7	Q3 2016/17	10	Q4 2016/17	3	Q1 2017/18	32	32	<b>Observations:</b> There are currently 21 Male and 11 female Modern Apprentices within SBC.  There are a number of SBC Modern Apprenticeship opportunities currently being considered and planned for the coming months. We have seen many MA's secure paid employment in the SBC department where they have completed their MA.		Cathie Fancy
Quarter	Value																
Q1 2016/17	1																
Q2 2016/17	7																
Q3 2016/17	10																
Q4 2016/17	3																
Q1 2017/18	32																
CP06-P44 Work Opportunities Scheme - Current Other SBC opportunities	<p>CP06-P44P How many other work opportunities do we currently have? (CP06-P44P)</p> <table border="1"> <tr><th>Quarter</th><th>Value</th></tr> <tr><td>Q1 2016/17</td><td>1</td></tr> <tr><td>Q2 2016/17</td><td>1</td></tr> <tr><td>Q3 2016/17</td><td>0</td></tr> <tr><td>Q4 2016/17</td><td>10</td></tr> <tr><td>Q1 2017/18</td><td>3</td></tr> </table>	Quarter	Value	Q1 2016/17	1	Q2 2016/17	1	Q3 2016/17	0	Q4 2016/17	10	Q1 2017/18	3	3	<b>Observations:</b> All 3 of these work opportunities are Work Experience positions within SBC.		Cathie Fancy
Quarter	Value																
Q1 2016/17	1																
Q2 2016/17	1																
Q3 2016/17	0																
Q4 2016/17	10																
Q1 2017/18	3																

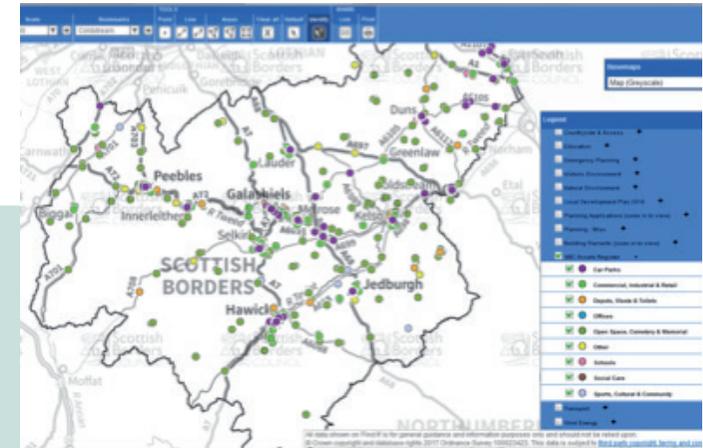
# DEVELOP OUR ASSETS AND RESOURCES

## HOW ARE WE DOING?

April 2017 – June 2017:

<b>CAPITAL RECEIPTS</b> <b>£231.6k</b> was <b>received</b> from <b>selling our fixed assets</b> such as buildings in Q1 2017/18		<b>OCCUPANCY RATES</b> <b>87.3%</b> of <b>industrial and commercial properties</b> owned by the council were <b>occupied</b> as of June 2017	
SBC Q1 16/17	£140.3k	SBC Q1 16/17	90.6%

Under the Community Empowerment (Scotland) Act 2015 communities have to right to request to use, lease or purchase assets owned by relevant authorities as named in the Act. To date Scottish Borders Council has received 14 enquiries from community groups about this part of the Act and assets that may be available to support projects they are delivering within their communities. One of these has developed into a formal asset transfer request and another five are also expected to develop into formal requests. Copies of the SBC asset registers, by locality, are available



on the website supported by an interactive map (pictured) to aid community groups in identifying SBC owned assets in their area.

- buildings • energy efficiency • capital investment • buildings • energy efficiency • capital investment • buildings

### Our performance during Q1 2017/18

**COUNCIL PROPERTIES**

**24** properties are no longer required

**6** properties are advertised for sale

**9** properties are currently under offer

[http://www.scotborders.gov.uk/sale\\_lets](http://www.scotborders.gov.uk/sale_lets)

**COUNCIL TAX**

**31.7%** of Council Tax due was collected in Q1 2017/18  
 (down from 31.87% in Q1 16/17)

**CAPITAL PROJECTS**

**80** number of projects ongoing across the council of which

- 74** are on target
- 4** are slightly behind target
- 2** are not on target

**ENERGY CONSUMPTION\* Q1 17/18**

we used **1,693,500** kilowatt hours of electricity at a cost of **£207.5k**

(down from 1,960,128 in Q1 16/17)  
 (down from £224.1k in Q1 16/17)

**ENERGY CONSUMPTION\* Q1 17/18**

we used **1,939,963** kilowatt hours of gas at a cost of **£53.4k**

(down from 2,334,312 in Q1 16/17)  
 (down from £56.1k in Q1 16/17)

\*The energy consumption figures are based on 26 sites across the council which account for approximately 50% of the energy used across the council, and is therefore representative of the energy use across the council as a whole.



