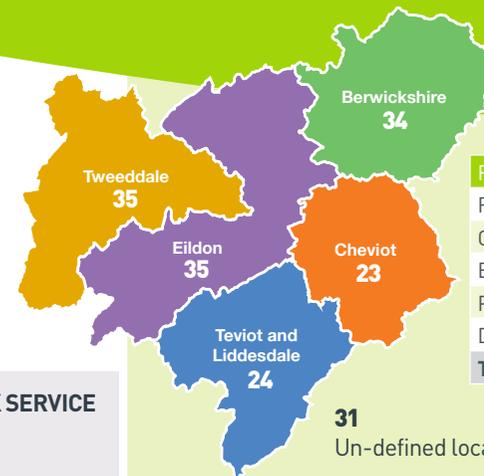


ENSURE EXCELLENT, ADAPTABLE, COLLABORATIVE AND ACCESSIBLE PUBLIC SERVICES

HOW ARE WE DOING?

July 2017 – September 2017:



REASON	NO.
Failure to Deliver Service	88
Other	33
Employee Attitude	24
Policy	24
Delay in Responding	10
Total	182

Learning from Complaints

We are now beginning to report complaint numbers by Locality to ensure that any local issues are identified, understood and resolved. The map above shows complaint numbers in each locality in Q2 2017/18.

CUSTOMER INTERACTIONS 44,724 interactions with the public were handled by our Customer Service staff via email, face to face contact, phonecalls and mail in Q2 2017/18 SBC Q2 16/17: 44,665	FREEDOM OF INFORMATION REQUESTS (FOI) 288 requests for information under the Freedom of Information Act were received in Q2 2017/18 SBC Q2 16/17: 321	COMPLAINTS 182 customer complaints were handled by SBC in Q2 2017/18 SBC Q2 16/17: 146	SOCIAL WORK SERVICE COMPLAINTS 14 complaints received regarding the Social Work service in Q2 2017/18 SBC Q2 16/17: 10
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ICT · customer focus · online services · partnership · ICT · customer focus · online services · partnership

Our performance during Q2 2017/18

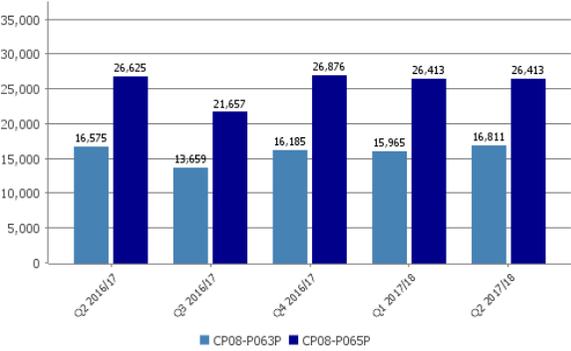
CUSTOMER INTERACTIONS 16,811 face to face interactions were logged by our Contact Centres during Q2 2017/18 (up from 16,575 in Q2 16/17)	FREEDOM OF INFORMATION 94% of FOI requests were completed on time in Q2 2017/18 (up from 92% in Q2 16/17)	COMPLAINTS Our average response times for complaints for Q2 2017/18 were as follows: Stage 1 complaints 4.1 days (up from 3.7 days in Q2 16/17) Stage 2 complaints 15.0 days (down from 15.1 days in Q2 16/17) Escalated complaints 14.2 days (down from 18.8 days in Q2 16/17)	In Q2 2017/18 we closed: 88.7% of complaints at stage 1 within 5 working days (up from 87.7% in Q2 16/17) 80.5% of complaints at stage 2 within 20 working days (down from 90.9% in Q2 16/17) 75.0% of escalated complaints within 20 working days (down from 83.3% in Q2 16/17)
CUSTOMER INTERACTIONS 26,413 phone interactions were logged by our Contact Centres in Q2 2017/18 (down from 26,625 in Q2 16/17)	SOCIAL MEDIA The number of engagements during 2016/17. 44,405 10,994		



