

ROAD

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

April 2017 – June 2017:

08

CLOSED of the road at the bridge on the CUSTOMER INTERACTIONS **FREEDOM OF INFORMATION** COMPLAINTS A7 to Selkirk, residents living **REQUESTS (FOI)** 43,623 142 near Abbotsford were required to undertake a 10 mile diversion. 279 customer complaints were interactions with the public were SBC will in future co-ordinate closed by SBC in Q1 2017/18 handled by our **Customer Service** requests for information under with Amey prior to commencing staff via email, face to face contact, the Freedom of Information Act roadworks requiring closures and check the Scottish Road phonecalls and mail in Q1 2017/18 were received in Q1 2017/18 Works Register. SBC Q1 16/17 46.042 SBC Q1 16/17 250 SBC Q1 16/17 175 ICT online services ICT customer focus online services customer focus • • partnership • • • • partnership Our performance during Q1 2016/17 CUSTOMER INTERACTIONS FREEDOM OF INFORMATION COMPLAINTS In Q1 2017/18 we closed: Our average response times for 88.6% 94% 15,965 ECONOMY complaints for Q1 2017/18 were as follows: of complaints at stage 1 face to face interactions of FOI requests were completed on within 5 working days were logged by our time in Q1 2017/18 Stage 1 complaints **Contact Centres** ATTAINMENT (up from 86.2% in Q1 16/17) ASSETS AND **3.5** days AND durina Q1 2017/18 (down from 3.6 days in Q1 16/17) 57.5% (down from 16,051 in Q1 16/17) (up from 91% in Q1 16/17) of complaints at stage 2 CARE, SUPPORT AND PROTECTION Stage 2 complaints SOCIAL MEDIA 26.413 within 20 working days WORKFORCE 19.2 days The number of engagements during phone interactions were Q1 2017/18 (down from 89.3% in Q1 16/17) logged by our Contact (up from 15.7 days in Q1 16/17) 42.973 ENVIRONMENT COMMUNITIES AND VOLUNTARY SECTOR **Centres** in Q1 2017/18 62.5% **Escalated** complaints of escalated complaints 14.284 14.6davs within 20 working days (down from 28.603 in Q1 16/17) (up from 11 days in Q1 16/17) (up from 50% in Q1 16/17)

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

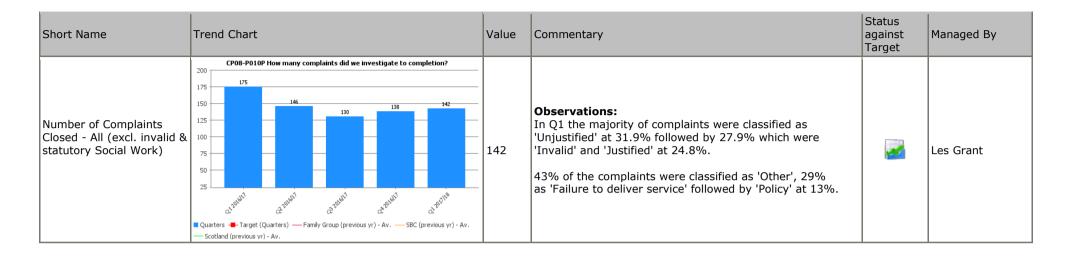
For more on performance visit www.scotborders.gov.uk/performance or email performance@scotborders.gov.uk Correct at time of publication: 5 September 2017.

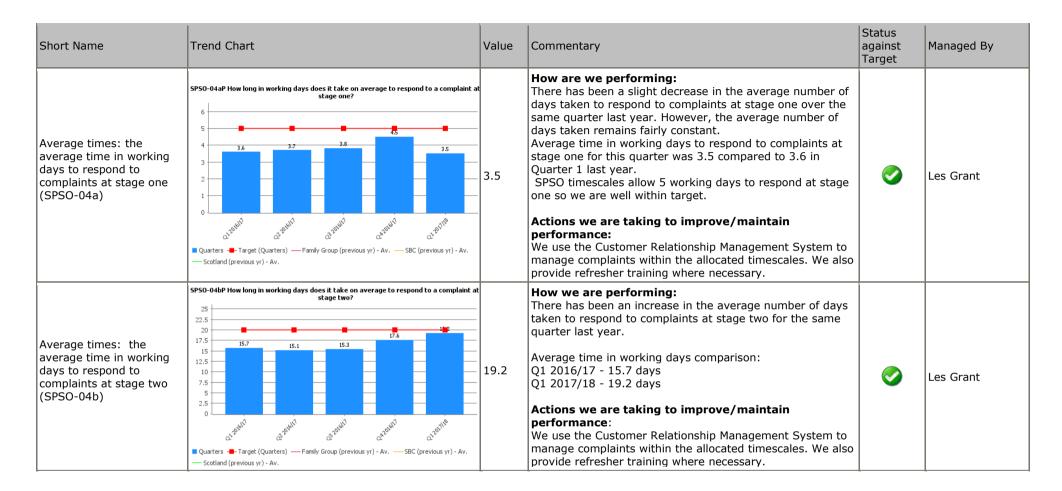
*Performance indicators with a guarter lag in data.

