

# SCOTTISH BORDERS COUNCIL CORPORATE PRIORITIES

## QUARTERLY PUBLIC PERFORMANCE REPORT: Q1 2015/16 (April-June)

### 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.

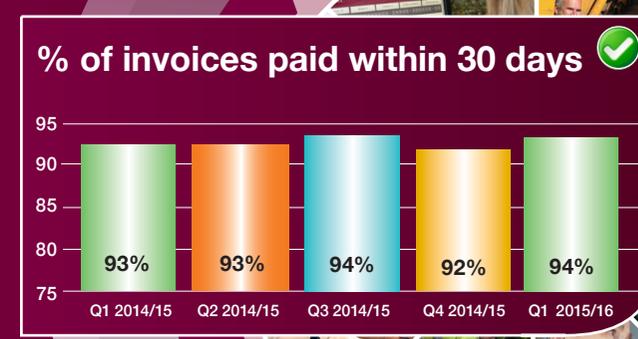
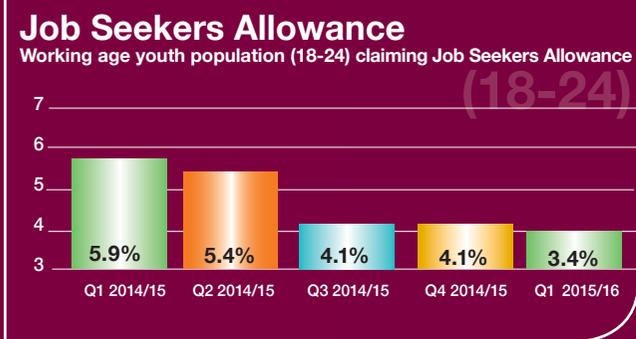
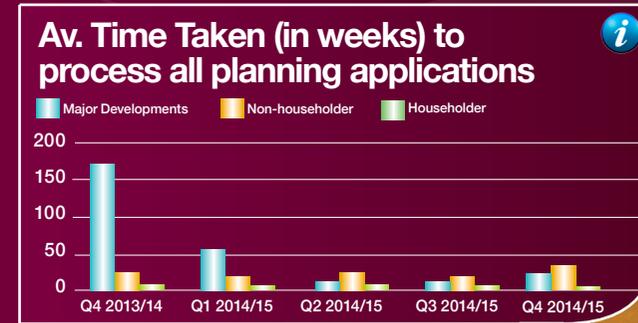
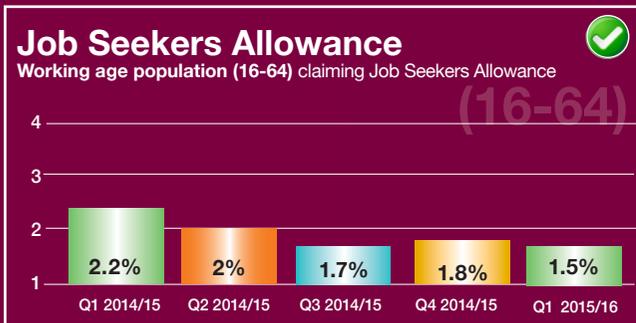
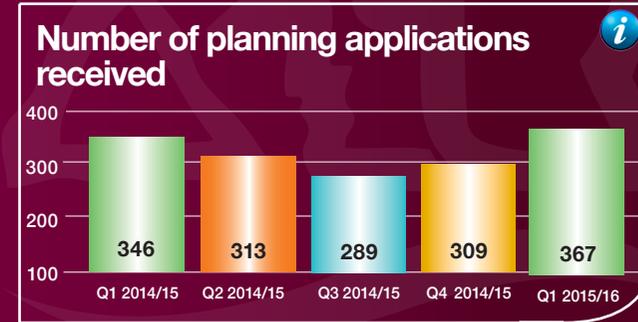
**KEY:**

-  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

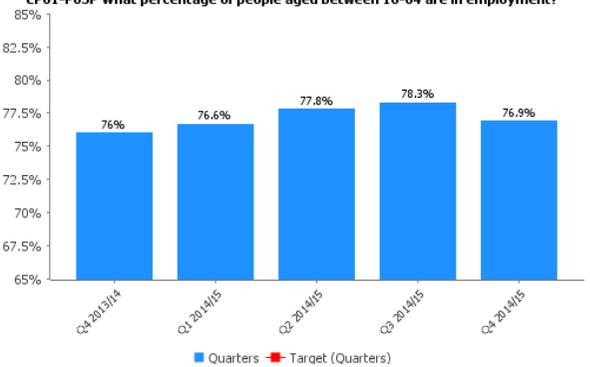
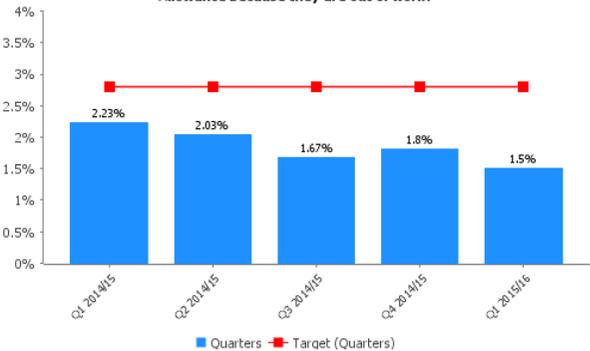
## HOW ARE WE DOING?



## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

<b>KEY</b>	 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><b>CP01-P05P</b> What percentage of people aged between 16-64 are in employment?</p>  <table border="1"> <caption>Employment Percentage Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 2013/14</td> <td>76%</td> </tr> <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> </tbody> </table>	Quarter	Percentage	Q4 2013/14	76%	Q1 2014/15	76.6%	Q2 2014/15	77.8%	Q3 2014/15	78.3%	Q4 2014/15	76.9%	76.9%	<p><b>Observations:</b></p> <p>56,500 people were in employment in this quarter, which is 700 down on the previous quarter. The overall rate remains higher than Scotland (72.9%) and GB (72.7%).</p> <p>Note: One quarter lag in data.</p>			Bryan McGrath
Quarter	Percentage																	
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Q1 2014/15	76.6%																	
Q2 2014/15	77.8%																	
Q3 2014/15	78.3%																	
Q4 2014/15	76.9%																	
What percentage of people aged between 16-64 are claiming Job Seeker's Allowance because they are out of work?	<p><b>CP01-P10P</b> 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>Job Seeker's Allowance Percentage Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>2.23%</td> </tr> <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> </tbody> </table>	Quarter	Percentage	Q1 2014/15	2.23%	Q2 2014/15	2.03%	Q3 2014/15	1.67%	Q4 2014/15	1.8%	Q1 2015/16	1.5%	1.5%	<p><b>Observations:</b></p> <p>The rate remains below the Scottish average of 2.4%. The upturn in Q4 can be ascribed to seasonal factors and Q1 data shows that the overall long term trend is still positive.</p>			Bryan McGrath
Quarter	Percentage																	
Q1 2014/15	2.23%																	
Q2 2014/15	2.03%																	
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## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 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><b>CP01-P11P What percentage of people aged between 18-24 are claiming Job Seeker's Allowance because they are out of work?</b></p> <table border="1"> <caption>Data for CP01-P11P</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>5.8%</td> <td>6%</td> </tr> <tr> <td>Q2 2014/15</td> <td>5.4%</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> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2014/15	5.8%	6%	Q2 2014/15	5.4%	6%	Q3 2014/15	4.13%	6%	Q4 2014/15	4.1%	6%	Q1 2015/16	3.43%	6%	3.43%	<p><b>Observations:</b> Young people still account for a large proportion of those who are unemployed although the general downward trend is extremely positive.</p>			Bryan McGrath
Quarter	Value (%)	Target (%)																						
Q1 2014/15	5.8%	6%																						
Q2 2014/15	5.4%	6%																						
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How many new businesses has Business Gateway help create?	<p><b>CP01-P06P How many new businesses has Business Gateway help create?</b></p> <table border="1"> <caption>Data for CP01-P06P</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>48</td> <td>55</td> </tr> <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> </tbody> </table>	Quarter	Value	Target	Q1 2014/15	48	55	Q2 2014/15	50	55	Q3 2014/15	63	55	Q4 2014/15	81	55	Q1 2015/16	60	55	60	<p><b>How are we performing:</b> Numbers are in line with expectations from previous years and the resources available within the service.</p> <p><b>Actions we are taking to improve/maintain performance:</b></p>			Bryan McGrath
Quarter	Value	Target																						
Q1 2014/15	48	55																						
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How many businesses has Business Gateway supported?	<p><b>CP01-P18P How many businesses has Business Gateway supported?</b></p> <table border="1"> <caption>Data for CP01-P18P</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>206</td> <td>250</td> </tr> <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> </tbody> </table>	Quarter	Value	Target	Q1 2014/15	206	250	Q2 2014/15	246	250	Q3 2014/15	278	250	Q4 2014/15	294	250	Q1 2015/16	228	250	228	<p>As set out in the Business Gateway Improvement Plan, agreed by Executive Committee on 12 May 2015, actions we are taking include advice surgeries across the area and promotional activity such as business master classes.</p>			Bryan McGrath
Quarter	Value	Target																						
Q1 2014/15	206	250																						
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## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 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><b>CP01-P27P How many loans to local businesses did we award?</b></p> <table border="1"> <caption>Data for CP01-P27P</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q2 2014/15</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q3 2014/15</td> <td>3</td> <td>0</td> </tr> <tr> <td>Q4 2014/15</td> <td>2</td> <td>0</td> </tr> <tr> <td>Q1 2015/16</td> <td>2</td> <td>0</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2014/15	0	0	Q2 2014/15	0	0	Q3 2014/15	3	0	Q4 2014/15	2	0	Q1 2015/16	2	0	2	<p><b>How are we performing:</b> Two loans were approved in this Quarter out of three submissions. Funds approved were the largest amount for any Quarter since the scheme started operating.</p> <p><b>Actions we are taking to improve/maintain performance:</b> The loans scheme will be superseded by the Scottish Local Authorities Business Loan Fund, which is due to begin in October.</p>			Bryan McGrath
Quarter	Quarters	Target (Quarters)																						
Q1 2014/15	0	0																						
Q2 2014/15	0	0																						
Q3 2014/15	3	0																						
Q4 2014/15	2	0																						
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How much money did those loans add up to?	<p><b>CP01-P28P How much money did those loans add up to?</b></p> <table border="1"> <caption>Data for CP01-P28P</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>£0.00</td> <td>£0.00</td> </tr> <tr> <td>Q2 2014/15</td> <td>£0.00</td> <td>£0.00</td> </tr> <tr> <td>Q3 2014/15</td> <td>£21,602.34</td> <td>£0.00</td> </tr> <tr> <td>Q4 2014/15</td> <td>£30,000.00</td> <td>£0.00</td> </tr> <tr> <td>Q1 2015/16</td> <td>£32,500.00</td> <td>£0.00</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2014/15	£0.00	£0.00	Q2 2014/15	£0.00	£0.00	Q3 2014/15	£21,602.34	£0.00	Q4 2014/15	£30,000.00	£0.00	Q1 2015/16	£32,500.00	£0.00	£32,500.00				Bryan McGrath
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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><b>CP01-P29P How many grants to local businesses did we award?</b></p> <table border="1"> <caption>Data for CP01-P29P</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>12</td> <td>23</td> </tr> <tr> <td>Q2 2014/15</td> <td>12</td> <td>23</td> </tr> <tr> <td>Q3 2014/15</td> <td>23</td> <td>23</td> </tr> <tr> <td>Q4 2014/15</td> <td>6</td> <td>23</td> </tr> <tr> <td>Q1 2015/16</td> <td>10</td> <td>23</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2014/15	12	23	Q2 2014/15	12	23	Q3 2014/15	23	23	Q4 2014/15	6	23	Q1 2015/16	10	23	10	<p><b>How are we performing:</b> All grant applications submitted in this Quarter were approved. The value of grants awarded is greater than that for the previous Quarter, but down on the corresponding Quarter last year.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Business Gateway staff refers clients to the fund where appropriate. In addition, the team holds regular meetings with intermediaries such as banks, accountants etc., to make them aware of the fund and encourage referrals. Case studies are also included in Public Relations.</p>			Bryan McGrath
Quarter	Quarters	Target (Quarters)																						
Q1 2014/15	12	23																						
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Q3 2014/15	23	23																						
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How much money did those grants add up to?	<p><b>CP01-P30P How much money did those grants add up to?</b></p> <table border="1"> <caption>Data for CP01-P30P</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>£40,786.51</td> <td>£55,017.13</td> </tr> <tr> <td>Q2 2014/15</td> <td>£36,383.50</td> <td>£55,017.13</td> </tr> <tr> <td>Q3 2014/15</td> <td>£55,017.13</td> <td>£55,017.13</td> </tr> <tr> <td>Q4 2014/15</td> <td>£21,584.50</td> <td>£55,017.13</td> </tr> <tr> <td>Q1 2015/16</td> <td>£31,532.50</td> <td>£55,017.13</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2014/15	£40,786.51	£55,017.13	Q2 2014/15	£36,383.50	£55,017.13	Q3 2014/15	£55,017.13	£55,017.13	Q4 2014/15	£21,584.50	£55,017.13	Q1 2015/16	£31,532.50	£55,017.13	£31,532.50				Bryan McGrath
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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><b>CP01-P52P How many planning applications do we receive?</b></p> <table border="1"> <caption>CP01-P52P How many planning applications do we receive?</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>346</td> </tr> <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> </tbody> </table>	Quarter	Value	Q1 2014/15	346	Q2 2014/15	313	Q3 2014/15	289	Q4 2014/15	309	Q1 2015/16	367	367	<p><b>Observations:</b> The number of applications received in quarter 1 is higher than in the previous quarter and Q1 in 2014/15. There remains no evidence of any significant upturn in economic activity leading to an increase in development proposals in the Borders.</p>			Brian Frater
Quarter	Value																	
Q1 2014/15	346																	
Q2 2014/15	313																	
Q3 2014/15	289																	
Q4 2014/15	309																	
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Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)	<p><b>CP01-P54aP Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)</b></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>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2013/14</td> <td>80.0</td> </tr> <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> </tbody> </table>	Quarter	Value	Q4 2013/14	80.0	Q1 2014/15	51.4	Q2 2014/15	12.9	Q3 2014/15	14.4	Q4 2014/15	22.0	22.0	<p><b>How are we performing:</b> This is the first quarterly report to show performance on the basis of average weeks to determine rather than % determined within two months, better reflecting the Government's new measures.</p> <p>There has been a marked improvement over the longer term in the ADJUSTED average time taken to process major applications. Figures are now significantly below both the Council's average and the Scottish average for the previous year.</p> <p>Note: At least one quarter lag in data for new ADJUSTED figures</p> <p><b>Actions we are taking to improve/maintain performance:</b> Significant efforts are already underway to improve average speeds, particularly through more efficient processing of legal agreements and application of "stop the clock" procedures where delays are attributable to the inaction of applicants (as opposed to SBC). These actions have already</p>			Brian Frater
Quarter	Value																	
Q4 2013/14	80.0																	
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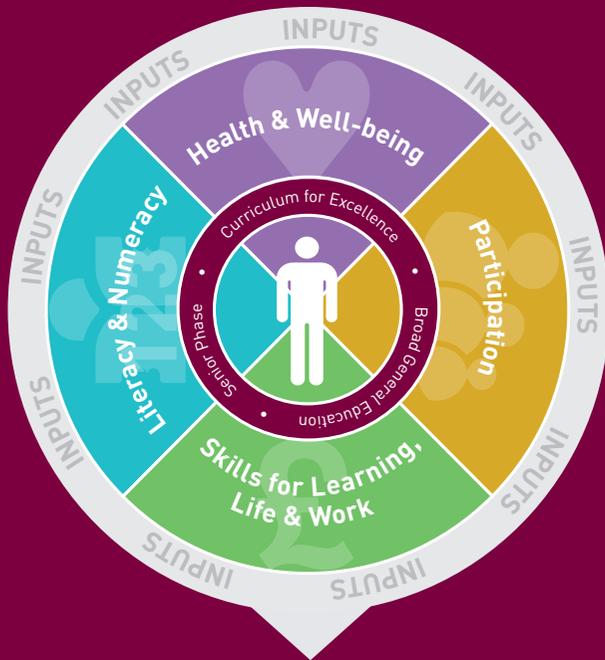
Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
			resulted in a significant improvement in performance which will be shown in future monitoring reports.															
Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)	<p><b>CP01-P55aP Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)</b></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>Q4-2013/14</td> <td>21.3</td> </tr> <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>33.6</td> </tr> </tbody> </table>	Quarter	Value (wks)	Q4-2013/14	21.3	Q1-2014/15	20.2	Q2-2014/15	22.5	Q3-2014/15	16.6	Q4-2014/15	33.6	33.6	<p><b>How are we performing:</b> Up until Q4 there has been a continued improvement in the average ADJUSTED time taken to process local non-householder applications. However, the average time taken in the last quarter increased above the Council average for the previous year and was only marginally higher than the Scottish average.</p> <p>Note: At least one quarter lag in data</p> <p><b>Actions we are taking to improve/maintain performance:</b> See above.</p>			Brian Frater
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Av.time (wks) taken to process all planning apps - Local Dev (householder) - ADJUSTED (cumulative)	<p><b>CP01-P56aP Av.time (wks) taken to process all planning apps - Local Dev (householder) - ADJUSTED (cumulative)</b></p> <table border="1"> <caption>CP01-P56aP Av.time (wks) taken to process all planning apps - Local Dev (householder) - ADJUSTED (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (wks)</th> </tr> </thead> <tbody> <tr> <td>Q4-2013/14</td> <td>8.3</td> </tr> <tr> <td>Q1-2014/15</td> <td>7.2</td> </tr> <tr> <td>Q2-2014/15</td> <td>8.0</td> </tr> <tr> <td>Q3-2014/15</td> <td>7.5</td> </tr> <tr> <td>Q4-2014/15</td> <td>8.2</td> </tr> </tbody> </table>	Quarter	Value (wks)	Q4-2013/14	8.3	Q1-2014/15	7.2	Q2-2014/15	8.0	Q3-2014/15	7.5	Q4-2014/15	8.2	8.2	<p><b>How are we performing:</b> There was a marginal increase in the average ADJUSTED time taken to process householder applications over the previous quarter with the figure falling below the previous year's Scottish average.</p> <p>Note: At least one quarter lag in data</p> <p><b>Actions we are taking to improve/maintain performance:</b> See above.</p>			Brian Frater
Quarter	Value (wks)																	
Q4-2013/14	8.3																	
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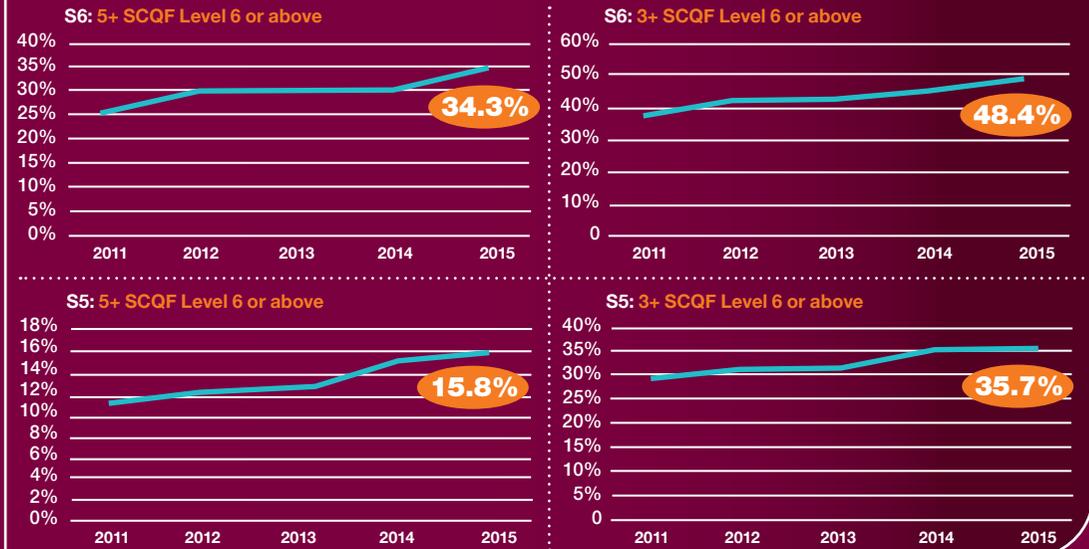
Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
How many invoices, received by us, were paid within 30 days of receiving the invoice?	<p><b>CP01-P25P How many invoices, received by us, were paid within 30 days of receiving the invoice?</b></p> <table border="1"> <caption>Invoice Payment Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>92%</td> <td>93%</td> </tr> <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> </tbody> </table>	Quarter	Performance (%)	Target (%)	Q1 2014/15	92%	93%	Q2 2014/15	93%	93%	Q3 2014/15	94%	93%	Q4 2014/15	93%	93%	Q1 2015/16	94%	93%	94%	<p><b>How are we performing:</b> Overall performance for the first quarter of 2015/16 is 1pp above the 93% target and the performance in the first quarter of last year</p> <p><b>Actions we are taking to improve/maintain performance:</b> Implementation of the improvement plan actions is continuing to progress in order to support a sustainable delivery of target performance.</p>			Lynn Mirley
Quarter	Performance (%)	Target (%)																						
Q1 2014/15	92%	93%																						
Q2 2014/15	93%	93%																						
Q3 2014/15	94%	93%																						
Q4 2014/15	93%	93%																						
Q1 2015/16	94%	93%																						

# IMPROVE ATTAINMENT AND ACHIEVEMENT LEVELS FOR ALL OUR CHILDREN AND YOUNG PEOPLE, BOTH WITHIN AND OUT WITH THE FORMAL CURRICULUM

## HOW ARE WE DOING?



### Qualifications: Highers and Advanced Highers 2015



Level 6 is "Higher"; above would be "Advanced Higher"

### Positive Destinations 2014/15

(follow up 6 months on)



	OUTCOMES	OUTCOMES	OUTCOMES	OUTCOMES	OUTCOMES
IMPACT MEASURED THROUGH:	<b>LITERACY AND NUMERACY</b>	<b>QUALIFICATIONS AND SKILLS</b>	<b>HEALTH AND WELL-BEING</b>	<b>ACHIEVEMENTS</b>	<b>INCLUSION</b>
	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

For more on performance visit [www.scotborders.gov.uk/performance](http://www.scotborders.gov.uk/performance) or email [performance@scotborders.gov.uk](mailto:performance@scotborders.gov.uk)  
 Correct at time of publication: 18 August 2015. Please note some performance indicators have at least a quarter lag in data.



## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

### Corporate Priority 2: Improve attainment and achievement levels for all our children and young people, both within and out with the formal curriculum

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By														
<p>What % of our school pupils sustain a positive destination (e.g. employment, training, higher/further education or volunteering) six months after leaving school?</p>	<p>SNS-P48P What % of our school pupils sustain a positive destination (e.g. employment, training, higher/further education or volunteering) six months after leaving school? (SNS-P48P)</p> <table border="1"> <caption>SNS-P48P Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>88%</td> </tr> <tr> <td>2010/11</td> <td>87.3%</td> </tr> <tr> <td>2011/12</td> <td>90.4%</td> </tr> <tr> <td>2012/13</td> <td>89.2%</td> </tr> <tr> <td>2013/14</td> <td>92.1%</td> </tr> <tr> <td>2014/15</td> <td>94%</td> </tr> </tbody> </table>	Year	Percentage	2009/10	88%	2010/11	87.3%	2011/12	90.4%	2012/13	89.2%	2013/14	92.1%	2014/15	94%	94%	<p><b>Observations:</b>                      The percentage of leavers from Scottish Borders Council reported as <i>still in a positive destination</i> in March 2015 was 94%, 2.5pp higher than the national average (91.5%), and higher than it was for the Borders in 2012/13 (92.1%).</p> <p>Within Scottish Borders Council, the destination category that had the greatest percentage point <i>increase</i> between the initial and the follow up return was employment, with an increase of 3.4pp. Conversely, the destination category that had the largest percentage point <i>decrease</i> between the initial and the follow up return was Further Education with a 1.5pp decrease. This is in line with the trends nationally.</p> <p>The longer term trends are very positive, with a higher % of young people sustaining their destination.</p>			Kevin McCall
Year	Percentage																			
2009/10	88%																			
2010/11	87.3%																			
2011/12	90.4%																			
2012/13	89.2%																			
2013/14	92.1%																			
2014/15	94%																			

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
What % of our S6 pupils gained 5 or more awards at level 6 (Higher) or better?	<table border="1"> <caption>S6: 5+ SCQF Level 6 or better</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2011</td> <td>0.25</td> </tr> <tr> <td>2012</td> <td>0.30</td> </tr> <tr> <td>2013</td> <td>0.29</td> </tr> <tr> <td>2014</td> <td>0.30</td> </tr> <tr> <td>2015</td> <td>0.34</td> </tr> </tbody> </table>	Year	Percentage	2011	0.25	2012	0.30	2013	0.29	2014	0.30	2015	0.34	34.3%	<p><b>Observations:</b> This year's school leavers have recorded a best ever performance of 34% of young people leaving school with five or more Highers. This is an increase of 4% from 2014.</p> <p>There has been an increase in the number of pupils obtaining Advanced Highers with more young people achieving qualifications compared to 2014. Significantly, there has been a 9% increase in the number of pupils achieving A Grade passes and a continued positive overall pass rate at grades A-D of 90%.</p>	👍		Donna Manson
Year	Percentage																	
2011	0.25																	
2012	0.30																	
2013	0.29																	
2014	0.30																	
2015	0.34																	
What % of our S6 pupils gained 3 or more awards at level 6 (Higher) or better?	<table border="1"> <caption>S6: 3+ SCQF Level 6 or better</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2011</td> <td>0.38</td> </tr> <tr> <td>2012</td> <td>0.42</td> </tr> <tr> <td>2013</td> <td>0.43</td> </tr> <tr> <td>2014</td> <td>0.44</td> </tr> <tr> <td>2015</td> <td>0.48</td> </tr> </tbody> </table>	Year	Percentage	2011	0.38	2012	0.42	2013	0.43	2014	0.44	2015	0.48	48.4%	<p>All key performance measures have improved for sixth year pupils in 2015 compared to 2014.</p>	👍		Donna Manson
Year	Percentage																	
2011	0.38																	
2012	0.42																	
2013	0.43																	
2014	0.44																	
2015	0.48																	