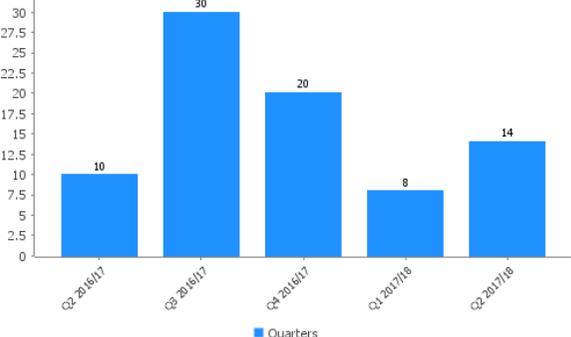
Priority 8: Excellent Public Services– Executive Quarterly PIs

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Total number of interactions (taken through CRM) by Customer Services	<p>CP08-P066P How many transactions were logged as handled by Customer Services staff</p> <table border="1"> <caption>Transaction Data from Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2016/17</td> <td>44,665</td> </tr> <tr> <td>Q2 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> <tr> <td>Q2 2017/18</td> <td>44,724</td> </tr> </tbody> </table>	Quarter	Value	Q2 2016/17	44,665	Q2 2016/17	36,848	Q4 2016/17	44,523	Q1 2017/18	43,623	Q2 2017/18	44,724	44,724	<p>How are we performing: There has been an additional 1101 transactions taken through CRM in Q2 compared to Q1. There is a light increase of 59 over the same period last year. There was a spike in the number of interactions taken in August caused by additional enquiries received about school transport when the new school year began. Volumes remain fairly consistent.</p> <p>Actions we are taking to improve/maintain performance: We actively promote the website and the Customer Services 0300 100 1800 line and are continually working to increase the number of services delivered digitally and to encourage our customers to self-serve.</p>		Les Grant
Quarter	Value																
Q2 2016/17	44,665																
Q2 2016/17	36,848																
Q4 2016/17	44,523																
Q1 2017/18	43,623																
Q2 2017/18	44,724																

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, November 2017 (Q2 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;">Exec - Customer Services Interactions logged on CRM</p>  <table border="1" style="display: none;"> <caption>Face-to-Face Interactions (CP08-P63P)</caption> <tr><th>Quarter</th><th>Value</th></tr> <tr><td>Q2 2016/17</td><td>16,575</td></tr> <tr><td>Q2 2016/17</td><td>13,659</td></tr> <tr><td>Q4 2016/17</td><td>16,185</td></tr> <tr><td>Q2 2017/18</td><td>15,965</td></tr> <tr><td>Q2 2017/18</td><td>16,811</td></tr> </table> <table border="1" style="display: none;"> <caption>Voice Interactions (CP08-P65P)</caption> <tr><th>Quarter</th><th>Value</th></tr> <tr><td>Q2 2016/17</td><td>26,625</td></tr> <tr><td>Q2 2016/17</td><td>21,657</td></tr> <tr><td>Q4 2016/17</td><td>26,876</td></tr> <tr><td>Q2 2017/18</td><td>26,413</td></tr> <tr><td>Q2 2017/18</td><td>26,413</td></tr> </table>	Quarter	Value	Q2 2016/17	16,575	Q2 2016/17	13,659	Q4 2016/17	16,185	Q2 2017/18	15,965	Q2 2017/18	16,811	Quarter	Value	Q2 2016/17	26,625	Q2 2016/17	21,657	Q4 2016/17	26,876	Q2 2017/18	26,413	Q2 2017/18	26,413	16,811	<p>There has been an increase of 846 face to face interactions logged in CRM this quarter over the Q1 which represents a 5.3% increase. This is mainly attributable to an increase in August which saw additional enquiries relating to school transport when the new school year began.</p> <p>During the same period last year 236 fewer face to face enquiries were recorded which represents a 1.4% reduction.</p> <p>Overall levels remain consistent.</p>		Les Grant
Quarter		Value																											
Q2 2016/17	16,575																												
Q2 2016/17	13,659																												
Q4 2016/17	16,185																												
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Q2 2017/18	26,413																												
Voice interactions (taken through CRM) by Customer Services (CP08-P65)		26,413	<p>The number of voice interactions in Q2 26,413 is the same as the number taken in Q1 however there are variances in the monthly figures within the period. This is a reduction of 212 calls taken during the same period last year.</p> <p>Voice contact remains the most used method of contact.</p> <p>Work is continuing to move services online.</p>		Les Grant																								