**Priority 7: Assets and Resources– Executive Quarterly PIs**

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By
Council Tax - In Year Collection Level	<p><b>CP07-P001aP How much Council Tax is collected in a particular year?</b></p>	31.7%	<p><b>How are we performing?</b> Council Tax recovery has reduced slightly in comparison to 2016/17. This is affected by unusually high levels of staff turnover and overtime reductions which is impacting on our ability to process changes and thereby collection levels.</p> <p><b>Actions that we are taking to improve/maintain performance:</b> Staff recruitment and revising workload priorities will gradually improve the position over the coming months.</p>		Jenni Craig
Occupancy Rates of Industrial and Commercial Units	<p><b>CP07-P001bP What % of industrial &amp; commercial properties, owned by the Council, are occupied?</b></p>	87.3%	<p><b>How we are performing:</b> Berwickshire: 76.3% (Last Q 79.7%) Cheviot: 92.3%. (Last Q 90.8%) Eildon: 88.5%. (Last Q 91.7%) Teviotdale &amp; Liddesdale: 88.5%. (Last Q 84.6%) Tweeddale: 93.3%. (Last Q 96.7%)</p> <p>Total number of new leases within this quarter: 6.</p> <p><b>Actions that we are taking to improve/maintain performance:</b> In addition to a national marketing campaign that covers the area of the Borders Railway corridor, we are also marketing commercial and industrial properties across the whole region through our website and by taking out adverts in the national property press.</p>		Bryan McGrath

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Capital Receipts Generated (cumulative)	<p><b>CP07-P001cP How much has the Council received for selling its fixed assets (e.g. buildings), shares or debt? (cumulative)</b></p> <table border="1"> <caption>Capital Receipts Generated (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>140,300.00</td> </tr> <tr> <td>Q2 2016/17</td> <td>173,000.00</td> </tr> <tr> <td>Q3 2016/17</td> <td>481,516.00</td> </tr> <tr> <td>Q4 2016/17</td> <td>1,227,000.00</td> </tr> <tr> <td>Q1 2017/18</td> <td>231,600.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Q1 2016/17	140,300.00	Q2 2016/17	173,000.00	Q3 2016/17	481,516.00	Q4 2016/17	1,227,000.00	Q1 2017/18	231,600.00	£231,600.00	<p><b>How are we performing:</b> The cumulative total target for capital receipts for financial year 2017/18 is £1.903m. This is based on the current potential disposals highlighted by the Capital Receipts Working Group which meets monthly to monitor sales. The £231,600 in Q1 is mainly from the disposal of the Former Halyrude Primary School, Peebles.</p> <p>The review of land and property assets through the Property Rationalisation transformation work has identified a number of potential opportunities to declare assets surplus to requirements.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Further development site opportunities are being identified with our Architects to bring these to the market over this financial year and future years.</p>		Neil Hastie
Quarter	Value (£)																
Q1 2016/17	140,300.00																
Q2 2016/17	173,000.00																
Q3 2016/17	481,516.00																
Q4 2016/17	1,227,000.00																
Q1 2017/18	231,600.00																
Total no. of properties surplus to requirements		24	<p><b>How are we performing:</b> Twenty four properties are currently formally surplus to the Councils requirements. Six of which are currently for sale on the open market through our selling agents. A further nine properties are currently under offer, two to community groups. Interest from Community Groups in other Council land and property assets has increased through the newly introduced Community Empowerment legislation. A further two instructions have been sent to our selling agents to market surplus properties.</p> <p><b>Actions we are taking to improve/maintain performance:</b> A closing date has been set for one of the properties currently being marketed and we continue to monitor interest in the remainder through discussions with our selling agents. Indications are that there is still no sign of significant change in the local property market which remains static. Deadlines for conclusion of sales of properties under offer are reviewed and monitored through Legal Services on a regular basis.</p>		Neil Hastie												
Total no. of properties actively being marketed	<p><b>Executive - Properties no longer required</b></p> <table border="1"> <caption>Executive - Properties no longer required</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>26</td> </tr> <tr> <td>Q2 2016/17</td> <td>26</td> </tr> <tr> <td>Q3 2016/17</td> <td>21</td> </tr> <tr> <td>Q4 2016/17</td> <td>19</td> </tr> <tr> <td>Q1 2017/18</td> <td>24</td> </tr> </tbody> </table>	Quarter		Value	Q1 2016/17	26	Q2 2016/17	26	Q3 2016/17	21	Q4 2016/17	19	Q1 2017/18	24	6		Neil Hastie
Quarter	Value																
Q1 2016/17	26																
Q2 2016/17	26																
Q3 2016/17	21																
Q4 2016/17	19																
Q1 2017/18	24																
Total no. of properties under offer	<table border="1"> <caption>Properties under offer</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>7</td> </tr> <tr> <td>Q2 2016/17</td> <td>8</td> </tr> <tr> <td>Q3 2016/17</td> <td>7</td> </tr> <tr> <td>Q4 2016/17</td> <td>8</td> </tr> <tr> <td>Q1 2017/18</td> <td>9</td> </tr> </tbody> </table>	Quarter	Value	Q1 2016/17	7	Q2 2016/17	8	Q3 2016/17	7	Q4 2016/17	8	Q1 2017/18	9	9		Neil Hastie	
Quarter	Value																
Q1 2016/17	7																
Q2 2016/17	8																
Q3 2016/17	7																
Q4 2016/17	8																
Q1 2017/18	9																

