

SCOTTISH BORDERS COUNCIL CORPORATE PRIORITIES

QUARTERLY PUBLIC PERFORMANCE REPORT: Q2 2015/16 (Jul-Sep)

HOW ARE WE DOING?

In 2013, we published our Corporate Plan, with eight priorities to work towards over a five year period. This report gives you an overview of our progress.

For each priority, a selection of performance information has been presented to let you see how we are doing.

Where possible, quarterly (Q) data has been used, but this is not possible for every area of our work, for example, educational attainment.

Some of the data presented may be subject to minor amendments as end of year figures are compiled for reporting to the Scottish Government.

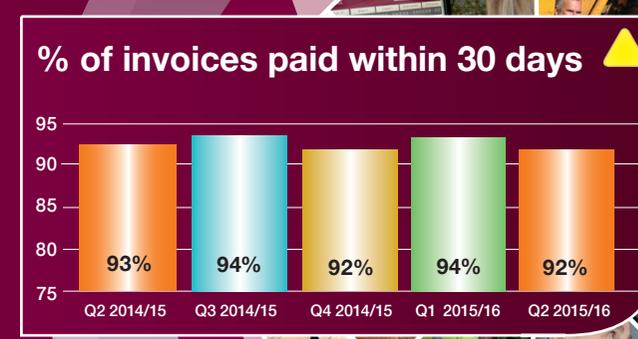
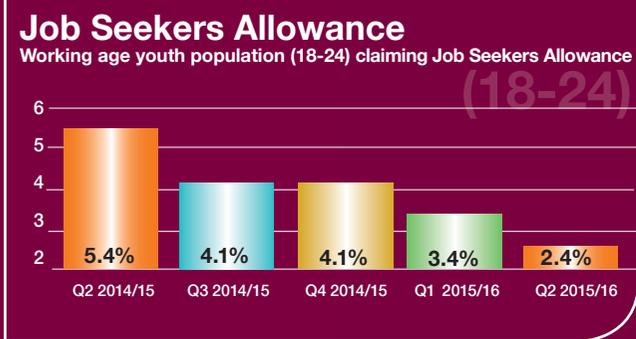
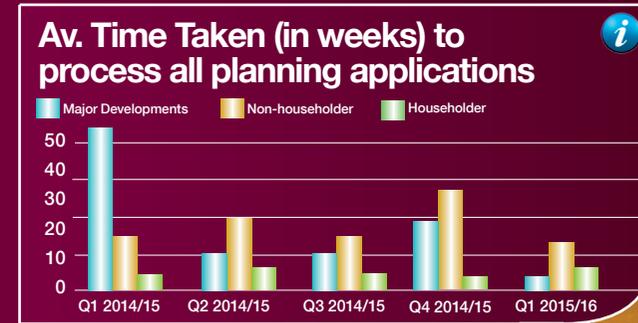
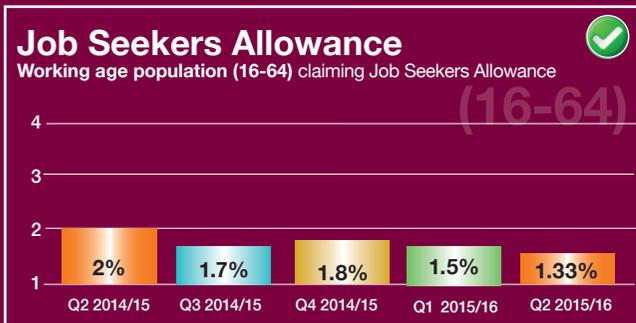
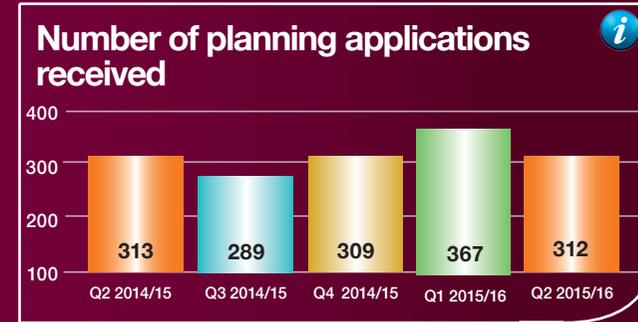
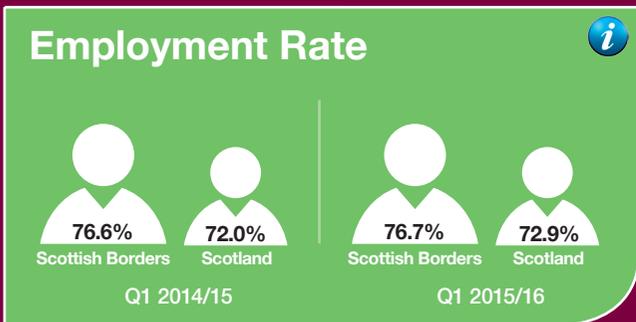
KEY:

-  On target
 -  Just off target
 -  Off target
 -  For information
 -  Position in Scotland
- Q1 - Apr-Jun
Q2 - Jul-Sep
Q3 - Oct-Dec
Q4 - Jan-Mar



ENCOURAGE SUSTAINABLE ECONOMIC GROWTH

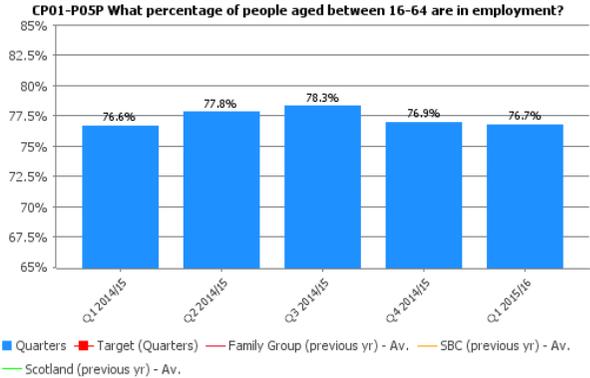
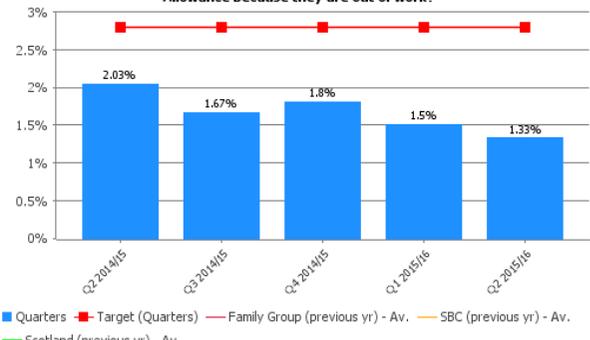
HOW ARE WE DOING?



Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

KEY	 positive long term trend (over last 4 periods)	 negative long term trend (over last 4 periods)	 Little long term change (over last 4 periods)	 on target	 just off target	 off target	 data only
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Corporate Priority 1: Encourage sustainable economic growth

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
What percentage of people aged between 16-64 are in employment?	<p>CP01-P05P What percentage of people aged between 16-64 are in employment?</p>  <table border="1"> <caption>CP01-P05P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>76.6%</td> </tr> <tr> <td>Q2 2014/15</td> <td>77.8%</td> </tr> <tr> <td>Q3 2014/15</td> <td>78.3%</td> </tr> <tr> <td>Q4 2014/15</td> <td>76.9%</td> </tr> <tr> <td>Q1 2015/16</td> <td>76.7%</td> </tr> </tbody> </table> <p>Legend: Blue bars = Quarters; Red square = Target (Quarters); Red line = Family Group (previous yr) - Av.; Yellow line = SBC (previous yr) - Av.; Green line = Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q1 2014/15	76.6%	Q2 2014/15	77.8%	Q3 2014/15	78.3%	Q4 2014/15	76.9%	Q1 2015/16	76.7%	76.7%	<p>Observations:</p> <p>56,000 people were in employment in this quarter, which is 500 down on the previous quarter. The overall rate remains higher than Scotland (72.9%) and GB (73.1%).</p> <p>Note: One quarter lag in data.</p>			Bryan McGrath
Quarter	Value (%)																	
Q1 2014/15	76.6%																	
Q2 2014/15	77.8%																	
Q3 2014/15	78.3%																	
Q4 2014/15	76.9%																	
Q1 2015/16	76.7%																	
What percentage of people aged between 16-64 are claiming Job Seeker's Allowance because they are out of work?	<p>CP01-P10P What percentage of people aged between 16-64 are claiming Job Seeker's Allowance because they are out of work?</p>  <table border="1"> <caption>CP01-P10P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>2.03%</td> </tr> <tr> <td>Q3 2014/15</td> <td>1.67%</td> </tr> <tr> <td>Q4 2014/15</td> <td>1.8%</td> </tr> <tr> <td>Q1 2015/16</td> <td>1.5%</td> </tr> <tr> <td>Q2 2015/16</td> <td>1.33%</td> </tr> </tbody> </table> <p>Legend: Blue bars = Quarters; Red square = Target (Quarters); Red line = Family Group (previous yr) - Av.; Yellow line = SBC (previous yr) - Av.; Green line = Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q2 2014/15	2.03%	Q3 2014/15	1.67%	Q4 2014/15	1.8%	Q1 2015/16	1.5%	Q2 2015/16	1.33%	1.33%	<p>Observations:</p> <p>The Scottish Borders rate still sits below the Scottish rate of 1.9% and the UK rate of 1.6%.</p>			Bryan McGrath
Quarter	Value (%)																	
Q2 2014/15	2.03%																	
Q3 2014/15	1.67%																	
Q4 2014/15	1.8%																	
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
What percentage of people aged between 18-24 are claiming Job Seeker's Allowance because they are out of work?	<p>CP01-P11P What percentage of people aged between 18-24 are claiming Job Seeker's Allowance because they are out of work?</p> <table border="1"> <caption>CP01-P11P Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>5.43%</td> <td>6%</td> </tr> <tr> <td>Q3 2014/15</td> <td>4.13%</td> <td>6%</td> </tr> <tr> <td>Q4 2014/15</td> <td>4.1%</td> <td>6%</td> </tr> <tr> <td>Q1 2015/16</td> <td>3.43%</td> <td>6%</td> </tr> <tr> <td>Q2 2015/16</td> <td>2.43%</td> <td>6%</td> </tr> </tbody> </table> <p>Legend: Quarters (blue bars), Target (Quarters) (red line with squares), Family Group (previous yr) - Av. (red line with circles), SBC (previous yr) - Av. (yellow line with triangles), Scotland (previous yr) - Av. (green line with diamonds).</p>	Quarter	Quarters	Target (Quarters)	Q2 2014/15	5.43%	6%	Q3 2014/15	4.13%	6%	Q4 2014/15	4.1%	6%	Q1 2015/16	3.43%	6%	Q2 2015/16	2.43%	6%	2.43%	<p>Observations:</p> <p>The Scottish Borders rate is below the Scottish rate of 2.6% but higher than the GB rate of 2.2%.</p>			Bryan McGrath
Quarter	Quarters	Target (Quarters)																						
Q2 2014/15	5.43%	6%																						
Q3 2014/15	4.13%	6%																						
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How many new businesses has Business Gateway help create?	<p>CP01-P06P How many new businesses has Business Gateway help create?</p> <table border="1"> <caption>CP01-P06P Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>50</td> <td>55</td> </tr> <tr> <td>Q3 2014/15</td> <td>63</td> <td>55</td> </tr> <tr> <td>Q4 2014/15</td> <td>81</td> <td>55</td> </tr> <tr> <td>Q1 2015/16</td> <td>60</td> <td>55</td> </tr> <tr> <td>Q2 2015/16</td> <td>65</td> <td>55</td> </tr> </tbody> </table> <p>Legend: Quarters (blue bars), Target (Quarters) (red line with squares), Family Group (previous yr) - Av. (red line with circles), SBC (previous yr) - Av. (yellow line with triangles), Scotland (previous yr) - Av. (green line with diamonds).</p>	Quarter	Quarters	Target (Quarters)	Q2 2014/15	50	55	Q3 2014/15	63	55	Q4 2014/15	81	55	Q1 2015/16	60	55	Q2 2015/16	65	55	65	<p>How are we performing:</p> <p>Business Gateway is on track for the annual target for business start-ups in the region and is slightly ahead of where it would expect to be at the end of the summer period. This has been due to increased activity levels, mainly seen in events, across the region. Other staff resources have allowed for the start-up adviser to continue focusing on this target, which is having a positive effect. Client contact remained steady through the 2nd quarter. The normal summer reduction did not happen as Business Gateway is currently working with a full complement of advisers. This has meant a continued flow of national targets being achieved over the period.</p>			Bryan McGrath
Quarter	Quarters	Target (Quarters)																						
Q2 2014/15	50	55																						
Q3 2014/15	63	55																						
Q4 2014/15	81	55																						
Q1 2015/16	60	55																						
Q2 2015/16	65	55																						
How many businesses has Business Gateway supported?	<p>CP01-P18P How many businesses has Business Gateway supported?</p> <table border="1"> <caption>CP01-P18P Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>246</td> <td>250</td> </tr> <tr> <td>Q3 2014/15</td> <td>278</td> <td>250</td> </tr> <tr> <td>Q4 2014/15</td> <td>294</td> <td>250</td> </tr> <tr> <td>Q1 2015/16</td> <td>228</td> <td>250</td> </tr> <tr> <td>Q2 2015/16</td> <td>226</td> <td>250</td> </tr> </tbody> </table> <p>Legend: Quarters (blue bars), Target (Quarters) (red line with squares), Family Group (previous yr) - Av. (red line with circles), SBC (previous yr) - Av. (yellow line with triangles), Scotland (previous yr) - Av. (green line with diamonds).</p>	Quarter	Quarters	Target (Quarters)	Q2 2014/15	246	250	Q3 2014/15	278	250	Q4 2014/15	294	250	Q1 2015/16	228	250	Q2 2015/16	226	250	226	<p>Actions we are taking to improve/maintain performance:</p> <p>Continue to implement actions in the Business Gateway Improvement Plan, agreed by Executive Committee on 12 May 2015.</p>			Bryan McGrath
Quarter	Quarters	Target (Quarters)																						
Q2 2014/15	246	250																						
Q3 2014/15	278	250																						
Q4 2014/15	294	250																						
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Q2 2015/16	226	250																						