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, November 2017 (Q2 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Number of Social Work Statutory Complaints Received	<p data-bbox="434 325 947 341">CP08-P030P How many complaints were received by our Social Work service?</p>  <table border="1" data-bbox="405 352 976 689"> <caption>CP08-P030P How many complaints were received by our Social Work service?</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr> <td>Q2 2016/17</td> <td>10</td> </tr> <tr> <td>Q2 2016/17</td> <td>30</td> </tr> <tr> <td>Q4 2016/17</td> <td>20</td> </tr> <tr> <td>Q1 2017/18</td> <td>8</td> </tr> <tr> <td>Q2 2017/18</td> <td>14</td> </tr> </tbody> </table>	Quarter	Number of Complaints	Q2 2016/17	10	Q2 2016/17	30	Q4 2016/17	20	Q1 2017/18	8	Q2 2017/18	14	14	<p data-bbox="1140 336 1308 357">Observations:</p> <p data-bbox="1140 400 1729 501">We continue to experience lower levels of complaints within Social Work services and whilst this quarter is slightly higher than last quarter, numbers are reducing over the longer term.</p> <p data-bbox="1140 544 1715 616">The types of complaints received vary substantially, can be very complex in nature and do not specifically relate to one service/area.</p>		Sylvia Mendham
Quarter	Number of Complaints																
Q2 2016/17	10																
Q2 2016/17	30																
Q4 2016/17	20																
Q1 2017/18	8																
Q2 2017/18	14																

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, November 2017 (Q2 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Number of Complaints Closed - All (excl. invalid & statutory Social Work)	<p>CP08-P010P How many complaints did we investigate to completion?</p> <table border="1"> <caption>Complaints Investigated to Completion</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <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> <tr> <td>Q2 2017/18</td> <td>182</td> </tr> </tbody> </table>	Quarter	Number of Complaints	Q2 2016/17	146	Q3 2016/17	130	Q4 2016/17	138	Q1 2017/18	142	Q2 2017/18	182	182	<p>In Q2 we closed 182 complaints excluding those classed as invalid. Of these 42% were justified, 10% were policy and 48% were unjustified.</p> <p>The number of complaints closed in the quarter (excluding invalid and Social Work) has increased by 40 over the previous quarter. This increase can be attributed to an incident in August in relation to school transport provision at the start of the new academic year, which caused a number of parents to complain. The incident was resolved quickly by the service and procedures have been reviewed, ensuring that it was just a singular incident.</p> <p>There has also be an increase over the same period last year of 24.6%</p> <p>Below is a split of complaints closed during the period by locality and reason. Where a complaint has been logged anonymously it cannot be attributed to a locality and therefore shows as undefined.</p> <p>Please see below for breakdown:</p>		Les Grant
Quarter	Number of Complaints																
Q2 2016/17	146																
Q3 2016/17	130																
Q4 2016/17	138																
Q1 2017/18	142																
Q2 2017/18	182																
Closure Stage Count																	
	Teviot	Berwickshire	Cheviot	Eildon	Tweeddale	Undefined	Summary										
Delay in Responding	1	3	1	1	3	1	10										
Employee Attitude	2	6	4	3	8	1	24										
Failure to Del Ser	11	17	12	18	18	15	88										
Other	5	1	3	12	12	8	33										
Policy	2	7	3	1	1	6	24										
Totals	24	34	23	35	35	31	182										