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By
Electricity Consumption (KWh) – Quarterly	<p><b>CP07-P001gP How much electricity in kilowatt hours does the Council use? - Quarterly</b></p>	1,693,500	<p><b>How are we performing:</b></p> <p>Electricity consumption is 13.6% less than the same time last year but represents only a 7% cost reduction due to the increasing price of fuel. Factors that will have influenced this reduction include:</p> <p>This quarter has been 16% warmer this year compared to the same period last year and there has been a notable reduction in electrical demand at those sites with a significant proportion of electric heating.</p>		Martin Joyce
Electricity Consumption Cost (£) – Quarterly	<p><b>CP07-P001hP How much does the Council spend on electricity? - Quarterly</b></p>	£207,547	<p>We are now starting to realise the benefit of the LED lighting upgrade projects at our schools and offices which are delivering significant savings as anticipated.</p> <p><b>Note:</b> The electrical consumption included in this report is partially estimated due to a delay in billing and so could be subject to small amendments.</p> <p>Gas consumption for this quarter is 16.9% less than the same time last year and a cost reduction of 5%. If we normalise the consumption based on weather differences then the gas consumption is only 1% less</p>		Martin Joyce

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By
Gas Consumption (KWh) – Quarterly	<p><b>CP07-P001JP How much gas in kilowatt hours does the Council use? - Quarterly</b></p>	1,939,963	<p>than last year. Other major contributing factors are:</p> <p>The old Berwickshire High School while being refurbished to accommodate Duns Primary School consumed gas associated with commissioning and testing the heating system. Without this consumption the total gas consumption would be 21.4% less (6.6% normalised).The re-glazing project at the Council Headquarters has delivered savings which, along with closer control, has delivered energy savings.Boiler room insulation projects completed in the previous financial year are starting to deliver savings.</p>		Martin Joyce
Gas Consumption Cost (£) – Quarterly	<p><b>CP07-P001JP How much does the Council spend on gas? - Quarterly</b></p>	£53,377	<p><b>Actions we are taking to improve our performance:</b> As part of the transformation programme of works the Energy Efficiency Programme (EPP) is focussed on delivering cost effective energy reductions that represent best value for money while reducing our energy consumption and costs as much as possible. As part of this programme last year we:</p> <p>Completed LED lighting upgrades on 19 sites</p> <p>Completed boiler room insulation upgrades at 19 sites. Completed the upgrade of the life expired windows on our Headquarters building and a number of schools to thermally efficient double glazed units.</p>		Martin Joyce