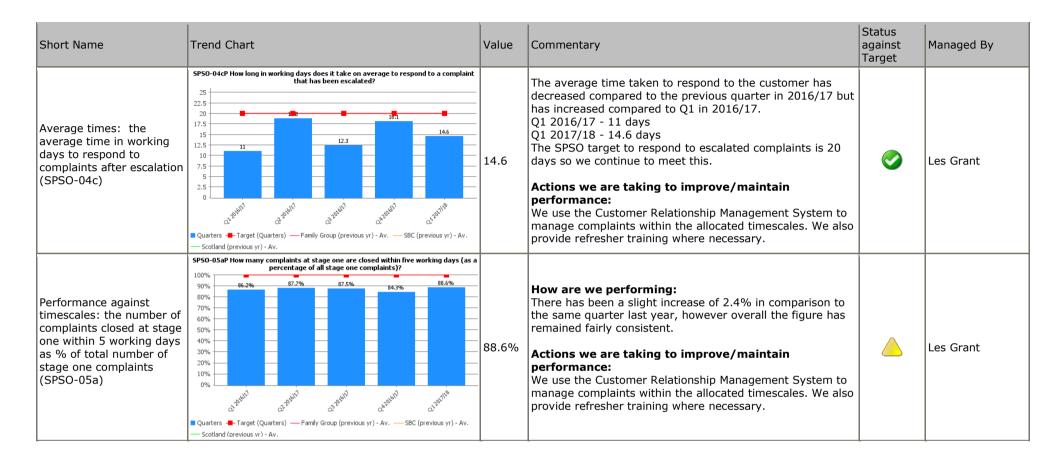
Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By
Total number of interactions (taken through CRM) by Customer Services	CP08-P066P How many transactions were logged as handled by Customer Services staff? 60,000 50,000 46,042 44,665 44,523 43,623 40,000 20,000 0	43,623	 How we are performing: 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. Actions we are taking to improve/maintain performance: We actively promote the website and the Customer Services 0300 100 1800 line and are continually working to increase the number of services delivered digitally and to encourage self service. 		Les Grant

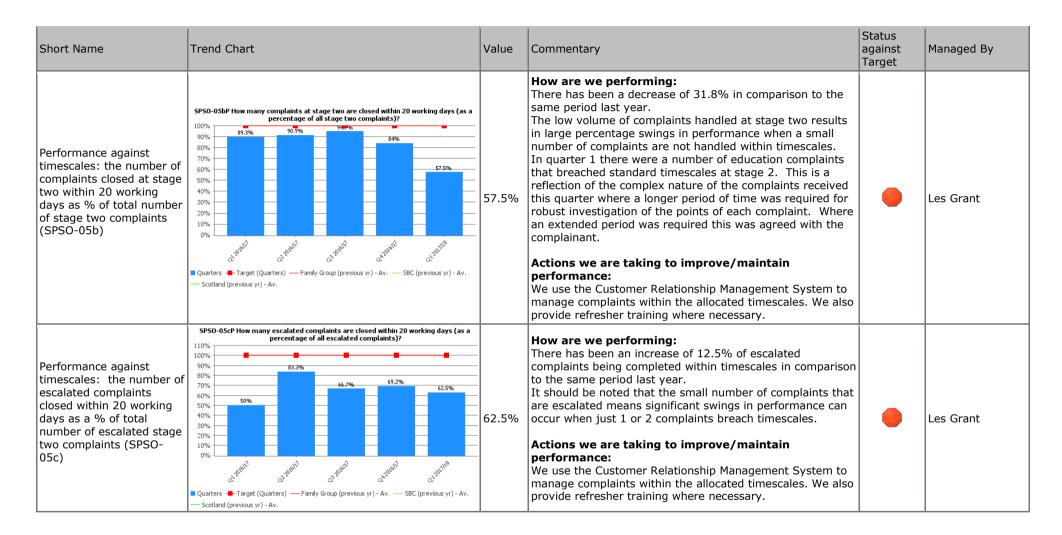
Priority 8: Excellent Public Services – Executive Quarterly PIs

Short Name	Trend Chart	Value		Status against Target	Managed By
Face-to-Face interactions (taken through CRM) by Customer Services (CP08- P63)	Exec - Customer Services Interactions logged on CRM	15,965	Observations: 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. 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.	2	Les Grant
Voice interactions (taken through CRM) by Customer Services (CP08-P65)	30,000 28,669 26,625 26,876 26,413 21,657 16,051	26,413	Observations: 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. Actions we are taking to improve/maintain performance: We actively use media campaigns to promote our services and the Customer Services 0300 100 1800 line. We continue to promote the Customer Relationship Management (CRM) system corporately. Work on training new starts and existing staff is ongoing. We are also working to channel shift customers to on-line self service options.		Les Grant









Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By
FOI Requests Received	CP08-P053P How many requests for information, under the Freedom of Information Act, did we receive? 372 350 250 250 250 250 250 250 250 250 250 2	279	Observations: 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.		Nuala McKinlay
% of FOI Requests Completed on Time	CP08-P054P What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?	94%	How are we performing: 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. Actions we are taking to improve/maintain performance: 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 are published on SBC's website along with the response provided: https://www.scotborders.gov.uk/directory/59/freedom_of_i nformation_requests		Nuala McKinlay

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By
Number of Facebook Engagements	CP08-P159 Number of Facebook Engagements 90,000 84,143 80,000 84,143 70,000 84,143 60,000 84,143 70,000 45,919 40,000 45,919 31,980 42,973 0,000 24,804 20,000 24,804 0 24,804	42,973	Observations: 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.		Tracey Graham
Number of Twitter Engagements	CP08-P160 Number of Twitter Engagements	14,284	Observations: 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.		Tracey Graham