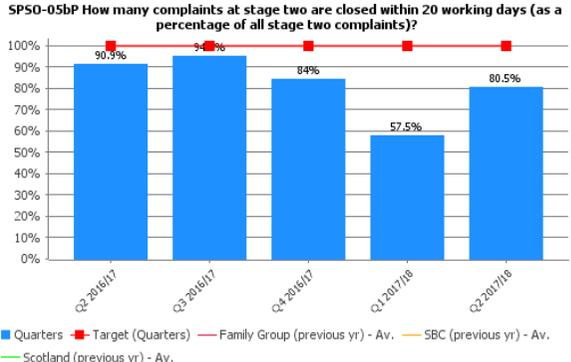
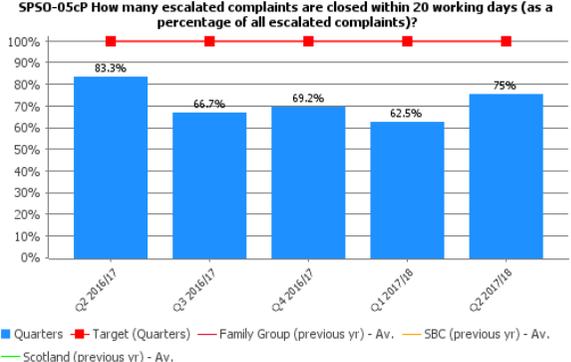
Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, November 2017 (Q2 2017/18)

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 (Working Days)</th> </tr> </thead> <tbody> <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> <tr> <td>Q2-2017/18</td> <td>4.1</td> </tr> </tbody> </table> <p>Legend: Quarters (blue bars), Target (Quarters) (red line with squares), Family Group (previous yr) - Av. (red line), SBC (previous yr) - Av. (orange line), Scotland (previous yr) - Av. (green line).</p>	Quarter	Average Time (Working Days)	Q2-2016/17	3.7	Q3-2016/17	3.8	Q4-2016/17	4.5	Q1-2017/18	3.5	Q2-2017/18	4.1	<p>4.1</p>	<p>How are we performing: There has been an increase in the average number of days taken to respond to Stage 1 complaints over both the previous quarter and the same quarter last year although we are still with the SPSO timescales.</p> <p>This quarter the average is 4.1 working days compared to 3.5 working days last quarter and 3.7 for Q2 last year.</p> <p>The average time taken has been affected by a small number of complaints exceeding the 5 day time scale by several days. The majority of complaints closed at Stage 1 were closed well within the prescribed time scale.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>	<p>✔</p>	<p>Les Grant</p>
Quarter	Average Time (Working Days)																
Q2-2016/17	3.7																
Q3-2016/17	3.8																
Q4-2016/17	4.5																
Q1-2017/18	3.5																
Q2-2017/18	4.1																
<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 (Working Days)</th> </tr> </thead> <tbody> <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> <tr> <td>Q2-2017/18</td> <td>15.0</td> </tr> </tbody> </table> <p>Legend: Quarters (blue bars), Target (Quarters) (red line with squares), Family Group (previous yr) - Av. (red line), SBC (previous yr) - Av. (orange line), Scotland (previous yr) - Av. (green line).</p>	Quarter	Average Time (Working Days)	Q2-2016/17	15.1	Q3-2016/17	15.3	Q4-2016/17	17.6	Q1-2017/18	19.2	Q2-2017/18	15.0	<p>15</p>	<p>How are we performing: There has been a significant fall in the number of working days taken to respond to complaints at Stage 2 from 19.2 working days last quarter to 15 working days this quarter. Compared to the same period last year however the average number of days taken to respond at Stage 2 is virtually the same at 15.1 working days.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>	<p>✔</p>	<p>Les Grant</p>
Quarter	Average Time (Working Days)																
Q2-2016/17	15.1																
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Q2-2017/18	15.0																

