

# SCOTTISH BORDERS COUNCIL CORPORATE PRIORITIES

## SUMMARY OF PERFORMANCE Q2 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 Q2 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

**74.7%**  
of people **aged between 16-64**  
are now in employment

Scotland Q1 17/18	73.4%
SB Q1 16/17	75.7%

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 Q2 2017/18



(down from 26,625 in Q2 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?



### Business Gateway

Ettrick Yarn Dyers Ltd secured Grant and Loan funding from Business Gateway to enable them to upgrade dyeing machines, making them much more carbon friendly and efficient. The business has developed a new process to dye fireproof thread at very high temperatures. The upgrades facilitate this and will enable increased turnover, profit and employment. The company recently worked with Resource Efficient Scotland to undertake an Environmental Audit, which identified energy saving measures including an LED lighting replacement programme, for which they secured a Carbon Trust Green Business Fund Capital Contribution. Further action recommended within the audit has attracted grant and loan support from the Scottish Borders Business Loan Fund. The next phase is to assess potential for heat recovery and water savings within the dyeing processes, eligible for support from Resource Efficient Scotland and the Carbon Trust.

### July 2017 – September 2017:

<b>EMPLOYMENT RATE*</b> <b>74.7%</b> of people aged between 16-64 are now in employment		<b>CLAIMANT COUNT (16-64YR OLDS)</b> <b>1.57%</b> of working age people are now out of work and claiming benefits		<b>CLAIMANT COUNT (18-24YR OLDS)</b> <b>3.4%</b> of young people are now out of work and claiming benefits		<b>PLANNING APPLICATIONS</b> <b>319</b> received during Q2 2017/18	
Scotland Q1 17/18	73.4%	Scotland Q2 17/18	2.37%	Scotland Q2 17/18	3.63%	SB Q2 16/17	327
SB Q1 16/17	75.7%	SB Q2 16/17	1.6%	SB Q2 16/17	3.83%		

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

### Our performance during Q2 2017/18

<b>BUSINESS GATEWAY</b> <b>50</b> new businesses were created with our help	<b>BUSINESS LOANS AND GRANTS</b> <b>£40.0k</b> was approved in loans over 2 successful application to the Scottish Borders Business Loan Fund	<b>INVOICES PAID</b> Invoices paid within 30 days <b>74%</b> on average were paid within 30 days in Q2 17/18	<b>AVERAGE TIME TO DETERMINE PLANNING APPLICATIONS*</b> <b>23.0#</b> major applications received in Q1 17/18
(down from 56 in Q2 16/17)	(up from £20.0K in Q2 16/17)	(down from 85% in Q2 16/17)	(Q1 16/17 0.0 weeks)
<b>324</b> businesses were supported in Q2 2017/18	<b>£20.4k</b> was approved in grants over 7 successful applications to the Scottish Borders Business Fund		<b>10.6#</b> weeks for non-householders (Q1 16/17 8.6 weeks)
(up from 283 in Q2 16/17)	(down from £43.6K in Q2 16/17)		<b>7.8#</b> weeks for householders (Q1 16/17 6.5 weeks)



For more on performance visit [www.scotborders.gov.uk/performance](http://www.scotborders.gov.uk/performance) or email [performance@scotborders.gov.uk](mailto:performance@scotborders.gov.uk)

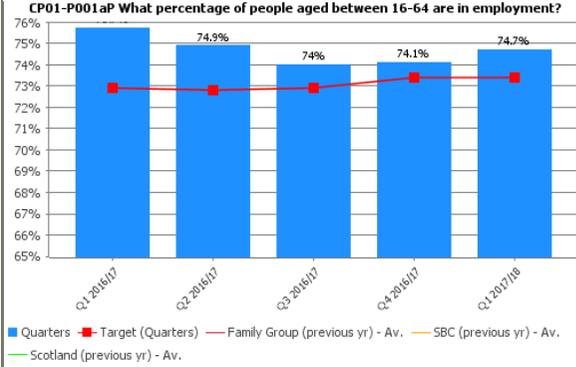
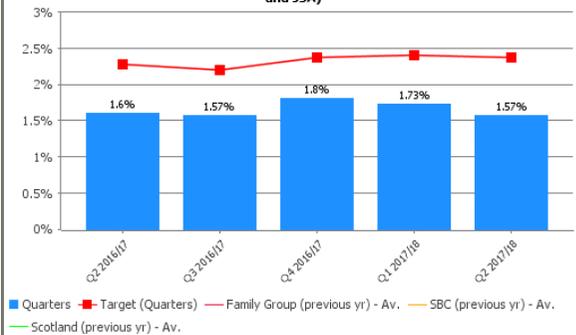
Correct at time of publication: 14 November 2017.

\*Performance indicators with a quarter lag in data. # Unadjusted data, awaiting information from Scottish Government.

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, November 2017 (Q2 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>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2016/17</td> <td>74.9%</td> </tr> <tr> <td>Q3 2016/17</td> <td>74%</td> </tr> <tr> <td>Q4 2016/17</td> <td>74.1%</td> </tr> <tr> <td>Q1 2017/18</td> <td>74.7%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q2 2016/17	74.9%	Q3 2016/17	74%	Q4 2016/17	74.1%	Q1 2017/18	74.7%	74.7%	<p><b>Observations:</b> The number of people in work is now 53,200 (74.7%), which is 300 more than in Q4 of 2016/17. The Scottish Borders rate remains higher than the Scottish rate (73.4%) and is now higher than the UK rate (74.4%).</p> <p>Note: One quarter lag in data</p>		Bryan McGrath		
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Q3 2016/17	74%																
Q4 2016/17	74.1%																
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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>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2016/17</td> <td>1.6%</td> </tr> <tr> <td>Q3 2016/17</td> <td>1.57%</td> </tr> <tr> <td>Q4 2016/17</td> <td>1.8%</td> </tr> <tr> <td>Q1 2017/18</td> <td>1.73%</td> </tr> <tr> <td>Q2 2017/18</td> <td>1.57%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q2 2016/17	1.6%	Q3 2016/17	1.57%	Q4 2016/17	1.8%	Q1 2017/18	1.73%	Q2 2017/18	1.57%	1.57%	<p><b>Observation:</b> The average rate of people aged 16-64 claiming out of work benefits was 1.57%, lower than the Scottish rate of 2.37%. At the end of September 2017, there were 1,040 people claiming out of work benefits, which was 110 less than at the end of the last quarter and 45 less than at the same time last year.</p>		Bryan McGrath
Quarter	Value (%)																
Q2 2016/17	1.6%																
Q3 2016/17	1.57%																
Q4 2016/17	1.8%																
Q1 2017/18	1.73%																
Q2 2017/18	1.57%																

## 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>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>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> <tr> <td>Q2-2017/18</td> <td>3.4%</td> </tr> </tbody> </table> <p>Legend: Quarters (Blue bars), Target (Quarters) (Red line with square), Family Group (previous yr) - Av. (Red line with circle), SBC (previous yr) - Av. (Orange line with triangle), Scotland (previous yr) - Av. (Green line with diamond).</p>	Quarter	Value (%)	Q2-2016/17	3.83%	Q3-2016/17	3.53%	Q4-2016/17	3.7%	Q1-2017/18	3.43%	Q2-2017/18	3.4%	<p>3.4%</p>	<p><b>Observation:</b> The average rate of people aged 18-24 claiming out of work benefits was 3.4% in the last quarter, lower than the Scottish average rate of 3.63%. At the end of September 2017, there were 265 young people claiming out of work benefits, 5 less than at the end of the last quarter and 35 lower than the same time last year.</p>		<p>Bryan McGrath</p>
Quarter	Value (%)																
Q2-2016/17	3.83%																
Q3-2016/17	3.53%																
Q4-2016/17	3.7%																
Q1-2017/18	3.43%																
Q2-2017/18	3.4%																
<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>Q2-2016/17</td> <td>56</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> <tr> <td>Q2-2017/18</td> <td>50</td> </tr> </tbody> </table> <p>Legend: Quarters (Blue bars), Target (Quarters) (Red line with square), Family Group (previous yr) - Av. (Red line with circle), SBC (previous yr) - Av. (Orange line with triangle), Scotland (previous yr) - Av. (Green line with diamond).</p>	Quarter	Value	Q2-2016/17	56	Q3-2016/17	50	Q4-2016/17	71	Q1-2017/18	57	Q2-2017/18	50	<p>50</p>	<p><b>How are we performing:</b> The forecast for this quarter was 49 so performance is slightly ahead of forecast. Year on year performance is up by 5 over the same period last year. The vast majority of these businesses are micro businesses and only 5 have reached the "Early Stage Growth" criteria over the same period. There is a good spread of starts across the geography of the Borders.</p> <p><b>Actions we are taking to improve/maintain performance:</b> There are 2 start-up Advisers working across the Borders. One of the advisers is also delivering "Digital Boost" workshops which means that around a day per week has been taken to focus on this delivery. To counter this, the Adviser's time has been increased by 5 hours per week.</p> <p>More workshops are now being delivered across the area, whereas most were delivered from the office in Selkirk last year. Saturday morning workshops have become a regular feature that allows more contact to be made with potential start-ups unable to make workshops during the week.</p> <p>Better relationships have been formed with Borders College and Advisers are now given greater access to students who may consider self-employment following their studies.</p>		<p>Bryan McGrath</p>
Quarter	Value																
Q2-2016/17	56																
Q3-2016/17	50																
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Q1-2017/18	57																
Q2-2017/18	50																