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many loans to local businesses did we award?	<p>CP01-P27P How many loans to local businesses did we award?</p> <table border="1"> <caption>Data for CP01-P27P</caption> <thead> <tr> <th>Quarter</th> <th>Loans Awarded</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>0</td> </tr> <tr> <td>Q3 2014/15</td> <td>3</td> </tr> <tr> <td>Q4 2014/15</td> <td>2</td> </tr> <tr> <td>Q1 2015/16</td> <td>2</td> </tr> <tr> <td>Q2 2015/16</td> <td>0</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Loans Awarded	Q2 2014/15	0	Q3 2014/15	3	Q4 2014/15	2	Q1 2015/16	2	Q2 2015/16	0	0	<p>How are we performing: During this Quarter, two loan applications for £34,434.00 were submitted. One was declined; the other was deferred.</p> <p>Actions we are taking to improve/maintain performance: Business Gateway advisers promoted public finance during business month in addition to running an access to finance seminar that discussed loans.</p> <p>Assessment of applications by a panel drawn from Finance and Economic Development will continue to provide a robust decision-making process.</p>			Bryan McGrath
Quarter	Loans Awarded																	
Q2 2014/15	0																	
Q3 2014/15	3																	
Q4 2014/15	2																	
Q1 2015/16	2																	
Q2 2015/16	0																	
How much money did those loans add up to?	<p>CP01-P28P How much money did those loans add up to?</p> <table border="1"> <caption>Data for CP01-P28P</caption> <thead> <tr> <th>Quarter</th> <th>Amount (£)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>£0.00</td> </tr> <tr> <td>Q3 2014/15</td> <td>£21,602.34</td> </tr> <tr> <td>Q4 2014/15</td> <td>£30,000.00</td> </tr> <tr> <td>Q1 2015/16</td> <td>£32,500.00</td> </tr> <tr> <td>Q2 2015/16</td> <td>£0.00</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Amount (£)	Q2 2014/15	£0.00	Q3 2014/15	£21,602.34	Q4 2014/15	£30,000.00	Q1 2015/16	£32,500.00	Q2 2015/16	£0.00	£0.00				Bryan McGrath
Quarter	Amount (£)																	
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many grants to local businesses did we award?	<p>CP01-P29P How many grants to local businesses did we award?</p> <table border="1"> <caption>Data for CP01-P29P</caption> <thead> <tr> <th>Quarter</th> <th>Grants Awarded</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>12</td> </tr> <tr> <td>Q3 2014/15</td> <td>23</td> </tr> <tr> <td>Q4 2014/15</td> <td>6</td> </tr> <tr> <td>Q1 2015/16</td> <td>10</td> </tr> <tr> <td>Q2 2015/16</td> <td>8</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Grants Awarded	Q2 2014/15	12	Q3 2014/15	23	Q4 2014/15	6	Q1 2015/16	10	Q2 2015/16	8	8	<p>How are we performing: The number of grants was down on Quarter 1, but the number of applications was larger: 11 compared with 10. The reduced amount of funding awarded reflects the reduced number of awards in the last Quarter.</p> <p>Actions we are taking to improve/maintain performance: Business Gateway advisers promoted public finance during business month in addition to running an access to finance seminar that discussed grants.</p> <p>Note: Total grant budget for 15/16 is £100k, there is approx. £44k left.</p>			Bryan McGrath
Quarter	Grants Awarded																	
Q2 2014/15	12																	
Q3 2014/15	23																	
Q4 2014/15	6																	
Q1 2015/16	10																	
Q2 2015/16	8																	
How much money did those grants add up to?	<p>CP01-P30P How much money did those grants add up to?</p> <table border="1"> <caption>Data for CP01-P30P</caption> <thead> <tr> <th>Quarter</th> <th>Money Added (£)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>£36,383.50</td> </tr> <tr> <td>Q3 2014/15</td> <td>£55,017.13</td> </tr> <tr> <td>Q4 2014/15</td> <td>£21,584.50</td> </tr> <tr> <td>Q1 2015/16</td> <td>£31,532.50</td> </tr> <tr> <td>Q2 2015/16</td> <td>£23,430.27</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Money Added (£)	Q2 2014/15	£36,383.50	Q3 2014/15	£55,017.13	Q4 2014/15	£21,584.50	Q1 2015/16	£31,532.50	Q2 2015/16	£23,430.27	£23,430.27				Bryan McGrath
Quarter	Money Added (£)																	
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many planning applications do we receive?	<p>CP01-P52P How many planning applications do we receive?</p> <table border="1"> <caption>CP01-P52P: How many planning applications do we receive?</caption> <thead> <tr> <th>Quarter</th> <th>Applications</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>313</td> </tr> <tr> <td>Q3 2014/15</td> <td>289</td> </tr> <tr> <td>Q4 2014/15</td> <td>309</td> </tr> <tr> <td>Q1 2015/16</td> <td>367</td> </tr> <tr> <td>Q2 2015/16</td> <td>312</td> </tr> </tbody> </table>	Quarter	Applications	Q2 2014/15	313	Q3 2014/15	289	Q4 2014/15	309	Q1 2015/16	367	Q2 2015/16	312	312	<p>Observations: The total number of applications received for the year to date is in line with the total received for the same period in 2014.</p>			Brian Frater
Quarter	Applications																	
Q2 2014/15	313																	
Q3 2014/15	289																	
Q4 2014/15	309																	
Q1 2015/16	367																	
Q2 2015/16	312																	
Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)	<p>CP01-P54aP Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)</p> <table border="1"> <caption>CP01-P54aP: Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (wks)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>51.4</td> </tr> <tr> <td>Q2 2014/15</td> <td>12.9</td> </tr> <tr> <td>Q3 2014/15</td> <td>14.4</td> </tr> <tr> <td>Q4 2014/15</td> <td>22.0</td> </tr> <tr> <td>Q1 2015/16</td> <td>5.4</td> </tr> </tbody> </table>	Quarter	Average Time (wks)	Q1 2014/15	51.4	Q2 2014/15	12.9	Q3 2014/15	14.4	Q4 2014/15	22.0	Q1 2015/16	5.4	5.4	<p>How are we performing: The average adjusted time taken to process major applications shows an improvement over the previous quarter and a major improvement over the previous SBC and Scotland annual average.</p> <p>Note: One quarter lag in data.</p> <p>Actions we are taking to improve/maintain performance: Continue to use last year's SBC and Scottish figures to benchmark current year's performance. Ongoing implementation of Planning Performance Framework improvement actions</p>			Brian Frater
Quarter	Average Time (wks)																	
Q1 2014/15	51.4																	
Q2 2014/15	12.9																	
Q3 2014/15	14.4																	
Q4 2014/15	22.0																	
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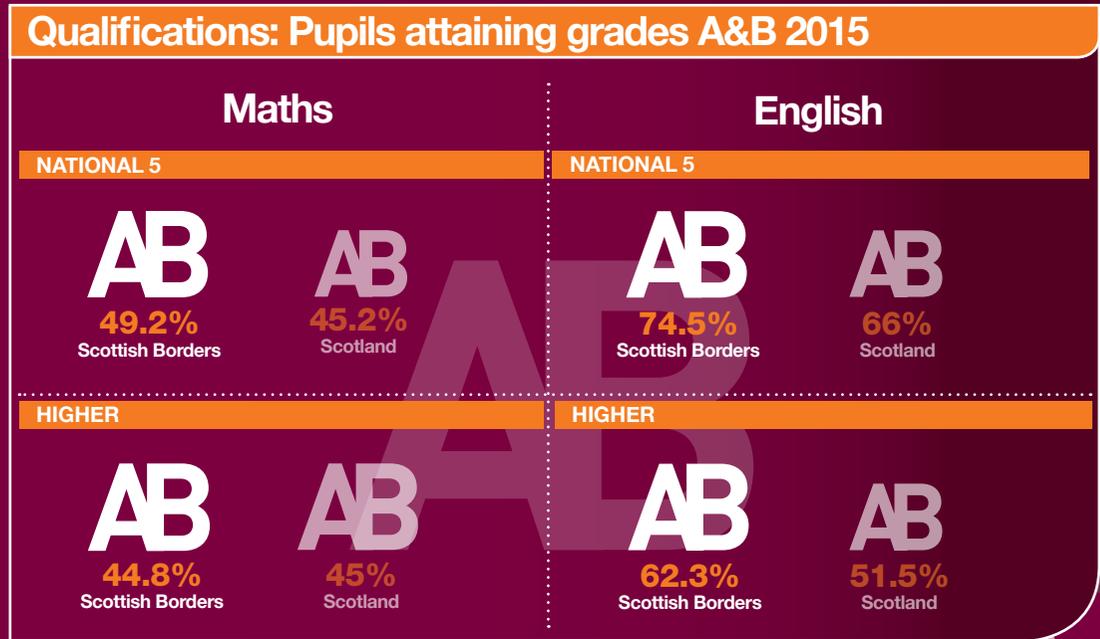
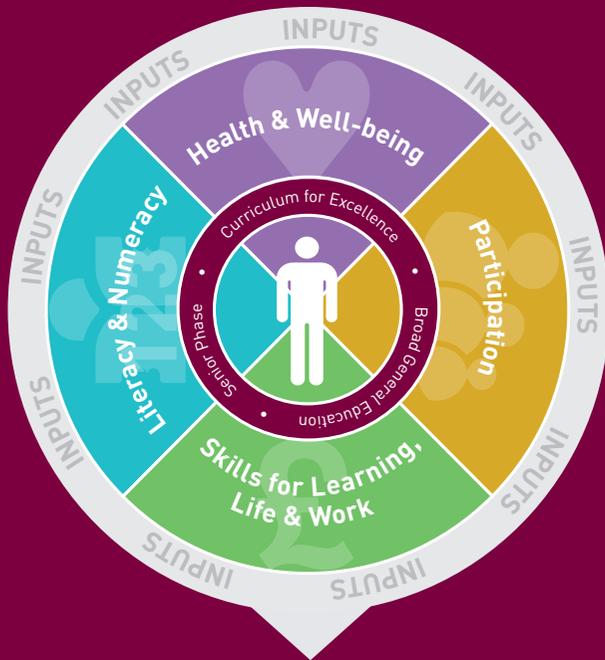
Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)	<p>CP01-P55aP Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)</p> <table border="1"> <caption>CP01-P55aP Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (wks)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>20.2</td> </tr> <tr> <td>Q2 2014/15</td> <td>22.5</td> </tr> <tr> <td>Q3 2014/15</td> <td>16.6</td> </tr> <tr> <td>Q4 2014/15</td> <td>39.3</td> </tr> <tr> <td>Q1 2015/16</td> <td>17.9</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (wks)	Q1 2014/15	20.2	Q2 2014/15	22.5	Q3 2014/15	16.6	Q4 2014/15	39.3	Q1 2015/16	17.9	17.9	<p>How are we performing: Performance in the last quarter was markedly better than the previous quarter and better than SBC's average for the previous year. However the figure remains above the Scottish average.</p> <p>Note: One quarter lag in data.</p> <p>Actions we are taking to improve/maintain performance: As above.</p>			Brian Frater
Quarter	Value (wks)																	
Q1 2014/15	20.2																	
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Quarter	Value (wks)																	
Q1 2014/15	7.2																	
Q2 2014/15	8.0																	
Q3 2014/15	7.5																	
Q4 2014/15	8.2																	
Q1 2015/16	6.7																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

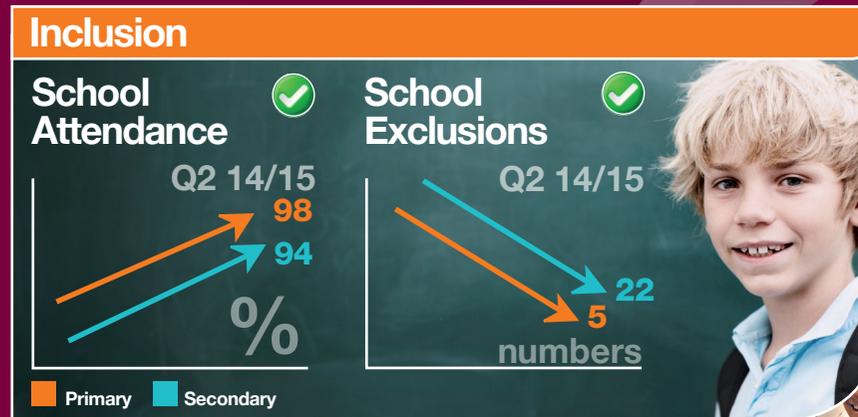
Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
How many invoices, received by us, were paid within 30 days of receiving the invoice?	<p>CP01-P25P How many invoices, received by us, were paid within 30 days of receiving the invoice?</p> <table border="1"> <caption>Invoice Payment Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>93%</td> <td>93%</td> </tr> <tr> <td>Q3 2014/15</td> <td>94%</td> <td>93%</td> </tr> <tr> <td>Q4 2014/15</td> <td>93%</td> <td>93%</td> </tr> <tr> <td>Q1 2015/16</td> <td>94%</td> <td>93%</td> </tr> <tr> <td>Q2 2015/16</td> <td>92%</td> <td>93%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Quarters (%)	Target (Quarters) (%)	Q2 2014/15	93%	93%	Q3 2014/15	94%	93%	Q4 2014/15	93%	93%	Q1 2015/16	94%	93%	Q2 2015/16	92%	93%	92%	<p>How are we performing: Performance during Q2 has fallen slightly below our target of 93%.</p> <p>Actions we are taking to improve/maintain performance: Because it is important to the local economy that invoices are paid promptly, additional support and guidance has been delivered to our Services to avoid any payment delays, for example where invoices require follow up action before payment can be made.</p>			Lynn Mirley
Quarter	Quarters (%)	Target (Quarters) (%)																						
Q2 2014/15	93%	93%																						
Q3 2014/15	94%	93%																						
Q4 2014/15	93%	93%																						
Q1 2015/16	94%	93%																						
Q2 2015/16	92%	93%																						

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

HOW ARE WE DOING?



	OUTCOMES	OUTCOMES	OUTCOMES	OUTCOMES	OUTCOMES
IMPACT MEASURED THROUGH:	LITERACY AND NUMERACY	QUALIFICATIONS AND SKILLS	HEALTH AND WELL-BEING	ACHIEVEMENTS	INCLUSION
	Standardised assessments in primary and S2	National 1-5 Highers Advanced Highers Vocational qualifications Work Experience	National surveys on smoking, drinking and drug use (secondary pupils) providing locality information	Numbers doing Duke of Edinburgh, Saltire Awards, volunteering etc	Monitoring attendance and exclusions Positive Destinations



Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

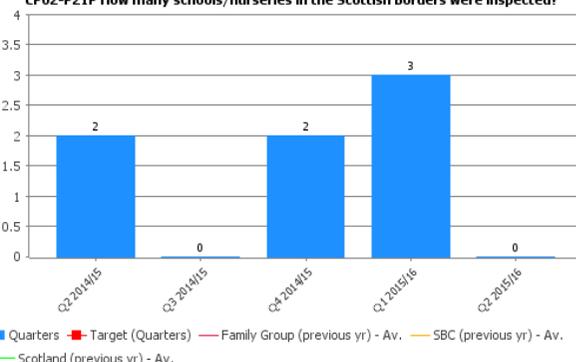
Corporate Priority 2: Improve attainment and achievement levels for all our children and young people, with a focus on inclusion

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many primary school pupils were excluded? (CP02-P09aP)	<p>CP02-P09aP How many primary school pupils were excluded? (CP02-P09aP)</p> <table border="1"> <caption>Primary School Pupils Excluded</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>5</td> </tr> <tr> <td>Q3-2014/15</td> <td>10</td> </tr> <tr> <td>Q4-2014/15</td> <td>12</td> </tr> <tr> <td>Q1-2015/16</td> <td>12</td> </tr> <tr> <td>Q2-2015/16</td> <td>5</td> </tr> </tbody> </table> <p>Legend: Blue = Quarters; Red = Target (Quarters); Pink = Family Group (previous yr) - Av.; Orange = SBC (previous yr) - Av.; Green = Scotland (previous yr) - Av.</p>	Quarter	Value	Q2-2014/15	5	Q3-2014/15	10	Q4-2014/15	12	Q1-2015/16	12	Q2-2015/16	5	5	<p>How are we performing? First quarter of the school calendar (Q2 15/16) saw a decline in the total number of primary pupils excluded although this quarter does contain the school summer holidays. There is no change from the same quarter last year.</p> <p>Actions we are taking to improve/maintain performance: Overall exclusion targets are in place for schools which has continued to challenge and focus effort in the overall reduction of children being excluded.</p>			Donna Manson
Quarter	Value																	
Q2-2014/15	5																	
Q3-2014/15	10																	
Q4-2014/15	12																	
Q1-2015/16	12																	
Q2-2015/16	5																	
How many secondary school pupils were excluded? (CP02-P09bP)	<p>CP02-P09bP How many secondary school pupils were excluded? (CP02-P09bP)</p> <table border="1"> <caption>Secondary School Pupils Excluded</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>56</td> </tr> <tr> <td>Q3-2014/15</td> <td>61</td> </tr> <tr> <td>Q4-2014/15</td> <td>80</td> </tr> <tr> <td>Q1-2015/16</td> <td>33</td> </tr> <tr> <td>Q2-2015/16</td> <td>22</td> </tr> </tbody> </table> <p>Legend: Blue = Quarters; Red = Target (Quarters); Pink = Family Group (previous yr) - Av.; Orange = SBC (previous yr) - Av.; Green = Scotland (previous yr) - Av.</p>	Quarter	Value	Q2-2014/15	56	Q3-2014/15	61	Q4-2014/15	80	Q1-2015/16	33	Q2-2015/16	22	22	<p>How are we performing? First quarter of the school calendar (Q2 15/16) saw a decline in the total number of secondary pupils excluded. Q2 2015/16 demonstrates significant improvements compared to Q2 2014/15, which is positive (down from 56 to 22)</p> <p>Actions we are taking to improve/maintain performance: As above</p>			Donna Manson
Quarter	Value																	
Q2-2014/15	56																	
Q3-2014/15	61																	
Q4-2014/15	80																	
Q1-2015/16	33																	
Q2-2015/16	22																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

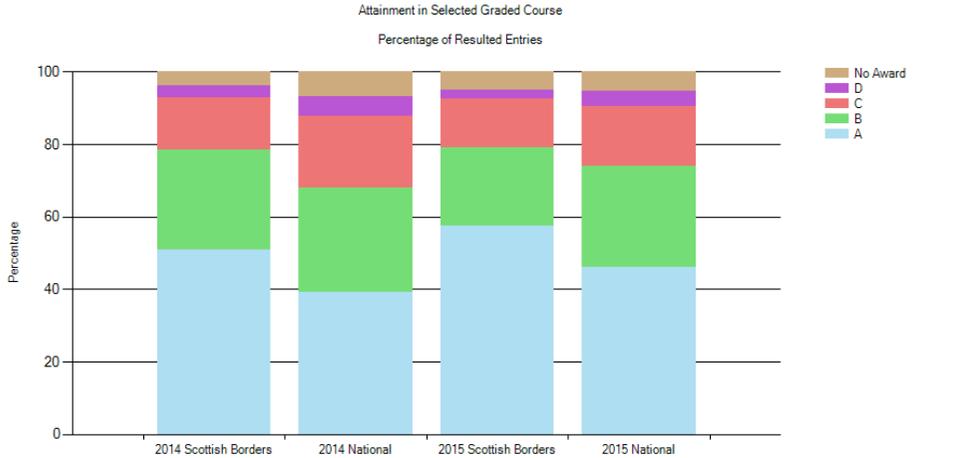
Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
What % of primary school pupils attend school? (CP02-P11aP)	<p>CP02-P11aP What % of primary school pupils attend school? (CP02-P11aP)</p> <table border="1"> <caption>Primary School Attendance Data</caption> <thead> <tr> <th>Quarter</th> <th>Attendance (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>97%</td> </tr> <tr> <td>Q3 2014/15</td> <td>95%</td> </tr> <tr> <td>Q4 2014/15</td> <td>95%</td> </tr> <tr> <td>Q1 2015/16</td> <td>96%</td> </tr> <tr> <td>Q2 2015/16</td> <td>98%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Attendance (%)	Q2 2014/15	97%	Q3 2014/15	95%	Q4 2014/15	95%	Q1 2015/16	96%	Q2 2015/16	98%	98%	<p>How are we performing: Primary school attendance continues to track over 95% for the past 9 quarters.</p> <p>Actions we are taking to improve/maintain performance: Schools will continue to work with parents to ensure attendance increases.</p>			Donna Manson
Quarter	Attendance (%)																	
Q2 2014/15	97%																	
Q3 2014/15	95%																	
Q4 2014/15	95%																	
Q1 2015/16	96%																	
Q2 2015/16	98%																	
What % of secondary school pupils attend school? (CP02-P11bP)	<p>CP02-P11bP What % of secondary school pupils attend school? (CP02-P11bP)</p> <table border="1"> <caption>Secondary School Attendance Data</caption> <thead> <tr> <th>Quarter</th> <th>Attendance (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>95%</td> </tr> <tr> <td>Q3 2014/15</td> <td>92%</td> </tr> <tr> <td>Q4 2014/15</td> <td>92%</td> </tr> <tr> <td>Q1 2015/16</td> <td>93%</td> </tr> <tr> <td>Q2 2015/16</td> <td>94%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Attendance (%)	Q2 2014/15	95%	Q3 2014/15	92%	Q4 2014/15	92%	Q1 2015/16	93%	Q2 2015/16	94%	94%	<p>How are we performing: Secondary school attendance has increase by 1% from previous quarter. Q2 contains only 2 months (with July being school holidays)</p> <p>Actions we are taking to improve/maintain performance: Schools will continue to work with parents to ensure attendance increases. At secondary school, ongoing improvements and changes to the curriculum will ensure that the needs of all young people are more effectively met, further encouraging attendance.</p>			Donna Manson
Quarter	Attendance (%)																	
Q2 2014/15	95%																	
Q3 2014/15	92%																	
Q4 2014/15	92%																	
Q1 2015/16	93%																	
Q2 2015/16	94%																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many schools/nurseries in the Scottish Borders were inspected?	<p>CP02-P21P How many schools/nurseries in the Scottish Borders were inspected?</p>  <table border="1" data-bbox="360 309 936 671"> <caption>Inspection Data</caption> <thead> <tr> <th>Quarter</th> <th>Number of Inspections</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>2</td> </tr> <tr> <td>Q3-2014/15</td> <td>0</td> </tr> <tr> <td>Q4-2014/15</td> <td>2</td> </tr> <tr> <td>Q1-2015/16</td> <td>3</td> </tr> <tr> <td>Q2-2015/16</td> <td>0</td> </tr> </tbody> </table>	Quarter	Number of Inspections	Q2-2014/15	2	Q3-2014/15	0	Q4-2014/15	2	Q1-2015/16	3	Q2-2015/16	0	0	<p>Observations: There have been no inspections over the past 3 months.</p>	n/a		Donna Manson
Quarter	Number of Inspections																	
Q2-2014/15	2																	
Q3-2014/15	0																	
Q4-2014/15	2																	
Q1-2015/16	3																	
Q2-2015/16	0																	