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
What % of our S5 pupils gained 5 or more awards at level 6 (Higher) or better?	<p><b>S5: 5+ SCQF Level 6 or better</b></p> <table border="1"> <caption>S5: 5+ SCQF Level 6 or better</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2011</td> <td>0.12</td> </tr> <tr> <td>2012</td> <td>0.13</td> </tr> <tr> <td>2013</td> <td>0.135</td> </tr> <tr> <td>2014</td> <td>0.15</td> </tr> <tr> <td>2015</td> <td>0.158</td> </tr> </tbody> </table>	Year	Percentage	2011	0.12	2012	0.13	2013	0.135	2014	0.15	2015	0.158	15.8%	<p><b>Observations</b></p> <p>The current fifth year is the first year through the new curriculum and they have provided Scottish Borders with a best ever performance in Highers in S5. This demonstrates that the new curriculum structures are making a positive difference to pupils' performance.</p> <p>The three key performance measures at Higher for fifth year pupils have improved across the board in 2015 compared to 2014.</p>			Donna Manson
Year	Percentage																	
2011	0.12																	
2012	0.13																	
2013	0.135																	
2014	0.15																	
2015	0.158																	
What % of our S5 pupils gained 3 or more awards at level 6 (Higher) or better?	<p><b>S5: 3+ SCQF Level 6 or better</b></p> <table border="1"> <caption>S5: 3+ SCQF Level 6 or better</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2011</td> <td>0.29</td> </tr> <tr> <td>2012</td> <td>0.31</td> </tr> <tr> <td>2013</td> <td>0.31</td> </tr> <tr> <td>2014</td> <td>0.35</td> </tr> <tr> <td>2015</td> <td>0.357</td> </tr> </tbody> </table>	Year	Percentage	2011	0.29	2012	0.31	2013	0.31	2014	0.35	2015	0.357	35.7%	More fifth year pupils are attaining Highers than ever before.			Donna Manson
Year	Percentage																	
2011	0.29																	
2012	0.31																	
2013	0.31																	
2014	0.35																	
2015	0.357																	

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many primary school pupils were excluded?	<p><b>CP02-P09aP How many primary school pupils were excluded? (CP02-P09aP)</b></p> <table border="1"> <caption>CP02-P09aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>15</td> </tr> <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> </tbody> </table>	Quarter	Value	Q1 2014/15	15	Q2 2014/15	5	Q3 2014/15	10	Q4 2014/15	12	Q1 2015/16	12	12	<p><b>How are we performing?</b> Final quarter of the school calendar (Q1 15/16) saw a decline in the total number of pupils excluded (primary and secondary). Q1 2015/16 demonstrates significant improvements compared to Q1 2014/15, which is positive (down from 58 to 45)</p> <p><b>Actions we are taking to improve/maintain performance:</b></p>			Jackie Swanston
Quarter	Value																	
Q1 2014/15	15																	
Q2 2014/15	5																	
Q3 2014/15	10																	
Q4 2014/15	12																	
Q1 2015/16	12																	
How many secondary school pupils were excluded?	<p><b>CP02-P09bP How many secondary school pupils were excluded? (CP02-P09bP)</b></p> <table border="1"> <caption>CP02-P09bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>43</td> </tr> <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> </tbody> </table>	Quarter	Value	Q1 2014/15	43	Q2 2014/15	56	Q3 2014/15	61	Q4 2014/15	80	Q1 2015/16	33	33	<p>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>	👍	🌍	Jackie Swanston
Quarter	Value																	
Q1 2014/15	43																	
Q2 2014/15	56																	
Q3 2014/15	61																	
Q4 2014/15	80																	
Q1 2015/16	33																	

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
What % of primary school pupils attend school?	<p><b>CP02-P11aP What % of primary school pupils attend school? (CP02-P11aP)</b></p> <table border="1"> <caption>Primary School Attendance Data</caption> <thead> <tr> <th>Quarter</th> <th>Attendance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>96%</td> </tr> <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> </tbody> </table>	Quarter	Attendance (%)	Q1 2014/15	96%	Q2 2014/15	97%	Q3 2014/15	95%	Q4 2014/15	95%	Q1 2015/16	96%	96%	<p><b>How are we performing:</b> Attendance continues to track over 95% for the past 8 quarters.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Schools will continue to work with parents to ensure attendance increases.</p>			Jackie Swanston
Quarter	Attendance (%)																	
Q1 2014/15	96%																	
Q2 2014/15	97%																	
Q3 2014/15	95%																	
Q4 2014/15	95%																	
Q1 2015/16	96%																	
What % of secondary school pupils attend school?	<p><b>CP02-P11bP What % of secondary school pupils attend school? (CP02-P11bP)</b></p> <table border="1"> <caption>Secondary School Attendance Data</caption> <thead> <tr> <th>Quarter</th> <th>Attendance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>93%</td> </tr> <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> </tbody> </table>	Quarter	Attendance (%)	Q1 2014/15	93%	Q2 2014/15	95%	Q3 2014/15	92%	Q4 2014/15	92%	Q1 2015/16	93%	93%	<p><b>How are we performing:</b> Increase of 1% from previous quarter. Q1 contains a short month (with April having a 2 week holiday)</p> <p><b>Actions we are taking to improve/maintain performance:</b> 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>			Jackie Swanston
Quarter	Attendance (%)																	
Q1 2014/15	93%																	
Q2 2014/15	95%																	
Q3 2014/15	92%																	
Q4 2014/15	92%																	
Q1 2015/16	93%																	

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

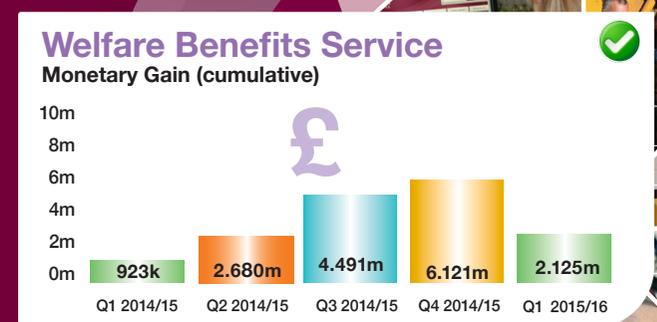
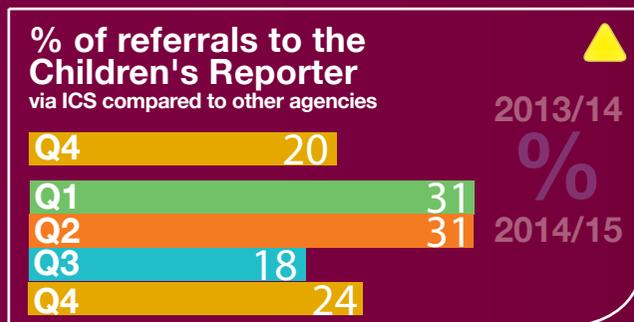
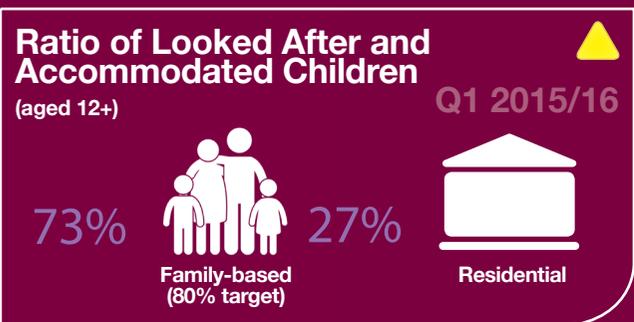
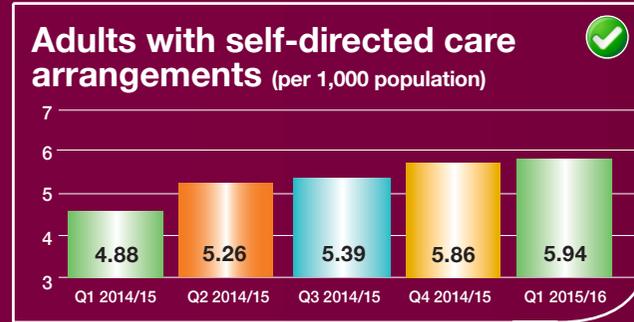
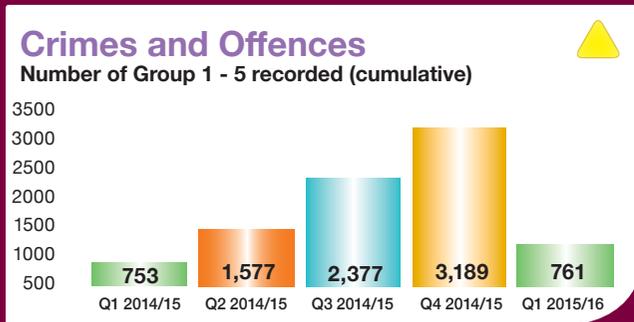
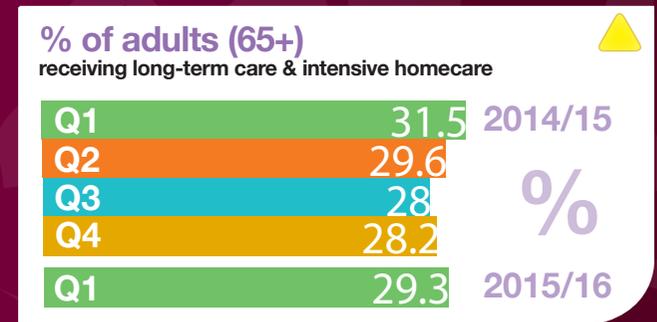
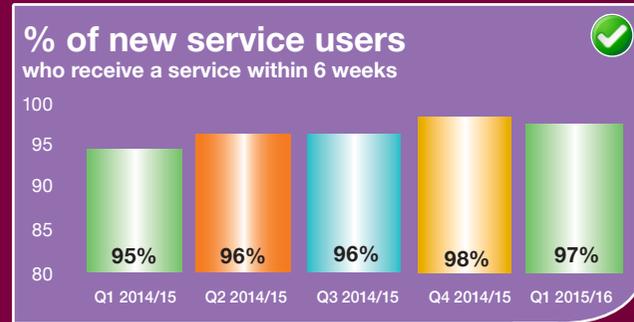
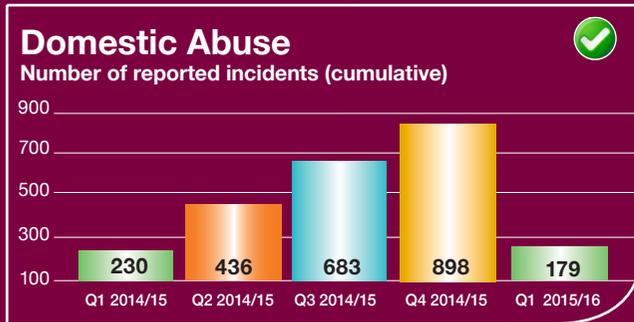
Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many schools/nurseries in the Scottish Borders were inspected?	<p>CP02-P21P How many schools/nurseries in the Scottish Borders were inspected?</p> <table border="1"> <caption>Data for Trend Chart: CP02-P21P</caption> <thead> <tr> <th>Quarter</th> <th>Number of Schools/Nurseries Inspected</th> </tr> </thead> <tbody> <tr> <td>Q1-2014/15</td> <td>5</td> </tr> <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> </tbody> </table>	Quarter	Number of Schools/Nurseries Inspected	Q1-2014/15	5	Q2-2014/15	2	Q3-2014/15	0	Q4-2014/15	2	Q1-2015/16	3	3	<p>Denholm Primary School and Parkside Primary and Nursery (in Jedburgh) were inspected in June 2015- see table below for levels attained.</p> <p>All schools inspected in 2015 attained quality indicator grades at 'satisfactory' or above.</p> <p>For the individual school inspection report please visit the <a href="#">Education Scotland</a> website.</p>			Donna Manson
Quarter	Number of Schools/Nurseries Inspected																	
Q1-2014/15	5																	
Q2-2014/15	2																	
Q3-2014/15	0																	
Q4-2014/15	2																	
Q1-2015/16	3																	

The table below shows the levels attained by schools in the last quarter:

School / Nursery	Date of Report	Improvements in Performance	Learners' Experience	Meeting Learning Needs	The Curriculum	Improvement through Self Evaluation
<b>Denholm Primary</b>	<b>June 2015</b>	<b>Good</b>	<b>Good</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Satisfactory</b>
<b>Parkside Primary</b>	<b>June 2015</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Good</b>
<b>Parkside Nursery</b>		<b>Good</b>	<b>Good</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Good</b>

# 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, August 2015 (Q1 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><b>CP03-P02P What % of people aged 65+ receive their care at home?</b></p> <table border="1"> <caption>Data for CP03-P02P</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>31.0%</td> <td>31.0%</td> </tr> <tr> <td>Q2 2014/15</td> <td>29.6%</td> <td>31.0%</td> </tr> <tr> <td>Q3 2014/15</td> <td>28.0%</td> <td>31.0%</td> </tr> <tr> <td>Q4 2014/15</td> <td>28.2%</td> <td>31.0%</td> </tr> <tr> <td>Q1 2015/16</td> <td>29.3%</td> <td>31.0%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2014/15	31.0%	31.0%	Q2 2014/15	29.6%	31.0%	Q3 2014/15	28.0%	31.0%	Q4 2014/15	28.2%	31.0%	Q1 2015/16	29.3%	31.0%	29.3%	<p><b>How are we performing:</b> 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, reflecting the move to Self-Directed Support (SDS)</p> <p><b>Actions we are taking to improve/maintain performance:</b> 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	Quarters (%)	Target (Quarters) (%)																						
Q1 2014/15	31.0%	31.0%																						
Q2 2014/15	29.6%	31.0%																						
Q3 2014/15	28.0%	31.0%																						
Q4 2014/15	28.2%	31.0%																						
Q1 2015/16	29.3%	31.0%																						
The number of adults with self-directed care (SDS) arrangements per 1,000 population	<p><b>CP03-P04P The number of adults with self-directed care arrangements per 1,000 population</b></p> <table border="1"> <caption>Data for CP03-P04P</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>4.88</td> <td>4.00</td> </tr> <tr> <td>Q2 2014/15</td> <td>5.26</td> <td>4.00</td> </tr> <tr> <td>Q3 2014/15</td> <td>5.39</td> <td>4.00</td> </tr> <tr> <td>Q4 2014/15</td> <td>5.86</td> <td>4.00</td> </tr> <tr> <td>Q1 2015/16</td> <td>5.94</td> <td>4.00</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2014/15	4.88	4.00	Q2 2014/15	5.26	4.00	Q3 2014/15	5.39	4.00	Q4 2014/15	5.86	4.00	Q1 2015/16	5.94	4.00	5.94	<p><b>How are we performing:</b> 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><b>Actions we are taking to improve/maintain performance:</b> 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	Quarters	Target (Quarters)																						
Q1 2014/15	4.88	4.00																						
Q2 2014/15	5.26	4.00																						
Q3 2014/15	5.39	4.00																						
Q4 2014/15	5.86	4.00																						
Q1 2015/16	5.94	4.00																						

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 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><b>CP03-P28P</b> What % of people contacting Social Work receive a service within 6 weeks of their assessment?</p> <table border="1"> <caption>Data for CP03-P28P</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>Q2 2014/15</td> <td>96%</td> <td>95%</td> </tr> <tr> <td>Q3 2014/15</td> <td>96%</td> <td>95%</td> </tr> <tr> <td>Q4 2014/15</td> <td>98%</td> <td>95%</td> </tr> <tr> <td>Q1 2015/16</td> <td>97%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2014/15	95%	95%	Q2 2014/15	96%	95%	Q3 2014/15	96%	95%	Q4 2014/15	98%	95%	Q1 2015/16	97%	95%	97%	<p><b>How are we performing:</b> 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><b>Actions we are taking to improve/maintain performance:</b> 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
Quarter	Value (%)	Target (%)																						
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Q2 2014/15	96%	95%																						
Q3 2014/15	96%	95%																						
Q4 2014/15	98%	95%																						
Q1 2015/16	97%	95%																						
What % of children (aged 12+) are accommodated with family rather than residential placements?	<p><b>CP03-P06P</b> What % of children (aged 12+) are accommodated with family rather than residential placements?</p> <table border="1"> <caption>Data for CP03-P06P</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>72%</td> <td>80%</td> </tr> <tr> <td>Q2 2014/15</td> <td>74%</td> <td>80%</td> </tr> <tr> <td>Q3 2014/15</td> <td>73%</td> <td>80%</td> </tr> <tr> <td>Q4 2014/15</td> <td>74%</td> <td>80%</td> </tr> <tr> <td>Q1 2015/16</td> <td>73%</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2014/15	72%	80%	Q2 2014/15	74%	80%	Q3 2014/15	73%	80%	Q4 2014/15	74%	80%	Q1 2015/16	73%	80%	73%	<p><b>How are we performing:</b> Small downward fluctuation within this indicator.</p> <p><b>Actions we are taking to improve/maintain performance:</b> 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
Quarter	Value (%)	Target (%)																						
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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><b>CP03-P30P What % of referrals to the Scottish Children's Reporter Administration are made through Integrated Children's Services?</b></p> <table border="1"> <caption>Data for CP03-P30P</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4-2013/14</td> <td>20%</td> </tr> <tr> <td>Q1-2014/15</td> <td>31%</td> </tr> <tr> <td>Q2-2014/15</td> <td>31%</td> </tr> <tr> <td>Q3-2014/15</td> <td>18%</td> </tr> <tr> <td>Q4-2014/15</td> <td>24%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q4-2013/14	20%	Q1-2014/15	31%	Q2-2014/15	31%	Q3-2014/15	18%	Q4-2014/15	24%	24%	<p><b>Observations:</b> We are currently awaiting the Q1 2015/16 Childrens Report which will be available shortly. Over 2014/15 we have maintained and exceeded the 20% target for three of the four quarters.</p>			Ann Blackie
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Q4-2013/14	20%																	
Q1-2014/15	31%																	
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How many people have received advice or advocacy through Welfare Benefits Service? (cumulative)	<p><b>CP03-P35P How many people have received advice or advocacy through Welfare Benefits Service? (cumulative)</b></p> <table border="1"> <caption>Data for CP03-P35P</caption> <thead> <tr> <th>Quarter</th> <th>Value (Cumulative)</th> </tr> </thead> <tbody> <tr> <td>Q1-2014/15</td> <td>593</td> </tr> <tr> <td>Q2-2014/15</td> <td>1,202</td> </tr> <tr> <td>Q3-2014/15</td> <td>1,748</td> </tr> <tr> <td>Q4-2014/15</td> <td>2,361</td> </tr> <tr> <td>Q1-2015/16</td> <td>683</td> </tr> </tbody> </table>	Quarter	Value (Cumulative)	Q1-2014/15	593	Q2-2014/15	1,202	Q3-2014/15	1,748	Q4-2014/15	2,361	Q1-2015/16	683	683	<p><b>How are we performing:</b> The Welfare Benefits Service statistics are considerably higher than would have been anticipated for the first quarter. A large settlement for a customer through Industrial Injuries; a member of staff leaving and proactively closing cases prior to departure, attendance by the team at a number of PACE events where they have given benefits and tax credits advice, and generally an increase in the number of people looking for advice and advocacy, are all likely factors in the increase over this period.</p>			Cathie Fancy
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## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 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> <table border="1"> <caption>CP03-P36P How much money was gained for customers of the Welfare Benefits Service? (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>£923,221.00</td> <td>£923,221.00</td> </tr> <tr> <td>Q2 2014/15</td> <td>£2,680,065.00</td> <td>£2,680,065.00</td> </tr> <tr> <td>Q3 2014/15</td> <td>£4,491,333.00</td> <td>£4,491,333.00</td> </tr> <tr> <td>Q4 2014/15</td> <td>£6,121,365.00</td> <td>£6,121,365.00</td> </tr> <tr> <td>Q1 2015/16</td> <td>£2,124,841.81</td> <td>£2,124,841.81</td> </tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q1 2014/15	£923,221.00	£923,221.00	Q2 2014/15	£2,680,065.00	£2,680,065.00	Q3 2014/15	£4,491,333.00	£4,491,333.00	Q4 2014/15	£6,121,365.00	£6,121,365.00	Q1 2015/16	£2,124,841.81	£2,124,841.81	£2,124,841.81	<p>We would anticipate figures being more in line with the average over the next quarter due to annual leave of our own service staff and those who generally make referrals to the service.</p> <p>Complementary to the Council's work, Citizens Advice Bureau (CAB) has approx. 280 live benefit cases per quarter and gained £309k for customers in Q1, as well as dealing with significant debt.</p> <p><b>Actions we are taking to improve/maintain performance:</b>            Technical issues, outwith our control, have delayed Zeacom telephony- to follow up.</p> <p>Ongoing work on WBS webpages to bring them up to date, more customer-focussed and in line with the wider changes to the SBC website. Role of WBS been made clearer- duty times; methods of contact etc. Search <u>benefits</u> and <u>welfare</u> on the SBC site. <i>Also queries can be sent to WBS mail box <a href="mailto:wbs@scotborders.gcsx.gov.uk">wbs@scotborders.gcsx.gov.uk</a> or contact number 01896 661394.</i></p> <p>Q1- noticeable increase in the number of Personal Independence Payment decisions coming through, a significant number of which have been refusals. Many customers are finding they no longer meet criteria for mobility component and as a consequence are not entitled to a mobility vehicle and/or find that they have reduced or no entitlement to care- difficult adjustment for customers and although officers will work where appropriate to challenge decisions, in many cases claimants no longer have entitlement due to a changed criteria. However, certain groups of customers have benefited from the changes.</p>			Cathie Fancy
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
			Work planned with CAB in Q2 to monitor the direct financial impact of welfare reform on customers																					
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> <table border="1"> <caption>Data for CP03-P37P Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Actual Incidents</th> <th>Target Incidents</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>230</td> <td>230</td> </tr> <tr> <td>Q2 2014/15</td> <td>436</td> <td>436</td> </tr> <tr> <td>Q3 2014/15</td> <td>683</td> <td>683</td> </tr> <tr> <td>Q4 2014/15</td> <td>898</td> <td>898</td> </tr> <tr> <td>Q1 2015/16</td> <td>179</td> <td>898</td> </tr> </tbody> </table>	Quarter	Actual Incidents	Target Incidents	Q1 2014/15	230	230	Q2 2014/15	436	436	Q3 2014/15	683	683	Q4 2014/15	898	898	Q1 2015/16	179	898	179	<p><b>How are we performing:</b> 51 fewer reported domestic abuse incidents than at the same point in 2014/15, which equates to a 22.2% reduction. The aim is to encourage reporting of domestic abuse therefore ideally we would like to see the number of incidents to be increasing not decreasing.</p> <p><b>Actions we are taking to improve/maintain performance:</b> The <u>Pathway Project</u> 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. Evaluation scheduled for Sep</p> <p><u>Multi-agency risk assessment (MARAC*)</u> has now been implemented, Coordinator post secured for a further year. Meetings held every 4 weeks, and on average discuss 8 high risk cases.</p> <p>The <u>STEPS project</u> is now fully staffed and receiving referrals weekly. Over 40 referrals have been received for the Safe Housing Options service since April - this has meant victims of domestic abuse having a wider range of housing options, and all have received a home security assessment. Partner agencies are working well with the project to ensure that the response is coordinated and delivering tangible safety and housing outcomes.</p> <p>The <u>Outreach Advocacy service</u> is working with some of the hardest to reach clients, using a</p>		 	John Scott;
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By
			<p>proactive outreach model, and building relationships with key partner agencies eg pharmacies. This service works to reduce risks associated with rural isolation, language barriers, and other vulnerabilities such as mental health, substance use, offending behaviour, etc.</p> <p>The <u>Pathway project</u> 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 Support Service, and the CEDAR Groupwork programme. There is currently no information from either funder as to the future availability of funding post 2016. It is expected that announcements will be made in the later autumn. The extension was based on an excellence performance by the Pathway project and across all three services all targets and outcomes being exceeded.</p> <p>An early Stage 1 bid has been made to the Big Lottery for <u>CEDAR</u> as it fits with their 21st Century Life programme, this fund ended June 2015. An "in principle" commitment to match funding 50% of the CEDAR Groupwork programme has been made within Place dept of SBC</p>			
<p>* The Annual Report for <b>MARAC</b> is in its final draft, and the evidence from the first 12 months of operation show significant impact on reducing the risk of further harm to victims of domestic abuse and their children. The overwhelming majority ie 98% of victims are female, with 89 children being identified through the MARAC process. Staff training continues with a further 40 staff being trained to undertake risk assessment for MARAC, and this is returning an increase in the number of partner agencies making referrals. It is expected that the rate of referrals to MARAC will increase over the coming year, to the maximum of 10 per meeting. Data suggests that we should expect approximately 200 high risk cases of domestic abuse per year in the Scottish Borders.</p> <p>MARAC has also enabled an increase in referrals to the Police Scotland MATAAC process - a multi-agency meeting, intelligence led, to address the behaviour of the highest tariff domestic abuse perpetrators in J Division. Scottish Borders makes on average 2 referrals to MATAAC each month.</p>						

