

# 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> <b>face to face interactions</b> 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 <b>FOI requests</b> 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> <b>phone interactions</b> 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												
Total number of interactions (taken through CRM) by Customer Services	<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>Value</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	Value	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	43,623	<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>		Les Grant
Quarter	Value																
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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Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
<p>Average times: the average time in working days to respond to complaints at stage one (SPSO-04a)</p>	<p>SPSO-04aP How long in working days does it take on average to respond to a complaint at stage one?</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																
<p>Average times: the average time in working days to respond to complaints at stage two (SPSO-04b)</p>	<p>SPSO-04bP How long in working days does it take on average to respond to a complaint at stage two?</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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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> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	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																
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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> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	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>■ 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>■ 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>
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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> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	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> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	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																
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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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