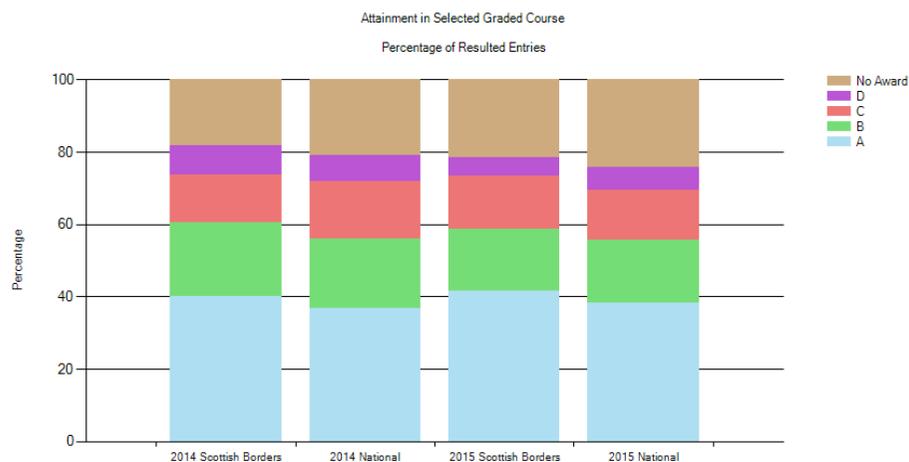
Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

ATTAINMENT: How are we performing?	Actions we are taking to improve or maintain performance
<p>The following information is taken from “Insight”, a national benchmarking tool used by schools and local authorities to compare attainment and achievement. Within Scottish Borders, we are seeing an improving picture for attainment overall, year on year, and we compare well nationally and to our “virtual” comparators (others similar to us). Below is a range of measures that show attainment in:</p> <ul style="list-style-type: none"> • National 5 English • National 5 Maths • National 5 Chemistry • Higher English • Higher Maths • Higher Chemistry <p>There are also an additional measure around:</p> <ul style="list-style-type: none"> • Literacy and Numeracy 	<p>Within our Children and Young People’s service, we are analysing the data that is now available to us through the “Insight” tool- by school; by subject; by gender; for Looked After Children; for children within our most deprived areas; for pupils with Additional Support Needs etc.</p> <p>From this analysis, schools will produce action plans which will then allow us to target support. We will also share good practice and develop partnerships to enhance the learning experience. There is a strong focus on sharing good practice, and schools are developing partnerships to enhance the learning experience for all learners.</p>

Attainment in National 5 English: % of resulted entries																															
 <p>The chart, titled 'Attainment in Selected Graded Course' and 'Percentage of Resulted Entries', shows the distribution of grades for National 5 English. The y-axis represents the percentage from 0 to 100. The x-axis compares 2014 Scottish Borders, 2014 National, 2015 Scottish Borders, and 2015 National. The legend indicates: No Award (tan), D (purple), C (red), B (green), and A (light blue).</p> <table border="1"> <caption>Approximate data from the attainment chart</caption> <thead> <tr> <th>Year/Region</th> <th>A</th> <th>B</th> <th>C</th> <th>D</th> <th>No Award</th> </tr> </thead> <tbody> <tr> <td>2014 Scottish Borders</td> <td>50%</td> <td>28%</td> <td>12%</td> <td>8%</td> <td>2%</td> </tr> <tr> <td>2014 National</td> <td>38%</td> <td>28%</td> <td>20%</td> <td>12%</td> <td>2%</td> </tr> <tr> <td>2015 Scottish Borders</td> <td>58%</td> <td>22%</td> <td>12%</td> <td>8%</td> <td>2%</td> </tr> <tr> <td>2015 National</td> <td>45%</td> <td>28%</td> <td>18%</td> <td>8%</td> <td>2%</td> </tr> </tbody> </table>	Year/Region	A	B	C	D	No Award	2014 Scottish Borders	50%	28%	12%	8%	2%	2014 National	38%	28%	20%	12%	2%	2015 Scottish Borders	58%	22%	12%	8%	2%	2015 National	45%	28%	18%	8%	2%	<p>The graph presents Scottish Borders attainment in National 5 English. It shows Scottish Borders attainment against national attainment for both 2014 and 2015.</p> <p>The % of pupils achieving grades A&B (74.53%) not only improved from 2014 to 2015 but is also above the national average (65.96%).</p> <p>Note: there are only 2 years’ worth of data at National 5 level as this is a new qualification.</p>
Year/Region	A	B	C	D	No Award																										
2014 Scottish Borders	50%	28%	12%	8%	2%																										
2014 National	38%	28%	20%	12%	2%																										
2015 Scottish Borders	58%	22%	12%	8%	2%																										
2015 National	45%	28%	18%	8%	2%																										

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Attainment in National 5 Maths: % of resulted entries

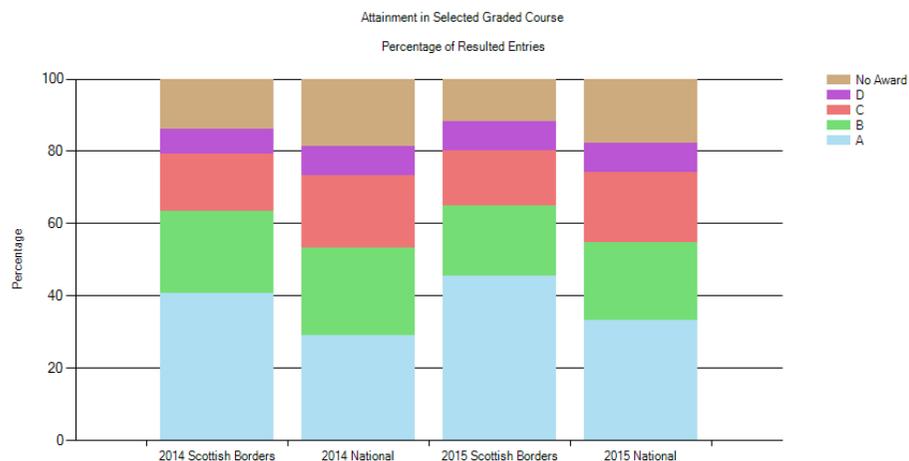


The graph presents Scottish Borders attainment in **National 5 Maths**. It shows Scottish Borders attainment against national attainment for both 2014 and 2015.

The % of pupils achieving grades A & B has improved slightly from 2014 to 2015 (now 49.24%) and is above the national average (45.15%).

Note: there are only 2 years' worth of data at National 5 level as this is a new qualification.

Attainment in National 5 Chemistry: % of resulted entries



The graph presents Scottish Borders attainment in **National 5 Chemistry**. It shows Scottish Borders attainment against national attainment for both 2014 and 2015.

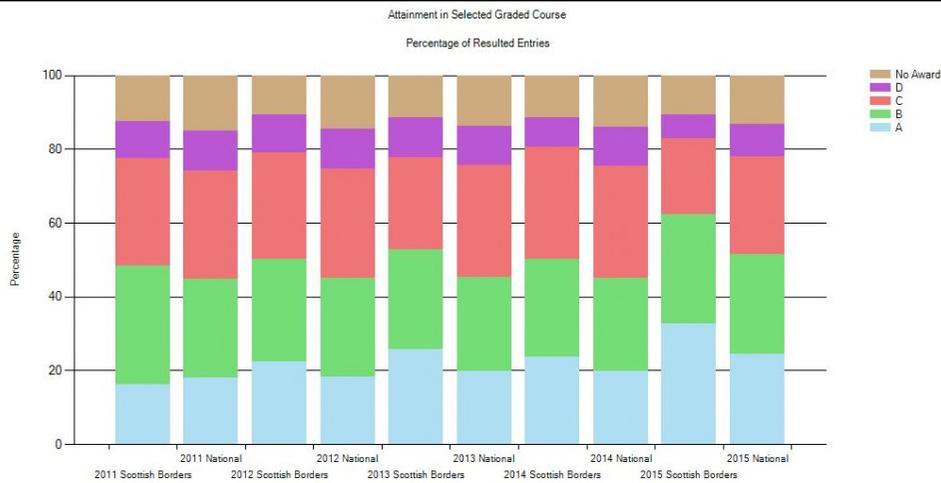
The % of pupils achieving grades A & B has improved from 2014 to 2015 (now 61.83%) and is above the national average (50.9%).

The % of pupils attaining Grades A to D is also improving and above the national average, and the % of "no awards" has reduced.

Note: there are only 2 years' worth of data at National 5 level as this is a new qualification.

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Attainment in Higher English: % of resulted entries

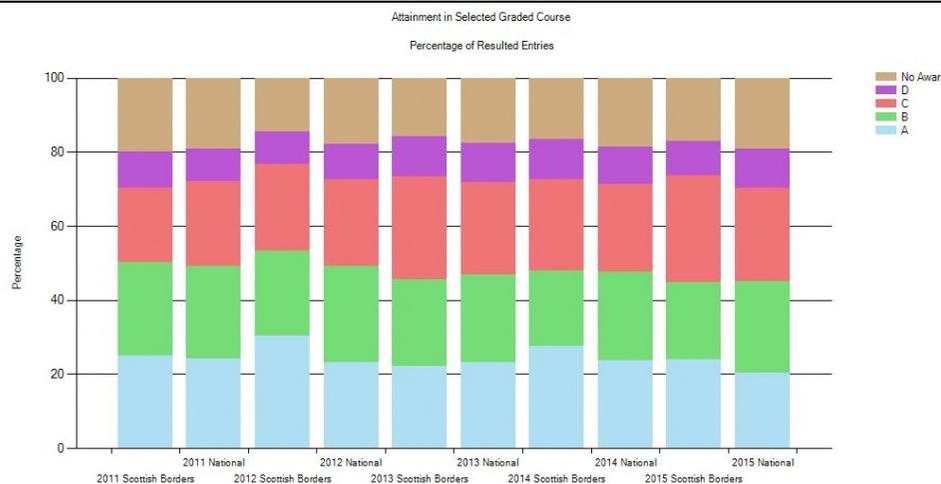


The graph presents Scottish Borders attainment in **Higher English**. It shows Scottish Borders attainment against national attainment since 2011.

The % of pupils attaining at Grade A and B in the Scottish Borders is increasing year on year (now 62.3%) and is above the Scottish average (51.51%).

The % receiving no award is reducing (now 10.54%) and is below the Scottish average (13.21%).

Attainment in Higher Maths: % of resulted entries

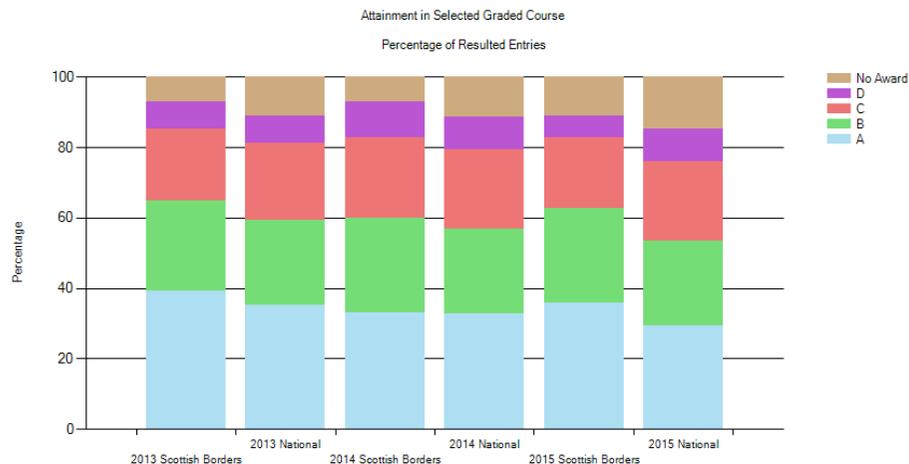


The graph presents Scottish Borders attainment in **Higher Maths**. It shows Scottish Borders attainment against national attainment since 2011.

The % of pupils attaining at Grades A and B has reduced slightly (now 44.78%) but is similar to the Scottish average (44.95%). However, the % of pupils attaining grades A-D (now 82.97%) is slightly above the Scottish average (80.76%).

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

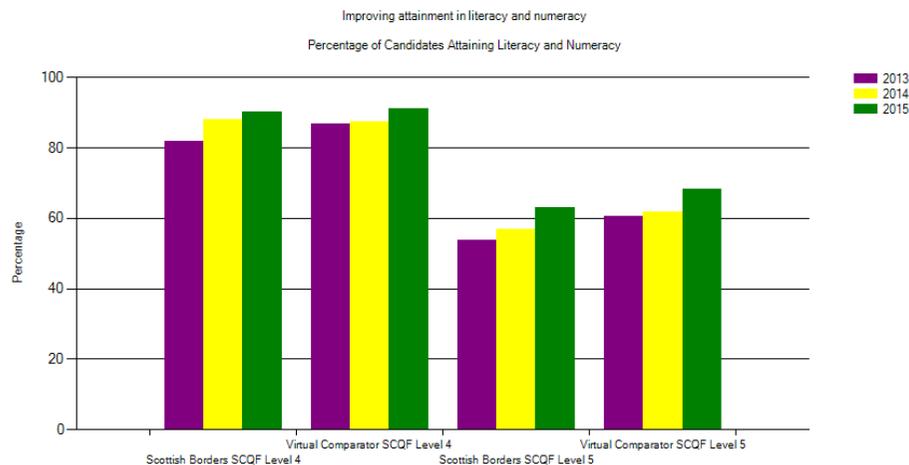
Attainment in Higher Chemistry: % of resulted entries



The graph presents Scottish Borders attainment in **Higher Chemistry**. It shows Scottish Borders attainment against national attainment since 2013.

The % of pupils attaining grades A and B has remained steady over the last 3 years (now 55.73%) and is ahead of the national figure (48.45%)

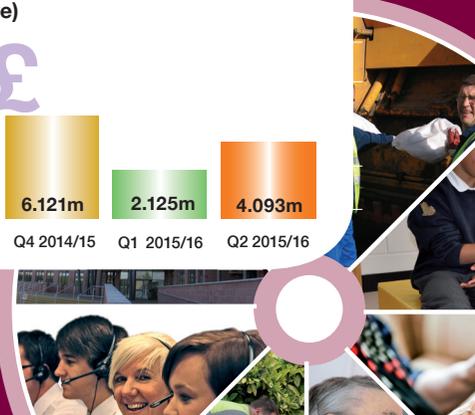
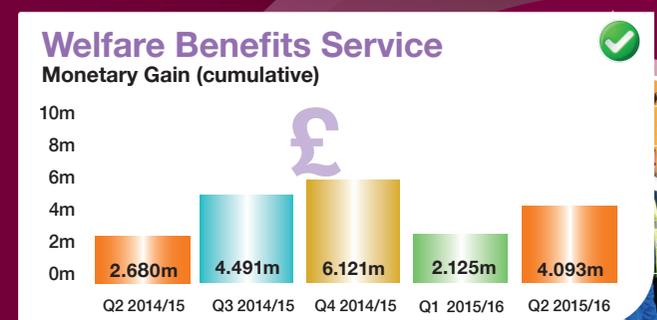
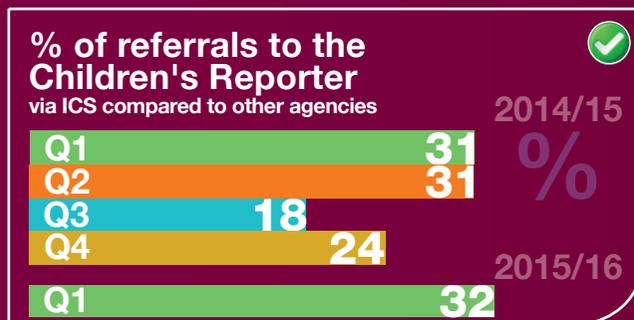
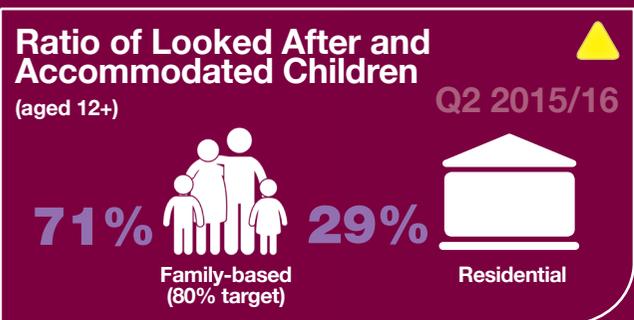
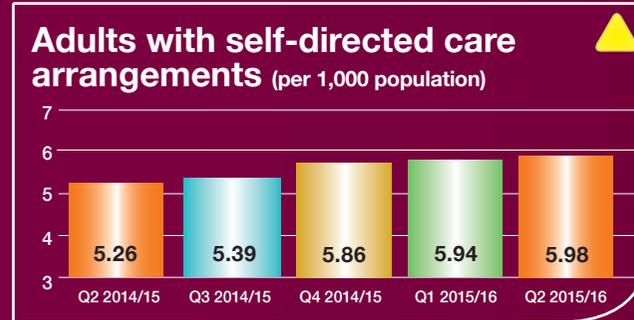
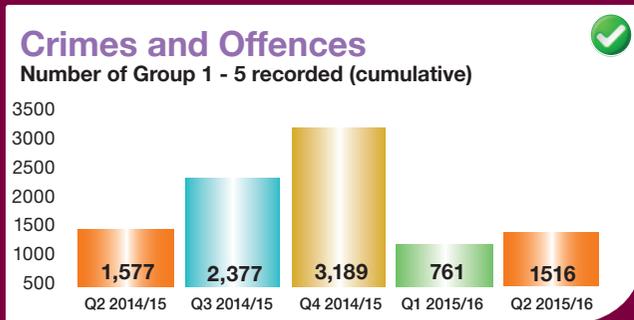
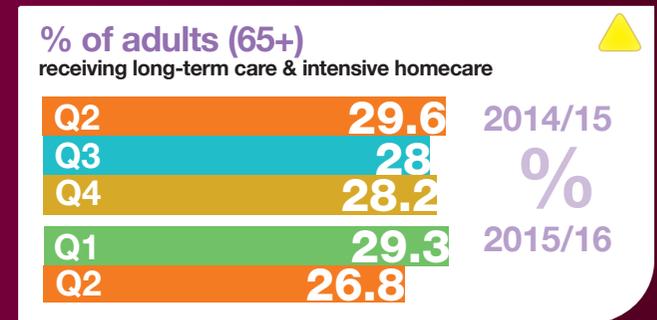
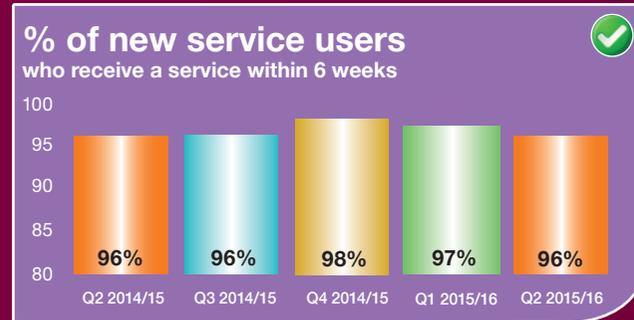
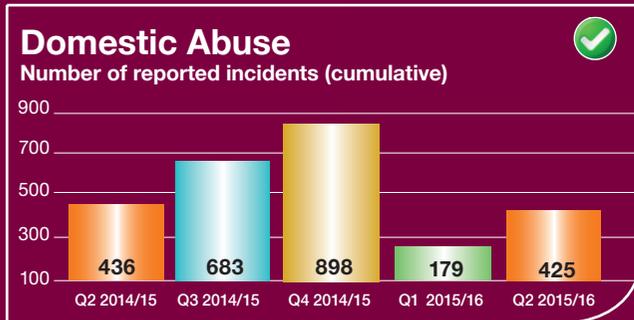
% of candidates attaining Literacy and Numeracy