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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
How many crimes and offences are recorded by Police Scotland? (cumulative)	<p><b>CP03-P39P How many crimes and offences are recorded by Police Scotland? (cumulative)</b></p> <table border="1"> <caption>CP03-P39P How many crimes and offences are recorded by Police Scotland? (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>763</td> <td>~1,000</td> </tr> <tr> <td>Q2 2014/15</td> <td>1,617</td> <td>~1,800</td> </tr> <tr> <td>Q3 2014/15</td> <td>2,387</td> <td>~2,500</td> </tr> <tr> <td>Q4 2014/15</td> <td>3,489</td> <td>~3,200</td> </tr> <tr> <td>Q1 2015/16</td> <td>761</td> <td>~1,000</td> </tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q1 2014/15	763	~1,000	Q2 2014/15	1,617	~1,800	Q3 2014/15	2,387	~2,500	Q4 2014/15	3,489	~3,200	Q1 2015/16	761	~1,000	761	<p><b>How are we performing:</b>            Quarter 1 saw an increase in crime by 18 offences (2.4%) 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>The detection rate for the quarter ending 30/06/2015 was 54.1% compared to 52.4% for the same time period in the previous year, which is positive. Vandalism and malicious mischief continue to have lower detection rates than other crime groups but detections rates for this crime group have improved in this quarter when compared to the same time period last year.</p> <p><b>Actions we are taking to improve/maintain performance</b>            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>	-	⚠	John Scott
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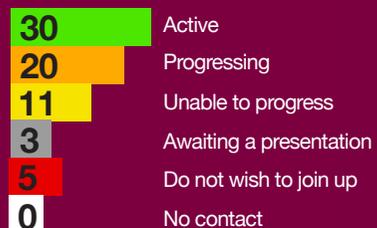
Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How much money is seized by Police Scotland? (cumulative)	<p><b>CP03-P14P How much money is seized by Police Scotland? (cumulative)</b></p> <table border="1"> <caption>Data for CP03-P14P: Cumulative Money Seized</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>1,253,399.00</td> </tr> <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> </tbody> </table>	Quarter	Value (£)	Q1 2014/15	1,253,399.00	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	£107,923.00	<p><b>Observations:</b>            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.</p> <p>Any future change of direction after 2017 is unlikely to be considered before 2016.</p>			John Scott
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# BUILD THE CAPACITY AND RESILIENCE OF OUR COMMUNITIES AND VOLUNTARY SECTOR

## HOW ARE WE DOING?

### Community Council Resilient Communities Plans

Q1 2015/16

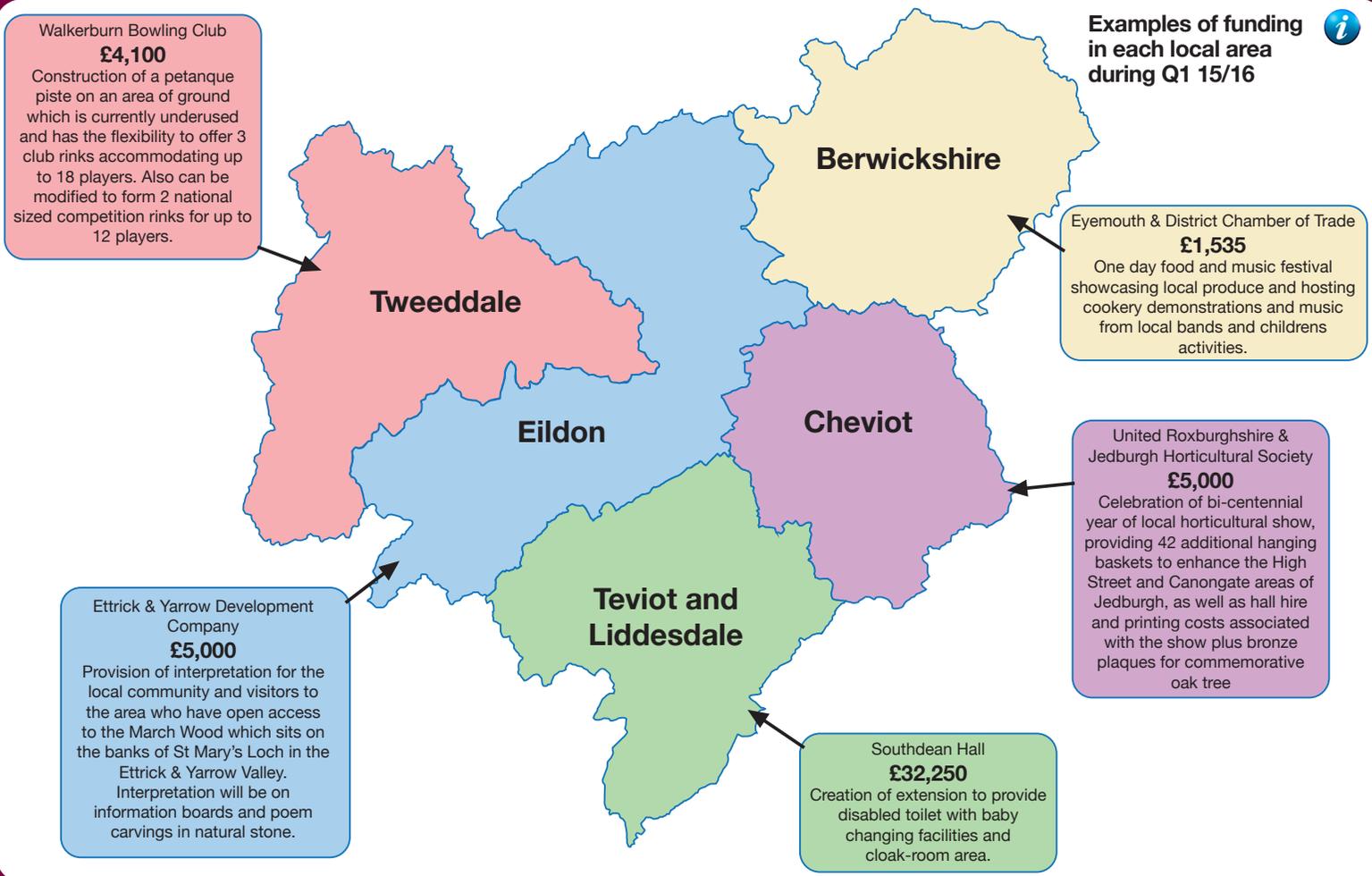


**SCOTTISH BORDERS ALERT**

Number of people registered

2,228

Q1 2015/16



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### 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><b>CP04-P01P How many grants did we award from the Community Grant Scheme?</b></p> <table border="1"> <caption>CP04-P01P Data</caption> <thead> <tr> <th>Quarter</th> <th>Grants Awarded</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>11</td> <td>11</td> </tr> <tr> <td>Q2 2014/15</td> <td>8</td> <td>8</td> </tr> <tr> <td>Q3 2014/15</td> <td>15</td> <td>15</td> </tr> <tr> <td>Q4 2014/15</td> <td>15</td> <td>15</td> </tr> <tr> <td>Q1 2015/16</td> <td>13</td> <td>13</td> </tr> </tbody> </table>	Quarter	Grants Awarded	Target (Quarters)	Q1 2014/15	11	11	Q2 2014/15	8	8	Q3 2014/15	15	15	Q4 2014/15	15	15	Q1 2015/16	13	13	13	<p><b>Observations:</b> The number of applications supported was higher this quarter than in Q1 2014/15. The number of awards is normally higher annually in Q1 due to new allocation of monies available.</p> <p>Total project costs are lower than in Q1 2014/15. This is due to more, smaller projects accessing funding during the last quarter. (Two larger scale projects (each over £100,000) were supported in the equivalent quarter in 2014/15) As well as offering match-funding for large-scale projects, the CGS offers funding for smaller community projects.</p>	👍		Shona Smith
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What was the total value of the projects the Community Grant Scheme money contributed to? (CP04-P02P)	<p><b>Exec - Community Grant Scheme: Grants / Total Project Value</b></p> <table border="1"> <caption>Exec - Community Grant Scheme Data</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P02aP (Total Project Value)</th> <th>CP04-P02P (Grants)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>£42,607</td> <td>£666,912</td> </tr> <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> </tbody> </table>	Quarter	CP04-P02aP (Total Project Value)	CP04-P02P (Grants)	Q1 2014/15	£42,607	£666,912	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	£63,548	<p>The value of funding was higher this quarter than in Q1 2014/15. This demonstrates a higher number of awards supported to undertake community development.</p>	👎		Shona Smith
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## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