## 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												
Business supported through Business Gateway	<p><b>CP01-P001eP How many businesses has Business Gateway supported?</b></p> <table border="1"> <caption>CP01-P001eP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2016/17</td> <td>283</td> </tr> <tr> <td>Q3-2016/17</td> <td>353</td> </tr> <tr> <td>Q4-2016/17</td> <td>173</td> </tr> <tr> <td>Q1-2017/18</td> <td>286</td> </tr> <tr> <td>Q2-2017/18</td> <td>324</td> </tr> </tbody> </table>	Quarter	Value	Q2-2016/17	283	Q3-2016/17	353	Q4-2016/17	173	Q1-2017/18	286	Q2-2017/18	324	324	<p><b>How are we performing:</b> Client interaction has increased each quarter in 2017. Performance is also increased year on year from the same quarter last year.</p> <p><b>Actions we are taking to improve/maintain performance:</b> The localities approach has ensured that BG Advisers have a geographic spread. This has allowed increased focus from each of the Advisers. The Advisers have been working to cover a gap in one of the localities until August 2017 when the new BG Manager started. This has brought the team back up to 5 growth/existing business Advisers and should see the activity levels maintained.</p>		Bryan McGrath
Quarter	Value																
Q2-2016/17	283																
Q3-2016/17	353																
Q4-2016/17	173																
Q1-2017/18	286																
Q2-2017/18	324																
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>CP01-P001fP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <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> <tr> <td>Q2-2017/18</td> <td>2</td> </tr> </tbody> </table>	Quarter	Value	Q2-2016/17	1	Q3-2016/17	2	Q4-2016/17	0	Q1-2017/18	3	Q2-2017/18	2	2	<p><b>Observations:</b> Two loans were approved in this Quarter from four applications. The businesses benefiting from these loans are in the textiles and retail sectors. 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	Value																
Q2-2016/17	1																
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Q4-2016/17	0																
Q1-2017/18	3																
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Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
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>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>£48,711.29</td> </tr> <tr> <td>Q2-2017/18</td> <td>£40,000.00</td> </tr> </tbody> </table> <p>Legend: Quarters (blue bars), Target (Quarters) (red square), Family Group (previous yr) - Av. (red line), SBC (previous yr) - Av. (orange line), Scotland (previous yr) - Av. (green line).</p>	Quarter	Value (£)	Q2-2016/17	£20,000.00	Q3-2016/17	£40,000.00	Q4-2016/17	£0.00	Q1-2017/18	£48,711.29	Q2-2017/18	£40,000.00	£40,000.00			Bryan McGrath
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Scottish Borders Business Fund - Number of grants	<p><b>CP01-P001hP How many grants to local businesses did we award?</b></p> <table border="1"> <caption>Data for CP01-P001hP</caption> <thead> <tr> <th>Quarter</th> <th>Number of Grants</th> </tr> </thead> <tbody> <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> <tr> <td>Q2-2017/18</td> <td>7</td> </tr> </tbody> </table> <p>Legend: Quarters (blue bars), Target (Quarters) (red square), Family Group (previous yr) - Av. (red line), SBC (previous yr) - Av. (orange line), Scotland (previous yr) - Av. (green line).</p>	Quarter	Number of Grants	Q2-2016/17	13	Q3-2016/17	8	Q4-2016/17	8	Q1-2017/18	12	Q2-2017/18	7	7	<p><b>Observations:</b></p> <p>7 grants were awarded from 7 applications submitted in this Quarter. The £20,395.40 awarded in this Quarter is expected to create leverage of £21,080.40 in private sector project spend. It is predicted that 12 jobs have been created and 20 safeguarded for these projects. Grants awarded decreased in Q2 compared to Q1 as there is a smaller pipeline than that prevalent at the beginning of the financial year. Sectors supported were textiles, construction, manufacturing, food and drink, and tourism.</p>		Bryan McGrath
Quarter	Number of Grants																
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Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Scottish Borders Business Fund - Value of grants	<p><b>CP01-P001IP How much money did those grants add up to?</b></p> <table border="1"> <caption>Value of Grants (CP01-P001IP)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q2-2016/17</td> <td>£37,739.12</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> <tr> <td>Q2-2017/18</td> <td>£20,395.40</td> </tr> </tbody> </table> <p>Legend: Quarters (blue bars), Target (Quarters) (red square), Family Group (previous yr) - Av. (red line), SBC (previous yr) - Av. (orange line), Scotland (previous yr) - Av. (green line).</p>	Quarter	Value (£)	Q2-2016/17	£37,739.12	Q3-2016/17	£26,099.15	Q4-2016/17	£26,671.04	Q1-2017/18	£37,739.12	Q2-2017/18	£20,395.40	£20,395.40			Bryan McGrath
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Number of Planning Applications Received	<p><b>CP01-P001jP How many planning applications do we receive?</b></p> <table border="1"> <caption>Number of Planning Applications Received (CP01-P001jP)</caption> <thead> <tr> <th>Quarter</th> <th>Number of Applications</th> </tr> </thead> <tbody> <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> <tr> <td>Q2-2017/18</td> <td>319</td> </tr> </tbody> </table> <p>Legend: Quarters (blue bars), Target (Quarters) (red square), Family Group (previous yr) - Av. (red line), SBC (previous yr) - Av. (orange line), Scotland (previous yr) - Av. (green line).</p>	Quarter	Number of Applications	Q2-2016/17	327	Q3-2016/17	291	Q4-2016/17	374	Q1-2017/18	374	Q2-2017/18	319	319	Although the number of planning applications received this quarter is down on last quarter, the number of applications received <i>year to date</i> is 7% ahead of the same time last year (693 compared to 648 in 16/17)		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 - Maj Dev. - ADJUSTED (cumulative)</p>	<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>Data for CP01-P001kP</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (wks)</th> <th>Target (Quarters)</th> <th>Family Group (previous yr) - Av.</th> <th>SBC (previous yr) - Av.</th> <th>Scotland (previous yr) - Av.</th> </tr> </thead> <tbody> <tr> <td>Q2-2016/17</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> <td>28.0</td> <td>39.0</td> </tr> <tr> <td>Q3-2016/17</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> <td>28.0</td> <td>39.0</td> </tr> <tr> <td>Q4-2016/17</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> <td>28.0</td> <td>38.5</td> </tr> <tr> <td>Q1-2017/18</td> <td>23.0</td> <td>0.0</td> <td>0.0</td> <td>28.0</td> <td>37.1</td> </tr> </tbody> </table>	Quarter	Quarters (wks)	Target (Quarters)	Family Group (previous yr) - Av.	SBC (previous yr) - Av.	Scotland (previous yr) - Av.	Q2-2016/17	0.0	0.0	0.0	28.0	39.0	Q3-2016/17	0.0	0.0	0.0	28.0	39.0	Q4-2016/17	0.0	0.0	0.0	28.0	38.5	Q1-2017/18	23.0	0.0	0.0	28.0	37.1	<p>23.0</p>	<p><i>This figure is unadjusted.</i> We have heard from Scottish Government that due to staff changes at Scottish Government Stats Division we will not get the adjusted 1st quarter figures until late November 2017. The figure is below the 2016/17 national Scottish average for this category of application of 37.1 weeks</p>		<p>Ian Aikman</p>
Quarter	Quarters (wks)	Target (Quarters)	Family Group (previous yr) - Av.	SBC (previous yr) - Av.	Scotland (previous yr) - Av.																														
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Q4-2016/17	0.0	0.0	0.0	28.0	38.5																														
Q1-2017/18	23.0	0.0	0.0	28.0	37.1																														
<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</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (wks)</th> <th>Target (Quarters)</th> <th>Family Group (previous yr) - Av.</th> <th>SBC (previous yr) - Av.</th> <th>Scotland (previous yr) - Av.</th> </tr> </thead> <tbody> <tr> <td>Q2-2016/17</td> <td>7.0</td> <td>0.0</td> <td>0.0</td> <td>17.5</td> <td>12.5</td> </tr> <tr> <td>Q3-2016/17</td> <td>6.9</td> <td>0.0</td> <td>0.0</td> <td>17.5</td> <td>12.5</td> </tr> <tr> <td>Q4-2016/17</td> <td>7.9</td> <td>0.0</td> <td>0.0</td> <td>17.5</td> <td>12.0</td> </tr> <tr> <td>Q1-2017/18</td> <td>10.6</td> <td>0.0</td> <td>0.0</td> <td>17.5</td> <td>11.0</td> </tr> </tbody> </table>	Quarter	Quarters (wks)	Target (Quarters)	Family Group (previous yr) - Av.	SBC (previous yr) - Av.	Scotland (previous yr) - Av.	Q2-2016/17	7.0	0.0	0.0	17.5	12.5	Q3-2016/17	6.9	0.0	0.0	17.5	12.5	Q4-2016/17	7.9	0.0	0.0	17.5	12.0	Q1-2017/18	10.6	0.0	0.0	17.5	11.0	<p>10.6</p>	<p><i>This figure is unadjusted.</i> We have heard from Scottish Government that due to staff changes at Scottish Government Stats Division we will not get the adjusted 1st quarter figures until late November 2017. The figure is below the 2016/17 national Scottish average for this category of application of 11 weeks</p>		<p>Ian Aikman</p>
Quarter	Quarters (wks)	Target (Quarters)	Family Group (previous yr) - Av.	SBC (previous yr) - Av.	Scotland (previous yr) - Av.																														
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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>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>CP01-P001mP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (wks)</th> </tr> </thead> <tbody> <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> <tr> <td>Q2-2017/18</td> <td>7.8</td> </tr> </tbody> </table>	Quarter	Value (wks)	Q1-2016/17	6.5	Q2-2016/17	6.7	Q3-2016/17	7.4	Q4-2016/17	6.6	Q2-2017/18	7.8	7.8	<p><i>This figure is unadjusted. We have heard from Scottish Government that due to staff changes at Scottish Government Stats Division we will not get the adjusted 1st quarter figures until late November 2017. The figure is just above the 2016/17 national Scottish average for this category of application of 7.3 weeks</i></p>		Ian Aikman
Quarter	Value (wks)																
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<p>% of Invoices paid within 30 days</p>	<p><b>CP01-P001r % of Invoices paid within 30 days</b></p> <table border="1"> <caption>CP01-P001r Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2-2016/17</td> <td>85%</td> </tr> <tr> <td>Q3-2016/17</td> <td>90%</td> </tr> <tr> <td>Q4-2016/17</td> <td>90%</td> </tr> <tr> <td>Q2-2017/18</td> <td>74%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q2-2016/17	85%	Q3-2016/17	90%	Q4-2016/17	90%	Q2-2017/18	74%	74%	<p><b>How are we performing?</b>            Of the 22,536 invoices processed by SBC in Q2, the % paid within 30 days of receiving the invoice has risen this quarter to 74% (almost 17,000), but remains below the levels seen before the introduction of Business World. That said, the month of September saw a significant improvement, to 82%, and the trend is moving in the right direction month on month. (It should also be noted that the volume of invoices processed in total increased over the period and 97% of payments were made electronically).</p> <p><b>Actions we are taking to improve/maintain performance:</b>            Ordering and invoice payment remain a key area of focus for SBC and a series of improvements, guidance and changes in Business World have now been put in place (end Oct) as a result of user feedback, along with further system enhancements aimed at simplifying the process and improving performance.</p>		David Robertson		
Quarter	Value (%)																
Q2-2016/17	85%																
Q3-2016/17	90%																
Q4-2016/17	90%																
Q2-2017/18	74%																

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

## HOW ARE WE DOING?

### New Primary Schools

New primary schools in Duns and Langlee have welcomed pupils for the first time on Wednesday 16 August. The schools will provide modern facilities for both children and staff to learn and teach in, following the completion of both projects this summer.

### Langlee

The £10million Langlee school includes 14 classrooms, sports hall, outdoor MUGA (Multi Use Games Area) sports pitch, a centre for children with severe and complex additional needs and provision for early learning and childcare. The new school replaces the old building, which has been in use since 1958 and is now being carefully demolished.



### Duns

The £8.6million project has seen the school relocated into the former High School building, which will also be the new home of the Berwickshire Locality Support Centre.

Duns Primary's previous building was used to educate children in the town and surrounding area for almost 140 years.



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

## Our performance during Q2 2017/18

### Physical Education Spotlight

The Scottish Government recognised the positive impact physical education can have on a pupil's health, educational attainment and life chances and that it can form a key element of a school's plan to deliver the broad health and wellbeing outcomes and experiences contained within Curriculum for Excellence. They asked schools to commit to the following targets by 2014 and maintain them:

- Primary school pupils - at least two hours per week of physical education
- S1 to S4 of secondary schools - two periods of physical education per week.

For the past two years in the Scottish Borders we have managed to meet the target and maintain the provision of physical education and we have exceeded the Scottish average.



### Galashiels Academy is awarded sportsScotland Gold School Sport Award

Galashiels Academy has been recognised with a prestigious national award for innovation and achievement in delivering physical education and extra-curricular sport. The sportsScotland Gold School Sport Award was presented to staff and pupils on Tuesday 4 October.

### ATTENDANCE (AUGUST – SEPTEMBER 2017/18 SCHOOL YEAR)

**96.86%**  
pupils **attended** their **primary school**

Scottish average for 14/15 = 95.1%

**93.28%**  
pupils **attended** their **secondary school**

Scottish average for 14/15 = 91.8%

### EXCLUSIONS (AUGUST – SEPTEMBER 2017/18 SCHOOL YEAR)

**17** primary      **32** secondary

Aug – Sept16/17      14 Prim / 50 Secon



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

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By																									
<p>What % of primary and secondary school pupils attend school?</p>	<table border="1"> <caption>CP02-P24P What % of primary and secondary school pupils attend school?</caption> <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>2014/15</td> <td>94.5%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2015/16</td> <td></td> <td>94.5%</td> <td></td> <td></td> </tr> <tr> <td>2016/17</td> <td></td> <td></td> <td>94.5%</td> <td></td> </tr> <tr> <td>2017/18</td> <td></td> <td></td> <td></td> <td>94.5%</td> </tr> </tbody> </table>	Year	2014/15	2015/16	2016/17	2017/18	2014/15	94.5%				2015/16		94.5%			2016/17			94.5%		2017/18				94.5%	<p>94.5%</p>	<p><b>How are we performing:</b></p> <p>Q2 has traditionally seen a higher level of attendance in comparison to Q1. Primary and Secondary attendance remains consistent with previous years showing a higher level of attendance.</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 first part of the new academic year.</p>		<p>Donna Manson</p>
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Year	2014/15	2015/16	2016/17	2017/18																										
2014/15	96.86%																													
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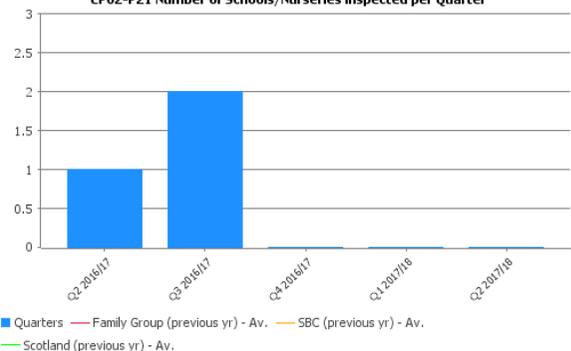
## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, November 2017 (Q2 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By
What % of secondary school pupils attend school?	<p><b>CP02-P11bP What % of secondary school pupils attend school? (CP02-P11bP)</b></p>	93.28%	<p><b>How are we performing:</b></p> <p>Q2 traditionally has a higher level of attendance with schools beginning a new academic year. This year the secondary schools have seen an increase in attendance in comparison to Q1. However there is a slight decline in overall attendance in comparison with previous years.</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 first part of the new academic year.</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>	49	<p><b>How are we performing:</b></p> <p>Q2 has seen a lower number of pupils excluded this year in comparison to the same period last year. Q2 is the start of the new Academic year and this Q2 has seen the second lowest level of exclusions for the same period, over the past 5 years. The majority of exclusions 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 lower levels realised in Q2 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, November 2017 (Q2 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By																									
How many primary school pupils were excluded?	<p><b>CP02-P09aP How many primary school pupils were excluded? (CP02-P09aP)</b></p> <table border="1"> <caption>CP02-P09aP Data</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>15</td> <td>5</td> <td>10</td> <td>12</td> </tr> <tr> <td>2015/16</td> <td>8</td> <td>6</td> <td>3</td> <td>6</td> </tr> <tr> <td>2016/17</td> <td>9</td> <td>14</td> <td>11</td> <td>12</td> </tr> <tr> <td>2017/18</td> <td>12</td> <td>17</td> <td>11</td> <td>12</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	15	5	10	12	2015/16	8	6	3	6	2016/17	9	14	11	12	2017/18	12	17	11	12	17	<p><b>How are we performing:</b></p> <p>Q2 is the start of the new term and academic year. Traditionally this quarter has seen the lowest level of exclusion for the whole year. However primary schools have experienced a break in this trend.</p> <p><b>Actions we are taking to improve/maintain performance:</b></p> <p>Continued monitoring of exclusion with an emphasis on inclusion where possible is the focus of all schools. The increase in exclusions this year is not limited to schools with a high level of pupils which has traditionally been the case within the primary school population. We have seen schools which traditional have no exclusions for several years have a singular exclusion.</p>		Donna Manson
Year	Q1	Q2	Q3	Q4																										
2014/15	15	5	10	12																										
2015/16	8	6	3	6																										
2016/17	9	14	11	12																										
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How many secondary school pupils were excluded?	<p><b>CP02-P09bP How many secondary school pupils were excluded? (CP02-P09bP)</b></p> <table border="1"> <caption>CP02-P09bP Data</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>43</td> <td>57</td> <td>62</td> <td>80</td> </tr> <tr> <td>2015/16</td> <td>33</td> <td>33</td> <td>38</td> <td>57</td> </tr> <tr> <td>2016/17</td> <td>32</td> <td>50</td> <td>65</td> <td>68</td> </tr> <tr> <td>2017/18</td> <td>30</td> <td>32</td> <td>65</td> <td>68</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	43	57	62	80	2015/16	33	33	38	57	2016/17	32	50	65	68	2017/18	30	32	65	68	32	<p><b>How are we performing:</b></p> <p>Q2 has seen one of the lowest levels of exclusions in secondary schools, for an individual quarter. The majority of the 32 pupils excluded from secondary school during Q2 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 and now Q2 has resulted from action planning within specific school contexts to ensure a clear focus on reducing exclusions during 2017/18.</p>		Donna Manson
Year	Q1	Q2	Q3	Q4																										
2014/15	43	57	62	80																										
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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 Schools/Nurseries inspected per Quarter	<p style="text-align: center;"><b>CP02-P21 Number of Schools/Nurseries inspected per Quarter</b></p>  <table border="1" style="display: none;"> <caption>Data for CP02-P21 Number of Schools/Nurseries inspected per Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Number of Schools/Nurseries Inspected</th> </tr> </thead> <tbody> <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>0</td> </tr> <tr> <td>Q2-2017/18</td> <td>0</td> </tr> </tbody> </table>	Quarter	Number of Schools/Nurseries Inspected	Q2-2016/17	1	Q3-2016/17	2	Q4-2016/17	0	Q1-2017/18	0	Q2-2017/18	0	0	<p><b>Observation:</b> There have been no School or Nursery Inspections in the Scottish Borders during Q2.</p>		Donna Manson
Quarter	Number of Schools/Nurseries Inspected																
Q2-2016/17	1																
Q3-2016/17	2																
Q4-2016/17	0																
Q1-2017/18	0																
Q2-2017/18	0																