The % of candidates attaining literacy and numeracy has improved steadily in Scottish Borders since 2013 at both Levels 4 and 5, and is only marginally behind our virtual comparator.

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

HOW ARE WE DOING?

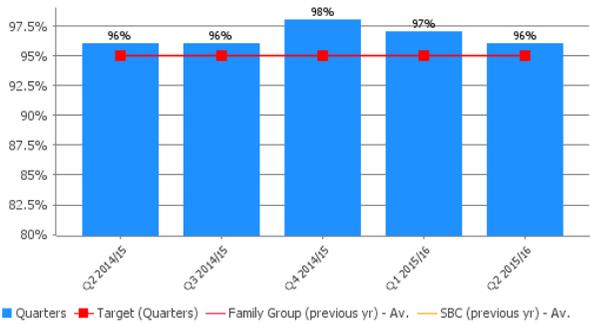
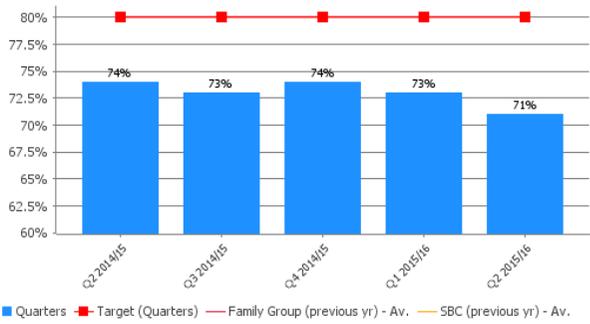


Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Corporate Priority 3: Provide high quality support, care and protection to children, young people, adults, families and older people

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
What % of people aged 65+ receive their care at home?	<p>CP03-P02P What % of people aged 65+ receive their care at home?</p> <table border="1"> <caption>Data for CP03-P02P</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>29.6%</td> </tr> <tr> <td>Q3 2014/15</td> <td>28.0%</td> </tr> <tr> <td>Q4 2014/15</td> <td>28.2%</td> </tr> <tr> <td>Q1 2015/16</td> <td>29.3%</td> </tr> <tr> <td>Q2 2015/16</td> <td>26.8%</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 2014/15	29.6%	Q3 2014/15	28.0%	Q4 2014/15	28.2%	Q1 2015/16	29.3%	Q2 2015/16	26.8%	26.8%	<p>How are we performing: In line with new business plans this indicator will, in the near future, be replaced with new measurements providing a clearer indication of performance within this area. The target has been revised downwards from Q1 2015/16, reflecting the move to Self-Directed Support (SDS)</p> <p>Actions we are taking to improve/maintain performance: Further investigation to identify the best indicators which will focus efforts on how to design and delivery a home care service that can help prevent those most at risk of unplanned hospital admissions will be completed within the next quarter.</p>			Elaine Torrance
Quarter	Value (%)																	
Q2 2014/15	29.6%																	
Q3 2014/15	28.0%																	
Q4 2014/15	28.2%																	
Q1 2015/16	29.3%																	
Q2 2015/16	26.8%																	
The number of adults with self-directed care (SDS) arrangements per 1,000 population	<p>CP03-P04P The number of adults with self-directed care arrangements per 1,000 population</p> <table border="1"> <caption>Data for CP03-P04P</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>5.26</td> </tr> <tr> <td>Q3 2014/15</td> <td>5.39</td> </tr> <tr> <td>Q4 2014/15</td> <td>5.86</td> </tr> <tr> <td>Q1 2015/16</td> <td>5.94</td> </tr> <tr> <td>Q2 2015/16</td> <td>5.98</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 2014/15	5.26	Q3 2014/15	5.39	Q4 2014/15	5.86	Q1 2015/16	5.94	Q2 2015/16	5.98	5.98	<p>How are we performing: This PI continues to increase with all new individuals being supported using SDS and existing clients are being moved from traditional methods to SDS. April 2015 was the first year anniversary of the introduction of the SDS approach and by 2017 all individuals are expect to be working with SDS.</p> <p>Actions we are taking to improve/maintain performance: Additional reporting of existing clients on traditional methods is being used to assist the movement towards all clients using the SDS approach. Any reassessments are conducted using the SDS approach and the movement of this PI in an upward direction continues to be our focus.</p>			Elaine Torrance
Quarter	Value																	
Q2 2014/15	5.26																	
Q3 2014/15	5.39																	
Q4 2014/15	5.86																	
Q1 2015/16	5.94																	
Q2 2015/16	5.98																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By
What % of people contacting Social Work receive a service within 6 weeks of their assessment?	<p>CP03-P28P What % of people contacting Social Work receive a service within 6 weeks of their assessment?</p> 	96%	<p>How are we performing: Over 95% of people contacting Social Work receive a service within 6 weeks of assessment. This figure has remained consistently over 95% for the past 2 years.</p> <p>Actions we are taking to improve/maintain performance: Continued maintenance and development of reporting within this PI to further enhance and identify any issues has allowed the PI to remain above target. Early recognition of any drop in service is quickly picked up and resolved.</p>			Elaine Torrance
What % of children (aged 12+) are accommodated with family rather than residential placements?	<p>CP03-P06P What % of children (aged 12+) are accommodated with family rather than residential placements?</p> 	71%	<p>How are we performing: Small downward fluctuation within this indicator.</p> <p>Actions we are taking to improve/maintain performance: Continued action is underway to increase the number of children in family-based placements in comparison to residential. This includes increasing kinship care (which has increased steadily over the last 4 years) and the ongoing recruitment of foster carers. The target of 80% is ambitious and continues to drive this performance area.</p>			Ann Blackie

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
What % of referrals to the Scottish Children's Reporter Administration are made through Integrated Children's Services?	<p>CP03-P30P What % of referrals to the Scottish Children's Reporter Administration are made through Integrated Children's Services?</p> <table border="1"> <caption>Data for CP03-P30P</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>31%</td> <td>20%</td> </tr> <tr> <td>Q2 2014/15</td> <td>31%</td> <td>20%</td> </tr> <tr> <td>Q3 2014/15</td> <td>18%</td> <td>20%</td> </tr> <tr> <td>Q4 2014/15</td> <td>24%</td> <td>20%</td> </tr> <tr> <td>Q1 2015/16</td> <td>32%</td> <td>20%</td> </tr> </tbody> </table> <p>Legend: Blue bars = Quarters; Red line with square = Target (Quarters); Red line with circle = Family Group (previous yr) - Av.; Yellow line with circle = SBC (previous yr) - Av.; Green line with circle = Scotland (previous yr) - Av.</p>	Quarter	Actual (%)	Target (%)	Q1 2014/15	31%	20%	Q2 2014/15	31%	20%	Q3 2014/15	18%	20%	Q4 2014/15	24%	20%	Q1 2015/16	32%	20%	32%	<p>Observations: Q1 has seen a rise in the number of referrals by social work.</p> <p>Note: One quarter lag in data.</p>			Ann Blackie
Quarter	Actual (%)	Target (%)																						
Q1 2014/15	31%	20%																						
Q2 2014/15	31%	20%																						
Q3 2014/15	18%	20%																						
Q4 2014/15	24%	20%																						
Q1 2015/16	32%	20%																						
How many people have received advice or advocacy through Welfare Benefits Service? (cumulative)	<p>CP03-P35P How many people have received advice or advocacy through Welfare Benefits Service? (cumulative)</p> <table border="1"> <caption>Data for CP03-P35P</caption> <thead> <tr> <th>Year</th> <th>Cumulative Count</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>~600</td> </tr> <tr> <td>2014/15</td> <td>~1200</td> </tr> <tr> <td>2015/16</td> <td>~2300</td> </tr> </tbody> </table> <p>Legend: Light green = 2013/14; Medium green = 2014/15; Dark green = 2015/16</p>	Year	Cumulative Count	2013/14	~600	2014/15	~1200	2015/16	~2300	1,379	<p>Observations: The statistics remain high although the percentage <i>above</i> target has reduced from 1st quarter. This would normally be expected given that this period covers the summer leave but interestingly when the statistics are reviewed for July alone they are the highest month to date.</p> <p>There have been an increased number of Tribunals and officers are dealing with an increasing number of <i>complex</i> cases as well as advising on a number of claims for Jobseekers following redundancies.</p>			Cathie Fancy										
Year	Cumulative Count																							
2013/14	~600																							
2014/15	~1200																							
2015/16	~2300																							

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By
How much money was gained for customers of the Welfare Benefits Service? (cumulative)	<p>CP03-P36P How much money was gained for customers of the Welfare Benefits Service? (cumulative)</p>	£4,093,388.00	In addition to the work our Welfare Benefits Service does, our contract with CAB is also an important part of offering advice, and they have approximately 250 live benefits every quarter, with just over £366k in welfare benefit gains achieved in Q2.			Cathie Fancy
How many incidents of domestic abuse are reported to Police Scotland? (cumulative)	<p>CP03-P37P How many incidents of domestic abuse are reported to Police Scotland? (cumulative)</p>	425	<p>How are we performing: 9 fewer reported domestic abuse incidents than at the same point in 2014/15, which equates to a 2% reduction. The reduction in reporting of domestic abuse incidents in the current year is reflected across the Lothians and Scottish Borders region.</p> <p>Actions we are taking to improve/maintain performance: The Pathway Project continues to be delivered addressing the needs of high risk victims, in addition to providing longer term community support and a groupwork programme for children and their mothers. A presentation on the overall findings of an external evaluation and a set of recommendations was given to the Pathway Joint Advisory Board on 28th October 2015. The final report, after comments have been considered, is expected end of November 2015.</p> <p>The Pathway project funding has been extended by Big Lottery and Scottish Government to March 2016, this allows continuation of all three services - Domestic Abuse Advocacy Support service, Domestic Abuse Community</p>			Tony Hodges

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

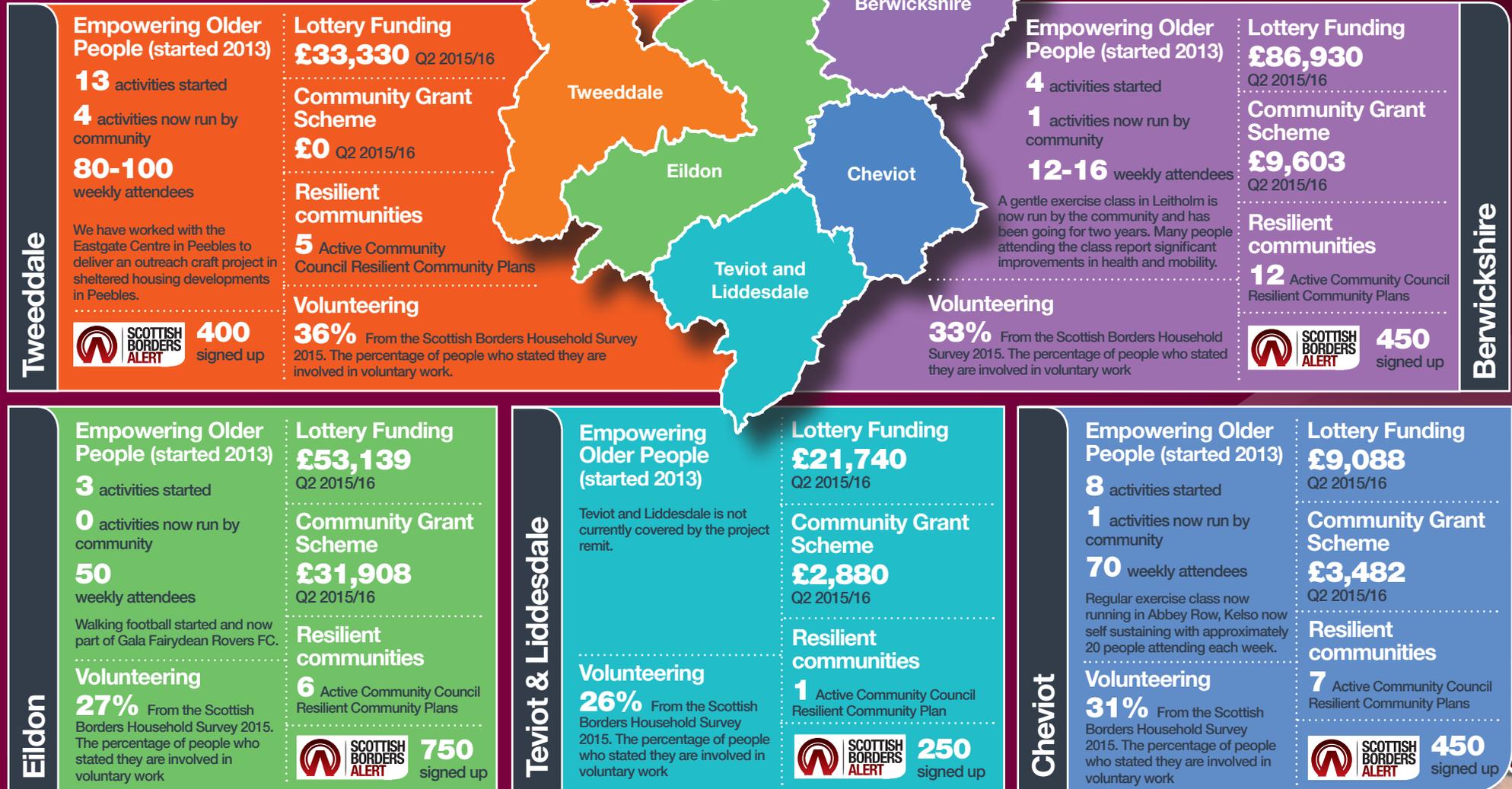
Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																				
			<p>Support Service, and the CEDAR Groupwork programme. There is currently no information from either funder as to the future availability of funding post 2016. The extension was based on excellent performance by the Pathway project and across all three services all targets and outcomes being exceeded. All three services are working on developing Exit Strategies.</p> <p>Multi-agency risk assessment (MARAC) has now been implemented, with the MARAC Coordinator post secured to March 2016. MARACs continue to be held every 4 weeks, and on average discuss 8 high risk cases.</p> <p>An early Stage 1 bid has been made to the Big Lottery for CEDAR as it fits with their 21st Century Life programme, this was then invited to proceed to a Stage 2 bid. It is expected that the full Stage 2 bid will go in before Xmas, and a decision will be given within 16 weeks of submission.</p>																							
How many crimes and offences are recorded by Police Scotland? (cumulative)	<p>CP03-P39P How many crimes and offences are recorded by Police Scotland? (cumulative)</p> <table border="1"> <caption>CP03-P39P: Cumulative Crimes and Offences by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~800</td> <td>~750</td> <td>~750</td> </tr> <tr> <td>Q2</td> <td>~1,700</td> <td>~1,600</td> <td>~1,550</td> </tr> <tr> <td>Q3</td> <td>~2,450</td> <td>~2,350</td> <td>-</td> </tr> <tr> <td>Q4</td> <td>~3,200</td> <td>~3,100</td> <td>-</td> </tr> </tbody> </table>	Quarter	2013/14	2014/15	2015/16	Q1	~800	~750	~750	Q2	~1,700	~1,600	~1,550	Q3	~2,450	~2,350	-	Q4	~3,200	~3,100	-	1,516	<p>How are we performing: Quarter 2 shows an overall decrease in crime by 57 offences (3.6%) compared to the same time period last year. However, there has been a month on month reduction in crimes since May 2015 and if this trend continues we should be on course to meet our target for the year.</p> <p>Actions we are taking to improve/maintain performance Continued delivery of the Local Policing Plan and a recent refresh of local Multi-Member Ward Plans have identified local issues and concerns in the community that will be tackled in the coming year. This includes all aspects of reported crime. Partnership work continues with a focus on preventing violence against women, reducing Antisocial Behaviour, Injury Prevention and reducing the impact of drugs and alcohol in our communities.</p>			Tony Hodges
Quarter	2013/14	2014/15	2015/16																							
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How much money is seized by Police Scotland? (cumulative)	<p>CP03-P14P How much money is seized by Police Scotland? (cumulative)</p> <table border="1"> <caption>Data for CP03-P14P: How much money is seized by Police Scotland? (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>1,519,753.00</td> </tr> <tr> <td>Q3 2014/15</td> <td>1,525,415.00</td> </tr> <tr> <td>Q4 2014/15</td> <td>1,392,235.00</td> </tr> <tr> <td>Q1 2015/16</td> <td>107,923.00</td> </tr> <tr> <td>Q2 2015/16</td> <td>107,923.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Q2 2014/15	1,519,753.00	Q3 2014/15	1,525,415.00	Q4 2014/15	1,392,235.00	Q1 2015/16	107,923.00	Q2 2015/16	107,923.00	£107,923.00	<p>Observations:</p> <p>No further cash seizures or restraints in quarter 2.</p> <p>Proceeds of crime money is distributed to local areas via the "Cashback for Communities" Scheme, focused on youth diversionary activity.</p> <p>The delivery agent for Cashback for Communities, Inspiring Scotland, has been contacted to ask about flexibility with the programme moving forward to allow us to use money to meet local need.</p> <p>A response has been received confirming that all projected funds to 2017 will be directed towards sporting, cultural and employment programmes for children and young people. Any future change of direction after 2017 is unlikely to be considered before 2016.</p>			Tony Hodges
Quarter	Value (£)																	
Q2 2014/15	1,519,753.00																	
Q3 2014/15	1,525,415.00																	
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BUILD THE CAPACITY AND RESILIENCE OF OUR COMMUNITIES AND VOLUNTARY SECTOR

HOW ARE WE DOING?



