

# SCOTTISH BORDERS COUNCIL CORPORATE PRIORITIES

## SUMMARY OF PERFORMANCE 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 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

**74.5%**  
of people **aged between 16-64**  
are now in employment

Scotland	74.3%
SB last year	74.1%

**100,491**

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



(down from 103,761 in 16/17)

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**.

- green - improved performance
- amber - a minor change in performance
- red - area for improvement
- grey - for information

#### OUR CORPORATE PRIORITIES



# DEVELOP OUR WORKFORCE

## HOW ARE WE DOING?

April 2017 – March 2018:

### Scottish Borders Council Modern Apprentice Programme

Alistair Colville graduated from the Modern Apprentice programme in 2017. His apprenticeship included compiling reports on Council performance and achieving the SVQ Level 3 Business and Administration qualification.

He said, "The role within the Performance team stood out to me as I could see that it would involve working with departments across the Council giving me the opportunity to have an insight into nearly all of the service areas that SBC cover."

Manager, Sarah Watters, commented, "Employing a Modern Apprentice was a great step for my team. Having a fresh perspective was very beneficial and seeing Alistair graduate from the programme and secure a full time position within SBC highlighted that this approach can be very worthwhile."

Tracey Beattie, Service Delivery Manager, welcomed Alistair to his new role in the SBC Customer Advice and Support Service, "Alistair's knowledge of the Council services and staff have benefited my team and he is an asset to the service as a whole."

Alistair concluded, "I feel like the MA programme allows young people an opportunity to get their foot in the door with SBC which can lead to opportunities within SBC. This has been the case with me as it allowed me to move from the Performance team into Customer Advice and Support once I had completed my MA with a qualification that I had obtained along with many other forms of knowledge revolving around Scottish Borders Council."



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

### Our performance during 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 a key area of focus for SBC at this time.

#### WORK OPPORTUNITIES

**38** work opportunities are being supported by SBC through our "Work Opportunities Policy" as of March 2018



(down from 50 in March 17)

#### APPRENTICESHIPS

**30** apprentices are employed with SBC as of March 2018

(down from 36 in March 17)

#### APPRENTICESHIPS

**53.33%** male (Mar-18)  
**46.67%** female (Mar-18)  
 across various departments such as Human Resources, Engineering, Finance

Of **94 Modern Apprentice opportunities** provided by Scottish Borders Council (SBC) since 2014, many have achieved positive outcomes and gone on to secure employment with SBC.

A recent analysis showed that **35 had secured jobs with SBC whilst 12 had secured roles with other employers. 5 had progressed to University or College places.** 36 remained within their apprenticeship period.



**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			<b>Note:</b> Reporting on absence from Business World is being further developed and tested, and regular reporting will recommence shortly. This remains a key area of focus for SBC at this time.		Ian Angus																								
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>Work Opportunities Scheme - Current Total Work Opportunities (incl. ESS supported employees)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <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> <tr> <td>Q3 2017/18</td> <td>52</td> </tr> <tr> <td>Q4 2017/18</td> <td>38</td> </tr> </tbody> </table>	Quarter	Value	Q4 2016/17	50	Q1 2017/18	47	Q2 2017/18	57	Q3 2017/18	52	Q4 2017/18	38	38	<b>Observations:</b> There were 38 employment related opportunities being provided by SBC through the Work Opportunities Scheme policy at the end of March 2018.		Cathie Fancy												
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Work Opportunities Scheme - Current Employability Fund Posts	<p>Executive - Supported Employment excl. ESS</p> <table border="1"> <caption>Executive - Supported Employment excl. ESS</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/17</td> <td>3</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> <tr> <td>Q4 2017/18</td> <td>41</td> </tr> </tbody> </table>	Quarter	Value	Q4 2016/17	3	Q1 2017/18	36	Q2 2017/18	32	Q3 2017/18	48	Q4 2017/18	41	0	<b>Observations:</b> There were 30 Modern Apprentices employed by SBC (end March 18) and 4 student placements. This year so far 26 apprenticeships have been provided which is an increase of 6 from 2016/17. There continues to be lots of interest from departments around recruiting further MAs for 2018/19 some of these already going through the recruitment stage.		Cathie Fancy												
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Work Opportunities Scheme - Current Modern Apprentices employed within SBC	<table border="1"> <caption>Work Opportunities Scheme - Current Modern Apprentices employed within SBC</caption> <thead> <tr> <th>Quarter</th> <th>CP06-P31P</th> <th>CP06-P32P</th> <th>CP06-P37P</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/17</td> <td>0</td> <td>3</td> <td>0</td> </tr> <tr> <td>Q1 2017/18</td> <td>0</td> <td>12</td> <td>36</td> </tr> <tr> <td>Q2 2017/18</td> <td>0</td> <td>6</td> <td>32</td> </tr> <tr> <td>Q3 2017/18</td> <td>2</td> <td>6</td> <td>48</td> </tr> <tr> <td>Q4 2017/18</td> <td>0</td> <td>4</td> <td>41</td> </tr> </tbody> </table>	Quarter	CP06-P31P	CP06-P32P	CP06-P37P	Q4 2016/17	0	3	0	Q1 2017/18	0	12	36	Q2 2017/18	0	6	32	Q3 2017/18	2	6	48	Q4 2017/18	0	4	41	30	A recent analysis of the <b>94</b> Modern Apprentice opportunities provided by SBC since 2014, showed that many have achieved positive outcomes and gone on to secure employment with SBC. 35 had secured jobs with SBC whilst 12 had secured roles with other employers. 5 had progressed to University or College places and at the time of the analysis 36 remained within their apprenticeship period.		Cathie Fancy
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Scottish Borders Council Executive Committee: Appendix 2 - Quarterly Public Performance Report, June 2018 (Q4 2017/18)

Short Name	Trend Chart	Value	Commentary	Status against Target	Managed By												
Work Opportunities Scheme - Current Other SBC opportunities	<p>CP06-P44P How many other work opportunities do we currently have? (CP06-P44P)</p> <table border="1"> <caption>Work Opportunities Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <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> <tr> <td>Q3 2017/18</td> <td>3</td> </tr> <tr> <td>Q4 2017/18</td> <td>4</td> </tr> </tbody> </table>	Quarter	Value	Q4 2016/17	11	Q1 2017/18	3	Q2 2017/18	3	Q3 2017/18	3	Q4 2017/18	4	4	<p><b>Observations:</b> There are currently 4 work opportunities active within SBC departments.</p>		Cathie Fancy
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