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><b>CP04-P04P How many grants did we award from the Landfill Communities Fund?</b></p> <table border="1"> <caption>CP04-P04P: Grants Awarded</caption> <thead> <tr> <th>Quarter</th> <th>Grants Awarded</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>5</td> <td>2</td> </tr> <tr> <td>Q2 2014/15</td> <td>2</td> <td>2</td> </tr> <tr> <td>Q3 2014/15</td> <td>2</td> <td>2</td> </tr> <tr> <td>Q4 2014/15</td> <td>3</td> <td>2</td> </tr> <tr> <td>Q1 2015/16</td> <td>4</td> <td>2</td> </tr> </tbody> </table>	Quarter	Grants Awarded	Target (Quarters)	Q1 2014/15	5	2	Q2 2014/15	2	2	Q3 2014/15	2	2	Q4 2014/15	3	2	Q1 2015/16	4	2	4	<p><b>Observations:</b> The UK Landfill Communities Fund came to an end in March 2015 with only a limited budget remaining to support community development to the end of that period. Project applications are now being generated for the new Scottish Landfill Communities Fund which will be delivered in association with SEPA regulations as opposed to Entrust.</p> <p>Consequently, the value of funds awarded is lower than in Q1 2014/15 due to lack of remaining budget in the UK Landfill Communities Fund.</p>	👍		Shona Smith
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What was the value of the Landfill Communities Fund grants awarded? (CP04-P05P)	<p><b>Exec - Landfill Communities Fund: Grants / Total Project Value</b></p> <table border="1"> <caption>Exec - Landfill Communities Fund: Grants / Total Project Value</caption> <thead> <tr> <th>Quarter</th> <th>Grants (CP04-P05)</th> <th>Total Project Value (CPC4-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>£37,705</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>£57,172</td> <td>£342,491</td> </tr> <tr> <td>Q1 2015/16</td> <td>£16,640</td> <td>£203,225</td> </tr> </tbody> </table>	Quarter	Grants (CP04-P05)	Total Project Value (CPC4-P05a)	Q1 2014/15	£99,457	£900,699	Q2 2014/15	£37,705	£223,680	Q3 2014/15	£33,486	£37,598	Q4 2014/15	£57,172	£342,491	Q1 2015/16	£16,640	£203,225	£91,640	<p>The total leverage is lower than that reported in Q1 2014/15 due to smaller projects being supported in this quarter (and the lack of remaining budget in the UK Landfill Communities Fund)</p>	👍		Shona Smith
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What was the total value of the projects the Landfill Communities Fund money contributed to? (CP04-P05aP)	<p><b>Exec - Landfill Communities Fund: Grants / Total Project Value</b></p> <table border="1"> <caption>Exec - Landfill Communities Fund: Grants / Total Project Value</caption> <thead> <tr> <th>Quarter</th> <th>Grants (CP04-P05)</th> <th>Total Project Value (CPC4-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>£37,705</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>£57,172</td> <td>£342,491</td> </tr> <tr> <td>Q1 2015/16</td> <td>£16,640</td> <td>£203,225</td> </tr> </tbody> </table>	Quarter	Grants (CP04-P05)	Total Project Value (CPC4-P05a)	Q1 2014/15	£99,457	£900,699	Q2 2014/15	£37,705	£223,680	Q3 2014/15	£33,486	£37,598	Q4 2014/15	£57,172	£342,491	Q1 2015/16	£16,640	£203,225	£203,925		👎		Shona Smith
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How much National Lottery Funding (grants up to £10,000) was received in the Scottish Borders?	<p><b>CP04-P07aP How much National Lottery Funding (grants up to £10,000) was received in the Scottish Borders?</b></p> <table border="1"> <caption>CP04-P07aP: National Lottery Funding</caption> <thead> <tr> <th>Quarter</th> <th>Funding Received</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>£257,492</td> </tr> <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> </tbody> </table>	Quarter	Funding Received	Q1 2014/15	£257,492	Q2 2014/15	£281,626	Q3 2014/15	£185,150	Q4 2014/15	£48,997	Q1 2015/16	£41,945	£41,945	<p><b>Observations</b> Overall, the number of awards made in this quarter is lower than in Q1 2014/15. It is anticipated that the new restrictions placed on "Awards for All" funding criteria has led to a reduction in applications (i.e. applications now require to be submitted <i>four months</i> in advance as opposed to two; and groups cannot re-apply for funding for 12 months etc.)</p> <p>Big Lottery was unable to provide all information</p>	👎		Shona Smith						
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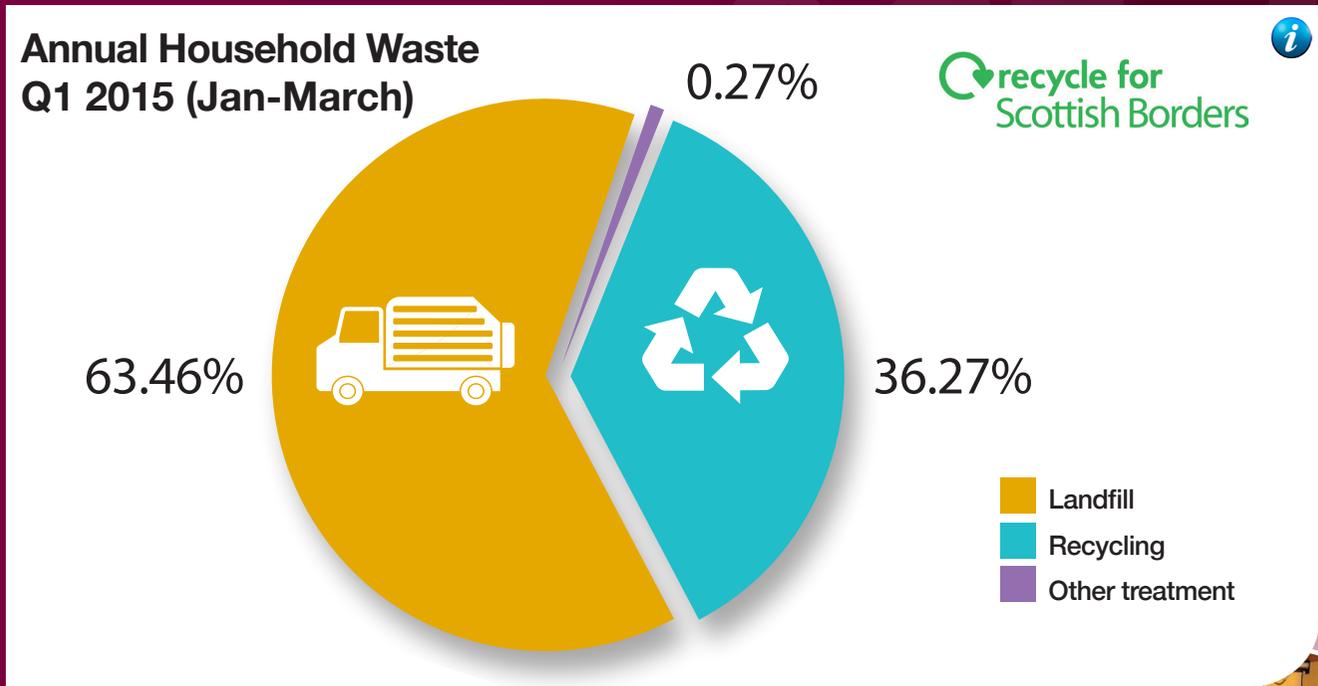
## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By															
How much National Lottery Funding (grants over £10,000) was received in the Scottish Borders?	<p><b>CP04-P07bP How much National Lottery Funding (grants over £10,000) was received in the Scottish Borders?</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>£292,913</td> </tr> <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> </tbody> </table>	Quarter	Value (£)	Q1 2014/15	£292,913	Q2 2014/15	£125,956	Q3 2014/15	£486,789	Q4 2014/15	£824,781	Q1 2015/16	£916,120	£916,120	regarding awards made at the end of the last quarter due to embargo of information prior to UK General Election. Confirmation has been received that one further award was made totalling £35,377. However number of awards over £10,000 is higher than in previous quarter.			Shona Smith			
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What was the total value of National Lottery Funding received in the Scottish Borders?	<p><b>CP04-P07P What was the total value of National Lottery Funding received in the Scottish Borders?</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>£550,405.00</td> </tr> <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> </tbody> </table>	Quarter	Value (£)	Q1 2014/15	£550,405.00	Q2 2014/15	£407,582.00	Q3 2014/15	£671,939.00	Q4 2014/15	£873,778.00	Q1 2015/16	£958,065.00	£958,065.00				Shona Smith			
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How many community council areas have an active "Resilient Communities" plan? (CP04-P06aP) (cumulative)	<p><b>Exec - Community Resilience Plans - Active and Progressing</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>CP04-P06a</th> <th>CP04-P06b</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>24</td> <td>32</td> </tr> <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> </tbody> </table>	Quarter	CP04-P06a	CP04-P06b	Q1 2014/15	24	32	Q2 2014/15	25	15	Q3 2014/15	30	14	Q4 2014/15	30	20	30	<b>How are we performing:</b> Although there have been no additional communities with active plans, there are indications from Bowden, Greenlaw, Skirling, Tweedsmuir and Lanton that they wish to progress. Unfortunately, resources have not been available to progress the work in the last quarter			Jim Fraser
Quarter		CP04-P06a	CP04-P06b																		
Q1 2014/15	24	32																			
Q2 2014/15	25	15																			
Q3 2014/15	30	14																			
Q4 2014/15	30	20																			
How many community council areas have a progressing plan? (CP04-P06bP) (cumulative)	20	<b>Actions we are taking to improve/maintain our performance:</b> 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			Jim Fraser																

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																				
How many CC areas are <b>unable to progress</b> on a plan? (CP04-P06cP) (cumulative)	<p><b>Exec - Community Resilience Plans - Unable to progress, etc.</b></p> <table border="1"> <caption>Exec - Community Resilience Plans - Unable to progress, etc.</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P06cP</th> <th>CP04-P06dP</th> <th>CP04-P06eP</th> <th>CP04-P06fP</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>14</td> <td>3</td> <td>3</td> <td>4</td> </tr> <tr> <td>Q4 2014/15</td> <td>11</td> <td>3</td> <td>0</td> <td>5</td> </tr> <tr> <td>Q2 2015/16</td> <td>11</td> <td>3</td> <td>0</td> <td>5</td> </tr> </tbody> </table>	Quarter	CP04-P06cP	CP04-P06dP	CP04-P06eP	CP04-P06fP	Q2 2014/15	14	3	3	4	Q4 2014/15	11	3	0	5	Q2 2015/16	11	3	0	5	11	active plans, and to plan the next steps for the initiative.			Jim Fraser
Quarter		CP04-P06cP	CP04-P06dP	CP04-P06eP	CP04-P06fP																					
Q2 2014/15		14	3	3	4																					
Q4 2014/15		11	3	0	5																					
Q2 2015/16	11	3	0	5																						
How many CC areas are <b>awaiting a presentation?</b> (CP04-P06dP) (cumulative)	3			Jim Fraser																						
How many CC areas have we had <b>no contact</b> (CP04-P06eP) (cumulative)	0			Jim Fraser																						
How many CC areas <b>do not wish to join</b> (CP04-P06fP) (cumulative)	5			Jim Fraser																						
How many people have registered for SB Alert?	<p><b>CP04-P08P How many people have registered for SB Alert?</b></p> <table border="1"> <caption>CP04-P08P How many people have registered for SB Alert?</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>41</td> <td></td> </tr> <tr> <td>Q2 2014/15</td> <td>220</td> <td></td> </tr> <tr> <td>Q2 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> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q2 2014/15	41		Q2 2014/15	220		Q2 2014/15	1,708		Q4 2014/15	2,098		Q1 2015/16	2,228		2,228	<p><b>Observations:</b> The number of individuals signing up to SB Alert continues to grow slowly over time. A media communication has been released to target businesses in the Scottish Borders area and a pilot project is being done jointly by SBC &amp; Police Scotland with the Selkirk Business Improvement Districts (BIDs) project to sign them up to the system.</p> <p>A multi-agency meeting is planned for mid-August to look at realistic target setting across partners.</p>			Jim Fraser		
Quarter	Quarters	Target (Quarters)																								
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# MAINTAIN AND IMPROVE OUR HIGH QUALITY ENVIRONMENT HOW ARE WE DOING?



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### 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><b>CP05-P67vP How many people are killed on our roads?</b></p> <table border="1"> <caption>Data for CP05-P67vP</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q2 2014</td> <td>3</td> <td>0</td> </tr> <tr> <td>Q3 2014</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q4 2014</td> <td>4</td> <td>0</td> </tr> <tr> <td>Q1 2015</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2014	0	0	Q2 2014	3	0	Q3 2014	0	0	Q4 2014	4	0	Q1 2015	0	0	0	<p><b>How are we performing:</b> The first quarter's figures have now been validated and it is confirmed that there were no fatalities on Scottish Borders roads for that period. Validated figures confirm that the total number of seriously injured casualties in quarter 1 of 2015 was 5.</p> <p><b>Actions we are taking to improve/maintain performance:</b> 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	Quarters	Target (Quarters)																						
Q1 2014	0	0																						
Q2 2014	3	0																						
Q3 2014	0	0																						
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How many people are seriously injured on our roads?	<p><b>CP05-P68vP How many people are seriously injured on our roads?</b></p> <table border="1"> <caption>Data for CP05-P68vP</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014</td> <td>5</td> <td>0</td> </tr> <tr> <td>Q2 2014</td> <td>28</td> <td>0</td> </tr> <tr> <td>Q3 2014</td> <td>18</td> <td>0</td> </tr> <tr> <td>Q4 2014</td> <td>10</td> <td>0</td> </tr> <tr> <td>Q1 2015</td> <td>5</td> <td>0</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2014	5	0	Q2 2014	28	0	Q3 2014	18	0	Q4 2014	10	0	Q1 2015	5	0	5				Colin Ovens
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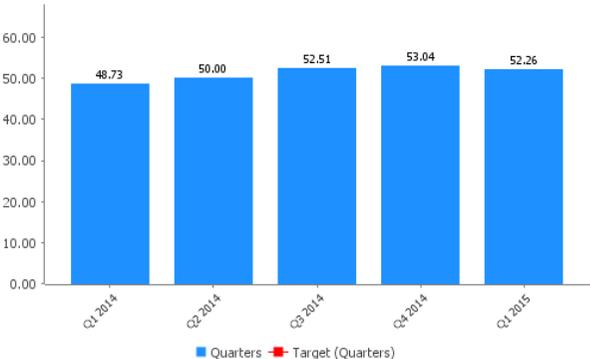
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How quickly do reported faulty street lights get repaired?	<p><b>CP05-P13P How quickly do reported faulty street lights get repaired?</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>99.1%</td> </tr> <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>99.1%</td> </tr> <tr> <td>Q1 2015/16</td> <td>99.1%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q1 2014/15	99.1%	Q2 2014/15	97.2%	Q3 2014/15	98.3%	Q4 2014/15	99.1%	Q1 2015/16	99.1%	99.1%	<p><b>How are we performing:</b> In Q1, there were 337 faults reported and 334 were fixed within 7 days.</p> <p><b>Actions we are taking to improve/maintain performance:</b> We continue to roll out the Street Lighting Energy Efficiency Programme (SLEEP) that replaces older lamps, thus reducing the number of faults we are dealing with on a quarterly basis.</p>			Colin Ovens
Quarter	Value (%)																	
Q1 2014/15	99.1%																	
Q2 2014/15	97.2%																	
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How much of our household waste is recycled (%) (cumulative rolling average)	<p><b>CP05-P62aP How much of our household waste is recycled (%) (cumulative rolling average) CP05-P62aP</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014</td> <td>41.47</td> </tr> <tr> <td>Q2 2014</td> <td>39.39</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> </tbody> </table>	Quarter	Value (%)	Q1 2014	41.47	Q2 2014	39.39	Q3 2014	37.64	Q4 2014	36.85	Q1 2015	36.27	36.27	<p><b>How are we performing:</b> The annual household recycling performance has reduced by 5% compared to the same quarter the previous year. This decrease was expected and is due to the removal of the garden waste service.</p> <p>However, it is important to note that the Council has saved £450,000 per annum through the removal of the garden waste service.</p> <p>Note: quarters use calendar year- lag by one Q</p> <p><b>Actions we are taking to improve/maintain performance:</b> Various service improvements are being taken which will assist in increasing the household recycling rate including:</p> <ul style="list-style-type: none"> <li>• Various Community Recycling Centre upgrades.</li> <li>• New Kelso Community Recycling Centre opened in May 2015.</li> </ul> <p>New food waste collection service introduced from May 2015.</p>			Ross Sharp-Dent
Quarter	Value (%)																	
Q1 2014	41.47																	
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Q4 2014	62.90																	
Q1 2015	63.46																	
How much of our household waste requires other treatment (%) (cumulative rolling average)	<p><b>CP05-P62cP How much of our household waste requires other treatment (%) (cumulative rolling average) CP05-P62cP</b></p> <table border="1"> <caption>CP05-P62cP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014</td> <td>0.18</td> </tr> <tr> <td>Q2 2014</td> <td>0.19</td> </tr> <tr> <td>Q3 2014</td> <td>0.23</td> </tr> <tr> <td>Q4 2014</td> <td>0.25</td> </tr> <tr> <td>Q1 2015</td> <td>0.27</td> </tr> </tbody> </table>	Quarter	Value (%)	Q1 2014	0.18	Q2 2014	0.19	Q3 2014	0.23	Q4 2014	0.25	Q1 2015	0.27	0.27	<p><b>How are we performing:</b> The annual tonnage of waste sent for 'Other Treatment' (i.e. not landfilled or recycled) has increased by 0.09% compared to the same quarter the previous year, which equates to 42.5 tonnes. This increase is thought to be due to the provision of more detailed information by third parties that manage the Council's waste. Further analysis is required.</p> <p>Note: quarters use calendar year- lag by one Q</p> <p><b>Actions we are taking to improve/maintain performance:</b> Further analysis of data and discussion with recycling contractor to be undertaken.</p>			Ross Sharp-Dent
Quarter	Value (%)																	
Q1 2014	0.18																	
Q2 2014	0.19																	
Q3 2014	0.23																	
Q4 2014	0.25																	
Q1 2015	0.27																	