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

## HOW ARE WE DOING?

July 2017 – September 2017:

<b>SELF-DIRECTED SUPPORT APPROACH</b> <b>70.9%</b> of adults are using the <b>Self-Directed Support approach</b> (at end Sep-2017)	<b>DOMESTIC ABUSE</b> <b>609#</b> reported incidents of <b>domestic abuse</b>	<b>CRIMES AND OFFENCES</b> <b>1,833#</b> group 1-5 crimes and offences were recorded	<b>WELFARE BENEFITS SERVICE</b> <b>436</b> people contacted our <b>Welfare Benefits Service</b> receiving <b>over £1,051k in additional benefits</b>
SB September '16    41.0%	SB Q2 16/17    448	SB Q2 16/17    1,551	SB Q2 16/17    716

The Matching Unit is a new service which match requests for care at home provision with care providers. Undertaking a number of administrative tasks, this frees up care managers to enable them to focus on assessment and care management. Located in Hawick, the team was set up with funding from the Health & Social Care Partnership's Integrated Care Fund. The unit commenced in the Teviot area on 17 April 2017. It has now been extended to Tweeddale, Central, Cheviot and Berwickshire and has begun assisting



with sourcing care at home to enable discharge from hospital.

Since becoming operational the Matching Unit have sourced in excess of 300 care packages and, have contributed to a reduction in waiting lists. Feedback received from those receiving the service and social work teams has been very positive.

support · independence · joined-up care · health · support · independence · joined-up care · health

### Our performance during Q2 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 September 2017) (above our target of 70%)	<b>LOOKED AFTER CHILDREN</b> <b>235</b> looked after and accommodated children (at end September 2017)  (down from 239 at end of June 2017)	<b>ADULT PROTECTION DURING Q2 2017/18</b> <b>74</b> concerns were raised (up from 66 in Q2 16/17)	<b>CHILD PROTECTION</b> <b>127</b> inter-agency discussions (Initial Referrals Discussions) concerning the <b>safety of a child held</b> (down from 138 in Q2 16/17)
<b>NEW SERVICE USERS</b> <b>98%</b> of new service users received a service <b>within 6 weeks of assessment</b> (at end September 2017) (down from 100% in June 2017)	<b>85%</b> of looked after children (across all ages) were <b>living within a community family based placement</b> (at end September 2017) (in line with 85% in June 2017)	<b>38</b> investigations were carried out (down from 40 in Q2 16/17)	<b>35</b> children on the <b>Child Protection Register</b> at end September 2017  (down from 37 at end of June 2017)



For more on performance visit [www.scotborders.gov.uk/performance](http://www.scotborders.gov.uk/performance) or email [performance@scotborders.gov.uk](mailto:performance@scotborders.gov.uk)

Correct at time of publication: 14 November 2017.

\*Performance indicators with a quarter lag in data. # Cumulative Figure in year.

**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>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.</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <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> <tr> <td>Q2 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 (%)	Q2 2016/17	76%	Q3 2016/17	76%	Q4 2016/17	76%	Q1 2017/18	77%	Q2 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 above target at around 76-77% for the past 5 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>Murray Leys</p>
Quarter	Value (%)																
Q2 2016/17	76%																
Q3 2016/17	76%																
Q4 2016/17	76%																
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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>Percentage of Clients using the Self Directed Support (SDS) approach based on Finance Commitment Records</p>	<p>CP03-P004bP Percentage of Clients using the SDS approach based on Finance Commitment Records</p> <table border="1"> <caption>Percentage of Clients using the SDS approach based on Finance Commitment Records</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2-2016/17</td> <td>41.0%</td> </tr> <tr> <td>Q3-2016/17</td> <td>50.0%</td> </tr> <tr> <td>Q4-2016/17</td> <td>59.0%</td> </tr> <tr> <td>Q1-2017/18</td> <td>66.0%</td> </tr> <tr> <td>Q2-2017/18</td> <td>70.9%</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	Q2-2016/17	41.0%	Q3-2016/17	50.0%	Q4-2016/17	59.0%	Q1-2017/18	66.0%	Q2-2017/18	70.9%	<p>70.9%</p>	<p><b>How are we performing:</b> The % of adults who are now directing their own care and support has increased in Q2 to 70.9%, which equates to 1591 adults now using this approach. This compares to 41% in Q2 2016/17. We continue to strive to meet our ambitious targets and meet the goal of all clients using the Self Directed Support (SDS) approach by the end of 2018.</p> <p><b>Actions we are taking to improve/maintain performance:</b> 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>Murray Leys</p>
Quarter	Percentage																
Q2-2016/17	41.0%																
Q3-2016/17	50.0%																
Q4-2016/17	59.0%																
Q1-2017/18	66.0%																
Q2-2017/18	70.9%																

## 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												
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>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> <tr> <td>Q2 2017/18</td> <td>18.39</td> </tr> </tbody> </table>	Quarter	Rate per 1,000 people	Q2 2016/17	12.82	Q3 2016/17	14.29	Q4 2016/17	15.58	Q1 2017/18	17.78	Q2 2017/18	18.39	18.39	<p><b>Observation:</b></p> <p>By the end of 2018 there is an expectation that all clients will be assessed using the SDS approach. At present all new clients are using the SDS approach and we continue to review and reassess existing clients using the SDS approach. The expectation is therefore that the rate of individuals using SDS arrangements per 1,000 population will increase.</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>		Murray Leys
Quarter	Rate per 1,000 people																
Q2 2016/17	12.82																
Q3 2016/17	14.29																
Q4 2016/17	15.58																
Q1 2017/18	17.78																
Q2 2017/18	18.39																
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>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> <tr> <td>Q2 2017/18</td> <td>98%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2016/17	97%	Q3 2016/17	97%	Q4 2016/17	100%	Q1 2017/18	100%	Q2 2017/18	98%	98%	<p><b>How are we performing:</b></p> <p>The percentage of new Social Work service users receiving a service within 6 weeks of assessment was 98% in Q2 (60 out of 61). During Q2 one client with complex needs fell out with the target due to the need for multiple levels of service support.</p> <p><b>Actions we are taking to improve/maintain performance:</b></p> <p>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>		Murray Leys
Quarter	Percentage																
Q2 2016/17	97%																
Q3 2016/17	97%																
Q4 2016/17	100%																
Q1 2017/18	100%																
Q2 2017/18	98%																

## 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												
Adult protection - Number of Concerns	<p><b>CP03-P149 Adult protection - Number of Concerns</b></p> <table border="1"> <caption>CP03-P149 Adult protection - Number of Concerns</caption> <thead> <tr> <th>Quarter</th> <th>Number of Concerns</th> </tr> </thead> <tbody> <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>41</td> </tr> <tr> <td>Q1-2017/18</td> <td>49</td> </tr> <tr> <td>Q2-2017/18</td> <td>74</td> </tr> </tbody> </table>	Quarter	Number of Concerns	Q2-2016/17	65	Q3-2016/17	52	Q4-2016/17	41	Q1-2017/18	49	Q2-2017/18	74	74	<p><b>Observations:</b></p> <p>Increase in the number of concerns raised during Q2. Traditionally Q2 is the highest month for concerns to be raised and this trend continues during 2017/18.</p>		Murray Leys
Quarter	Number of Concerns																
Q2-2016/17	65																
Q3-2016/17	52																
Q4-2016/17	41																
Q1-2017/18	49																
Q2-2017/18	74																
Adult protection - Number of Investigations	<p><b>CP03-P150 Adult protection - Number of Investigations</b></p> <table border="1"> <caption>CP03-P150 Adult protection - Number of Investigations</caption> <thead> <tr> <th>Quarter</th> <th>Number of Investigations</th> </tr> </thead> <tbody> <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> <tr> <td>Q2-2017/18</td> <td>38</td> </tr> </tbody> </table>	Quarter	Number of Investigations	Q2-2016/17	40	Q3-2016/17	25	Q4-2016/17	26	Q1-2017/18	21	Q2-2017/18	38	38	<p><b>Observations:</b></p> <p>In line with the increase number of concerns raised there has been a high level of investigation resulting from the concerns. Again Q2 is traditionally a quarter with higher levels of investigation and 2017/18 is no different.</p>		Murray Leys
Quarter	Number of Investigations																
Q2-2016/17	40																
Q3-2016/17	25																
Q4-2016/17	26																
Q1-2017/18	21																
Q2-2017/18	38																

## 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												
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>Data for CP03-P006P</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <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> <tr> <td>Q2-2017/18</td> <td>73%</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 (%)	Q2-2016/17	76%	Q3-2016/17	76%	Q4-2016/17	76%	Q1-2017/18	74%	Q2-2017/18	73%	73%	<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 carers and with continued support and recruitment the ambitious target of 80% will be achievable.</p>		Ann Blackie
Quarter	Value (%)																
Q2-2016/17	76%																
Q3-2016/17	76%																
Q4-2016/17	76%																
Q1-2017/18	74%																
Q2-2017/18	73%																
Looked After Children (All ages) in family-based placements compared to those in residential placements	<p><b>CP03-P006bP Looked After Children in family-based placements compared to those in residential placements</b></p> <table border="1"> <caption>Data for CP03-P006bP</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <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>86%</td> </tr> <tr> <td>Q1-2017/18</td> <td>85%</td> </tr> <tr> <td>Q2-2017/18</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 (%)	Q2-2016/17	86%	Q3-2016/17	86%	Q4-2016/17	86%	Q1-2017/18	85%	Q2-2017/18	85%	85%	<p><b>How are we performing:</b> We continue to ensure the majority of Looked After Children are placed within a family setting. In Q2, 85% were in family-based placements (approx. 200 out of the 235 Looked After Children).</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. We continue to focus on improving the number of families available and those who are able to accept children over the age of 12 years.</p>		Ann Blackie
Quarter	Value (%)																
Q2-2016/17	86%																
Q3-2016/17	86%																
Q4-2016/17	86%																
Q1-2017/18	85%																
Q2-2017/18	85%																

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 Looked After Children (LAC)	<p>CP03-P083P Number of Looked After Children (LAC)</p>	235	<p><b>Observations:</b></p> <p>Q2 has seen a small 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. We have seen a downward trend over the past two quarters following a peak in Q4 2016/17. 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>		Ann Blackie
Number of Inter-agency Referral Discussions (IRDs) held about a child	<p>CP03-P085P Number of Inter-agency Discussions (IRDs) held</p>	127	<p><b>Observations:</b></p> <p>The number of Inter-agency Referral Discussions (IRD) continues to fluctuate over the quarters. As children are brought to the attention of Social Care via other agencies, organisation or the public, a co-ordinated response is provided. IRD's provide a whole system co-ordinated approach to ensuring vulnerable children are highlighted, supported and their situation monitored to provide stability.</p>		Ann Blackie