BUILD THE CAPACITY AND RESILIENCE OF OUR COMMUNITIES AND VOLUNTARY SECTOR

HOW ARE WE DOING?

Borders Railway Celebration Fund

On Wednesday the 9th of September 2015 Her Majesty The Queen and His Royal Highness The Duke of Edinburgh officially opened the Borders Railway line running from Edinburgh Waverley to Tweedbank, Galashiels.

The Borders Railway Celebration Fund was set up with the aim of encouraging people and communities to come together to celebrate the return of the Borders Railway. The fund was open to all non profit-making, voluntary and community organisations, Community Councils, schools, public bodies and places of worship based in the Scottish Borders and has been a great success with 31 awards made to a total value of £60k. This infographic gives some examples of awards made in each locality.

Berwickshire

No applications were received from the Berwickshire area.

Tweeddale

Innerleithen Community Trust

awarded £1600

For the provision of railway heritage interpretation boards at places of interest along the Tweed Valley Railway Path on the Cardrona to Innerleithen section.

Probus Club of Innerleithen, Walkerburn & Traquair

awarded £600

The club took a Celebratory trip on the new railway incorporating 60 members/spouses/guests in the 60-90 age range. This included a trip on the Edinburgh trams and a stop off on return at Stow Station.

Eildon

Tweedbank Primary School

awarded £3219

To create a childrens library which will be named 'The Reading Station'. The library will incorporate railway themed furniture alongside a selection of railway themed books.

Parish of Stow Community Council

awarded £5145

An opening day celebration involving local community and visitors to Stow was conducted. The event hosted a farmers market, railway exhibition by local photography club, displays by local businesses/community groups, childrens entertainment, music, food and beverages.

Broomlands Primary School

awarded £344

Celebratory trip for primary school children on board the Borders Railway incorporating a visit to the Scottish Mining Museum at Newtongrange on 26th October 2015.

Cheviot

Scottish Borders Rape Crisis Centre

awarded £2500

To celebrate the return of the Borders Railway, an event incorporating a talk on the railway and working model train displays will be held at Ednam House in Kelso in March 2016.

Teviot & Liddesdale

Future Hawick

awarded £2056

Will be laying on 8 Celebratory coach tours to take place in December 2015 with passengers being transported from Galashiels Interchange to Hawick Town Centre. A coach will carry a volunteer courier pointing out places of interest along the route at Galashiels, Selkirk, Denholm and Jedburgh.

Firebrand Theatre Company

awarded £7650

Firebrand Theatre Company Ltd will be staging 3 performances of 'The Great Train Race' at Heart of Hawick in November 2015. The story is based around the overnight races between the East and West Coast rail services between Aberdeen and London.



Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Corporate Priority 4: Build the capacity and resilience of our communities and voluntary sector

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
How many grants did we award from the Community Grant Scheme (CGS)?	<p>CP04-P01P How many grants did we award from the Community Grant Scheme?</p> <table border="1"> <caption>CP04-P01P Data</caption> <thead> <tr> <th>Quarter</th> <th>Grants Awarded</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>8</td> </tr> <tr> <td>Q3-2014/15</td> <td>15</td> </tr> <tr> <td>Q4-2014/15</td> <td>15</td> </tr> <tr> <td>Q1-2015/16</td> <td>13</td> </tr> <tr> <td>Q2-2015/16</td> <td>14</td> </tr> </tbody> </table>	Quarter	Grants Awarded	Q2-2014/15	8	Q3-2014/15	15	Q4-2014/15	15	Q1-2015/16	13	Q2-2015/16	14	14	<p>How are we doing: There has been an increase in Community Grant Scheme (CGS) demand in Q2 15/16. Following changes to the "Awards for All (AFA)" process, some projects, previously referred to AFA, have had to be funded by CGS due to project timescales. The CGS has responded well to this external change but budgets overall are lower than normal at this stage of the year.</p> <p>The total project costs are higher in Q2 15/16. This also may be linked to the AFA changes where some larger projects have come to the CGS due to timescales.</p>			Shona Smith						
Quarter	Grants Awarded																							
Q2-2014/15	8																							
Q3-2014/15	15																							
Q4-2014/15	15																							
Q1-2015/16	13																							
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What was the value of the Community Grant Scheme grants awarded? (CP04-P02aP)	<p>Exec - Community Grant Scheme: Grants / Total Project Value</p> <table border="1"> <caption>Exec - Community Grant Scheme Data</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P02aP (Grants)</th> <th>CP04-P02P (Total Project Value)</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>£17,918</td> <td>£110,854</td> </tr> <tr> <td>Q3-2014/15</td> <td>£47,381</td> <td>£87,296</td> </tr> <tr> <td>Q4-2014/15</td> <td>£46,671</td> <td>£115,726</td> </tr> <tr> <td>Q1-2015/16</td> <td>£46,788</td> <td>£63,548</td> </tr> <tr> <td>Q2-2015/16</td> <td>£47,873</td> <td>£142,586</td> </tr> </tbody> </table>	Quarter	CP04-P02aP (Grants)	CP04-P02P (Total Project Value)	Q2-2014/15	£17,918	£110,854	Q3-2014/15	£47,381	£87,296	Q4-2014/15	£46,671	£115,726	Q1-2015/16	£46,788	£63,548	Q2-2015/16	£47,873	£142,586	£47,873	<p>What are we doing to maintain/improve performance: We expect this to be a temporary situation while applicants adjust to the new AFA criteria and plan their projects to better meet the revised timescales. We are promoting the changes to AFA widely to raise awareness. We continue to support applicants to assess all external funding opportunities in order to achieve maximum benefit from the CGS budgets.</p>			Shona Smith
Quarter	CP04-P02aP (Grants)	CP04-P02P (Total Project Value)																						
Q2-2014/15	£17,918	£110,854																						
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What was the total value of the projects the Community Grant Scheme money contributed to? (CP04-P02P)	<p>Exec - Community Grant Scheme: Grants / Total Project Value</p> <table border="1"> <caption>Exec - Community Grant Scheme Data</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P02aP (Grants)</th> <th>CP04-P02P (Total Project Value)</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>£17,918</td> <td>£110,854</td> </tr> <tr> <td>Q3-2014/15</td> <td>£47,381</td> <td>£87,296</td> </tr> <tr> <td>Q4-2014/15</td> <td>£46,671</td> <td>£115,726</td> </tr> <tr> <td>Q1-2015/16</td> <td>£46,788</td> <td>£63,548</td> </tr> <tr> <td>Q2-2015/16</td> <td>£47,873</td> <td>£142,586</td> </tr> </tbody> </table>	Quarter	CP04-P02aP (Grants)	CP04-P02P (Total Project Value)	Q2-2014/15	£17,918	£110,854	Q3-2014/15	£47,381	£87,296	Q4-2014/15	£46,671	£115,726	Q1-2015/16	£46,788	£63,548	Q2-2015/16	£47,873	£142,586	£142,586	<p>Community project size appears to be increasing as communities become more ambitious, costs rise and other funders increase programme and award levels. A new Big Lottery Fund Medium Grant (£150K) is likely to see this trend continue. We will continue to support applicants to assess all external funding opportunities in order to achieve maximum benefit from the CGS budgets.</p>			Shona Smith
Quarter	CP04-P02aP (Grants)	CP04-P02P (Total Project Value)																						
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																					
How many grants did we award from the Landfill Communities Fund?	<p>CP04-P04P How many grants did we award from the Landfill Communities Fund?</p> <table border="1"> <caption>CP04-P04P How many grants did we award from the Landfill Communities Fund?</caption> <thead> <tr> <th>Quarter</th> <th>Grants Awarded</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>2</td> </tr> <tr> <td>Q3 2014/15</td> <td>2</td> </tr> <tr> <td>Q4 2014/15</td> <td>3</td> </tr> <tr> <td>Q1 2015/16</td> <td>4</td> </tr> <tr> <td>Q2 2015/16</td> <td>0</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Grants Awarded	Q2 2014/15	2	Q3 2014/15	2	Q4 2014/15	3	Q1 2015/16	4	Q2 2015/16	0	0	<p>How are we doing: Q1 15/16 refers to UK Landfill Communities Fund generated from 14/15 funds.</p> <p>Landfill taxation was devolved to Scotland as of April 2015 and Scotland is no longer part of the UK scheme. A Scottish Landfill Communities Fund (SLCF) is being developed <u>but has not yet been launched.</u></p> <p>What are we doing to maintain/improve performance: We are working with BCCF Environmental (the approved applicant under the SLCF) to influence coverage and ensure a new scheme is in place by Dec. 2015. We continue to support projects to apply as normal, via BCCF Environmental, and to ensure full spend of all funds by 3/16.</p>			Shona Smith									
Quarter	Grants Awarded																										
Q2 2014/15	2																										
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Q1 2015/16	4																										
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What was the value of the Landfill Communities Fund grants awarded? (CP04-P05P)	<p>Exec - Landfill Communities Fund: Grants / Total Project Value</p> <table border="1"> <caption>Exec - Landfill Communities Fund: Grants / Total Project Value</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P05</th> <th>CP04-P05a</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>£99,457</td> <td>£900,699</td> </tr> <tr> <td>Q2 2014/15</td> <td>£37,795</td> <td>£223,680</td> </tr> <tr> <td>Q3 2014/15</td> <td>£33,486</td> <td>£37,598</td> </tr> <tr> <td>Q4 2014/15</td> <td>£52,122</td> <td>£342,491</td> </tr> <tr> <td>Q1 2015/16</td> <td>£91,640</td> <td>£203,925</td> </tr> <tr> <td>Q2 2015/16</td> <td>£0</td> <td>£0</td> </tr> </tbody> </table> <p>Legend: ■ CP04-P05 ■ CP04-P05a</p>	Quarter	CP04-P05	CP04-P05a	Q1 2014/15	£99,457	£900,699	Q2 2014/15	£37,795	£223,680	Q3 2014/15	£33,486	£37,598	Q4 2014/15	£52,122	£342,491	Q1 2015/16	£91,640	£203,925	Q2 2015/16	£0	£0	£0				Shona Smith
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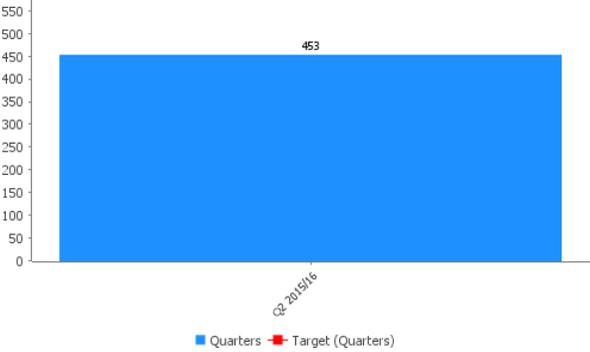
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How much National Lottery Funding (grants up to £10,000) was received in the Scottish Borders?	<p>CP04-P07aP How much National Lottery Funding (grants up to £10,000) was received in the Scottish Borders?</p> <table border="1"> <caption>CP04-P07aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>281,626</td> </tr> <tr> <td>Q3 2014/15</td> <td>185,150</td> </tr> <tr> <td>Q4 2014/15</td> <td>48,997</td> </tr> <tr> <td>Q1 2015/16</td> <td>41,945</td> </tr> <tr> <td>Q2 2015/16</td> <td>152,074</td> </tr> </tbody> </table>	Quarter	Value (£)	Q2 2014/15	281,626	Q3 2014/15	185,150	Q4 2014/15	48,997	Q1 2015/16	41,945	Q2 2015/16	152,074	£152,074	<p>How are we doing: Q2 is down in 15/16. There is no apparent reason for this other than fluctuating community level demand and the speed of large project development progress. Big Lottery Fund closed its large grant programmes in June 2015.</p> <p>What are we doing to maintain/improve performance: We continue to work on a significant level of pipeline projects, both community and SBC led. Three imminent community projects exceed £2m each and require significant support and multiple match funders.</p>			Shona Smith
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Q2 2014/15	281,626																	
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Q1 2015/16	41,945																	
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How much National Lottery Funding (grants over £10,000) was received in the Scottish Borders?	<p>CP04-P07bP How much National Lottery Funding (grants over £10,000) was received in the Scottish Borders?</p> <table border="1"> <caption>CP04-P07bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>125,956</td> </tr> <tr> <td>Q3 2014/15</td> <td>486,789</td> </tr> <tr> <td>Q4 2014/15</td> <td>824,781</td> </tr> <tr> <td>Q1 2015/16</td> <td>916,120</td> </tr> <tr> <td>Q2 2015/16</td> <td>60,163</td> </tr> </tbody> </table>	Quarter	Value (£)	Q2 2014/15	125,956	Q3 2014/15	486,789	Q4 2014/15	824,781	Q1 2015/16	916,120	Q2 2015/16	60,163	£60,163	<p>BIG's new programmes are expected to be launched in November 2015 and these will be promoted widely alongside all other lottery funded programmes.</p> <p>SBC has been involved in reviewing the new programmes and feeding back on policy and application content. This helps us to get ahead of the game when programmes are launched, with advanced understanding of new criteria and enables us to advise any current projects on new programmes prior to launch.</p>			Shona Smith
Quarter	Value (£)																	
Q2 2014/15	125,956																	
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Q4 2014/15	824,781																	
Q1 2015/16	916,120																	
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What was the total value of National Lottery Funding received in the Scottish Borders?	<p>CP04-P07P What was the total value of National Lottery Funding received in the Scottish Borders?</p> <table border="1"> <caption>CP04-P07P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>407,582.00</td> </tr> <tr> <td>Q3 2014/15</td> <td>671,939.00</td> </tr> <tr> <td>Q4 2014/15</td> <td>873,778.00</td> </tr> <tr> <td>Q1 2015/16</td> <td>958,065.00</td> </tr> <tr> <td>Q2 2015/16</td> <td>212,237.40</td> </tr> </tbody> </table>	Quarter	Value (£)	Q2 2014/15	407,582.00	Q3 2014/15	671,939.00	Q4 2014/15	873,778.00	Q1 2015/16	958,065.00	Q2 2015/16	212,237.40	£212,237.40				Shona Smith
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
How many community council areas have an active "Resilient Communities" plan? (CP04-P06aP) (cumulative)	<p>Exec - Community Resilience Plans - Active and Progressing</p> <table border="1"> <caption>Exec - Community Resilience Plans - Active and Progressing</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P06a (Active)</th> <th>CP04-P06b (Progressing)</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>25</td> <td>15</td> </tr> <tr> <td>Q3-2014/15</td> <td>30</td> <td>14</td> </tr> <tr> <td>Q4-2014/15</td> <td>30</td> <td>20</td> </tr> <tr> <td>Q1-2015/16</td> <td>30</td> <td>20</td> </tr> <tr> <td>Q2-2015/16</td> <td>31</td> <td>21</td> </tr> </tbody> </table>	Quarter	CP04-P06a (Active)	CP04-P06b (Progressing)	Q2-2014/15	25	15	Q3-2014/15	30	14	Q4-2014/15	30	20	Q1-2015/16	30	20	Q2-2015/16	31	21	31	<p>How are we performing: There are now 31 community councils with an active plan, including Bowden. Newcastleton has now moved to 'progressing' and Jed Valley is awaiting a presentation early November.</p> <p>Currently, 11 communities are unable to progress, 2 are awaiting presentation and 5 have said they do not wish to join up</p>			Jim Fraser
Quarter		CP04-P06a (Active)	CP04-P06b (Progressing)																					
Q2-2014/15	25	15																						
Q3-2014/15	30	14																						
Q4-2014/15	30	20																						
Q1-2015/16	30	20																						
Q2-2015/16	31	21																						
How many community council areas have a progressing "Resilient Communities" plan? (CP04-P06bP) (cumulative)	21	<p>Actions we are taking to improve/maintain our performance: As the initiative is in its second year, numbers and targets will be reviewed in the coming months to review the next stage for those communities with active plans, and to plan the next steps for the initiative.</p>			Jim Fraser																			
How many people have registered for SB Alert?	<p>CP04-P08P How many people have registered for SB Alert?</p> <table border="1"> <caption>CP04-P08P How many people have registered for SB Alert?</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Registered)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>220</td> <td>-</td> </tr> <tr> <td>Q3-2014/15</td> <td>1,708</td> <td>-</td> </tr> <tr> <td>Q4-2014/15</td> <td>2,098</td> <td>-</td> </tr> <tr> <td>Q1-2015/16</td> <td>2,228</td> <td>-</td> </tr> <tr> <td>Q2-2015/16</td> <td>2,287</td> <td>2,250</td> </tr> </tbody> </table>	Quarter	Quarters (Registered)	Target (Quarters)	Q2-2014/15	220	-	Q3-2014/15	1,708	-	Q4-2014/15	2,098	-	Q1-2015/16	2,228	-	Q2-2015/16	2,287	2,250	2,287	<p>Observations: The number of people signing up to SB Alert is increasing slightly each quarter, allowing people to receive information on crimes and scans, and severe weather warnings. However to encourage wider usage, current SB Alert followers have been asked for feedback, which is being used in local press releases.</p> <p>Articles in SB Connect about getting ready for Winter will also encourage residents to sign up, promoting the benefits to individuals.</p>			Jim Fraser
Quarter	Quarters (Registered)	Target (Quarters)																						
Q2-2014/15	220	-																						
Q3-2014/15	1,708	-																						
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By						
<p>How many people have carried out volunteer work with SBC?</p> <p>NEW</p>	<p>CP04-P10P The number of people carrying out volunteer work with SBC</p>  <table border="1"> <caption>Data for CP04-P10P</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2015/16</td> <td>453</td> <td>-</td> </tr> </tbody> </table>	Quarter	Value	Target	Q2 2015/16	453	-	453	<p>Observations: Baseline this quarter.</p> <p>In Q2 we had 453 volunteers who worked a total of 2027.5 hours. This equates to an economic benefit of £24,613 to SBC. (This does NOT include Railway or Tour of Britain volunteers)</p> <p>Economic benefit is calculated as follows: <i>the number of volunteers X the average number of hours X average hourly wage*</i></p> <p>*average hourly pay for those living in the Scottish Borders = £12.14 (2014), provided by Nomis.</p>			Shona Smith
Quarter	Value	Target										
Q2 2015/16	453	-										

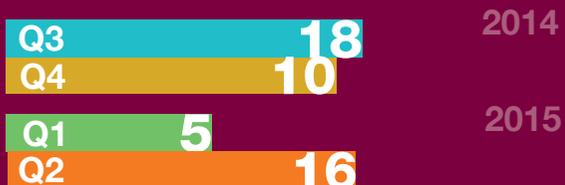
MAINTAIN AND IMPROVE OUR HIGH QUALITY ENVIRONMENT HOW ARE WE DOING?