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
<p>How much of our waste do we recycle at Community Recycling Centres?</p>	<p><b>CP05-P63P How much of our waste do we recycle at Community Recycling Centres?</b></p>  <table border="1"> <caption>Recycling Rates at Community Recycling Centres</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1-2014</td> <td>48.73</td> </tr> <tr> <td>Q2-2014</td> <td>50.00</td> </tr> <tr> <td>Q3-2014</td> <td>52.51</td> </tr> <tr> <td>Q4-2014</td> <td>53.04</td> </tr> <tr> <td>Q1-2015</td> <td>52.26</td> </tr> </tbody> </table>	Quarter	Value	Q1-2014	48.73	Q2-2014	50.00	Q3-2014	52.51	Q4-2014	53.04	Q1-2015	52.26	52.26	<p><b>How are we performing:</b> The annual recycling performance at Community Recycling Centres has increased by 3.6% compared to the same quarter the previous year. This is equivalent to an additional 1,500 tonnes of waste being recycled.</p> <p>The increase is due to a significant increase in garden waste received over the year compared to the quarter last year and is directly related to the removal of the kerbside garden waste service.</p> <p>Note: quarters use calendar year- lag by one Q</p> <p><b>Actions we are taking to improve/maintain performance:</b> Various service improvements are being taken which will assist in increasing the average Community Recycling Centre recycling rate including:</p> <ul style="list-style-type: none"> <li>• Various Community Recycling Centre upgrades.</li> <li>• New Kelso Community Recycling Centre opened in May 2015.</li> </ul>			Ross Sharp-Dent
Quarter	Value																	
Q1-2014	48.73																	
Q2-2014	50.00																	
Q3-2014	52.51																	
Q4-2014	53.04																	
Q1-2015	52.26																	

# DEVELOP OUR WORKFORCE HOW ARE WE DOING?



Modern Apprentices, Corporate Management Support

## Work opportunities scheme Q1 2015/16 i

1  
Employability Fund Posts

22  
Student Placement

6  
Supported Employees  
within SBC

25  
Current Apprentices  
employed within SBC

### Employability Fund Posts covered

- clerical work
- project work
- parks and green space work
- nursery work
- care work



Apprentice Electrician,  
Commercial Services

### Number of SBC active e-learners (cumulative)

3624

Q1 2015/16



**SB Learn**  
Developing Our Workforce

### Average % of working days lost

3.8% Q1 2014/15

4% Q1 2015/16

# Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 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><b>CP06-P14P What % of working days are lost due to absence?</b></p> <table border="1"> <caption>Data for CP06-P14P</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>3.8%</td> <td>3.8%</td> </tr> <tr> <td>Q2 2014/15</td> <td>3.8%</td> <td>3.8%</td> </tr> <tr> <td>Q3 2014/15</td> <td>3.8%</td> <td>3.8%</td> </tr> <tr> <td>Q4 2014/15</td> <td>4%</td> <td>3.8%</td> </tr> <tr> <td>Q1 2015/16</td> <td>4%</td> <td>3.8%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2014/15	3.8%	3.8%	Q2 2014/15	3.8%	3.8%	Q3 2014/15	3.8%	3.8%	Q4 2014/15	4%	3.8%	Q1 2015/16	4%	3.8%	4%	<p><b>How are we performing:</b> We are consistently meeting our target, with only very slight increases over the longer term.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Work continues to ensure that attendance management policy and procedure are applied consistently and that targets are met</p>			Clair Hepburn
Quarter	Quarters (%)	Target (Quarters) (%)																						
Q1 2014/15	3.8%	3.8%																						
Q2 2014/15	3.8%	3.8%																						
Q3 2014/15	3.8%	3.8%																						
Q4 2014/15	4%	3.8%																						
Q1 2015/16	4%	3.8%																						
How many of our employees are actively using SB Learn (our e-learning tool)? (cumulative)	<p><b>CP06-P11P How many of our employees are actively using SB Learn (our e-learning tool)? (cumulative)</b></p> <table border="1"> <caption>Data for CP06-P11P</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Cumulative)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>2,220</td> <td>2,220</td> </tr> <tr> <td>Q2 2014/15</td> <td>2,745</td> <td>2,745</td> </tr> <tr> <td>Q3 2014/15</td> <td>3,165</td> <td>3,165</td> </tr> <tr> <td>Q4 2014/15</td> <td>3,335</td> <td>3,335</td> </tr> <tr> <td>Q1 2015/16</td> <td>3,624</td> <td>3,624</td> </tr> </tbody> </table>	Quarter	Quarters (Cumulative)	Target (Quarters)	Q1 2014/15	2,220	2,220	Q2 2014/15	2,745	2,745	Q3 2014/15	3,165	3,165	Q4 2014/15	3,335	3,335	Q1 2015/16	3,624	3,624	3,624	<p><b>How are we performing:</b> The number of active users now exceeds the original target set (based on PC users with a log-in account). As SB Learn is web-based, staff can now access it from a home or other PC.</p> <p>Election staff, some of whom were non-SBC, required access to SB Learn during this period (taking the number of active users up to just over 3800 at end May). However, these staff have been made "inactive" within the system, so are not included in the current total active user figure of <b>3624</b> (but they can be reactivated again if required in the future)</p> <p><b>Actions we are taking to improve/maintain performance:</b> Learning modules continue to be developed and made available for all staff.</p>			Clair Hepburn
Quarter	Quarters (Cumulative)	Target (Quarters)																						
Q1 2014/15	2,220	2,220																						
Q2 2014/15	2,745	2,745																						
Q3 2014/15	3,165	3,165																						
Q4 2014/15	3,335	3,335																						
Q1 2015/16	3,624	3,624																						

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

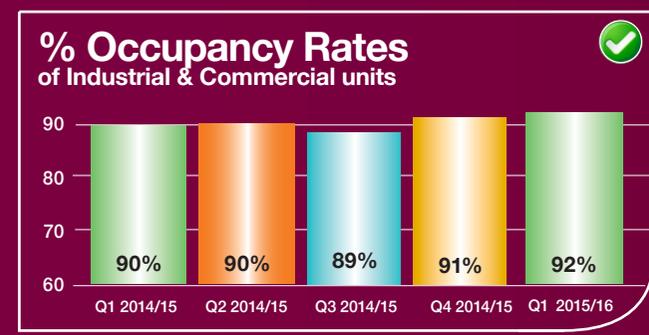
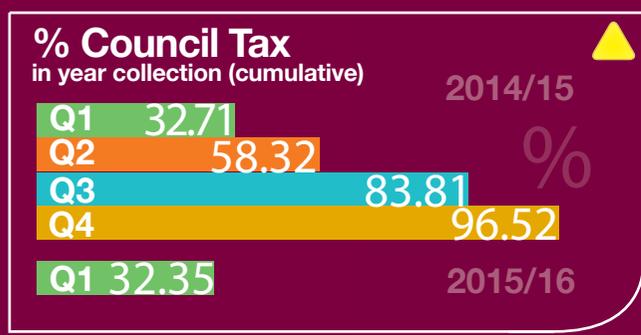
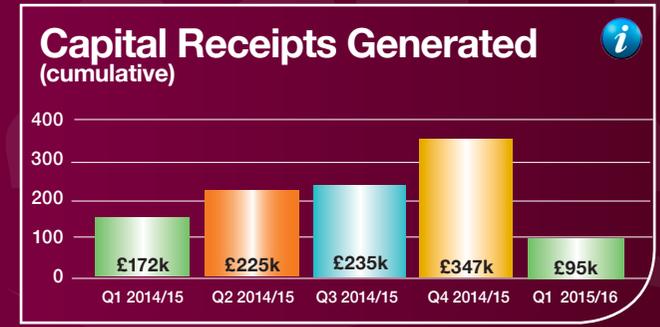
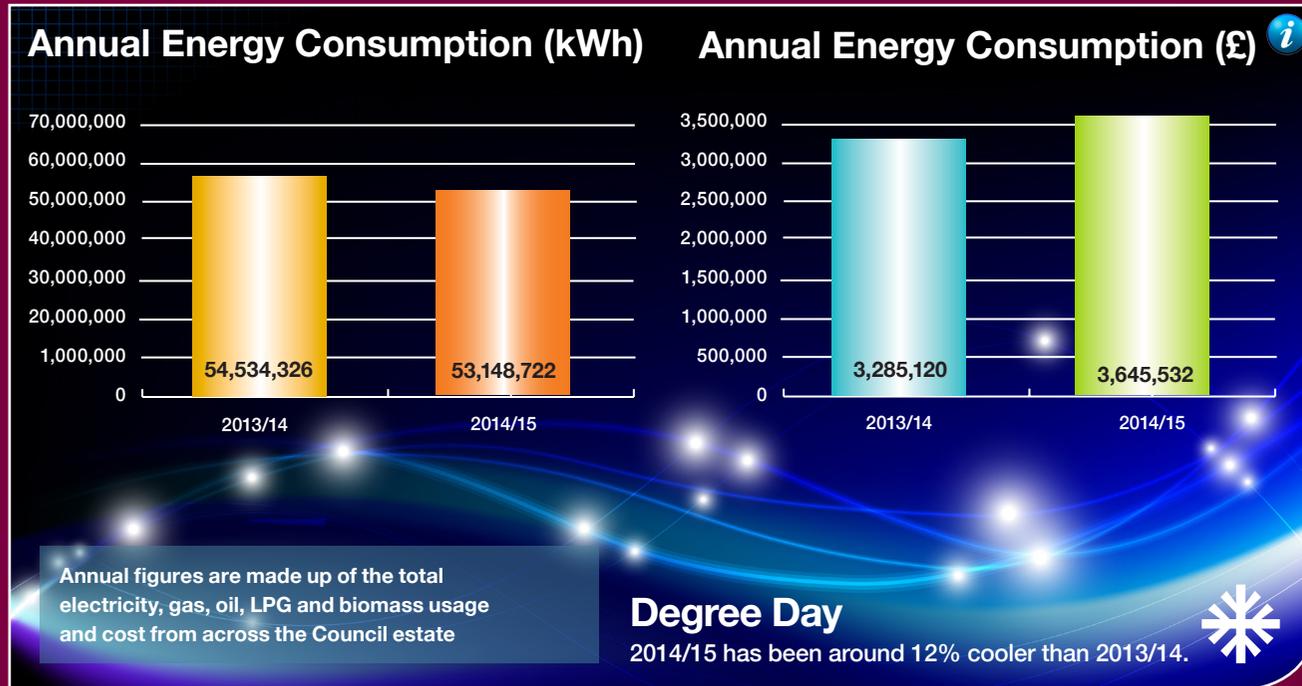
Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																							
CP06-P45 Work Opportunities Scheme - Current Total Work Opportunities (incl. ESS supported employees)	<p><b>CP06-P45P CP06-P45 Work Opportunities Scheme - Current Total Work Opportunities (incl. ESS supported employees)</b></p> <table border="1"> <caption>CP06-P45P Current Total Work Opportunities</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>24</td> </tr> <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> </tbody> </table>	Quarter	Value	Q1 2014/15	24	Q2 2014/15	26	Q3 2014/15	36	Q4 2014/15	38	Q1 2015/16	63	63	<p><b>Observations:</b> Through this scheme, 63 opportunities are now being provided within SBC. The total is made up from:</p> <ul style="list-style-type: none"> <li>• 1 Employability Fund post</li> <li>• 22 students</li> <li>• 25 apprentices</li> <li>• 9 "other" (e.g. work experience job taster)</li> <li>• 6 supported employees</li> </ul> <p>However, the supported employees are no longer shown below as there is little change from quarter to quarter.</p>			Cathie Fancy											
Quarter	Value																												
Q1 2014/15	24																												
Q2 2014/15	26																												
Q3 2014/15	36																												
Q4 2014/15	38																												
Q1 2015/16	63																												
How many posts do we have for young people that are paid for through the Skills Development Scotland "Employability Fund"? (CP06-P31P)	<p><b>Executive - Supported Employment excl. ESS</b></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>Q1 2014/15</td> <td>2</td> <td>2</td> <td>14</td> </tr> <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>6</td> <td>22</td> </tr> <tr> <td>Q1 2015/16</td> <td>1</td> <td>22</td> <td>25</td> </tr> </tbody> </table>	Quarter	CP06-P31P	CP06-P32P	CP06-P37P	Q1 2014/15	2	2	14	Q2 2014/15	1	2	17	Q3 2014/15	0	5	25	Q4 2014/15	5	6	22	Q1 2015/16	1	22	25	1	<p><b>How are we performing:</b> As well as the one within SBC, we have co-ordinated three "Stage 3" work placements within the private sector (Ozzi McKinnon -Joinery, Robert Pringle -Butchers &amp; Hapi project). Modern apprentices are distributed across a range of services.</p>		Cathie Fancy
Quarter		CP06-P31P	CP06-P32P	CP06-P37P																									
Q1 2014/15		2	2	14																									
Q2 2014/15	1	2	17																										
Q3 2014/15	0	5	25																										
Q4 2014/15	5	6	22																										
Q1 2015/16	1	22	25																										
How many student placements do we have? (CP06-P32P)	22	<p><b>Actions we are taking to improve/maintain performance:</b> A new student process is now running with 52 students applying for opportunities within SBC.</p>		Cathie Fancy																									
How many apprentices do we employ? (CP06-P37P)	25	<p>There will be another opportunity for students to apply for opportunities in August/September and these will be advertised using social media, myjobscotland website and through various universities and local colleges.</p>		Cathie Fancy																									