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 children on Child Protection Register	<p style="text-align: center;"><b>CP03-P086P Number of children on Child Protection Register</b></p> <table border="1"> <caption>Data for 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>65</td> <td>38</td> </tr> <tr> <td>Q2</td> <td>24</td> <td>65</td> <td>36</td> </tr> <tr> <td>Q3</td> <td>16</td> <td>65</td> <td>35</td> </tr> <tr> <td>Q4</td> <td>28</td> <td>55</td> <td>35</td> </tr> </tbody> </table>	Quarter	2015/16	2016/17	2017/18	Q1	28	65	38	Q2	24	65	36	Q3	16	65	35	Q4	28	55	35	35	<p><b>Observation:</b></p> <p>We continue to see a declining level of children on the Child Protection Register. Following a peak in Q2 2016/17 levels have continued to reduce. We also are seeing a reduction in the number of large family groups being subject to registration which further reduces the overall number.</p>		Ann Blackie
Quarter	2015/16	2016/17	2017/18																						
Q1	28	65	38																						
Q2	24	65	36																						
Q3	16	65	35																						
Q4	28	55	35																						

## 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																
No. of People Referred to Welfare Benefits	<p><b>CP03-P035 No. of People Referred to Welfare Benefits</b></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>Q2 2015/16</td> <td>680</td> <td>740</td> <td>600</td> </tr> <tr> <td>Q2 2016/17</td> <td>700</td> <td>720</td> <td>440</td> </tr> <tr> <td>Q2 2017/18</td> <td>600</td> <td>700</td> <td>-</td> </tr> </tbody> </table>	Quarter	2015/16	2016/17	2017/18	Q2 2015/16	680	740	600	Q2 2016/17	700	720	440	Q2 2017/18	600	700	-	436	<p><b>Observations:</b>            Since 3 August 2017, a new process has been phased in place which redirects former Welfare Benefits Service calls to SBC's new Customer Advice and Support Service. This means that fewer customers are making direct contact with Welfare Benefits Officers, but are being directed to other more appropriate internal services e.g. Scottish Welfare Fund, and others directly to appropriate external contacts e.g. their Housing Association for benefits advice. This directly links to a reduced number of customers approaching the service for advice/advocacy in the 2nd Quarter. When the new structure is fully in place from Nov 2017 there will be a review of PIs to reflect the new service.</p>		Les Grant
Quarter	2015/16	2016/17	2017/18																		
Q2 2015/16	680	740	600																		
Q2 2016/17	700	720	440																		
Q2 2017/18	600	700	-																		
Welfare Benefit - Monetary Gain	<p><b>CP03-P036 Welfare Benefit - Monetary Gain</b></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>Q2 2015/16</td> <td>£2,100,000</td> <td>£2,000,000</td> <td>£800,000</td> </tr> <tr> <td>Q2 2016/17</td> <td>£2,000,000</td> <td>£2,200,000</td> <td>£1,100,000</td> </tr> <tr> <td>Q2 2017/18</td> <td>£1,700,000</td> <td>£2,400,000</td> <td>£1,800,000</td> </tr> </tbody> </table>	Quarter	2015/16	2016/17	2017/18	Q2 2015/16	£2,100,000	£2,000,000	£800,000	Q2 2016/17	£2,000,000	£2,200,000	£1,100,000	Q2 2017/18	£1,700,000	£2,400,000	£1,800,000	£1,051,363	<p>Although this is an increase on the last quarter, it is still below the current target figure. There has been a backlog of cases going through the administrative process which records the financial gains, but this position has now improved. However, given the change of processes and roles within the new Customer Advice and Support Service structure and a wider review of recording processes, it is likely that this downward trend will continue.</p> <p>In addition to the monetary gains achieved by SBC, our contract with CAB also sees approx. 250 live cases each quarter (276 in Q2 17/18), and there were just over £378k in monetary benefit gains for customers on closed cases in Q2. CAB also dealt with 100 new one-off debt enquiries and 49 new multiple debt cases, both lower than in Q1 and showing downward trends over the longer term (i.e. less debt cases)</p>		Les Grant
Quarter	2015/16	2016/17	2017/18																		
Q2 2015/16	£2,100,000	£2,000,000	£800,000																		
Q2 2016/17	£2,000,000	£2,200,000	£1,100,000																		
Q2 2017/18	£1,700,000	£2,400,000	£1,800,000																		

## 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 reported incidents of domestic abuse (cumulative)	<p>CP03-P037P How many incidents of domestic abuse are reported to Police Scotland? (cumulative)</p> <table border="1"> <caption>Cumulative Reported Incidents of Domestic Abuse</caption> <thead> <tr> <th>Quarter</th> <th>2015/16</th> <th>2016/17</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>180</td> <td>220</td> </tr> <tr> <td>Q2</td> <td>430</td> <td>450</td> </tr> <tr> <td>Q3</td> <td>650</td> <td>660</td> </tr> <tr> <td>Q4</td> <td>900</td> <td>880</td> </tr> </tbody> </table>	Quarter	2015/16	2016/17	Q1	180	220	Q2	430	450	Q3	650	660	Q4	900	880	609	See below		Graham Jones
Quarter	2015/16	2016/17																		
Q1	180	220																		
Q2	430	450																		
Q3	650	660																		
Q4	900	880																		
<p><b>Where we are currently</b></p> <ul style="list-style-type: none"> <li>- An increase of 102 reported incidents of domestic abuse to the end of the second quarter of 2017/18 when compared to the same time period in 2016/17, which equates to a 20.1% increase.</li> </ul> <p><b>Our Successes/Our Issues</b></p> <ul style="list-style-type: none"> <li>- Successful recruitment to the Court Advocacy Service – this new service will work with victims of domestic abuse who are going through the criminal justice process. A successful partnership with the Crown Office and Procurator Fiscal Service has enabled this service to have a short lead-in time. First referrals will be taken w/c 16<sup>th</sup> October.</li> <li>- Successful recruitment to two new posts which will focus on participation of service users – the Community Engagement Officer will work with survivors of domestic abuse to build capacity within our communities to raise awareness of domestic abuse, and the CEDAR Participation worker will enable young CEDAR Graduates to find a way to raise awareness of the impact of CEDAR and to find a “voice” that helps them shape the future of CEDAR in Scottish Borders.</li> <li>- CEDAR Borders Conference will be held at Tweed Horizons on 28<sup>th</sup> November 2017.</li> <li>- Safe Housing Options service and the Domestic Abuse Advocacy Outreach service is now entering its third year of operation, and it is evident that the housing support that victims receive to remain safe in their own homes is having a significant impact. This is a partnership project delivered with the support of our four Registered Social Landlords.</li> <li>- Resilience continues to be a challenge in relation to service delivery across the services, however, we are working with funders to look at how we can use staff hours more effectively.</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>- Inside Outside exhibition went exceptionally well, with over 100 people attending the Exhibition in Galashiels. There was a range of feedback, but the project has a student researcher who managed 20 face to face interviews with people who attended, and an Evaluation Report will be produced this autumn. This project brought together a range of new partners and community volunteers e.g. Citizens Advice Bureau, Borders College, as well as engaging with local businesses.</li> <li>- Scottish Borders Council has now formally agreed a workplace policy for domestic abuse, to support employees who may be experiencing domestic abuse.</li> </ul> <p><b>Service Update</b></p> <ul style="list-style-type: none"> <li>- Referrals to DAAS are steady, and the rate of high risk victims remains constant.</li> <li>- MARAC continues to discuss approximately 10 high risk victims every four weeks. The MARAC Annual Report will be available and circulated w/c 9<sup>th</sup> October.</li> </ul>																				

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 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>CP03-P039P How many crimes and offences are recorded by Police Scotland? (cumulative)</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>~1,600</td> <td>~2,200</td> <td>~2,900</td> </tr> <tr> <td>2016/17</td> <td>~700</td> <td>~1,650</td> <td>~2,250</td> <td>~3,000</td> </tr> <tr> <td>2017/18</td> <td>~950</td> <td>-</td> <td>-</td> <td>1,833</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2015/16	~750	~1,600	~2,200	~2,900	2016/17	~700	~1,650	~2,250	~3,000	2017/18	~950	-	-	1,833	1,833	<p><b>Observations:</b>                      A 16.8% increase in crimes in the year to date 2017/18 when compared to the same time period in 2016/17. This equates to 263 additional victims. Increases in housebreaking and theft from motor vehicles are cause for concern and the Police and partnership agencies are working to address these issues with focused campaigns as the festive season approaches.                      There has been a reduction in violent crime in the year to date when compared to the same time period in 2016/17.</p>		Graham Jones
Year	Q1	Q2	Q3	Q4																					
2015/16	~750	~1,600	~2,200	~2,900																					
2016/17	~700	~1,650	~2,250	~3,000																					
2017/18	~950	-	-	1,833																					

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

## HOW ARE WE DOING?

April 2017 – September 2017:

TWEEDDALE	EILDON	CHEVIOT	BERWICKSHIRE	TEVIOT & LIDDESDALE
The following funding was awarded in 17/18	The following funding was awarded in 17/18			
<b>£13.7k</b> Quality of Life Projects	<b>£4.8k</b> Quality of Life Projects	<b>£9.4k</b> Quality of Life Projects	<b>£1.1k</b> Quality of Life Projects	<b>£4.9k</b> Quality of Life Projects
<b>£11.0k</b> Neighbourhood Small Schemes	<b>£16.3k</b> Neighbourhood Small Schemes	<b>£13.0k</b> Neighbourhood Small Schemes	<b>£38.1k</b> Neighbourhood Small Schemes	<b>£3.1k</b> Neighbourhood Small Schemes
<b>£20.9k</b> Community Grant Scheme	<b>£32.3k</b> Community Grant Scheme	<b>£3.3k</b> Community Grant Scheme	<b>£13.0k</b> Community Grant Scheme	<b>£5.7k</b> Community Grant Scheme



### Localities Bid Fund... what is it?

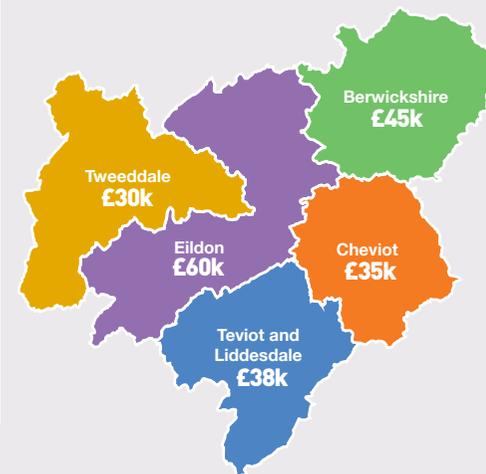
The purpose of the fund is to support community groups to fund ideas or projects which improve the lives of people living in the Scottish Borders. The fund is also aligned to the themes of the Community Plan.

- The first round of funding is now open for bids.
- The application process for funds ends at 3pm on Friday 1st December, 2017.
- An assessment panel will assess the bids. If the application meets the criteria then it will be put to a public vote along with the other eligible bids.
- Voting will be facilitated by an online and postal voting system.
- All applicants will be notified within one week of the decision of the assessment panel.

The funding allocation for the first release of the Localities Bid Fund for each locality is shown below in the map.

[https://www.scotborders.gov.uk/info/20076/community\\_grants\\_and\\_funding/815/localities\\_bid\\_fund](https://www.scotborders.gov.uk/info/20076/community_grants_and_funding/815/localities_bid_fund)

TWEEDDALE	EILDON	CHEVIOT	BERWICKSHIRE	TEVIOT & LIDDESDALE
<b>Q2 PROJECT EXAMPLES</b> <b>Quality of Life Projects</b> • £10,000 for improvements to football pitch Whitestone Park, Peebles	<b>Q2 PROJECT EXAMPLES</b> <b>Quality of Life Projects</b> • £2000 contribution to Galashiels Christmas lighting.	<b>Q2 PROJECT EXAMPLES</b> <b>Quality of Life Projects</b> • £401 towards Kelso Men's shed planning application.	<b>Q2 PROJECT EXAMPLES</b> <b>Quality of Life Projects</b> • £1,100 contribution to Silver Saturday, an over 65 event.	<b>Q2 PROJECT EXAMPLES</b> <b>Quality of Life Projects</b> • £1,052 to provide and install a noticeboard at Bonchester Bridge.
<b>Neighbourhood Small Schemes Fund</b> • £9,365 to renovate surface adjacent to A72 Innerleithen to Caerlee Corner	<b>Neighbourhood Small Schemes Fund</b> • £1,950 to replace fencing at Ormiston Terrace, Melrose.	<b>Neighbourhood Small Schemes Fund</b> • £5,373 for play equipment at Town Yetholm	<b>Neighbourhood Small Schemes Fund</b> • £11,615 to overlay Crosshill Car Park • £344 for Eyemouth Enhancement Group Litter pickers & hoops	<b>Neighbourhood Small Schemes Fund</b> • £1,245 to create parking bays in Silverbuthall Rd, Chay Blyth Place & Fraser Ave, Hawick
<b>Community Grant Scheme</b> • £5,000 each for Walkerburn Bowling Club, Innerleithen Pipe Band, Innerleithen Lawn Tennis Club	<b>Community Grant Scheme</b> • £3,700 to Lauder Community & Leisure Centre	<b>Community Grant Scheme</b> • No awards in Q2	<b>Community Grant Scheme</b> • £5,000 to Connect Youth Berwickshire	<b>Community Grant Scheme</b> • No awards in Q2