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By																								
Number of Capital Projects where RAG status is "Green"	<p>Executive - Capital Projects</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Green (CP07-P001nP)</th> <th>Amber (CP07-P001mP)</th> <th>Red (CP07-P001rP)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>99</td> <td>1</td> <td>1</td> </tr> <tr> <td>Q2 2016/17</td> <td>95</td> <td>3</td> <td>0</td> </tr> <tr> <td>Q3 2016/17</td> <td>95</td> <td>4</td> <td>0</td> </tr> <tr> <td>Q4 2016/17</td> <td>93</td> <td>4</td> <td>2</td> </tr> <tr> <td>Q1 2017/18</td> <td>74</td> <td>4</td> <td>2</td> </tr> </tbody> </table>	Quarter	Green (CP07-P001nP)	Amber (CP07-P001mP)	Red (CP07-P001rP)	Q1 2016/17	99	1	1	Q2 2016/17	95	3	0	Q3 2016/17	95	4	0	Q4 2016/17	93	4	2	Q1 2017/18	74	4	2	74	<p><b>Observations:</b> There are now 80 capital projects being managed by SBC. (There were 99 at end June, but many project have now been completed, and other small projects have been grouped together for project management purposes). Of these, 2 have been assessed as <u>red</u> in terms of progress being made to deliver the project (time, quality, &amp; budget) These are:</p> <ul style="list-style-type: none"> <li><b>Wilton Lodge Park:</b> The café project is still experiencing delays as a direct consequence of 3rd party contractual performance failures. SBC is continuing to work to expedite completion and recover the additional costs incurred. A private report will be considered by Cllrs later in August</li> <li><b>New Easter Langlee Waste Transfer Station:</b> An amended planning application is currently being worked on for resubmission.</li> </ul> <p>4 have been assessed as <u>Amber</u>:</p> <ul style="list-style-type: none"> <li><b>Council ICT Transformation:</b> <ul style="list-style-type: none"> <li>The launch of our customer portal has been delayed again due to functionality issues with the product. CGI and their partner are working to confirm understanding of our customer portal vision, and propose a roadmap to deliver that vision.</li> <li>The initial period after Business World go-live has been very challenging as the team work to embed new processes, bring on stream more functionality and ensure knowledge is transferred from consultants to staff. This means the benefits of ERP will not come as quickly as originally expected, but work is underway to realise the benefits as soon as is practicably possible</li> </ul> </li> <li><b>Hawick Flood Protection-</b> extensive public consultation on this large, complex and significant project has resulted in some objections being raised which are now being dealt with and</li> </ul>		Paul Frankland; Steven Renwick
Quarter		Green (CP07-P001nP)	Amber (CP07-P001mP)	Red (CP07-P001rP)																									
Q1 2016/17		99	1	1																									
Q2 2016/17	95	3	0																										
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Number of Capital Projects where RAG status is "Amber"	4		Paul Frankland; Steven Renwick																										
Number of Capital Projects where RAG status is "Red"	2		Paul Frankland; Steven Renwick																										

**Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)**

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By
			<p>although this is taking time, it is a valuable and necessary part of the overall project. Additional public meetings and site walks are planned for later in August, with all information being brought together for approval in the autumn</p> <ul style="list-style-type: none"> <li>• <b>Asset Rationalisation</b>- the scale of this work, looking at all SBC’s assets across all localities, and consulting with communities, is proving more challenging than expected and savings targets, and achieving the required savings, continue to pose a significant challenge. Work continues to achieve current year property savings and to identify property savings in future years and includes consultation on draft Locality Property Plans.</li> <li>• <b>Care Inspectorate Requirements and upgrades</b>- after extensive information gathering and analysis (using SBC conditions surveys and Care Inspectorate reports), strategic investment priorities across the care estate for 2017/18 have now been agreed, addressing what has been highlighted through the research.</li> </ul>		

# ENSURE EXCELLENT, ADAPTABLE, COLLABORATIVE AND ACCESSIBLE PUBLIC SERVICES

## HOW ARE WE DOING?

April 2017 – June 2017:

CUSTOMER INTERACTIONS	FREEDOM OF INFORMATION REQUESTS (FOI)	COMPLAINTS
<b>43,623</b> interactions with the public were handled by our <b>Customer Service staff</b> via <b>email, face to face contact, phonecalls</b> and <b>mail</b> in Q1 2017/18	<b>279</b> requests for information under the <b>Freedom of Information Act</b> were received in Q1 2017/18	<b>142</b> customer complaints were closed by <b>SBC</b> in Q1 2017/18
SBC Q1 16/17      46,042	SBC Q1 16/17      250	SBC Q1 16/17      175

### Co-ordinating Roadworks

As a result of road closures on the B6360 adjacent to Abbotsford House to enable Amey to undertake roads works and SBCs planned maintenance of the road at the bridge on the A7 to Selkirk, residents living near Abbotsford were required to undertake a 10 mile diversion. SBC will in future co-ordinate with Amey prior to commencing roadworks requiring closures and check the Scottish Road Works Register.



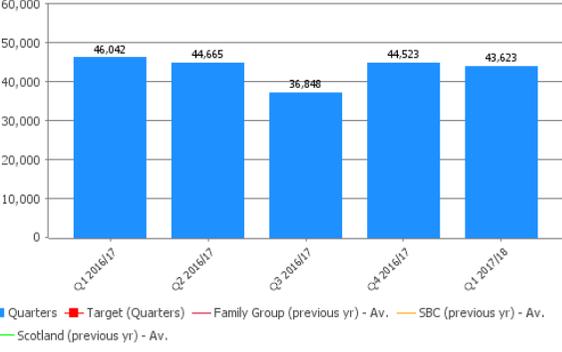
ICT • customer focus • online services • partnership • ICT • customer focus • online services • partnership