Improving Road Safety

Number of people killed on Scottish Borders roads



Number of people seriously injured on Scottish Borders roads



Street lighting

% of faults repaired within 7 days

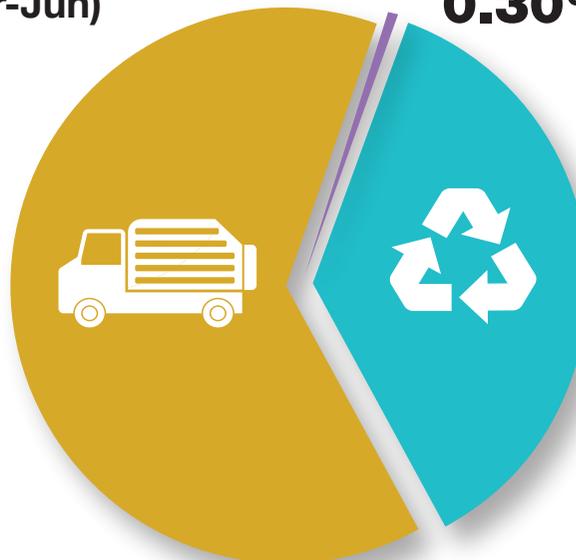


Annual Household Waste (unverified) Q2 2015 (Apr-Jun)

Q2 2015 (Apr-Jun)

recycle for Scottish Borders

63.24%



0.30%

36.46%

- Landfill
- Recycling
- Other treatment

Average Community Recycling Centre Recycling Rate

50.0%

Q2 2014

51.6%

Q2 2015



Corporate Priority 5: Maintain and improve our high quality environment

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many people are killed on our roads?	<p>CP05-P67vP How many people are killed on our roads?</p> <table border="1"> <caption>CP05-P67vP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2014</td> <td>3</td> </tr> <tr> <td>Q3-2014</td> <td>0</td> </tr> <tr> <td>Q4-2014</td> <td>4</td> </tr> <tr> <td>Q1-2015</td> <td>0</td> </tr> <tr> <td>Q2-2015</td> <td>3</td> </tr> </tbody> </table>	Quarter	Value	Q2-2014	3	Q3-2014	0	Q4-2014	4	Q1-2015	0	Q2-2015	3	3	<p>How are we performing: The second quarter's figures have now been validated and it is confirmed that there were three fatalities on Scottish Borders roads for that period.</p>			Colin Ovens
Quarter	Value																	
Q2-2014	3																	
Q3-2014	0																	
Q4-2014	4																	
Q1-2015	0																	
Q2-2015	3																	
How many people are seriously injured on our roads?	<p>CP05-P68vP How many people are seriously injured on our roads?</p> <table border="1"> <caption>CP05-P68vP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2014</td> <td>28</td> </tr> <tr> <td>Q3-2014</td> <td>18</td> </tr> <tr> <td>Q4-2014</td> <td>10</td> </tr> <tr> <td>Q1-2015</td> <td>5</td> </tr> <tr> <td>Q2-2015</td> <td>16</td> </tr> </tbody> </table>	Quarter	Value	Q2-2014	28	Q3-2014	18	Q4-2014	10	Q1-2015	5	Q2-2015	16	16	<p>Actions we are taking to improve/maintain performance: Continue to work with Police Scotland and other partners and carry out analysis to identify accident cluster sites and remedial measures.</p>			Colin Ovens
Quarter	Value																	
Q2-2014	28																	
Q3-2014	18																	
Q4-2014	10																	
Q1-2015	5																	
Q2-2015	16																	
How quickly do reported faulty street lights get repaired?	<p>CP05-P13P How quickly do reported faulty street lights get repaired?</p> <table border="1"> <caption>CP05-P13P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>97.2%</td> </tr> <tr> <td>Q3-2014/15</td> <td>98.3%</td> </tr> <tr> <td>Q4-2014/15</td> <td>99.0%</td> </tr> <tr> <td>Q1-2015/16</td> <td>99.0%</td> </tr> <tr> <td>Q2-2015/16</td> <td>98.6%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q2-2014/15	97.2%	Q3-2014/15	98.3%	Q4-2014/15	99.0%	Q1-2015/16	99.0%	Q2-2015/16	98.6%	98.6%	<p>Observations: Q2 (July 2015 – September 2015) - 717 faults, 707 fixed within 7 days, 98.6%. An increase on the number of faults reported and repaired in Q2 of the previous financial year.</p>			Colin Ovens
Quarter	Value (%)																	
Q2-2014/15	97.2%																	
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
<p>How much of our household waste is recycled (%) (cumulative rolling average) CP05-P62uaP – UNVERIFIED (QTR)</p>	<p>CP05-P62uaP How much of our household waste is recycled (%) - UNVERIFIED (cumulative rolling average) CP05-P62aP</p> <table border="1"> <caption>CP05-P62uaP Quarterly Recycling Rates</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2-2014</td> <td>39.30</td> </tr> <tr> <td>Q3-2014</td> <td>37.64</td> </tr> <tr> <td>Q4-2014</td> <td>36.85</td> </tr> <tr> <td>Q1-2015</td> <td>36.27</td> </tr> <tr> <td>Q2-2015</td> <td>36.46</td> </tr> </tbody> </table>	Quarter	Value (%)	Q2-2014	39.30	Q3-2014	37.64	Q4-2014	36.85	Q1-2015	36.27	Q2-2015	36.46	36.46	<p>How are we performing: A decrease was seen from 2013 to 2014 primarily due to the removal of kerbside garden waste. Since the removal of garden waste the recycling rate has remained steady.</p>			Ross Sharp-Dent
Quarter	Value (%)																	
Q2-2014	39.30																	
Q3-2014	37.64																	
Q4-2014	36.85																	
Q1-2015	36.27																	
Q2-2015	36.46																	
<p>How much of our household waste is recycled (%) (cumulative rolling average) CP05-P62vaP – VERIFIED (ANN)</p> <p>NEW</p>	<p>CP05-P62vaP Annual Household Recycling Rate (%) - VERIFIED (cumulative rolling average) CP05-P62vaP</p> <table border="1"> <caption>CP05-P62vaP Annual Household Recycling Rates</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2011</td> <td>46.30%</td> </tr> <tr> <td>2012</td> <td>42.80%</td> </tr> <tr> <td>2013</td> <td>41.30%</td> </tr> <tr> <td>2014</td> <td>36.70%</td> </tr> </tbody> </table>	Year	Value (%)	2011	46.30%	2012	42.80%	2013	41.30%	2014	36.70%	36.70%	<p>Actions we are taking to improve/maintain performance: Between May and September 2015 we introduced food waste collections to households in Galashiels, Tweedbank, Peebles, Selkirk, Jedburgh and Hawick</p>			Ross Sharp-Dent		
Year	Value (%)																	
2011	46.30%																	
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
<p>How much of our household waste goes to landfill (%) (cumulative rolling average) CP05-P62bP – UNVERIFIED (QTR)</p>	<p>CP05-P62ubP How much of our household waste goes to landfill (%) - UNVERIFIED (cumulative rolling average) CP05-P62bP</p> <table border="1"> <caption>CP05-P62ubP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014</td> <td>60.43</td> </tr> <tr> <td>Q3 2014</td> <td>62.13</td> </tr> <tr> <td>Q4 2014</td> <td>62.90</td> </tr> <tr> <td>Q1 2015</td> <td>63.46</td> </tr> <tr> <td>Q2 2015</td> <td>63.24</td> </tr> </tbody> </table>	Quarter	Value (%)	Q2 2014	60.43	Q3 2014	62.13	Q4 2014	62.90	Q1 2015	63.46	Q2 2015	63.24	63.24	<p>How are we performing: Although the amount of waste landfilled has remained fairly consistent over the last 4 quarters, a small increase in the percentage of waste to landfill has been seen from 2013 to 2014. This is due to the percentage decrease in the recycling rate, which was caused primarily by the removal of the kerbside garden waste service. The total tonnage of waste managed by the council has decreased over this same period, suggesting a positive reduction in total waste produced.</p>			Ross Sharp-Dent
Quarter	Value (%)																	
Q2 2014	60.43																	
Q3 2014	62.13																	
Q4 2014	62.90																	
Q1 2015	63.46																	
Q2 2015	63.24																	
<p>How much of our household waste goes to landfill (%) (cumulative rolling average) CP05-P62vbP – VERIFIED (ANN)</p> <p>NEW</p>	<p>CP05-P62vbP Annual Household Waste Landfilled Rate (%) - VERIFIED (cumulative rolling average) CP05-P62vbP</p> <table border="1"> <caption>CP05-P62vbP Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2011</td> <td>53.30%</td> </tr> <tr> <td>2012</td> <td>55.70%</td> </tr> <tr> <td>2013</td> <td>56.20%</td> </tr> <tr> <td>2014</td> <td>61.40%</td> </tr> </tbody> </table>	Year	Value (%)	2011	53.30%	2012	55.70%	2013	56.20%	2014	61.40%	61.40%	<p>Actions we are taking to improve/maintain performance: Between May and September 2015 we introduced food waste collections to households in Galashiels, Tweedbank, Peebles, Selkirk, Jedburgh and Hawick.</p>			Ross Sharp-Dent		
Year	Value (%)																	
2011	53.30%																	
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By
How much of our household waste requires other treatment (%) (cumulative rolling average) CP05-P62cP – UNVERIFIED (QTR)	<p>CP05-P62cP How much of our household waste requires other treatment (%) - UNVERIFIED (cumulative rolling average) CP05-P62cP</p> <p>■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	0.30	<p>How are we performing: As the majority of our non-recyclable waste is disposed of in landfill, the amount of household waste treated continues to be very low. It has remained fairly constant over the last 4 quarters.</p>			Ross Sharp-Dent
How much of our household waste requires other treatment (%) - (cumulative rolling average) CP05-P62vcP – VERIFIED (ANN)	<p>CP05-P62vcP Annual Household Waste 'Other Treatment' Rate (%) - VERIFIED (cumulative rolling average) CP05-P62vcP</p> <p>■ Years — Family Group - Av. — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland - Av. — Scotland (previous yr) - Av.</p>	1.90%	<p>Actions we are taking to improve/maintain performance: The treated waste is composed of material sent to our recyclers which cannot then be recycled, and is sent to thermal treatment rather than landfill. We continue to work with householders and our suppliers to minimise these contamination levels.</p>			Ross Sharp-Dent
How much of our waste do we recycle at Community Recycling Centres?	<p>CP05-P63P How much of our waste do we recycle at Community Recycling Centres?</p> <p>■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	51.62	<p>How are we performing: The recycling rate at community recycling centres has remained fairly constant over the last four quarters.</p> <p>Actions we are taking to improve/maintain performance: We continue to encourage householders to split their waste into different streams at the Community Recycling Centres to maximise recycling. We are working on a redevelopment of Hawick Community Recycling Centre, and we opened Kelso Community Recycling Centre in May 2015.</p>			Ross Sharp-Dent

DEVELOP OUR WORKFORCE HOW ARE WE DOING?



Modern Apprentice, Accountancy, Blair Henderson

Work opportunities scheme Q1 2015/16 i

0
Employability Fund Posts

11
Student Placement

38
Current Apprentices
employed within SBC

Apprentices

There are many roles for apprentices, these are some examples

- Electrician
- Civil Engineering Technician
- Mechanic
- Management Support
- Cook



Modern Apprentice, Finance, Nicola Laing

Number of SBC active e-learners (cumulative) i

4006

Q2 2015/16



SB Learn
Developing Our Workforce

Average % of working days lost ✓

3.9% Q2 2014/15

4% Q2 2015/16

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

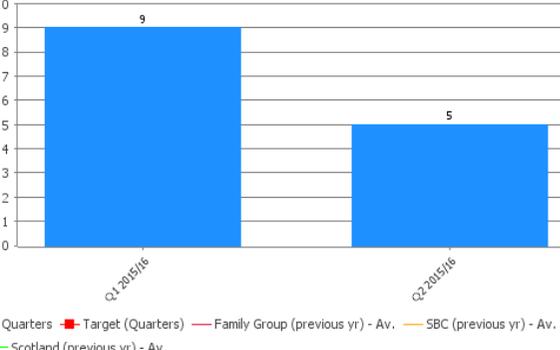
Corporate Priority 6: Develop our workforce

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
What % of working days are lost due to absence?	<p>CP06-P14P What % of working days are lost due to absence?</p> <table border="1"> <caption>CP06-P14P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>3.8%</td> </tr> <tr> <td>Q3-2014/15</td> <td>3.8%</td> </tr> <tr> <td>Q4-2014/15</td> <td>4%</td> </tr> <tr> <td>Q1-2015/16</td> <td>4%</td> </tr> <tr> <td>Q2-2015/16</td> <td>4%</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 (%)	Q2-2014/15	3.8%	Q3-2014/15	3.8%	Q4-2014/15	4%	Q1-2015/16	4%	Q2-2015/16	4%	4%	<p>How are we performing: Overall, the Council continues to meet its target in relation to absence.</p> <p>Actions we are taking to improve/maintain performance: Each Service, including SB Cares, receives a monthly detailed report on absence rates in order that managers and HR advisors can work together to tackle areas where rates are higher than the target</p>			Clair Hepburn
Quarter	Value (%)																	
Q2-2014/15	3.8%																	
Q3-2014/15	3.8%																	
Q4-2014/15	4%																	
Q1-2015/16	4%																	
Q2-2015/16	4%																	
How many of our employees are actively using SB Learn (our e-learning tool)? (cumulative)	<p>CP06-P11P How many of our employees are actively using SB Learn (our e-learning tool)? (cumulative)</p> <table border="1"> <caption>CP06-P11P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>2,745</td> </tr> <tr> <td>Q3-2014/15</td> <td>3,165</td> </tr> <tr> <td>Q4-2014/15</td> <td>3,335</td> </tr> <tr> <td>Q1-2015/16</td> <td>3,624</td> </tr> <tr> <td>Q2-2015/16</td> <td>4,006</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	Q2-2014/15	2,745	Q3-2014/15	3,165	Q4-2014/15	3,335	Q1-2015/16	3,624	Q2-2015/16	4,006	4,006	<p>How are we performing: SB Learn continues to be used as a key learning tool by staff across all service areas and is a valuable part of the continuing development of staff</p> <p>Actions we are taking to improve/maintain performance: HR is currently exploring ways to ensure that the resources that are available online are made available to staff who don't have access to PCs at work.</p>			Clair Hepburn
Quarter	Value																	
Q2-2014/15	2,745																	
Q3-2014/15	3,165																	
Q4-2014/15	3,335																	
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																								
CP06-P45 Work Opportunities Scheme - Current Total Work Opportunities (incl. ESS supported employees)	<p>CP06-P45P CP06-P45 Work Opportunities Scheme - Current Total Work Opportunities (incl. ESS supported employees)</p> <table border="1"> <caption>CP06-P45P CP06-P45 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>Q2 2014/15</td> <td>26</td> </tr> <tr> <td>Q3 2014/15</td> <td>36</td> </tr> <tr> <td>Q4 2014/15</td> <td>38</td> </tr> <tr> <td>Q1 2015/16</td> <td>63</td> </tr> <tr> <td>Q2 2015/16</td> <td>54</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 2014/15	26	Q3 2014/15	36	Q4 2014/15	38	Q1 2015/16	63	Q2 2015/16	54	54	<p>Observations: There are currently 54 opportunities being provided within SBC through the Work Opportunities Policy. A breakdown is provided below.</p>			Cathie Fancy												
Quarter	Value																													
Q2 2014/15	26																													
Q3 2014/15	36																													
Q4 2014/15	38																													
Q1 2015/16	63																													
Q2 2015/16	54																													
How many posts do we currently have for young people that are paid for through the Skills Development Scotland "Employability Fund"? (CP06-P31P)	<p>Executive - Supported Employment excl. ESS</p> <table border="1"> <caption>Executive - Supported Employment excl. ESS</caption> <thead> <tr> <th>Quarter</th> <th>CP06-P31P</th> <th>CP06-P32P</th> <th>CP06-P37P</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>1</td> <td>2</td> <td>17</td> </tr> <tr> <td>Q3 2014/15</td> <td>0</td> <td>5</td> <td>25</td> </tr> <tr> <td>Q4 2014/15</td> <td>5</td> <td>5</td> <td>22</td> </tr> <tr> <td>Q1 2015/16</td> <td>1</td> <td>22</td> <td>25</td> </tr> <tr> <td>Q2 2015/16</td> <td>0</td> <td>11</td> <td>38</td> </tr> </tbody> </table> <p>Legend: ■ CP06-P31P ■ CP06-P32P ■ CP06-P37P</p>	Quarter	CP06-P31P	CP06-P32P	CP06-P37P	Q2 2014/15	1	2	17	Q3 2014/15	0	5	25	Q4 2014/15	5	5	22	Q1 2015/16	1	22	25	Q2 2015/16	0	11	38	0	<p>Observations: <u>Employability Fund</u> posts (<i>blue on graph</i>) are demand driven and contact will be made with departments when a suitable client is looking for an opportunity within an SBC department. To date all SBC departments have been supportive when approached to support a placement within their service. There are 3 placements currently being arranged within SBC for a start within the next few weeks. This year to date there has been 7 Employability Fund placements organised <i>out with</i> SBC.</p>			Cathie Fancy
Quarter	CP06-P31P	CP06-P32P	CP06-P37P																											
Q2 2014/15	1	2	17																											
Q3 2014/15	0	5	25																											
Q4 2014/15	5	5	22																											
Q1 2015/16	1	22	25																											
Q2 2015/16	0	11	38																											
How many student placements do we currently have? (CP06-P32P)		11	<p>The <u>student placement</u> (<i>green on graph</i>) process is currently being reviewed and changes made to how we link up students with appropriate departments.</p>			Cathie Fancy																								
How many apprentices do we currently employ? (CP06-P37P)		38	<p>There are currently 29 male and 9 female <u>apprentices</u> (<i>red on graph</i>) employed by SBC. Some were recruited during 2014/15, and some this financial year.</p>			Cathie Fancy																								