**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"> <caption>SB Alert - No. of people registered (Quarterly Data)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <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>4,417</td> </tr> <tr> <td>Q1-2017/18</td> <td>4,312</td> </tr> <tr> <td>Q2-2017/18</td> <td>4,998</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	Q2-2016/17	3,863	Q3-2016/17	4,147	Q4-2016/17	4,417	Q1-2017/18	4,312	Q2-2017/18	4,998	4,998	<p><b>Observations:</b></p> <p>Numbers continue to rise. However a campaign will commence shortly to increase these numbers via our winter 'SB Connect' article, and during the commencement of the Winter Service launch and the media information release on the 1st November.</p>		Jim Fraser
Quarter	Value																
Q2-2016/17	3,863																
Q3-2016/17	4,147																
Q4-2016/17	4,417																
Q1-2017/18	4,312																
Q2-2017/18	4,998																

## 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																		
Community Grant - No. of grants awarded	<p>CP04-P001aP How many grants did we award from the Community Grant Scheme?</p> <table border="1"> <caption>CP04-P001aP: Number of Grants Awarded</caption> <thead> <tr> <th>Quarter</th> <th>Number of Grants</th> </tr> </thead> <tbody> <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> <tr> <td>Q2 2017/18</td> <td>7</td> </tr> </tbody> </table>	Quarter	Number of Grants	Q2 2016/17	9	Q3 2016/17	10	Q4 2016/17	6	Q1 2017/18	14	Q2 2017/18	7	7	<p><b>How are we performing:</b></p> <p>Number of awards in Q2 2017/18 is roughly equivalent to the numbers in Q2 2016/17. Activity normally slows down over the summer holiday period and pick up again towards the end of the year. There are currently 8 applications at assessment stage and one awaiting formal sign off.</p> <p>The total value of awards in Q2 2017/18 is £31,926 which is slightly more than £30,130 in Q2 2016/17.</p> <p>These figures demonstrate that CGS is performing as expected to support the development of community projects across the whole of the Scottish Borders.</p> <p>The total value of project costs in Q2 2017/18 is down in relation to the equivalent Q2 in 2016/17 (£332,277). However, it should be noted that one project totalling £193k (Peebles Scout Group) was supported in 2016/17 whilst all total project values in 2017/18 were under £30k. The total project cost values in each quarter can vary significantly dependent on the size of projects supported.</p>								
Quarter	Number of Grants																						
Q2 2016/17	9																						
Q3 2016/17	10																						
Q4 2016/17	6																						
Q1 2017/18	14																						
Q2 2017/18	7																						
Community Grant - Value of funding granted	<p>Exec - Community Grant Scheme: Grants / Total Project Value</p> <table border="1"> <caption>Exec - Community Grant Scheme: Grants / Total Project Value</caption> <thead> <tr> <th>Quarter</th> <th>Grants Value (£)</th> <th>Total Project Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q2 2016/17</td> <td>£30,130</td> <td>£332,277</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>£43,173</td> <td>£204,097</td> </tr> <tr> <td>Q2 2017/18</td> <td>£31,926</td> <td>£120,421</td> </tr> </tbody> </table>	Quarter	Grants Value (£)	Total Project Value (£)	Q2 2016/17	£30,130	£332,277	Q3 2016/17	£24,246	£287,069	Q4 2016/17	£13,211	£214,247	Q1 2017/18	£43,173	£204,097	Q2 2017/18	£31,926	£120,421	£31,926	<p><b>Actions we are taking to improve/maintain performance:</b></p> <p>CGS not only offers funding for small projects but is also used as a tool to lever in funding from other external sources, principally Big Lottery's Awards for All. Where appropriate, applicants are continually assisted to accrue funding down external funding sources in order to maximise the availability of limited local funding in the area.</p>		
Quarter	Grants Value (£)	Total Project Value (£)																					
Q2 2016/17	£30,130	£332,277																					
Q3 2016/17	£24,246	£287,069																					
Q4 2016/17	£13,211	£214,247																					
Q1 2017/18	£43,173	£204,097																					
Q2 2017/18	£31,926	£120,421																					
Community Grant Award - Total Project Cost		£120,421																					



Shona Smith

**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														
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> <table border="1"> <caption>Quality of Life Fund - Total value of funds awarded (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>40,302.00</td> </tr> <tr> <td>Q2 2016/17</td> <td>71,588.00</td> </tr> <tr> <td>Q3 2016/17</td> <td>84,916.00</td> </tr> <tr> <td>Q4 2016/17</td> <td>115,924.00</td> </tr> <tr> <td>Q1 2017/18</td> <td>9,420.00</td> </tr> <tr> <td>Q2 2017/18</td> <td>33,770.00</td> </tr> </tbody> </table> <p>■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value (£)	Q1 2016/17	40,302.00	Q2 2016/17	71,588.00	Q3 2016/17	84,916.00	Q4 2016/17	115,924.00	Q1 2017/18	9,420.00	Q2 2017/18	33,770.00	£33,770	Cumulatively to Q2 2017/18 17 projects were awarded a total of £33,770. Of these 2 were carried forward from 2016/17. Amounts awarded ranged from £220 to £10,000 and have averaged £1,986		Jason Hedley
Quarter	Value (£)																		
Q1 2016/17	40,302.00																		
Q2 2016/17	71,588.00																		
Q3 2016/17	84,916.00																		
Q4 2016/17	115,924.00																		
Q1 2017/18	9,420.00																		
Q2 2017/18	33,770.00																		
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> <table border="1"> <caption>Neighbourhood Small Schemes Fund - Total value of funds awarded (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>114,173.00</td> </tr> <tr> <td>Q2 2016/17</td> <td>153,748.00</td> </tr> <tr> <td>Q3 2016/17</td> <td>213,703.00</td> </tr> <tr> <td>Q4 2016/17</td> <td>289,714.00</td> </tr> <tr> <td>Q1 2017/18</td> <td>25,903.00</td> </tr> <tr> <td>Q2 2017/18</td> <td>81,505.00</td> </tr> </tbody> </table> <p>■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value (£)	Q1 2016/17	114,173.00	Q2 2016/17	153,748.00	Q3 2016/17	213,703.00	Q4 2016/17	289,714.00	Q1 2017/18	25,903.00	Q2 2017/18	81,505.00	£81,505	Cumulatively to Q2 2017/18 55 projects were awarded a total of £81,505. Amounts awarded ranged from £32 to £11,615 and have averaged £1,482.		Jason Hedley
Quarter	Value (£)																		
Q1 2016/17	114,173.00																		
Q2 2016/17	153,748.00																		
Q3 2016/17	213,703.00																		
Q4 2016/17	289,714.00																		
Q1 2017/18	25,903.00																		
Q2 2017/18	81,505.00																		

## 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																		
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>CP04-P001l (Active)</th> <th>CP04-P001m (Progressing)</th> </tr> </thead> <tbody> <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> <tr> <td>Q2 2017/18</td> <td>42</td> <td>7</td> </tr> </tbody> </table>	Quarter	CP04-P001l (Active)	CP04-P001m (Progressing)	Q2 2016/17	37	13	Q3 2016/17	38	12	Q4 2016/17	39	12	Q1 2017/18	40	13	Q2 2017/18	42	7	42	<p><b>Observations:</b> A Resilient Communities seminar is being held on Tuesday 24th October, and an article will be entered in the winter edition of 'SB Connect' on Resilient Communities and the benefits that communities can gain by becoming an active community. Emergency Planning will hold 1-2-1 sessions with active communities over the winter period. An input on Resilient Communities was also given to elected members on Thursday 19th October.</p>		Jim Fraser
Quarter		CP04-P001l (Active)	CP04-P001m (Progressing)																				
Q2 2016/17	37	13																					
Q3 2016/17	38	12																					
Q4 2016/17	39	12																					
Q1 2017/18	40	13																					
Q2 2017/18	42	7																					
No. of Progressing community resilience plans (cumulative)	7		Jim Fraser																				
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>Value</th> </tr> </thead> <tbody> <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>210</td> </tr> <tr> <td>Q2 2017/18</td> <td>210</td> </tr> </tbody> </table>	Quarter	Value	Q2 2016/17	93	Q3 2016/17	85	Q4 2016/17	84	Q1 2017/18	210	Q2 2017/18	210	210	<p><b>Observations:</b> 210 people have carried out volunteer work with SBC during Q2, equating to 1075 hours worked and an economic benefit to SBC of £13,050.</p> <p>The overall total is down slightly in comparison to the previous period due to a reduction in clubs and activities over the summer period.</p>		Shona Smith						
Quarter	Value																						
Q2 2016/17	93																						
Q3 2016/17	85																						
Q4 2016/17	84																						
Q1 2017/18	210																						
Q2 2017/18	210																						

# MAINTAIN AND IMPROVE OUR HIGH QUALITY ENVIRONMENT HOW ARE WE DOING?

April 2017 – June 2017:

<p><b>HOUSEHOLD WASTE</b></p> <p><b>39.60%</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>60.14%</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>2#</b></p> <p>people were killed on our roads in Q2 2017</p>	<p><b>ROAD SAFETY</b></p> <p><b>13#</b></p> <p>people were seriously injured on our roads in Q2 2017</p>
SB Q2 2016      38.86%	SB Q2 2016      60.87%	SB Q2 2016      0.27%	SB Q2 2016      7	SB Q2 2016      21

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

## Our performance during Q2 2017

**COMMUNITY RECYCLING CENTRES**

**56.71%**

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

(up from 54.09% in Q2 2016)

**Crucial Crew 2017**

Crucial Crew 2017 marked the 25th year of the event. Crucial Crew is a practical learning event targeted at Primary 7 pupils from across the Scottish Borders and is designed to assist young people to cope with dangerous situations, avoid becoming the victims of crime, and understand the roles of the

emergency services and to work together as teams.

This is achieved by setting up a number of scenarios or sets, each with an experience pertinent to the agency running the set. The pupils are faced with potential hazards, in strictly controlled circumstances, and are required to respond as they would in 'real-life'. At the conclusion of each ten minute set, staff give a short debrief explaining the relevant dangers and appropriate ways of dealing with them. The pupils learn quickly and as they progress through the sets, they tend to deal with the dangers in a



more constructive and appropriate way and so the 'crucial' message is reinforced.

It is estimated that over 25,000 children have attended Crucial Crew since it began in 1993 at Springwood Park in Kelso.



**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-P001c Annual Household Recycling Rate (%) - UNVERIFIED (cumulative rolling average)</b></p> <table border="1"> <caption>Annual Household Recycling Rate (%) Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2-2016</td> <td>38.86</td> </tr> <tr> <td>Q3-2016</td> <td>39.04</td> </tr> <tr> <td>Q4-2016</td> <td>39.03</td> </tr> <tr> <td>Q1-2017</td> <td>38.97</td> </tr> <tr> <td>Q2-2017</td> <td>39.60</td> </tr> </tbody> </table> <p>Legend: Quarters (blue bars), Target (Quarters) (red square), Family Group (previous yr) - Av. (pink line), SBC (previous yr) - Av. (orange line), Scotland (previous yr) - Av. (green line).</p>	Quarter	Value (%)	Q2-2016	38.86	Q3-2016	39.04	Q4-2016	39.03	Q1-2017	38.97	Q2-2017	39.60	39.60%	<p><b>Observations:</b></p> <p><u>Recycling Rate</u> This quarter has seen the recycling rates rise very slightly. Some of the change will be due to natural variation in the tonnages that are being collected – for example we have seen a small increase in the green waste and rubble collected at the recycling centres during this period. Future data will help inform this.</p> <p>As the recycling rates have very slightly increased, the landfilled rates have very slightly decreased. 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 (%)																
Q2-2016	38.86																
Q3-2016	39.04																
Q4-2016	39.03																
Q1-2017	38.97																
Q2-2017	39.60																
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 (%) Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <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>60.77</td> </tr> <tr> <td>Q2-2017</td> <td>60.14</td> </tr> </tbody> </table> <p>Legend: Quarters (blue bars), Target (Quarters) (red square), Family Group (previous yr) - Av. (pink line), SBC (previous yr) - Av. (orange line), Scotland (previous yr) - Av. (green line).</p>	Quarter	Value (%)	Q2-2016	60.87	Q3-2016	60.70	Q4-2016	60.71	Q1-2017	60.77	Q2-2017	60.14	60.14%	<p><u>Other Treatment</u> 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><u>Recycling Centres</u> The recycling centre recycling rate has stayed fairly steady which is most likely reflecting a steady state at the recycling centres, with tonnages being affected by natural variation.</p> <p>Note: We are currently looking to verify tonnages in some waste streams which could have a marginal impact on overall percentages.</p>		Ross Sharp-Dent
Quarter	Value (%)																
Q2-2016	60.87																
Q3-2016	60.70																
Q4-2016	60.71																
Q1-2017	60.77																
Q2-2017	60.14																