### Our performance during Q1 2016/17

<b>CUSTOMER INTERACTIONS</b> <b>15,965</b> face to face interactions were logged by our <b>Contact Centres</b> during Q1 2017/18 (down from 16,051 in Q1 16/17)	<b>FREEDOM OF INFORMATION</b> <b>94%</b> of FOI requests were <b>completed on time</b> in Q1 2017/18 (up from 91% in Q1 16/17)	<b>COMPLAINTS</b> Our average response times for complaints for Q1 2017/18 were as follows: <b>Stage 1</b> complaints <b>3.5 days</b> (down from 3.6 days in Q1 16/17)	In Q1 2017/18 we closed: <b>88.6%</b> of <b>complaints at stage 1</b> within <b>5 working days</b> (up from 86.2% in Q1 16/17)
<b>26,413</b> phone interactions were logged by our <b>Contact Centres</b> in Q1 2017/18 (down from 28,603 in Q1 16/17)	<b>SOCIAL MEDIA</b> The number of engagements during Q1 2017/18 <b>42,973</b> <b>14,284</b>	<b>Stage 2</b> complaints <b>19.2 days</b> (up from 15.7 days in Q1 16/17)	<b>57.5%</b> of <b>complaints at stage 2</b> within <b>20 working days</b> (down from 89.3% in Q1 16/17)
		<b>Escalated</b> complaints <b>14.6 days</b> (up from 11 days in Q1 16/17)	<b>62.5%</b> of <b>escalated complaints</b> within <b>20 working days</b> (up from 50% in Q1 16/17)



**Priority 8: Excellent Public Services– Executive Quarterly PIs**

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
<p>Total number of interactions (taken through CRM) by Customer Services</p>	<p><b>CP08-P066P How many transactions were logged as handled by Customer Services staff?</b></p>  <table border="1"> <caption>Data from Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Transactions</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>46,042</td> </tr> <tr> <td>Q2-2016/17</td> <td>44,665</td> </tr> <tr> <td>Q3-2016/17</td> <td>36,848</td> </tr> <tr> <td>Q4-2016/17</td> <td>44,523</td> </tr> <tr> <td>Q1-2017/18</td> <td>43,623</td> </tr> </tbody> </table>	Quarter	Transactions	Q1-2016/17	46,042	Q2-2016/17	44,665	Q3-2016/17	36,848	Q4-2016/17	44,523	Q1-2017/18	43,623	<p>43,623</p>	<p><b>How we are performing:</b>                      There has been a decrease in the number of interactions for Quarter 1 by 900 compared to Quarter 4 2016/17 and a decrease of 2419 compared to the same period last year. The number of interactions taken across all channels was driven up last year by enquiries about specific events, flood grants and the election. This year has seen an unexpected reduction in enquiries received about Council Tax bills.</p> <p><b>Actions we are taking to improve/maintain performance:</b>                      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>		<p>Les Grant</p>
Quarter	Transactions																
Q1-2016/17	46,042																
Q2-2016/17	44,665																
Q3-2016/17	36,848																
Q4-2016/17	44,523																
Q1-2017/18	43,623																

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By																		
Face-to-Face interactions (taken through CRM) by Customer Services (CP08-P63)	<p style="text-align: center;"><b>Exec - Customer Services Interactions logged on CRM</b></p> <table border="1"> <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 2016/17</td> <td>16,051</td> <td>28,603</td> </tr> <tr> <td>Q2 2016/17</td> <td>16,575</td> <td>26,625</td> </tr> <tr> <td>Q3 2016/17</td> <td>13,659</td> <td>21,657</td> </tr> <tr> <td>Q4 2016/17</td> <td>16,185</td> <td>26,876</td> </tr> <tr> <td>Q1 2017/18</td> <td>15,965</td> <td>26,413</td> </tr> </tbody> </table>	Quarter	CP08-P063P	CP08-P065P	Q1 2016/17	16,051	28,603	Q2 2016/17	16,575	26,625	Q3 2016/17	13,659	21,657	Q4 2016/17	16,185	26,876	Q1 2017/18	15,965	26,413	15,965	<p><b>Observations:</b> There has been an decrease of 220 in the number of Face-to Face interactions taken through CRM over the previous quarter. In comparison to quarter 1 of 2016/17 there has been a reduction of 86 Face-to-Face interactions.</p> <p>Work is ongoing to move our services on-line. The Digital Customer Steering Group to beginning to monitoring trends in channel shift for individual processes.</p>		Les Grant
Quarter		CP08-P063P	CP08-P065P																				
Q1 2016/17	16,051	28,603																					
Q2 2016/17	16,575	26,625																					
Q3 2016/17	13,659	21,657																					
Q4 2016/17	16,185	26,876																					
Q1 2017/18	15,965	26,413																					
Voice interactions (taken through CRM) by Customer Services (CP08-P65)	26,413	<p><b>Observations:</b> The number of voice interactions in Quarter 1 has decreased by 493 over the number taken in Quarter 4 2016/17. They have decreased by 2190 compared to Quarter 1 in 2016/17. The additional calls taken in the same period last year can be attributed primarily to enquiries around flood grants and the election. There has also been a move to on-line benefit claims which have reduced the number of calls handled this year.</p> <p><b>Actions we are taking to improve/maintain performance:</b> 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.</p>		Les Grant																			