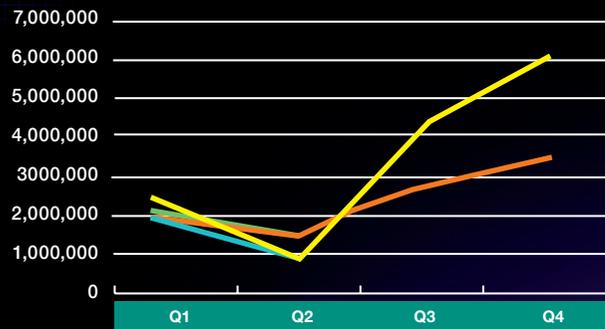
Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By						
CP06-P44 Work Opportunities Scheme - Current "Other" SBC opportunities	<p data-bbox="367 300 927 320">CP06-P44P CP06-P44 Work Opportunities Scheme - Current Other SBC opportunities</p>  <table border="1" data-bbox="367 320 927 670"> <caption>CP06-P44P CP06-P44 Work Opportunities Scheme - Current Other SBC opportunities</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>9</td> </tr> <tr> <td>Q2 2015/16</td> <td>5</td> </tr> </tbody> </table>	Quarter	Value	Q1 2015/16	9	Q2 2015/16	5	5	<p data-bbox="1077 304 1256 325">Observations:</p> <p data-bbox="1077 331 1780 536">"Other" opportunities include job tasters and short-term work experience. SBC departments will be contacted when a client is looking for a short work experience placement or job taster. This type of opportunity is driven by demand and depending on the client group and what stage individuals are at in their employment pathway, and it is therefore not possible to set targets.</p>			Cathie Fancy
Quarter	Value											
Q1 2015/16	9											
Q2 2015/16	5											

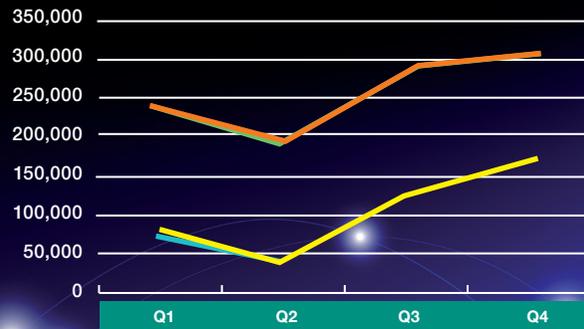
DEVELOP OUR ASSETS AND RESOURCES

HOW ARE WE DOING?

Energy Consumption (kWh)



Energy Consumption (£)



Electricity 2014/15 (orange), Gas 2014/15 (yellow), Electricity 2015/16 (green), Gas 2015/16 (blue)

These consumption figures are quarterly actuals for only the 26 SBC "Half Hourly" monitored properties, the rest of the estate is only measured once a year.

Degree Day

Q1 & Q2 2015/16 have been cooler compared to the same period last year.



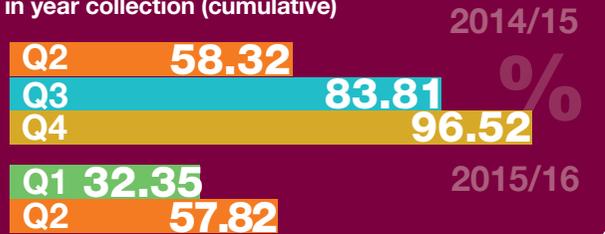
Capital Receipts Generated (cumulative)



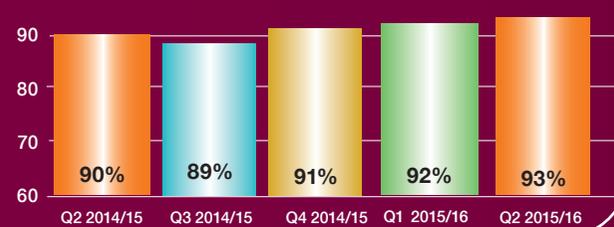
Total number of properties



% Council Tax in year collection (cumulative)



% Occupancy Rates of Industrial & Commercial units



Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Corporate Priority 7: Develop our assets and resources

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How much Council Tax is collected in a particular year?	<p>CP07-P07P How much Council Tax is collected in a particular year?</p> <table border="1"> <caption>CP07-P07P Data</caption> <thead> <tr> <th>Year</th> <th>Q2 Collection %</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>32%</td> </tr> <tr> <td>2014/15</td> <td>58%</td> </tr> <tr> <td>2015/16</td> <td>84%</td> </tr> </tbody> </table>	Year	Q2 Collection %	2013/14	32%	2014/15	58%	2015/16	84%	57.82%	<p>How are we performing: Collection levels are lower than expected due to staff shortages (leading to backlogs) and a change in the way people are choosing to pay (over 12 months as opposed to 10)</p> <p>Actions we are taking to improve/maintain performance: Customer Services is currently addressing capacity within services to clear the backlog and our Sheriff Officers are running a new campaign to target "in year" recovery.</p>			Jenni Craig				
Year	Q2 Collection %																	
2013/14	32%																	
2014/15	58%																	
2015/16	84%																	
What % of industrial & commercial properties, owned by the Council, are occupied?	<p>CP07-P06P What % of industrial & commercial properties, owned by the Council, are occupied?</p> <table border="1"> <caption>CP07-P06P Data</caption> <thead> <tr> <th>Quarter</th> <th>Occupied %</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>90%</td> </tr> <tr> <td>Q3 2014/15</td> <td>89%</td> </tr> <tr> <td>Q4 2014/15</td> <td>91%</td> </tr> <tr> <td>Q1 2015/16</td> <td>92%</td> </tr> <tr> <td>Q2 2015/16</td> <td>93%</td> </tr> </tbody> </table>	Quarter	Occupied %	Q2 2014/15	90%	Q3 2014/15	89%	Q4 2014/15	91%	Q1 2015/16	92%	Q2 2015/16	93%	93%	<p>Observations: The number of property enquiries has marginally increased compared to the first half of the year of 2014/15. Premises include the addition of the Galashiels Transport Interchange cafe.</p>			Bryan McGrath
Quarter	Occupied %																	
Q2 2014/15	90%																	
Q3 2014/15	89%																	
Q4 2014/15	91%																	
Q1 2015/16	92%																	
Q2 2015/16	93%																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																
How much has the Council received for selling its fixed assets (e.g. buildings), shares or debt? (cumulative)	<p>CP07-P03P How much has the Council received for selling its fixed assets (e.g. buildings), shares or debt? (cumulative)</p> <table border="1"> <caption>CP07-P03P: Cumulative Revenue from Selling Fixed Assets</caption> <thead> <tr> <th>Quarter</th> <th>Revenue (£)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>225,054.00</td> </tr> <tr> <td>Q3 2014/15</td> <td>234,845.00</td> </tr> <tr> <td>Q4 2014/15</td> <td>347,360.00</td> </tr> <tr> <td>Q1 2015/16</td> <td>95,297.00</td> </tr> <tr> <td>Q2 2015/16</td> <td>311,574.00</td> </tr> </tbody> </table>	Quarter	Revenue (£)	Q2 2014/15	225,054.00	Q3 2014/15	234,845.00	Q4 2014/15	347,360.00	Q1 2015/16	95,297.00	Q2 2015/16	311,574.00	£311,574.00	<p>How are we performing: A total of 4 properties have been sold over the 2nd reporting quarter. While there are signs of market recovery the capital receipts achieved are generally around the asking prices.</p> <p>Actions we are taking to improve/maintain performance: We are actively marketing 18 properties, and as part of our "Property and Assets" Corporate Transformation programme, we continue to examine the whole estate with a view to rationalisation where possible and appropriate, including realising opportunities with partners.</p>			Andrew Drummond-Hunt				
Quarter	Revenue (£)																					
Q2 2014/15	225,054.00																					
Q3 2014/15	234,845.00																					
Q4 2014/15	347,360.00																					
Q1 2015/16	95,297.00																					
Q2 2015/16	311,574.00																					
How many properties are no longer required? (CP07-P23)	<p>Executive - Properties no longer required</p> <table border="1"> <caption>Executive - Properties no longer required</caption> <thead> <tr> <th>Quarter</th> <th>CP07-P23P</th> <th>CP07-P24P</th> <th>CP07-P25P</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>28</td> <td>18</td> <td>5</td> </tr> <tr> <td>Q2 2015/16</td> <td>26</td> <td>17</td> <td>6</td> </tr> <tr> <td>Q2 2015/16</td> <td>28</td> <td>18</td> <td>9</td> </tr> </tbody> </table>	Quarter	CP07-P23P	CP07-P24P	CP07-P25P	Q4 2014/15	28	18	5	Q2 2015/16	26	17	6	Q2 2015/16	28	18	9	28	<p>How are we performing: Three properties on offer to Community Groups, five instructions have or are about to be sent to selling agents and are to be marketed in near future. Others are awaiting title clarification.</p>			Andrew Drummond-Hunt
Quarter		CP07-P23P	CP07-P24P	CP07-P25P																		
Q4 2014/15		28	18	5																		
Q2 2015/16	26	17	6																			
Q2 2015/16	28	18	9																			
How many properties are advertised for sale? (CP07-P24)	18	<p>Discussions are ongoing with potential interested parties with a view to setting closing dates on a number of the properties currently being marketed.</p>			Andrew Drummond-Hunt																	
How many properties are under offer? (CP07-P25)	9	<p>One new property under offer following marketing exercise. A number of others are subject to long stop dates linked to planning consents. The remainder are sales to sitting tenants, adjoining land owners or to businesses for industrial development.</p>			Andrew Drummond-Hunt																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How much does the Council spend on electricity?	<p>CP07-P17aP How much does the Council spend on electricity?</p> <table border="1"> <caption>CP07-P17aP: Council spend on electricity (£)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>~£245,000</td> <td>~£180,000</td> </tr> <tr> <td>2014/15</td> <td>~£235,000</td> <td>~£180,000</td> </tr> <tr> <td>2015/16</td> <td>~£295,000</td> <td>~£305,000</td> </tr> </tbody> </table>	Year	Q1	Q2	2013/14	~£245,000	~£180,000	2014/15	~£235,000	~£180,000	2015/16	~£295,000	~£305,000	£185,521	<p>How are we performing: Electricity consumption (kWh) has fallen in both Q1 and Q2 of 2015-16. However an increase, in real terms, in the unit price of electricity has seen costs increase over this period.</p> <p>Actions we are taking to improve/maintain performance:</p>			Andrew Drummond-Hunt
Year	Q1	Q2																
2013/14	~£245,000	~£180,000																
2014/15	~£235,000	~£180,000																
2015/16	~£295,000	~£305,000																
How much electricity in kilowatt hours does the Council use?	<p>CP07-P17P How much electricity in kilowatt hours does the Council use?</p> <table border="1"> <caption>CP07-P17P: Council electricity use (kWh)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>~2,400,000</td> <td>~1,700,000</td> </tr> <tr> <td>2014/15</td> <td>~2,150,000</td> <td>~1,600,000</td> </tr> <tr> <td>2015/16</td> <td>~2,800,000</td> <td>~3,400,000</td> </tr> </tbody> </table>	Year	Q1	Q2	2013/14	~2,400,000	~1,700,000	2014/15	~2,150,000	~1,600,000	2015/16	~2,800,000	~3,400,000	1,538,238	<p>The Council's Built Estate continues to be reviewed as part of the Property & Assets Capital Investment programme and the wider Transformation programme. Works to examine the whole estate with a view to rationalisation where possible and appropriate (including realising opportunities with partners), and investigating options for implementing energy efficiency works to reduce energy consumption, carbon emissions and associated costs, are ongoing.</p>			Andrew Drummond-Hunt
Year	Q1	Q2																
2013/14	~2,400,000	~1,700,000																
2014/15	~2,150,000	~1,600,000																
2015/16	~2,800,000	~3,400,000																

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																				
How much does the Council spend on gas?	<p>CP07-P18aP How much does the Council spend on gas?</p> <table border="1"> <caption>CP07-P18aP: Council spend on gas (£)</caption> <thead> <tr> <th>Quarter</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~78,000</td> <td>~70,000</td> <td>~75,000</td> </tr> <tr> <td>Q2</td> <td>~38,000</td> <td>~42,000</td> <td>~40,000</td> </tr> <tr> <td>Q3</td> <td>~102,000</td> <td>~122,000</td> <td>~125,000</td> </tr> <tr> <td>Q4</td> <td>~125,000</td> <td>~135,000</td> <td>~145,000</td> </tr> </tbody> </table>	Quarter	2013/14	2014/15	2015/16	Q1	~78,000	~70,000	~75,000	Q2	~38,000	~42,000	~40,000	Q3	~102,000	~122,000	~125,000	Q4	~125,000	~135,000	~145,000	£37,806	<p>How are we performing: Gas consumption (kWh) has risen in both Q1 and Q2 of 2015-16. The increases can be partially explained by cooler temperatures compared with last year (note that the Q2 reductions each year are because the heating is switched off between 1st June and 1st September).</p>			Andrew Drummond-Hunt
Quarter	2013/14	2014/15	2015/16																							
Q1	~78,000	~70,000	~75,000																							
Q2	~38,000	~42,000	~40,000																							
Q3	~102,000	~122,000	~125,000																							
Q4	~125,000	~135,000	~145,000																							
How much gas in kilowatt hours does the Council use?	<p>CP07-P18P How much gas in kilowatt hours does the Council use?</p> <table border="1"> <caption>CP07-P18P: Council gas use (kWh)</caption> <thead> <tr> <th>Quarter</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~2,400,000</td> <td>~2,000,000</td> <td>~2,500,000</td> </tr> <tr> <td>Q2</td> <td>~700,000</td> <td>~800,000</td> <td>~900,000</td> </tr> <tr> <td>Q3</td> <td>~3,200,000</td> <td>~4,300,000</td> <td>~4,400,000</td> </tr> <tr> <td>Q4</td> <td>~4,100,000</td> <td>~5,800,000</td> <td>~6,000,000</td> </tr> </tbody> </table>	Quarter	2013/14	2014/15	2015/16	Q1	~2,400,000	~2,000,000	~2,500,000	Q2	~700,000	~800,000	~900,000	Q3	~3,200,000	~4,300,000	~4,400,000	Q4	~4,100,000	~5,800,000	~6,000,000	878,922	<p>Actions we are taking to improve/maintain performance: As above.</p>			Andrew Drummond-Hunt
Quarter	2013/14	2014/15	2015/16																							
Q1	~2,400,000	~2,000,000	~2,500,000																							
Q2	~700,000	~800,000	~900,000																							
Q3	~3,200,000	~4,300,000	~4,400,000																							
Q4	~4,100,000	~5,800,000	~6,000,000																							

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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																
Number of Capital Projects where RAG status is "Green"	<p style="text-align: center;">Executive - Capital Projects</p> <table border="1"> <caption>Executive - Capital Projects Data</caption> <thead> <tr> <th>Quarter</th> <th>Green (CP07-P49P)</th> <th>Amber (CP07-P50P)</th> <th>Red (CP07-P51P)</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>101</td> <td>18</td> <td>1</td> </tr> <tr> <td>Q2-2015/16</td> <td>101</td> <td>11</td> <td>1</td> </tr> <tr> <td>Q2-2016/17</td> <td>102</td> <td>14</td> <td>2</td> </tr> </tbody> </table>	Quarter	Green (CP07-P49P)	Amber (CP07-P50P)	Red (CP07-P51P)	Q2-2014/15	101	18	1	Q2-2015/16	101	11	1	Q2-2016/17	102	14	2	102	<p>How are we performing: Of the 118 capital projects being managed by the Capital Projects team, two (Peebles 3G Pitch and Hawick 3G Pitch) have a "red" status.</p> <p>Actions we are taking to improve/maintain performance: A Capital Projects tracker is presented to Corporate Management Team and to the Executive Committee on a regular basis. In relation to Peebles and Hawick 3G pitches a report will be taken to the January Executive on these specifically.</p>			Robert Ferrier
Quarter		Green (CP07-P49P)	Amber (CP07-P50P)	Red (CP07-P51P)																		
Q2-2014/15		101	18	1																		
Q2-2015/16	101	11	1																			
Q2-2016/17	102	14	2																			
Number of Capital Projects where RAG status is "Amber"	14			Robert Ferrier																		
Number of Capital Projects where RAG status is "Red"	2			Robert Ferrier																		

ENSURE EXCELLENT, ADAPTABLE, COLLABORATIVE AND ACCESSIBLE PUBLIC SERVICES

HOW ARE WE DOING?