## 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												
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>Q2-2016</td> <td>0.27</td> </tr> <tr> <td>Q3-2016</td> <td>0.26</td> </tr> <tr> <td>Q4-2016</td> <td>0.26</td> </tr> <tr> <td>Q1-2017</td> <td>0.26</td> </tr> <tr> <td>Q2-2017</td> <td>0.26</td> </tr> </tbody> </table>	Quarter	Value (%)	Q2-2016	0.27	Q3-2016	0.26	Q4-2016	0.26	Q1-2017	0.26	Q2-2017	0.26	0.26%			Ross Sharp-Dent
Quarter	Value (%)																
Q2-2016	0.27																
Q3-2016	0.26																
Q4-2016	0.26																
Q1-2017	0.26																
Q2-2017	0.26																
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>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2-2016</td> <td>54.09</td> </tr> <tr> <td>Q3-2016</td> <td>55.99</td> </tr> <tr> <td>Q4-2016</td> <td>56.23</td> </tr> <tr> <td>Q1-2017</td> <td>56.11</td> </tr> <tr> <td>Q2-2017</td> <td>56.71</td> </tr> </tbody> </table>	Quarter	Value (%)	Q2-2016	54.09	Q3-2016	55.99	Q4-2016	56.23	Q1-2017	56.11	Q2-2017	56.71	56.71%			Ross Sharp-Dent
Quarter	Value (%)																
Q2-2016	54.09																
Q3-2016	55.99																
Q4-2016	56.23																
Q1-2017	56.11																
Q2-2017	56.71																

## 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 people killed on Border Roads	<p><b>CP05-P001aP How many people are killed on our roads?</b></p> <p>Quarters - Target (Quarters) - Family Group (previous yr) - Av. - SBC (previous yr) - Av. - Scotland (previous yr) - Av.</p>	2	<p><u>Q2 FIGURES REMAIN UNVETTED</u></p> <p>Unvetted figures show that unfortunately 2 people were killed and 13 people were seriously injured on Border Roads in Q2 2017. This remains a focus for SBC's Safer Communities and Roads teams.</p>		Colin Ovens
Number of people seriously injured on Border Roads	<p><b>CP05-P001bP How many people are seriously injured on our roads?</b></p> <p>Quarters - Target (Quarters) - Family Group (previous yr) - Av. - SBC (previous yr) - Av. - Scotland (previous yr) - Av.</p>	13			Colin Ovens

# DEVELOP OUR WORKFORCE HOW ARE WE DOING?

July 2017 – September 2017:

## SBC/UHI Partnership for teacher training in Scottish Borders

In Scotland, there are a number of shortages in secondary teachers in STEM (science, technology, engineering and maths) subjects. In order to help overcome this, Scottish Borders Council is working with the University of Highlands and Islands (UHI) to provide secondary teacher training for graduates of STEM subjects. This year we have 5 STEM graduates participating in teacher training in Scottish Borders- 3 Business Studies graduates and 2 Home Economists. The training takes place by distance learning and the graduates have a total of five placements in SBC secondary schools over a year. If successful in the teacher training programme, the graduates will complete their yearlong probationary period in SBC secondary schools. Following their probationary period, the teachers will be employed in SBC secondary schools. SBC and UHI will continue building on this partnership working to provide teacher training in Scottish Borders.



• benefits • communication • staff development • flexibility • benefits • communication • staff development •

## Our performance during Q2 2017/18

### SBC ABSENCE RATE \*

Reporting on absence from Business World is being further developed and tested, and regular reporting will recommence shortly. This remains, along with invoice payment, a key area of focus for SBC at this time.

### WORK OPPORTUNITIES

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



(up from 51 in Q2 16/17)

### APPRENTICESHIPS

**48** apprentices are employed with SBC as of September 2017

(up from 36 in September 2016)

### APPRENTICESHIPS

**56% male 44% female** across various departments such as Human Resources, Engineering, Finance

## Modern Apprentices

Apprenticeships are proving to be successful and are playing an important role in building and preparing our workforce for the future, with **86** recruited since 2014, **19** within this financial year, and further opportunities in the planning.

Training has also been developed for staff mentoring apprentices with **113** employees having completed this training to date.

An Apprentice Forum will provide the opportunity for apprentices to come together to discuss their apprenticeship, share experiences, and build up a network of peer support.



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

Priority 6: Developing our Workforce – Executive Quarterly PIs

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By																								
CP06-P14 Percentage of Working Days Lost - Council Average			Reporting on absence from Business World is being further developed and tested, and regular reporting will recommence shortly. This remains, along with invoice payment, a key area of focus for SBC at this time.		Ian Angus																								
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"> <caption>CP06-P45P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <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> <tr> <td>Q2-2017/18</td> <td>57</td> </tr> </tbody> </table> <p>Legend: Quarters (blue), Target (Quarters) (red), Family Group (previous yr) - Av. (green), SBC (previous yr) - Av. (yellow), Scotland (previous yr) - Av. (light green)</p>	Quarter	Value	Q2-2016/17	51	Q3-2016/17	52	Q4-2016/17	50	Q1-2017/18	47	Q2-2017/18	57	57	<p><b>Observations:</b> There are currently 57 employment related opportunities being provided by SBC through their Work Opportunities Scheme policy.</p>		Cathie Fancy												
Quarter	Value																												
Q2-2016/17	51																												
Q3-2016/17	52																												
Q4-2016/17	50																												
Q1-2017/18	47																												
Q2-2017/18	57																												
CP06-P31 Work Opportunities Scheme - Current Employability Fund Posts	<p>Executive - Supported Employment excl. ESS</p> <table border="1"> <caption>Executive - Supported Employment excl. ESS Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2016/17</td> <td>0</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>36</td> </tr> <tr> <td>Q2-2017/18</td> <td>32</td> </tr> <tr> <td>Q3-2017/18</td> <td>48</td> </tr> </tbody> </table>	Quarter	Value	Q2-2016/17	0	Q3-2016/17	36	Q4-2016/17	36	Q1-2017/18	36	Q2-2017/18	32	Q3-2017/18	48	0	<p><b>Observations:</b> There are currently no individuals on work experience through the Employability Fund within SBC. Employability Fund placements are delivered Borders-wide in a variety of work settings.</p>		Cathie Fancy										
Quarter	Value																												
Q2-2016/17	0																												
Q3-2016/17	36																												
Q4-2016/17	36																												
Q1-2017/18	36																												
Q2-2017/18	32																												
Q3-2017/18	48																												
CP06-P32 Work Opportunities Scheme - Current Student Placements	<table border="1"> <caption>Student Placements Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2016/17</td> <td>7</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> <tr> <td>Q2-2017/18</td> <td>6</td> </tr> </tbody> </table>	Quarter	Value	Q2-2016/17	7	Q3-2016/17	36	Q4-2016/17	36	Q1-2017/18	32	Q2-2017/18	6	6	<p><b>Observations:</b> There are currently 6 students on placement within SBC with further student opportunities being sought after.</p>		Cathie Fancy												
Quarter	Value																												
Q2-2016/17	7																												
Q3-2016/17	36																												
Q4-2016/17	36																												
Q1-2017/18	32																												
Q2-2017/18	6																												
CP06-P37 Work Opportunities Scheme - Current Modern Apprentices employed within SBC	<table border="1"> <caption>Modern Apprentices Data</caption> <thead> <tr> <th>Quarter</th> <th>CP06-P31P</th> <th>CP06-P32P</th> <th>CP06-P37P</th> </tr> </thead> <tbody> <tr> <td>Q2-2016/17</td> <td>1</td> <td>7</td> <td>0</td> </tr> <tr> <td>Q3-2016/17</td> <td>0</td> <td>10</td> <td>36</td> </tr> <tr> <td>Q4-2016/17</td> <td>0</td> <td>3</td> <td>36</td> </tr> <tr> <td>Q1-2017/18</td> <td>0</td> <td>12</td> <td>32</td> </tr> <tr> <td>Q2-2017/18</td> <td>0</td> <td>6</td> <td>48</td> </tr> </tbody> </table> <p>Legend: CP06-P31P (light blue), CP06-P32P (medium blue), CP06-P37P (dark blue)</p>	Quarter	CP06-P31P	CP06-P32P	CP06-P37P	Q2-2016/17	1	7	0	Q3-2016/17	0	10	36	Q4-2016/17	0	3	36	Q1-2017/18	0	12	32	Q2-2017/18	0	6	48	48	<p><b>Observations:</b> There are currently 48 apprentices employed within SBC. The last 6 months has seen a greater interest in Modern Apprenticeships from SBC departments, with various apprenticeships going to advert. SBC continue to offer mentoring training for those mentoring apprentices, and to date, 113 SBC employees have completed the training.</p>		Cathie Fancy
Quarter	CP06-P31P	CP06-P32P	CP06-P37P																										
Q2-2016/17	1	7	0																										
Q3-2016/17	0	10	36																										
Q4-2016/17	0	3	36																										
Q1-2017/18	0	12	32																										
Q2-2017/18	0	6	48																										

## 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												
CP06-P44 Work Opportunities Scheme - Current Other SBC opportunities	<p><b>CP06-P44P How many other work opportunities do we currently have? (CP06-P44P)</b></p> <table border="1"> <caption>Data for CP06-P44P Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <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>11</td> </tr> <tr> <td>Q1 2017/18</td> <td>3</td> </tr> <tr> <td>Q2 2017/18</td> <td>3</td> </tr> </tbody> </table> <p>Legend: Quarters (blue bars), Target (Quarters) (red square), Family Group (previous yr) - Av. (red line), SBC (previous yr) - Av. (orange line), Scotland (previous yr) - Av. (green line).</p>	Quarter	Value	Q2 2016/17	1	Q3 2016/17	0	Q4 2016/17	11	Q1 2017/18	3	Q2 2017/18	3	3	<p><b>Observations:</b> There are currently 3 work experience opportunities active within SBC departments.</p>		Cathie Fancy
Quarter	Value																
Q2 2016/17	1																
Q3 2016/17	0																
Q4 2016/17	11																
Q1 2017/18	3																
Q2 2017/18	3																

# DEVELOP OUR ASSETS AND RESOURCES

## HOW ARE WE DOING?

July 2017 – September 2017:

### CAPITAL RECEIPTS

**£235.2k#**

was **received** from **selling our fixed assets** such as buildings to Q2 2017/18

SBC Q2 16/17

£173k

### OCCUPANCY RATES

**86.6%**

of **industrial and commercial properties** owned by the council were **occupied** as of Sep-2017

SBC Q2 16/17

86%

### Street Lighting

The Street Lighting Energy Efficiency Project (SLEEP) has entered its final year and continues to deliver both economic and financial benefits for SBC, since the project commenced 2,489,948 kWh of energy have been saved with a reduction of 1837 Tonnes of carbon. Not only does the implementation of the LED technology produce immediate savings it also future proofs against a continuing trend of rising energy and climate change charges and will continue to deliver efficiencies for SBC for years to come.



Old Lighting



New LED Lighting

buildings

energy efficiency

capital investment

buildings

energy efficiency

capital investment

buildings

## Our performance during Q2 2017/18

### COUNCIL PROPERTIES

**23** properties are no longer required

**7** 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

**57.15%** of Council Tax due was collected in Q2 2017/18

(down from 57.34% in Q2 16/17)

**TOP 20 MAJOR PROJECTS**  
Of the Top 20 major Projects ongoing across the council:

**15** are on target  
**4** are slightly behind target  
**1** is not on target

### ENERGY CONSUMPTION\* Q2 17/18

we used **1,387,507** kilowatt hours of electricity at a cost of **£173.0k**

(up from 1,386,055 in Q2 16/17)  
(up from £172.9k in Q2 16/17)

### ENERGY CONSUMPTION\* Q2 17/18

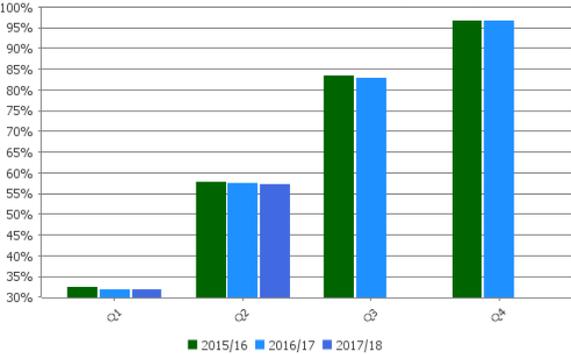
we used **981,685** kilowatt hours of gas at a cost of **£36.8k**