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Number of Complaints Closed - All (excl. invalid & statutory Social Work)	<p><b>CP08-P010P How many complaints did we investigate to completion?</b></p> <table border="1"> <caption>CP08-P010P How many complaints did we investigate to completion?</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>175</td> </tr> <tr> <td>Q2 2016/17</td> <td>146</td> </tr> <tr> <td>Q3 2016/17</td> <td>130</td> </tr> <tr> <td>Q4 2016/17</td> <td>138</td> </tr> <tr> <td>Q1 2017/18</td> <td>142</td> </tr> </tbody> </table>	Quarter	Number of Complaints	Q1 2016/17	175	Q2 2016/17	146	Q3 2016/17	130	Q4 2016/17	138	Q1 2017/18	142	142	<p><b>Observations:</b>            In Q1 the majority of complaints were classified as 'Unjustified' at 31.9% followed by 27.9% which were 'Invalid' and 'Justified' at 24.8%.             43% of the complaints were classified as 'Other', 29% as 'Failure to deliver service' followed by 'Policy' at 13%.</p>		Les Grant
Quarter	Number of Complaints																
Q1 2016/17	175																
Q2 2016/17	146																
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## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Average times: the average time in working days to respond to complaints at stage one (SPSO-04a)	<p><b>SPSO-04aP How long in working days does it take on average to respond to a complaint at stage one?</b></p> <table border="1"> <caption>SPSO-04aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>3.6</td> </tr> <tr> <td>Q2 2016/17</td> <td>3.7</td> </tr> <tr> <td>Q3 2016/17</td> <td>3.8</td> </tr> <tr> <td>Q4 2016/17</td> <td>4.5</td> </tr> <tr> <td>Q1 2017/18</td> <td>3.5</td> </tr> </tbody> </table>	Quarter	Average Time (Days)	Q1 2016/17	3.6	Q2 2016/17	3.7	Q3 2016/17	3.8	Q4 2016/17	4.5	Q1 2017/18	3.5	3.5	<p><b>How are we performing:</b> There has been a slight decrease in the average number of days taken to respond to complaints at stage one over the same quarter last year. However, the average number of days taken remains fairly constant. Average time in working days to respond to complaints at stage one for this quarter was 3.5 compared to 3.6 in Quarter 1 last year. SPSO timescales allow 5 working days to respond at stage one so we are well within target.</p> <p><b>Actions we are taking to improve/maintain performance:</b> 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 2016/17	3.6																
Q2 2016/17	3.7																
Q3 2016/17	3.8																
Q4 2016/17	4.5																
Q1 2017/18	3.5																
Average times: the average time in working days to respond to complaints at stage two (SPSO-04b)	<p><b>SPSO-04bP How long in working days does it take on average to respond to a complaint at stage two?</b></p> <table border="1"> <caption>SPSO-04bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>15.7</td> </tr> <tr> <td>Q2 2016/17</td> <td>15.1</td> </tr> <tr> <td>Q3 2016/17</td> <td>15.3</td> </tr> <tr> <td>Q4 2016/17</td> <td>17.6</td> </tr> <tr> <td>Q1 2017/18</td> <td>19.2</td> </tr> </tbody> </table>	Quarter	Average Time (Days)	Q1 2016/17	15.7	Q2 2016/17	15.1	Q3 2016/17	15.3	Q4 2016/17	17.6	Q1 2017/18	19.2	19.2	<p><b>How we are 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> <p>Average time in working days comparison: Q1 2016/17 - 15.7 days Q1 2017/18 - 19.2 days</p> <p><b>Actions we are taking to improve/maintain performance:</b> 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 2016/17	15.7																
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2017 (Q1 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Average times: the average time in working days to respond to complaints after escalation (SPSO-04c)	<p><b>SPSO-04cP How long in working days does it take on average to respond to a complaint that has been escalated?</b></p> <table border="1"> <caption>SPSO-04cP Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>11</td> </tr> <tr> <td>Q2 2016/17</td> <td>18.6</td> </tr> <tr> <td>Q3 2016/17</td> <td>12.3</td> </tr> <tr> <td>Q4 2016/17</td> <td>18.1</td> </tr> <tr> <td>Q1 2017/18</td> <td>14.6</td> </tr> </tbody> </table>	Quarter	Average Time (Days)	Q1 2016/17	11	Q2 2016/17	18.6	Q3 2016/17	12.3	Q4 2016/17	18.1	Q1 2017/18	14.6	14.6	<p>The average time taken to respond to the customer has decreased compared to the previous quarter in 2016/17 but has increased compared to Q1 in 2016/17.                      Q1 2016/17 - 11 days                      Q1 2017/18 - 14.6 days                      The SPSO target to respond to escalated complaints is 20 days so we continue to meet this.</p> <p><b>Actions we are taking to improve/maintain performance:</b>                      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 2016/17	11																