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, November 2017 (Q2 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
<p>Average times: the average time in working days to respond to complaints after escalation (SPSO-04c)</p>	<p>SPSO-04cP How long in working days does it take on average to respond to a complaint that has been escalated?</p> <table border="1"> <caption>SPSO-04cP Average Response Times</caption> <thead> <tr> <th>Quarter</th> <th>Average Response Time (Days)</th> </tr> </thead> <tbody> <tr> <td>Q2 2016/17</td> <td>18.8</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> <tr> <td>Q2 2017/18</td> <td>14.2</td> </tr> </tbody> </table> <p>Legend: Quarters (blue bars), Target (Quarters) (red line), Family Group (previous yr) - Av. (red line), SBC (previous yr) - Av. (yellow line), Scotland (previous yr) - Av. (green line).</p>	Quarter	Average Response Time (Days)	Q2 2016/17	18.8	Q3 2016/17	12.3	Q4 2016/17	18.1	Q1 2017/18	14.6	Q2 2017/18	14.2	<p>14.2</p>	<p>How are we performing: The average time taken to respond to the customer at escalation stage has decreased compared to the previous quarter and compared to the same period last year. The average number of days taken to respond in Q2 was 14.2 days compared to 14.6 days last quarter and 18.8 days for the same period last year. We continue to meet the SPSO target of 20 days to respond at this stage.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>	<p>✔</p>	<p>Les Grant</p>
Quarter	Average Response Time (Days)																
Q2 2016/17	18.8																
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Q4 2016/17	18.1																
Q1 2017/18	14.6																
Q2 2017/18	14.2																
<p>Performance against timescales: the number of complaints closed at stage one within 5 working days as % of total number of stage one complaints (SPSO-05a)</p>	<p>SPSO-05aP How many complaints at stage one are closed within five working days (as a percentage of all stage one complaints)?</p> <table border="1"> <caption>SPSO-05aP Percentage of Stage One Complaints Closed</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <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> <tr> <td>Q2 2017/18</td> <td>88.7%</td> </tr> </tbody> </table> <p>Legend: Quarters (blue bars), Target (Quarters) (red line), Family Group (previous yr) - Av. (red line), SBC (previous yr) - Av. (yellow line), Scotland (previous yr) - Av. (green line).</p>	Quarter	Percentage	Q2 2016/17	87.7%	Q3 2016/17	87.5%	Q4 2016/17	84.3%	Q1 2017/18	88.6%	Q2 2017/18	88.7%	<p>88.7%</p>	<p>How are we performing: The percentage of Stage 1 complaints closed within timescales remains very consistent at 88.7% this quarter compared to 88.6% last quarter and 87.7% for the same period last year.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>	<p>⚠</p>	<p>Les Grant</p>
Quarter	Percentage																
Q2 2016/17	87.7%																
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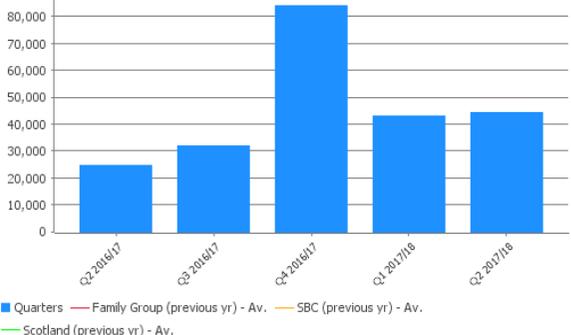
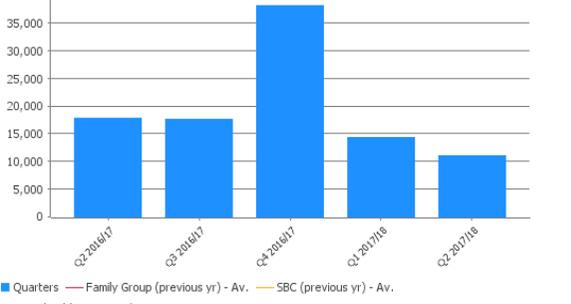
Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, November 2017 (Q2 2017/18)