(up from 769,959 in Q2 16/17)  
(up from £32.1k in Q2 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 data-bbox="465 499 913 515">CP07-P001aP How much Council Tax is collected in a particular year?</p>  <table border="1" data-bbox="405 515 976 869"> <caption>CP07-P001aP How much Council Tax is collected in a particular year?</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>~32%</td> <td>~58%</td> <td>~82%</td> <td>~95%</td> </tr> <tr> <td>2016/17</td> <td>~32%</td> <td>~58%</td> <td>~80%</td> <td>~95%</td> </tr> <tr> <td>2017/18</td> <td>~32%</td> <td>~58%</td> <td>~80%</td> <td>~95%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2015/16	~32%	~58%	~82%	~95%	2016/17	~32%	~58%	~80%	~95%	2017/18	~32%	~58%	~80%	~95%	57.15%	<p><b>How are we performing:</b></p> <p>£30.8 million of the £53.9 million net debit has been collected giving a collection rate of 57.15%, 0.19% below target.</p> <p><b>Actions we are taking to improve/maintain performance:</b></p> <p>The number of customers paying over 12 months has increased to 25.71% from 21.69% at the same time last year which will result in increased collection within the last quarter of the year.</p> <p>Council Tax reduction has reduced by over £80,000 in 2017/18, increasing the net Council Tax to be collected. This has been identified as a national trend.</p> <p>We are looking at ways to encourage Council Tax Reduction take up and Council Tax payment levels. There is currently an unusually high volume of outstanding correspondence at this time which we are working to reduce. When achieved this should help towards meeting forthcoming targets.</p>		Jenni Craig
Year	Q1	Q2	Q3	Q4																					
2015/16	~32%	~58%	~82%	~95%																					
2016/17	~32%	~58%	~80%	~95%																					
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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												
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> <table border="1"> <caption>Occupancy Rates Data</caption> <thead> <tr> <th>Quarter</th> <th>Occupancy Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2016/17</td> <td>86%</td> </tr> <tr> <td>Q3 2016/17</td> <td>89%</td> </tr> <tr> <td>Q4 2016/17</td> <td>88.8%</td> </tr> <tr> <td>Q1 2017/18</td> <td>87.7%</td> </tr> <tr> <td>Q2 2017/18</td> <td>86.6%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Occupancy Rate (%)	Q2 2016/17	86%	Q3 2016/17	89%	Q4 2016/17	88.8%	Q1 2017/18	87.7%	Q2 2017/18	86.6%	86.6%	<p><b>How we are performing:</b></p> <p>Berwickshire: 72.9%. (Q1 76.3%)            Cheviot: 92.3%. (Q1 92.3%)            Eildon: 87.5%. (Q1 88.5%)            Teviot &amp; Liddesdale: 92.3%. (Q1 88.5%)            Tweeddale: 93.3%. (93.3%)</p> <p>Total number of new leases within this quarter: 7.</p> <p><b>Actions that we are taking to improve/maintain performance:</b></p> <p>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
Quarter	Occupancy Rate (%)																
Q2 2016/17	86%																
Q3 2016/17	89%																
Q4 2016/17	88.8%																
Q1 2017/18	87.7%																
Q2 2017/18	86.6%																
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 Data</caption> <thead> <tr> <th>Quarter</th> <th>Receipts (£)</th> </tr> </thead> <tbody> <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>£1,457,000.00</td> </tr> <tr> <td>Q1 2017/18</td> <td>£231,600.00</td> </tr> <tr> <td>Q2 2017/18</td> <td>£235,238.00</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Receipts (£)	Q2 2016/17	£173,000.00	Q3 2016/17	£481,516.00	Q4 2016/17	£1,457,000.00	Q1 2017/18	£231,600.00	Q2 2017/18	£235,238.00	£235,238.00	<p><b>How are we performing:</b></p> <p>There has been little movement in the cumulative total in Q2. The only sale has been a small area of industrial land to an adjoining owner.</p> <p><b>Actions we are taking to improve/maintain performance:</b></p> <p>Estates and Legal Services continue to pursue sales to a conclusion with purchasers and their agents and significant receipts are expected in the next 3 to 6 months to reach our target. Discussions with agents indicate that the market in the Borders is still very slow with little signs of any major recovery.</p>		Neil Hastie
Quarter	Receipts (£)																
Q2 2016/17	£173,000.00																
Q3 2016/17	£481,516.00																
Q4 2016/17	£1,457,000.00																
Q1 2017/18	£231,600.00																
Q2 2017/18	£235,238.00																

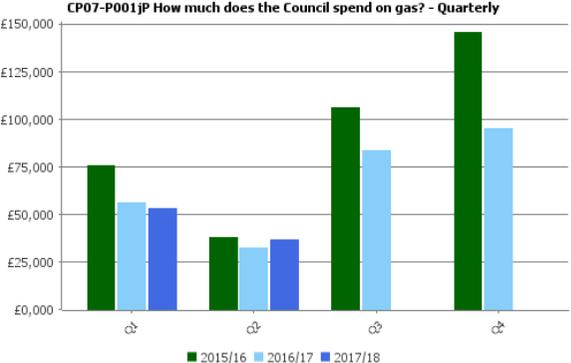
**Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, November 2017 (Q2 2017/18)**

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By																								
Total no. of properties surplus to requirements	<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>CP07-P001dP</th> <th>CP07-P001eP</th> <th>CP07-P001fP</th> </tr> </thead> <tbody> <tr> <td>Q2-2016/17</td> <td>26</td> <td>8</td> <td>14</td> </tr> <tr> <td>Q2-2016/17</td> <td>21</td> <td>7</td> <td>10</td> </tr> <tr> <td>Q2-2016/17</td> <td>19</td> <td>7</td> <td>8</td> </tr> <tr> <td>Q2-2017/18</td> <td>24</td> <td>6</td> <td>9</td> </tr> <tr> <td>Q2-2017/18</td> <td>23</td> <td>7</td> <td>9</td> </tr> </tbody> </table>	Quarter	CP07-P001dP	CP07-P001eP	CP07-P001fP	Q2-2016/17	26	8	14	Q2-2016/17	21	7	10	Q2-2016/17	19	7	8	Q2-2017/18	24	6	9	Q2-2017/18	23	7	9	23	<p><b>Observations:</b></p> <p>23 properties are currently surplus to the Councils requirements. 7 are either being marketed or are about to be marketed by our selling agents. A further 9 properties are under offer following marketing or through Community Groups. A number are reaching critical long stop dates for conclusion which will result in significant capital receipts in Q3 and Q4. Further properties are currently under consideration for disposal through on-going work on titles and development appraisals with our Legal Service and Architects Service.</p>		Neil Hastie
Quarter		CP07-P001dP	CP07-P001eP	CP07-P001fP																									
Q2-2016/17		26	8	14																									
Q2-2016/17	21	7	10																										
Q2-2016/17	19	7	8																										
Q2-2017/18	24	6	9																										
Q2-2017/18	23	7	9																										
Total no. of properties actively being marketed	7		Neil Hastie																										
Total no. of properties under offer	9		Neil Hastie																										
Electricity Consumption (KWh) – Quarterly	<p><b>CP07-P001gP How much electricity in kilowatt hours does the Council use? - Quarterly</b></p> <table border="1"> <caption>CP07-P001gP How much electricity in kilowatt hours does the Council use? - Quarterly</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>~2,000,000</td> <td>~1,600,000</td> <td>~2,600,000</td> </tr> <tr> <td>2016/17</td> <td>~2,000,000</td> <td>~1,400,000</td> <td>~2,700,000</td> </tr> <tr> <td>2017/18</td> <td>~1,800,000</td> <td>~1,400,000</td> <td>~3,200,000</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	2015/16	~2,000,000	~1,600,000	~2,600,000	2016/17	~2,000,000	~1,400,000	~2,700,000	2017/18	~1,800,000	~1,400,000	~3,200,000	1,387,507	See comments below		Martin Joyce								
Year	Q1	Q2	Q3																										
2015/16	~2,000,000	~1,600,000	~2,600,000																										
2016/17	~2,000,000	~1,400,000	~2,700,000																										
2017/18	~1,800,000	~1,400,000	~3,200,000																										

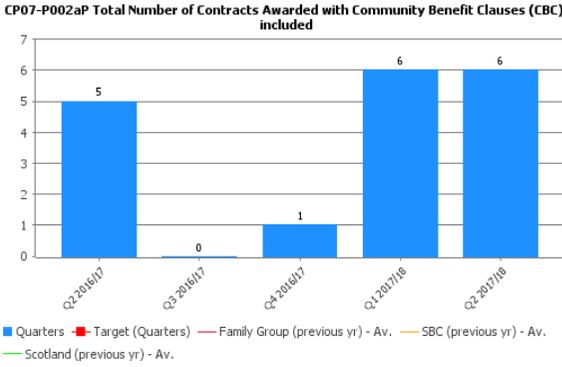
Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, November 2017 (Q2 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By
Electricity Consumption Cost (£) – Quarterly	<p><b>CP07-P001hP How much does the Council spend on electricity? - Quarterly</b></p> <p>■ 2015/16 ■ 2016/17 ■ 2017/18</p>	£172,983			Martin Joyce
Gas Consumption (KWh) – Quarterly	<p><b>CP07-P001iP How much gas in kilowatt hours does the Council use? - Quarterly</b></p> <p>■ 2015/16 ■ 2016/17 ■ 2017/18</p>	981,685			Martin Joyce

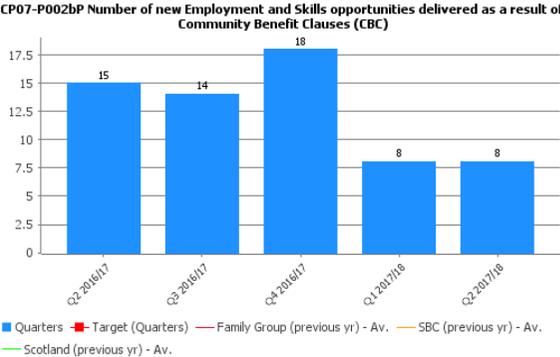
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Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By																				
Gas Consumption Cost (£) – Quarterly	 <p>CP07-P001JP How much does the Council spend on gas? - Quarterly</p> <table border="1"> <caption>Estimated Quarterly Gas Consumption Costs (£)</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>~75,000</td> <td>~40,000</td> <td>~105,000</td> <td>~145,000</td> </tr> <tr> <td>2016/17</td> <td>~55,000</td> <td>~35,000</td> <td>~85,000</td> <td>~95,000</td> </tr> <tr> <td>2017/18</td> <td>~52,000</td> <td>~38,000</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2015/16	~75,000	~40,000	~105,000	~145,000	2016/17	~55,000	~35,000	~85,000	~95,000	2017/18	~52,000	~38,000	-	-	£36,759			Martin Joyce
Year	Q1	Q2	Q3	Q4																					
2015/16	~75,000	~40,000	~105,000	~145,000																					
2016/17	~55,000	~35,000	~85,000	~95,000																					
2017/18	~52,000	~38,000	-	-																					
<p><b>Note:</b> Q1 Electricity Consumption and Costs figures have been updated. When originally published these had contained an element of estimate due to a delay in billing.</p> <p><b>How are we performing?</b></p> <p>Our total energy consumption this year to date is 7% less than the same period last year (from 6.45m kWh in 16/17 to 6.0m kWh this year) with an associated cost reduction of 3% (£485k to £471k) (based on 26 key sites which are monitored ½ hourly).</p> <p><b>Electricity</b></p> <p>So far this year we have seen an 8% decrease in electricity consumption and a 4% decrease in cost compared to the same period last year as our LED lighting programme continue to deliver savings.</p> <p><b>Gas</b></p> <p>So far this year we have reduced our gas consumption by 6% compared to the same period last year. However our costs have risen by 2% due to increases in gas tariffs. Although in Quarter 1 we saw a 17% reduction in gas consumption, Quarter 2 has been 20% cooler (with September being 32% cooler) than the same period last year which has led to a slightly earlier onset of the heating season this year with an associated gas increase of 27% in Quarter 2. There was also gas consumption associated with the commissioning of the new Duns Primary School.</p> <p><b>Actions we are taking to improve our performance</b></p> <p>As part of the transformation programme of works the Energy Efficiency Programme is focussed on delivering cost effective energy reductions that represent best value for money while reducing the our energy consumption and costs as much as possible.</p> <p>As part of this programme last year we:</p> <ul style="list-style-type: none"> <li>Completed LED lighting upgrades on 19 sites.</li> <li>Completed boiler room insulation upgrades at 19 sites.</li> </ul>																									

## 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												
<ul style="list-style-type: none"> <li>Completed the upgrade of the life expired windows on our Headquarters building and a number of schools to thermally efficient double glazed units.</li> </ul> <p>So far this year we:</p> <ul style="list-style-type: none"> <li>Completed LED upgrades on a further 13 sites.</li> <li>Completed boiler room insulation upgrades at a further 21 sites.</li> <li>Completed a benchmarking process to identify our most inefficient properties.</li> </ul> <p>Other Actions Being Taken:</p> <ul style="list-style-type: none"> <li>Progressing plans to install Solar Panels at 12 of our sites.</li> <li>Performing boiler room insulation upgrades at a further 3 sites.</li> <li>Undertaking LED lighting projects at a further 5 sites.</li> <li>Identifying and planning priority work at our most inefficient properties.</li> <li>Working closely with our managed services partners to identify and implement efficiency opportunities.</li> <li>Continue to ensure new buildings are run as efficiently as possible.</li> </ul> <p>Actively engage with new building projects at design concept stage to ensure our new building stock is as efficient as possible.</p>																	
<p>Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included</p>	<p><b>CP07-P002aP Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included</b></p>  <table border="1"> <caption>CP07-P002aP Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> </tr> </thead> <tbody> <tr> <td>Q2-2016/17</td> <td>5</td> </tr> <tr> <td>Q3-2016/17</td> <td>0</td> </tr> <tr> <td>Q4-2016/17</td> <td>1</td> </tr> <tr> <td>Q1-2017/18</td> <td>6</td> </tr> <tr> <td>Q2-2017/18</td> <td>6</td> </tr> </tbody> </table>	Quarter	Quarters	Q2-2016/17	5	Q3-2016/17	0	Q4-2016/17	1	Q1-2017/18	6	Q2-2017/18	6	<p>6</p>	<p><b>How are we performing</b> During the reporting period, the following contracts were awarded which included a community benefit requirement;</p> <ul style="list-style-type: none"> <li>Walter Scott House</li> <li>Hawick High School Windows</li> <li>Artificial Sport Pitch Maintenance</li> <li>Hawick Flood Protection Consultant</li> <li>St Boswells Primary School</li> <li>Short term Vehicle Hire</li> </ul> <p><b>Actions we are taking to improve/maintain performance:</b></p> <p>Each contract opportunity is fully considered for added value. It should be noted that the number of the contracts awarded and start dates of those contracts will be subject to natural variation dependant on the timing of contract award, scope and scale of contract opportunities from the Council. It is therefore not possible to trend this indicator on a short term basis.</p>		<p>Kathryn Dickson; Shona Smith</p>
Quarter	Quarters																
Q2-2016/17	5																
Q3-2016/17	0																
Q4-2016/17	1																
Q1-2017/18	6																
Q2-2017/18	6																