Interactions Q2 2015/16

logged through our Customer Relationship Management system

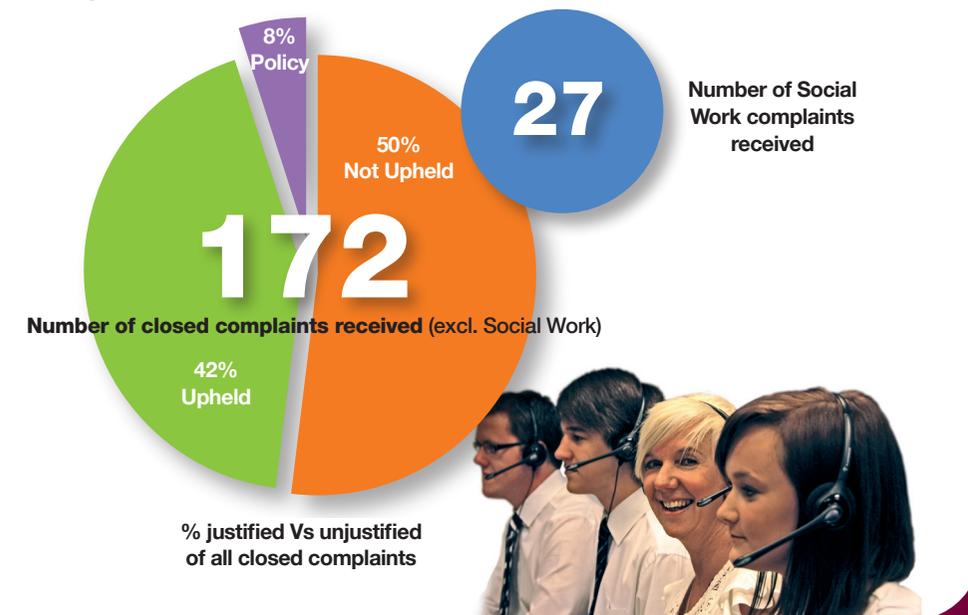
18,267
face to face interactions

24,897
voice interactions

Click before you call

www.scotborders.gov.uk

Complaints Q2 2015/16



Case Study

A customer applying for a school clothing grant made a complaint regarding the processing time of their application.

The customer has three children, with the youngest starting school in August. However, the application covered all the three children and was found to have been held back due to the youngest child not being enrolled on the school system. As a result, the application for the older two children was also delayed, despite all information required to process this already received.

A review of the procedure was carried, out resulting in an improvement being made to ensure that applications, where all information is held for children, can still be processed even if all information for a sibling is not held. This improvement allows a parent to make a start on buying school clothing while the follow up is conducted on the remaining application.

FOI Q2 2015/16

Freedom Of Information Requests received

280

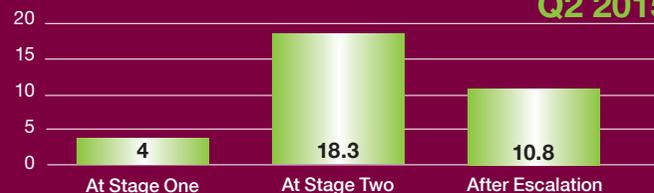
% completed on time

91%

Average Time

(in working days) to respond to complaints

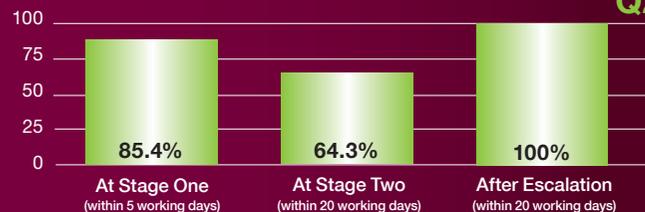
Q2 2015/16



Performance against timescales

the number of complaints closed as a % of the total number

Q2 2015/16



Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Corporate Priority 8: Ensure excellent, adaptable, collaborative and accessible public services

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many transactions were logged as handled by Customer Services staff?	<p>CP08-P066P How many transactions were logged as handled by Customer Services staff?</p> <table border="1"> <caption>CP08-P066P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>53,603</td> </tr> <tr> <td>Q3-2014/15</td> <td>39,821</td> </tr> <tr> <td>Q4-2014/15</td> <td>45,690</td> </tr> <tr> <td>Q1-2015/16</td> <td>44,873</td> </tr> <tr> <td>Q2-2015/16</td> <td>44,338</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	Q2-2014/15	53,603	Q3-2014/15	39,821	Q4-2014/15	45,690	Q1-2015/16	44,873	Q2-2015/16	44,338	44,338	<p>How are we performing: There has been a decrease of 535 (1.2%) interactions compared to Quarter 1 of 2015/16.</p> <p>There has been a decrease of 62 (0.3%) face-to-face interactions compared to Quarter 1 of 2015/16.</p> <p>There has been a decrease of 643 (2.5%) voice interactions compared to Quarter 1 of 2015/16.</p> <p>Actions we are taking to improve/maintain performance: Work is continuing to move customer contact from Face to Face and Telephone to other more flexible and cost effective channels.</p>			Les Grant; Portal Manager
Quarter	Value																	
Q2-2014/15	53,603																	
Q3-2014/15	39,821																	
Q4-2014/15	45,690																	
Q1-2015/16	44,873																	
Q2-2015/16	44,338																	
How many people were logged as coming into our Contact Centres to deal with our Customer Services staff face to face? (CP08-P63P)	<p>Exec - Customer Services Interactions logged on CRM</p> <table border="1"> <caption>Exec - Customer Services Interactions Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>20,004</td> </tr> <tr> <td>Q3-2014/15</td> <td>16,113</td> </tr> <tr> <td>Q4-2014/15</td> <td>18,753</td> </tr> <tr> <td>Q1-2015/16</td> <td>18,329</td> </tr> <tr> <td>Q2-2015/16</td> <td>18,267</td> </tr> </tbody> </table> <p>Legend: ■ CP08-P063P ■ CP08-P065P</p>	Quarter	Value	Q2-2014/15	20,004	Q3-2014/15	16,113	Q4-2014/15	18,753	Q1-2015/16	18,329	Q2-2015/16	18,267	18,267				Les Grant; Portal Manager
Quarter	Value																	
Q2-2014/15	20,004																	
Q3-2014/15	16,113																	
Q4-2014/15	18,753																	
Q1-2015/16	18,329																	
Q2-2015/16	18,267																	
How many people were logged as contacting our Contact Centres by phone? (CP08-P65P)		24,897				Les Grant; Portal Manager												

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many requests for information, under the Freedom of Information Act, did we receive?	<p>CP08-P053P How many requests for information, under the Freedom of Information Act, did we receive?</p> <table border="1"> <caption>Data for CP08-P053P</caption> <thead> <tr> <th>Quarter</th> <th>Requests</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>273</td> </tr> <tr> <td>Q3 2014/15</td> <td>281</td> </tr> <tr> <td>Q4 2014/15</td> <td>303</td> </tr> <tr> <td>Q1 2015/16</td> <td>285</td> </tr> <tr> <td>Q2 2015/16</td> <td>280</td> </tr> </tbody> </table>	Quarter	Requests	Q2 2014/15	273	Q3 2014/15	281	Q4 2014/15	303	Q1 2015/16	285	Q2 2015/16	280	280	<p>Observations: Over the longer term, the volume of FOIs continues to rise steadily, although there has been a slight drop over the last two quarters.</p>			Nuala McKinlay
Quarter	Requests																	
Q2 2014/15	273																	
Q3 2014/15	281																	
Q4 2014/15	303																	
Q1 2015/16	285																	
Q2 2015/16	280																	
What percentage of requests for information received, under the Freedom of Information Act, did we complete 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>Data for CP08-P054P</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>86%</td> </tr> <tr> <td>Q3 2014/15</td> <td>91%</td> </tr> <tr> <td>Q4 2014/15</td> <td>92%</td> </tr> <tr> <td>Q1 2015/16</td> <td>92%</td> </tr> <tr> <td>Q2 2015/16</td> <td>91%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2014/15	86%	Q3 2014/15	91%	Q4 2014/15	92%	Q1 2015/16	92%	Q2 2015/16	91%	91%	<p>How are we performing: On average 91% of requests were responded to on time. The Information Team works closely with services to ensure timely returns of information relating to FOIs.</p> <p>A forum for SBC co-ordinators is planned to share good practice and encourage support across services.</p>			Nuala McKinlay
Quarter	Percentage																	
Q2 2014/15	86%																	
Q3 2014/15	91%																	
Q4 2014/15	92%																	
Q1 2015/16	92%																	
Q2 2015/16	91%																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many complaints were received by our Social Work service?	<p>CP08-P030P How many complaints were received by our Social Work service?</p> <table border="1"> <caption>CP08-P030P Data</caption> <thead> <tr> <th>Quarter</th> <th>Complaints</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>14</td> </tr> <tr> <td>Q3 2014/15</td> <td>23</td> </tr> <tr> <td>Q4 2014/15</td> <td>10</td> </tr> <tr> <td>Q1 2015/16</td> <td>13</td> </tr> <tr> <td>Q2 2015/16</td> <td>27</td> </tr> </tbody> </table>	Quarter	Complaints	Q2 2014/15	14	Q3 2014/15	23	Q4 2014/15	10	Q1 2015/16	13	Q2 2015/16	27	27	<p>How are we performing: Q2 has seen twice as many complaints than the first quarter of the year. However they continue to be varied, with no specific trends identifiable. Q2 complaints included those for SB Cares, which are being dealt with in accordance with Social Work procedures.</p>			Sylvia Mendham
Quarter	Complaints																	
Q2 2014/15	14																	
Q3 2014/15	23																	
Q4 2014/15	10																	
Q1 2015/16	13																	
Q2 2015/16	27																	
How many complaints did we investigate to completion?	<p>CP08-P010P How many complaints did we investigate to completion?</p> <table border="1"> <caption>CP08-P010P Data</caption> <thead> <tr> <th>Quarter</th> <th>Complaints</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>153</td> </tr> <tr> <td>Q3 2014/15</td> <td>167</td> </tr> <tr> <td>Q4 2014/15</td> <td>147</td> </tr> <tr> <td>Q1 2015/16</td> <td>137</td> </tr> <tr> <td>Q2 2015/16</td> <td>172</td> </tr> </tbody> </table>	Quarter	Complaints	Q2 2014/15	153	Q3 2014/15	167	Q4 2014/15	147	Q1 2015/16	137	Q2 2015/16	172	172	<p>How are we performing: There has been an increase of 35 complaints investigated this quarter and an increase of 19 against the same period last year.</p> <p>Of the 172 complaints received, 42% were upheld, 50% were not upheld, and 8% were classified as “policy” (i.e. related to a policy that has been approved at Council)</p> <p>SBC uses information gathered from complaints to make necessary performance improvements (see case study include on Corporate Priority 8 cover page)</p>			Les Grant; Portal Manager
Quarter	Complaints																	
Q2 2014/15	153																	
Q3 2014/15	167																	
Q4 2014/15	147																	
Q1 2015/16	137																	
Q2 2015/16	172																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
The average time in working days to respond to complaints at stage one (SPSO-04aP)	<p>SPSO-04aP The average time in working days to respond to complaints at stage one (SPSO-04aP)</p> <table border="1"> <caption>SPSO-04aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>3.5</td> </tr> <tr> <td>Q3 2014/15</td> <td>4.2</td> </tr> <tr> <td>Q4 2014/15</td> <td>3.7</td> </tr> <tr> <td>Q1 2015/16</td> <td>4.1</td> </tr> <tr> <td>Q2 2015/16</td> <td>4</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 2014/15	3.5	Q3 2014/15	4.2	Q4 2014/15	3.7	Q1 2015/16	4.1	Q2 2015/16	4	4	<p>How are we performing: There has been a slight increase in the average number of days taken to respond to complaints at stage one for the same quarter last year.</p>			Les Grant
Quarter	Value																	
Q2 2014/15	3.5																	
Q3 2014/15	4.2																	
Q4 2014/15	3.7																	
Q1 2015/16	4.1																	
Q2 2015/16	4																	
The average time in working days to respond to complaints at stage two (SPSO-04bP)	<p>SPSO-04bP The average time in working days to respond to complaints at stage two (SPSO-04bP)</p> <table border="1"> <caption>SPSO-04bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>17</td> </tr> <tr> <td>Q3 2014/15</td> <td>16.4</td> </tr> <tr> <td>Q4 2014/15</td> <td>15.9</td> </tr> <tr> <td>Q1 2015/16</td> <td>18.1</td> </tr> <tr> <td>Q2 2015/16</td> <td>18.3</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 2014/15	17	Q3 2014/15	16.4	Q4 2014/15	15.9	Q1 2015/16	18.1	Q2 2015/16	18.3	18.3	<p>How are we performing: There has been an increase in the average number of days taken to respond to complaints at stage two for the same quarter last year.</p>			Les Grant
Quarter	Value																	
Q2 2014/15	17																	
Q3 2014/15	16.4																	
Q4 2014/15	15.9																	
Q1 2015/16	18.1																	
Q2 2015/16	18.3																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, December 2015 (Q2 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
The average time in working days to respond to complaints after escalation (SPSO-04cP)	<p>SPSO-04cP The average time in working days to respond to complaints after escalation (SPSO-04cP)</p> <table border="1"> <caption>SPSO-04cP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>16.6</td> </tr> <tr> <td>Q3 2014/15</td> <td>12</td> </tr> <tr> <td>Q4 2014/15</td> <td>19.1</td> </tr> <tr> <td>Q1 2015/16</td> <td>15.5</td> </tr> <tr> <td>Q2 2015/16</td> <td>10.8</td> </tr> </tbody> </table>	Quarter	Value	Q2 2014/15	16.6	Q3 2014/15	12	Q4 2014/15	19.1	Q1 2015/16	15.5	Q2 2015/16	10.8	10.8	<p>How are we performing: There were 8 stage two complaints that were escalated, one within Chief Execs and seven within Place.</p>			Les Grant
Quarter	Value																	
Q2 2014/15	16.6																	
Q3 2014/15	12																	
Q4 2014/15	19.1																	
Q1 2015/16	15.5																	
Q2 2015/16	10.8																	
The number of complaints closed at stage one within 5 working days as a % of the total number of stage one complaints (SPSO-05aP)	<p>SPSO-05aP The number of complaints closed at stage one within 5 working days as a % of the total number of stage one complaints (SPSO-05aP)</p> <table border="1"> <caption>SPSO-05aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>88.4%</td> </tr> <tr> <td>Q3 2014/15</td> <td>86.8%</td> </tr> <tr> <td>Q4 2014/15</td> <td>85.7%</td> </tr> <tr> <td>Q1 2015/16</td> <td>85.3%</td> </tr> <tr> <td>Q2 2015/16</td> <td>85.4%</td> </tr> </tbody> </table>	Quarter	Value	Q2 2014/15	88.4%	Q3 2014/15	86.8%	Q4 2014/15	85.7%	Q1 2015/16	85.3%	Q2 2015/16	85.4%	85.4%	<p>How are we performing: There has been a decrease of 4.6% in comparison to the same quarter last year. Overall, the figure has remained fairly consistent since the end of 2013/14, only fluctuating between 85.3% and 88.4%.</p>			Les Grant
Quarter	Value																	
Q2 2014/15	88.4%																	
Q3 2014/15	86.8%																	
Q4 2014/15	85.7%																	
Q1 2015/16	85.3%																	
Q2 2015/16	85.4%																	

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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
The number of complaints closed at stage two within 20 working days as a % of the total number of stage two complaints (SPSO-05bP)	<p>SPSO-05bP The number of complaints closed at stage two within 20 working days as a % of the total number of stage two complaints (SPSO-05bP)</p> <table border="1"> <caption>SPSO-05bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>82.6%</td> </tr> <tr> <td>Q3 2014/15</td> <td>87%</td> </tr> <tr> <td>Q4 2014/15</td> <td>75%</td> </tr> <tr> <td>Q1 2015/16</td> <td>82.6%</td> </tr> <tr> <td>Q2 2015/16</td> <td>64.3%</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 2014/15	82.6%	Q3 2014/15	87%	Q4 2014/15	75%	Q1 2015/16	82.6%	Q2 2015/16	64.3%	64.3%	<p>How are we performing: There has been a decrease of 29.7% in comparison to the same period last year. Whilst the percentage of complaints responded to within timescales at stage 2 shows a marked fall over the same period last year, this actually represents just 1 additional failure as the total number of complaints moving to stage 2 has also fallen from 28 to 23.</p> <p>Of the 5 that were not completed on time, 2 had agreed extensions to the time line with the customer.</p>			Les Grant
Quarter	Value (%)																	
Q2 2014/15	82.6%																	
Q3 2014/15	87%																	
Q4 2014/15	75%																	
Q1 2015/16	82.6%																	
Q2 2015/16	64.3%																	
The number of escalated complaints closed within 20 working days as a % of the total number of escalated stage two complaints (SPSO-05cP)	<p>SPSO-05cP The number of escalated complaints closed within 20 working days as a % of the total number of escalated stage two complaints (SPSO-05cP)</p> <table border="1"> <caption>SPSO-05cP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>100%</td> </tr> <tr> <td>Q3 2014/15</td> <td>75%</td> </tr> <tr> <td>Q4 2014/15</td> <td>25%</td> </tr> <tr> <td>Q1 2015/16</td> <td>100%</td> </tr> <tr> <td>Q2 2015/16</td> <td>100%</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 2014/15	100%	Q3 2014/15	75%	Q4 2014/15	25%	Q1 2015/16	100%	Q2 2015/16	100%	100%	<p>How are we performing: Out of the 8 complaints within stage two that were escalated, 1 was within Chief Execs and 7 were within Place.</p>			Les Grant
Quarter	Value (%)																	
Q2 2014/15	100%																	
Q3 2014/15	75%																	
Q4 2014/15	25%																	
Q1 2015/16	100%																	
Q2 2015/16	100%																	