Q2 2016/17	18.6																
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Q1 2017/18	14.6																
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><b>SPSO-05aP How many complaints at stage one are closed within five working days (as a percentage of all stage one complaints)?</b></p> <table border="1"> <caption>SPSO-05aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>86.2%</td> </tr> <tr> <td>Q2 2016/17</td> <td>87.7%</td> </tr> <tr> <td>Q3 2016/17</td> <td>87.5%</td> </tr> <tr> <td>Q4 2016/17</td> <td>84.3%</td> </tr> <tr> <td>Q1 2017/18</td> <td>88.6%</td> </tr> </tbody> </table>	Quarter	Percentage (%)	Q1 2016/17	86.2%	Q2 2016/17	87.7%	Q3 2016/17	87.5%	Q4 2016/17	84.3%	Q1 2017/18	88.6%	88.6%	<p><b>How are we performing:</b>                      There has been a slight increase of 2.4% in comparison to the same quarter last year, however overall the figure has remained fairly consistent.</p> <p><b>Actions we are taking to improve/maintain performance:</b>                      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 2016/17	86.2%																
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Short Name	Trend Chart	Value	Commentary	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><b>SPSO-05bP How many complaints at stage two are closed within 20 working days (as a percentage of all stage two complaints)?</b></p> <table border="1"> <caption>SPSO-05bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>89.3%</td> </tr> <tr> <td>Q2 2016/17</td> <td>90.9%</td> </tr> <tr> <td>Q3 2016/17</td> <td>94.7%</td> </tr> <tr> <td>Q4 2016/17</td> <td>84%</td> </tr> <tr> <td>Q1 2017/18</td> <td>57.5%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Percentage	Q1 2016/17	89.3%	Q2 2016/17	90.9%	Q3 2016/17	94.7%	Q4 2016/17	84%	Q1 2017/18	57.5%	<p>57.5%</p>	<p><b>How are we performing:</b>                      There has been a decrease of 31.8% in comparison to the same period last year. The low volume of complaints handled at stage two results in large percentage swings in performance when a small number of complaints are not handled within timescales. In quarter 1 there were a number of education complaints that breached standard timescales at stage 2. This is a reflection of the complex nature of the complaints received this quarter where a longer period of time was required for robust investigation of the points of each complaint. Where an extended period was required this was agreed with the complainant.</p> <p><b>Actions we are taking to improve/maintain performance:</b>                      We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		<p>Les Grant</p>
Quarter	Percentage																
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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><b>SPSO-05cP How many escalated complaints are closed within 20 working days (as a percentage of all escalated complaints)?</b></p> <table border="1"> <caption>SPSO-05cP Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>50%</td> </tr> <tr> <td>Q2 2016/17</td> <td>83.3%</td> </tr> <tr> <td>Q3 2016/17</td> <td>66.7%</td> </tr> <tr> <td>Q4 2016/17</td> <td>69.2%</td> </tr> <tr> <td>Q1 2017/18</td> <td>62.5%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Percentage	Q1 2016/17	50%	Q2 2016/17	83.3%	Q3 2016/17	66.7%	Q4 2016/17	69.2%	Q1 2017/18	62.5%	<p>62.5%</p>	<p><b>How are we performing:</b>                      There has been an increase of 12.5% of escalated complaints being completed within timescales in comparison to the same period last year. It should be noted that the small number of complaints that are escalated means significant swings in performance can occur when just 1 or 2 complaints breach timescales.</p> <p><b>Actions we are taking to improve/maintain performance:</b>                      We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		<p>Les Grant</p>
Quarter	Percentage																
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Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
FOI Requests Received	<p><b>CP08-P053P How many requests for information, under the Freedom of Information Act, did we receive?</b></p> <table border="1"> <caption>FOI Requests Received Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>250</td> </tr> <tr> <td>Q2 2016/17</td> <td>321</td> </tr> <tr> <td>Q3 2016/17</td> <td>303</td> </tr> <tr> <td>Q4 2016/17</td> <td>372</td> </tr> <tr> <td>Q1 2017/18</td> <td>279</td> </tr> </tbody> </table>	Quarter	Value	Q1 2016/17	250	Q2 2016/17	321	Q3 2016/17	303	Q4 2016/17	372	Q1 2017/18	279	279	<p><b>Observations:</b> SBC received almost 100 fewer FOIs than in the last quarter of 2016/17. However, the number received is comparable to the same time last year and in previous years.</p>		Nuala McKinlay