## 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>Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC)</p>	<p><b>CP07-P002bP Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC)</b></p>  <table border="1"> <caption>Data for CP07-P002bP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2016/17</td> <td>15</td> </tr> <tr> <td>Q3-2016/17</td> <td>14</td> </tr> <tr> <td>Q4-2016/17</td> <td>18</td> </tr> <tr> <td>Q1-2017/18</td> <td>8</td> </tr> <tr> <td>Q2-2017/18</td> <td>8</td> </tr> </tbody> </table>	Quarter	Value	Q2-2016/17	15	Q3-2016/17	14	Q4-2016/17	18	Q1-2017/18	8	Q2-2017/18	8	<p>8</p>	<p><b>How are we performing:</b>            During this period a further 32 opportunities have been delivered, including.</p> <ul style="list-style-type: none"> <li>• 5 new jobs being created;</li> <li>• 3 work experience opportunities.</li> </ul> <p>Further benefits created through Council contracts include;</p> <ul style="list-style-type: none"> <li>• 10 staff from Cemex (a supplier on the Roads Aggregates Framework) spent a day painting stables at Stable Life in Ashkirk</li> <li>• A portion of the wider Path Vegetation Clearance contract was awarded to Green Works, a local social enterprise based at Tweedbank</li> </ul> <p><b>Actions we are taking to improve/maintain performance:</b>            Monitoring of all contracted community benefit clauses is in place to ensure delivery is achieved.</p>		<p>Kathryn Dickson; Shona Smith</p>
Quarter	Value																
Q2-2016/17	15																
Q3-2016/17	14																
Q4-2016/17	18																
Q1-2017/18	8																
Q2-2017/18	8																

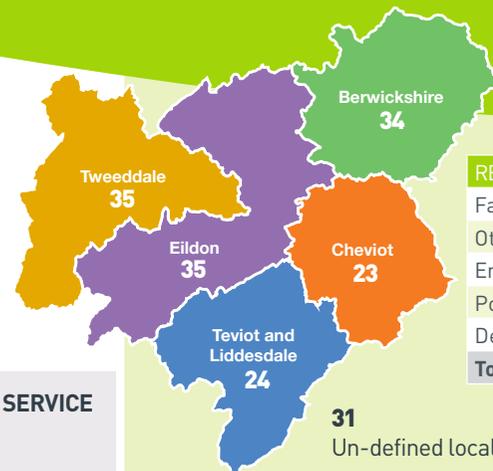
**Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, November 2017 (Q2 2017/18)**

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By																								
Number of Capital Projects where RAG status is "Green"	<p><b>Executive - Capital Projects</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>CP07-P001kP (Green)</th> <th>CP07-P001lP (Amber)</th> <th>CP07-P001mP (Red)</th> </tr> </thead> <tbody> <tr> <td>Q2 2016/17</td> <td>95</td> <td>3</td> <td>0</td> </tr> <tr> <td>Q2 2016/17</td> <td>95</td> <td>4</td> <td>0</td> </tr> <tr> <td>Q2 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> <tr> <td>Q2 2017/18</td> <td>15</td> <td>4</td> <td>1</td> </tr> </tbody> </table>	Quarter	CP07-P001kP (Green)	CP07-P001lP (Amber)	CP07-P001mP (Red)	Q2 2016/17	95	3	0	Q2 2016/17	95	4	0	Q2 2016/17	93	4	2	Q1 2017/18	74	4	2	Q2 2017/18	15	4	1	15	<p><i>NOTE: this PI is now only monitoring the "top 20" Capital Projects (as opposed to the whole capital programme)</i></p>		Martin Joyce
Quarter		CP07-P001kP (Green)	CP07-P001lP (Amber)	CP07-P001mP (Red)																									
Q2 2016/17		95	3	0																									
Q2 2016/17	95	4	0																										
Q2 2016/17	93	4	2																										
Q1 2017/18	74	4	2																										
Q2 2017/18	15	4	1																										
Number of Capital Projects where RAG status is "Amber"	4	<p><b>Observations:</b> Of the "top 20" capital projects being managed by SBC: <b>15</b> have been assessed as "green" in terms of progress being made to deliver the project (time, quality, &amp; budget) <b>4</b> have been assessed as "amber", namely:</p> <ul style="list-style-type: none"> <li>• Lowood Bridge - issues relating to co-ordination of other works to be undertaken by Amey and to Borders General Hospital are affecting the timing of this project</li> <li>• Reston Station- there are issues around the timing of Scottish Government's funding (from the Scottish Stations Fund) in relation to this project</li> <li>• Sir Walter Scott Courthouse (Selkirk) Phase 2 - with the completion of Phase 1 (upgrading the external fabric of the building), detailed proposals for Phase 2 of the project are now being worked up, for the major redevelopment of the Courthouse and adjacent building</li> <li>• Wilton Lodge Park - this project is still to complete</li> </ul>																											
Number of Capital Projects where RAG status is "Red"	1	<ul style="list-style-type: none"> <li>• <b>1</b> has been assessed "red":</li> <li>• Union Chain Bridge (Fishwick)- SBC, along with other partners, has committed significant funding to this project. However, there are now serious concerns around the Heritage Lottery Funding (HLF) contribution which would impact on partner contributions.</li> </ul> <p><i>Details of the full capital programme are presented to Executive Committee on a quarterly basis, on the same agenda as this performance report</i></p>																											

# 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
<b>Total</b>	<b>182</b>

### 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.

<b>CUSTOMER INTERACTIONS</b> <b>44,724</b> 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	<b>FREEDOM OF INFORMATION REQUESTS (FOI)</b> <b>288</b> requests for information under the Freedom of Information Act were received in Q2 2017/18 SBC Q2 16/17: 321	<b>COMPLAINTS</b> <b>182</b> customer complaints were handled by SBC in Q2 2017/18 SBC Q2 16/17: 146	<b>SOCIAL WORK SERVICE COMPLAINTS</b> <b>14</b> 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

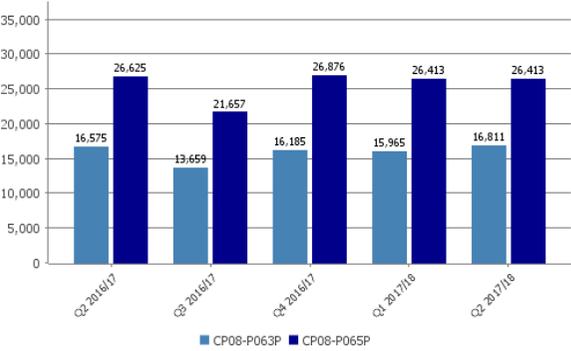
<b>CUSTOMER INTERACTIONS</b> <b>16,811</b> face to face interactions were logged by our Contact Centres during Q2 2017/18 (up from 16,575 in Q2 16/17)	<b>FREEDOM OF INFORMATION</b> <b>94%</b> of FOI requests were completed on time in Q2 2017/18 (up from 92% in Q2 16/17)	<b>COMPLAINTS</b> Our average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



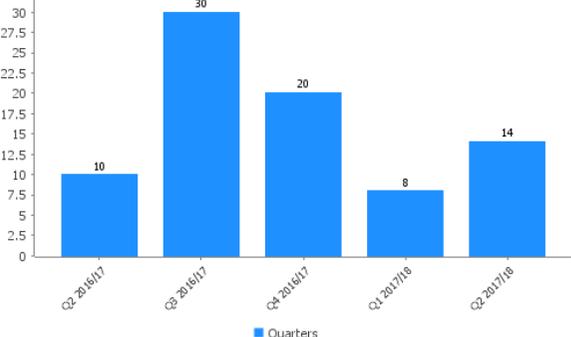
**Priority 8: Excellent Public Services– Executive Quarterly PIs**

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>CP08-P066P Data</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> <p>Legend: ■ Quarters, ■ Target (Quarters), ■ Family Group (previous yr) - Av., ■ SBC (previous yr) - Av., ■ Scotland (previous yr) - Av.</p>	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><b>How are we performing:</b>                      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><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 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;"><b>Exec - Customer Services Interactions logged on CRM</b></p>  <table border="1" data-bbox="405 523 976 874"> <caption>Face-to-Face Interactions (CP08-P63P)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <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> </tbody> </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	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																
Q2 2017/18	15,965																
Q2 2017/18	16,811																
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>Number of Social Work Statutory Complaints Received by Quarter</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="1137 336 1308 360"><b>Observations:</b></p> <p data-bbox="1137 400 1731 504">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="1137 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><b>Please see below for breakdown:</b></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																
<b>Closure Stage Count</b>																	
	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										

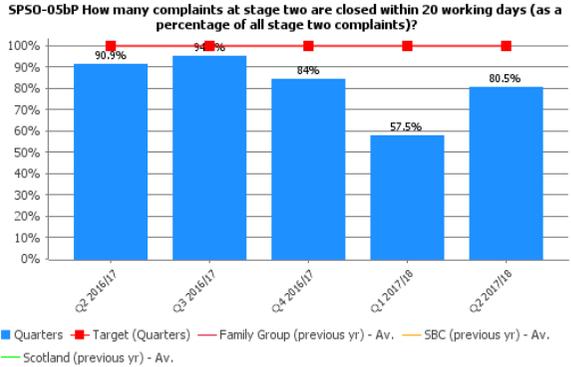
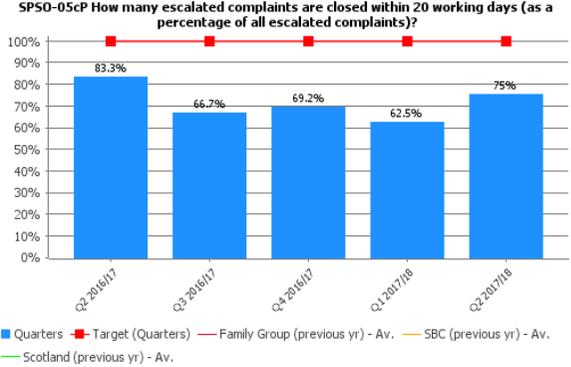
Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, November 2017 (Q2 2017/18)

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>	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><b>How are we performing:</b>            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><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>✔</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>	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><b>How are we performing:</b>            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><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>✔</p>	<p>Les Grant</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																

## 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
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>	14.2	<p><b>How are we performing:</b> 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><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
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>	88.7%	<p><b>How are we performing:</b> 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><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

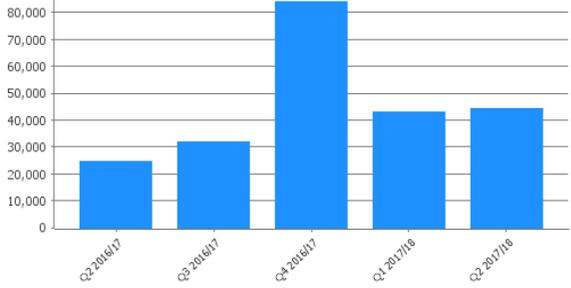
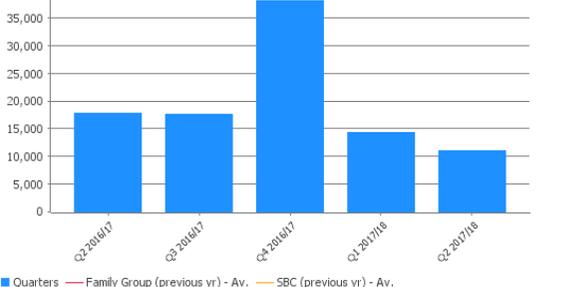
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Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By
<p>Performance against timescales: the number of complaints closed at stage two within 20 working days as % of total number of stage two complaints (SPSO-05b)</p>	<p><b>SPSO-05bP How many complaints at stage two are closed within 20 working days (as a percentage of all stage two complaints)?</b></p> 	<p>80.5%</p>	<p><b>How are we performing:</b> 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><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>
<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> 	<p>75%</p>	<p><b>How are we performing:</b> 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><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>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><b>Observations:</b> 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
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% 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><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. In Q2 2017/18, 94% were completed on time, in line with Q1 2017/18.</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. All previous FOI requests are published on SBC's website along with the response provided:</p> <p><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
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Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By
Number of Facebook Engagements	<p style="text-align: center;"><b>CP08-P159 Number of Facebook Engagements</b></p>  <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	44,405	<p><b>Observations:</b> 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 style="text-align: center;"><b>CP08-P160 Number of Twitter Engagements</b></p>  <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	10,994	<p><b>Observations:</b> 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