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>SPSO-05bP How many complaints at stage two are closed within 20 working days (as a percentage of all stage two complaints)?</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2016/17</td> <td>90.9%</td> </tr> <tr> <td>Q3 2016/17</td> <td>94.2%</td> </tr> <tr> <td>Q4 2016/17</td> <td>84%</td> </tr> <tr> <td>Q1 2017/18</td> <td>57.5%</td> </tr> <tr> <td>Q2 2017/18</td> <td>80.5%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2016/17	90.9%	Q3 2016/17	94.2%	Q4 2016/17	84%	Q1 2017/18	57.5%	Q2 2017/18	80.5%	<p>80.5%</p>	<p>How are we performing: Performance has improved significantly over the previous quarter with 80.5% of Stage 2 complaints being closed within 20 working days compared to 57.5% last quarter. However performance was better in Q2 last year with 90.9% being closed within timeframes. The low number of complaints handled at Stage 2 can result in significant percentage swings in performance when just a few complaints are not handled within timescales.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		<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>SPSO-05cP How many escalated complaints are closed within 20 working days (as a percentage of all escalated complaints)?</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <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> <tr> <td>Q2 2017/18</td> <td>75%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2016/17	83.3%	Q3 2016/17	66.7%	Q4 2016/17	69.2%	Q1 2017/18	62.5%	Q2 2017/18	75%	<p>75%</p>	<p>How are we performing: Performance has improved this quarter over the previous quarter with 75% of escalated complaints being handled within 20 days compared with 62.5% in Q1. Compared to the same period last year when 83.3% of escalated complaints were handled within the 20 day timeframe performance has fallen 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>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		<p>Les Grant</p>
Quarter	Percentage																
Q2 2016/17	83.3%																
Q3 2016/17	66.7%																
Q4 2016/17	69.2%																
Q1 2017/18	62.5%																
Q2 2017/18	75%																

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, November 2017 (Q2 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
FOI Requests Received	<p>CP08-P053P How many requests for information, under the Freedom of Information Act, did we receive?</p> <table border="1"> <caption>FOI Requests Received Data</caption> <thead> <tr> <th>Quarter</th> <th>Requests</th> </tr> </thead> <tbody> <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>367</td> </tr> <tr> <td>Q1 2017/18</td> <td>279</td> </tr> <tr> <td>Q2 2017/18</td> <td>288</td> </tr> </tbody> </table>	Quarter	Requests	Q2 2016/17	321	Q3 2016/17	303	Q4 2016/17	367	Q1 2017/18	279	Q2 2017/18	288	288	<p>Observations: SBC received 288 FOI's in Q2 2017/18, 9 more than in Q1 2017/18 (3% increase), and 33 fewer than Q2 in 2016/17 (10% reduction).</p>		Nuala McKinlay
Quarter	Requests																
Q2 2016/17	321																
Q3 2016/17	303																
Q4 2016/17	367																
Q1 2017/18	279																
Q2 2017/18	288																
% of FOI Requests Completed on Time	<p>CP08-P054P What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?</p> <table border="1"> <caption>% of FOI Requests Completed on Time Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2016/17</td> <td>94%</td> </tr> <tr> <td>Q3 2016/17</td> <td>94%</td> </tr> <tr> <td>Q4 2016/17</td> <td>94%</td> </tr> <tr> <td>Q1 2017/18</td> <td>94%</td> </tr> <tr> <td>Q2 2017/18</td> <td>94%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2016/17	94%	Q3 2016/17	94%	Q4 2016/17	94%	Q1 2017/18	94%	Q2 2017/18	94%	94%	<p>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. In Q2 2017/18, 94% were completed on time, in line with Q1 2017/18.</p> <p>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 quickly and efficiently. All previous FOI requests are published on SBC's website along with the response provided:</p> <p>https://www.scotborders.gov.uk/directory/59/freedom_of_information_requests</p>		Nuala McKinlay
Quarter	Percentage																
Q2 2016/17	94%																
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, November 2017 (Q2 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By
Number of Facebook Engagements	<p>CP08-P159 Number of Facebook Engagements</p>  <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	44,405	<p>Observations: During Q2 44,405 people engaged (liking, commentating, sharing) with Facebook posts.</p> <p>The number of Facebook followers has increased by 272 since Q1</p>		Tracey Graham
Number of Twitter Engagements	<p>CP08-P160 Number of Twitter Engagements</p>  <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	10,994	<p>Observations: During the quarter Twitter post links were clicked 10,994 times.</p> <p>The number of followers at Q2 end was up 180 since Q1.</p>		Tracey Graham