Quarter	Value																
Q1 2016/17	250																
Q2 2016/17	321																
Q3 2016/17	303																
Q4 2016/17	372																
Q1 2017/18	279																
% of FOI Requests Completed 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>% of FOI Requests Completed on Time Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>91%</td> </tr> <tr> <td>Q2 2016/17</td> <td>92%</td> </tr> <tr> <td>Q3 2016/17</td> <td>94%</td> </tr> <tr> <td>Q4 2016/17</td> <td>92%</td> </tr> <tr> <td>Q1 2017/18</td> <td>94%</td> </tr> </tbody> </table>	Quarter	Value	Q1 2016/17	91%	Q2 2016/17	92%	Q3 2016/17	94%	Q4 2016/17	92%	Q1 2017/18	94%	94%	<p><b>How are we performing:</b> SBC has made good progress over the longer term in dealing with as many FOIs within the required timescales. Whilst we always strive to reach 100%, many of the requests are very complex, and require information held across a number of departments.</p> <p><b>Actions we are taking to improve/maintain performance:</b> This measure is reviewed by SBC's Corporate Management Team on a monthly basis, with response times from individual departments monitored so that any problems or delays can be addressed. All staff must undergo training on dealing with FOIs, and the streamlining of processes within departments, as well as the availability of information on SBC's new website, means that we can respond to the majority of FOI requests quickly and efficiently.</p> <p>All previous FOI requests are published on SBC's website along with the response provided: <a href="https://www.scotborders.gov.uk/directory/59/freedom_of_information_requests">https://www.scotborders.gov.uk/directory/59/freedom_of_information_requests</a></p>		Nuala McKinlay
Quarter	Value																
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Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Number of Facebook Engagements	<p><b>CP08-P159 Number of Facebook Engagements</b></p> <table border="1"> <caption>CP08-P159 Number of Facebook Engagements</caption> <thead> <tr> <th>Quarter</th> <th>Engagements</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>45,919</td> </tr> <tr> <td>Q2 2016/17</td> <td>24,804</td> </tr> <tr> <td>Q3 2016/17</td> <td>31,980</td> </tr> <tr> <td>Q4 2016/17</td> <td>84,143</td> </tr> <tr> <td>Q1 2017/18</td> <td>42,973</td> </tr> </tbody> </table> <p>■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Engagements	Q1 2016/17	45,919	Q2 2016/17	24,804	Q3 2016/17	31,980	Q4 2016/17	84,143	Q1 2017/18	42,973	42,973	<p><b>Observations:</b>                      On Facebook, SBC posts reached an estimated 315,544 people, with 42,973 engaging (liking, commenting, sharing) with posts (-2,946 on Q1 2016/17). Over Q1 the number of Facebook followers went from 14,174 to 14,527 (+353). On Facebook, the most popular posts of the month were on June 9 regarding the General Election and Scottish Parliament by-election.</p>		Tracey Graham
Quarter	Engagements																
Q1 2016/17	45,919																
Q2 2016/17	24,804																
Q3 2016/17	31,980																
Q4 2016/17	84,143																
Q1 2017/18	42,973																
Number of Twitter Engagements	<p><b>CP08-P160 Number of Twitter Engagements</b></p> <table border="1"> <caption>CP08-P160 Number of Twitter Engagements</caption> <thead> <tr> <th>Quarter</th> <th>Engagements</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>27,401</td> </tr> <tr> <td>Q2 2016/17</td> <td>17,742</td> </tr> <tr> <td>Q3 2016/17</td> <td>17,543</td> </tr> <tr> <td>Q4 2016/17</td> <td>38,218</td> </tr> <tr> <td>Q1 2017/18</td> <td>14,284</td> </tr> </tbody> </table> <p>■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Engagements	Q1 2016/17	27,401	Q2 2016/17	17,742	Q3 2016/17	17,543	Q4 2016/17	38,218	Q1 2017/18	14,284	14,284	<p><b>Observations:</b>                      During the quarter Twitter post links were clicked 14,284 times. The number of followers at Q1 end was 10,135.                       The most popular Twitter posts during this Quarter were regarding timber transport route investment and changes to the opening hours at Galashiels Transport Interchange.</p>		Tracey Graham
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