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By
Work Opportunities Scheme - Current "Other" SBC opportunities	<p>CP06-P44P CP06-P44 Work Opportunities Scheme - Current Other SBC opportunities</p> <p>■ Quarters ■ Target (Quarters)</p>	9	<p><b>Observations:</b> This new PI has been introduced to pick up all "other" opportunities across SBC that are part of the scheme and will be reported on going forward.</p> <p>Mentoring training and awareness sessions for managers are being delivered in-house. Four booklets have now been produced to guide SBC managers when recruiting a Student, Modern Apprenticeship, Work Experience Placement/Job taster or a Stage 3 Employability Fund work placement. These are available to view or download on the intranet.</p>			Cathie Fancy

# DEVELOP OUR ASSETS AND RESOURCES

## HOW ARE WE DOING?



# Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 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><b>CP07-P07P How much Council Tax is collected in a particular year?</b></p> <table border="1"> <caption>CP07-P07P Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>32.71%</td> <td>~85%</td> </tr> <tr> <td>Q2 2014/15</td> <td>58.32%</td> <td>~85%</td> </tr> <tr> <td>Q3 2014/15</td> <td>83.61%</td> <td>~85%</td> </tr> <tr> <td>Q4 2014/15</td> <td>96.52%</td> <td>~85%</td> </tr> <tr> <td>Q1 2015/16</td> <td>32.85%</td> <td>~85%</td> </tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q1 2014/15	32.71%	~85%	Q2 2014/15	58.32%	~85%	Q3 2014/15	83.61%	~85%	Q4 2014/15	96.52%	~85%	Q1 2015/16	32.85%	~85%	32.35%	<p><b>How are we performing:</b> Collection rates for Q1 are down slightly compared to the same period last year.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Steps will be taken over the coming months to target arrears and ensure collection rates are maximised.</p>			Jenni Craig; Portal Service Director
Quarter	Actual (%)	Target (%)																						
Q1 2014/15	32.71%	~85%																						
Q2 2014/15	58.32%	~85%																						
Q3 2014/15	83.61%	~85%																						
Q4 2014/15	96.52%	~85%																						
Q1 2015/16	32.85%	~85%																						
What % of industrial & commercial properties, owned by the Council, are occupied?	<p><b>CP07-P06P What % of industrial &amp; commercial properties, owned by the Council, are occupied?</b></p> <table border="1"> <caption>CP07-P06P Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>90%</td> <td>~92%</td> </tr> <tr> <td>Q2 2014/15</td> <td>90%</td> <td>~92%</td> </tr> <tr> <td>Q3 2014/15</td> <td>89%</td> <td>~92%</td> </tr> <tr> <td>Q4 2014/15</td> <td>91%</td> <td>~92%</td> </tr> <tr> <td>Q1 2015/16</td> <td>92%</td> <td>~92%</td> </tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q1 2014/15	90%	~92%	Q2 2014/15	90%	~92%	Q3 2014/15	89%	~92%	Q4 2014/15	91%	~92%	Q1 2015/16	92%	~92%	92%	<p><b>How are we performing:</b> The number of property enquiries has marginally increased on the first quarter of 2014/15.</p> <p><b>Actions we are taking to improve/maintain performance:</b> We will continue to market property as widely as possible. The Borders Railway Inward Investment Prospectus website will provide a new tool for marketing when it goes live in August.</p>			Bryan McGrath
Quarter	Actual (%)	Target (%)																						
Q1 2014/15	90%	~92%																						
Q2 2014/15	90%	~92%																						
Q3 2014/15	89%	~92%																						
Q4 2014/15	91%	~92%																						
Q1 2015/16	92%	~92%																						

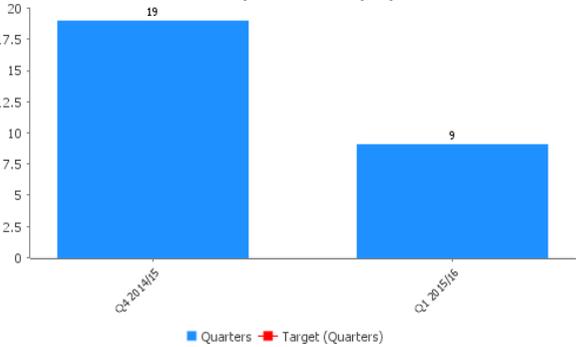
## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

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><b>CP07-P03P How much has the Council received for selling its fixed assets (e.g. buildings), shares or debt? (cumulative)</b></p> <table border="1"> <caption>CP07-P03P: Cumulative Revenue from Selling Fixed Assets</caption> <thead> <tr> <th>Quarter</th> <th>Revenue (£)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>171,836.00</td> <td></td> </tr> <tr> <td>Q2 2014/15</td> <td>225,054.00</td> <td></td> </tr> <tr> <td>Q3 2014/15</td> <td>234,845.00</td> <td></td> </tr> <tr> <td>Q4 2014/15</td> <td>347,360.00</td> <td></td> </tr> <tr> <td>Q1 2015/16</td> <td>95,297.00</td> <td></td> </tr> </tbody> </table>	Quarter	Revenue (£)	Target (Quarters)	Q1 2014/15	171,836.00		Q2 2014/15	225,054.00		Q3 2014/15	234,845.00		Q4 2014/15	347,360.00		Q1 2015/16	95,297.00		£95,297.00	<p><b>How are we performing:</b> Volume and value of sales proceed slowly in the first quarter of year and will increase as the year progresses. Two sales did conclude in Q1 2015/16:</p> <ul style="list-style-type: none"> <li>• Coledale Depot, Kelso</li> <li>• Land at Gunsreen Park, Eyemouth</li> </ul> <p><b>Actions we are taking to improve/maintain performance:</b> SBC is actively marketing 17 properties, and as part of its "Property and Assets" Corporate Transformation programme, is examining the whole estate with a view to rationalisation where possible and appropriate, including realising opportunities with partners.</p>			Andrew Drummond-Hunt
Quarter	Revenue (£)	Target (Quarters)																						
Q1 2014/15	171,836.00																							
Q2 2014/15	225,054.00																							
Q3 2014/15	234,845.00																							
Q4 2014/15	347,360.00																							
Q1 2015/16	95,297.00																							
How many properties are no longer required? (CP07-P23)	<p><b>Executive - Properties no longer required</b></p> <table border="1"> <caption>Executive - Properties no longer required</caption> <thead> <tr> <th>Quarter</th> <th>CP07-P23P</th> <th>CP07-P24P</th> <th>CP07-P25P</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>28</td> <td>18</td> <td>5</td> </tr> <tr> <td>Q1 2015/16</td> <td>26</td> <td>17</td> <td>6</td> </tr> </tbody> </table>	Quarter	CP07-P23P	CP07-P24P	CP07-P25P	Q1 2014/15	28	18	5	Q1 2015/16	26	17	6	26	<p><b>Observations:</b> The Council has 26 properties surplus to requirements, of which a total of 17 properties are being actively marketed.</p>		Andrew Drummond-Hunt							
Quarter		CP07-P23P	CP07-P24P	CP07-P25P																				
Q1 2014/15		28	18	5																				
Q1 2015/16	26	17	6																					
How many properties are advertised for sale? (CP07-P24)	17	<p>Expressions of interest in a few of the properties being marketed has resulted in negotiations commencing and potential closing dates being set.</p>		Andrew Drummond-Hunt																				
How many properties are under offer? (CP07-P25)	6	<p>Of the 17 properties actively marketed there are currently 6 properties under offer. Negotiations continue with purchasers to conclude sales which are subject to planning consent.</p> <p>The 9 properties surplus to requirements not actively marketed are being held back awaiting title clarification or on offer to Community Groups.</p>		Andrew Drummond-Hunt																				

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By						
Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included	<p>CP07-P55P Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included</p> <table border="1"> <caption>Data for CP07-P55P Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>12</td> </tr> <tr> <td>Q1 2015/16</td> <td>14</td> </tr> </tbody> </table>	Quarter	Value	Q4 2014/15	12	Q1 2015/16	14	14	<p><b>How are we performing:</b>                      As this is a new policy, this number and the increase since Q4 is encouraging and in line with expectations. The Community Benefit Co-ordinator continues to develop relationships with officers, contractors and communities through promotion of the policy. The key area of focus and consequently added value benefit is Construction related contracts.</p> <p><b>Actions we are taking to improve/maintain performance:</b>                      The Community Benefit Policy Group and Stakeholder Sub-Group consider every appropriate contract for Added Value opportunities</p> <p>It should be noted that the actual number of the contracts awarded will be subject to natural variation dependant on the scope and scale of contract opportunities from the Council. It is also important to consider proportionality in relation to community benefit requirements expected from contractors.</p> <p>In Q2, new contracts are likely to include the Complex Needs development in Earlston, Wilton Park, Hawick and Chirnside Primary School.</p>			Kathryn Dickson; Shona Smith
Quarter	Value											
Q4 2014/15	12											
Q1 2015/16	14											

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By						
<p>Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC)</p>	<p>CP07-P59P Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC)</p>  <table border="1"> <caption>Data for Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>19</td> </tr> <tr> <td>Q1 2015/16</td> <td>9</td> </tr> </tbody> </table>	Quarter	Value	Q4 2014/15	19	Q1 2015/16	9	9	<p><b>How are we performing:</b></p> <p>During Q4 Selkirk Flood Protection Scheme commenced, with ten new jobs created for local people, all of which are anticipated to continue until the end of the contract period. During Q1 further opportunities have been created. A local young person has commenced a Civil Engineering Apprenticeship, and a further four jobs have been delivered for local people. The contractor is engaging with both Selkirk and Ettrick and Yarrow Valley Community Councils and is providing support with projects such as dredging the curling pond in Ettrickbridge and sponsoring a St Marys Loch walking project. Additional benefits achieved from this contract include site visits for both students from Borders College and pupils from Selkirk High School. Support for the local common ridings has also been provided.</p> <p>Also during Q4 work began on the Demolition of the old Eyemouth High School. Three short term employment opportunities were created for people from the local area. Local contractors were used for elements of builder work involved in the contract, and a local haulier was contracted to transport recycled aggregates to three sites in the Eyemouth area. Further opportunities were achieved in Q1, with three further short term employment opportunities created. The main contractor for this contract has donated the old benches from the school to the local community trust with the refurbishment work on these co-ordinated with the Criminal Justice team</p> <p>Working with our Employability Services, our Tyre Management Services contract with Redpath Tyres initially delivered three work experience</p>			Kathryn Dickson; Shona Smith
Quarter	Value											
Q4 2014/15	19											
Q1 2015/16	9											

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By
			<p>placements and through this has subsequently secured two apprenticeships for local young people. A third apprenticeship is under consideration.</p> <p>In Q1, the <b>Selkirk 2G Pitch</b> contract delivered a work experience opportunity for an unemployment person, the work experience subsequently was converted into a short term job, with the person being provided with training and recruited for the duration of the project.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Monitoring of all contracted community benefit clause is in place to ensure delivery is achieved.</p>			

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By						
How much does the council spend on energy (£) - Annual	<p><b>CP07-P67P How much does the council spend on energy (£) - Annual</b></p> <table border="1"> <caption>CP07-P67P How much does the council spend on energy (£) - Annual</caption> <thead> <tr> <th>Year</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>3,285,120</td> </tr> <tr> <td>2014/15</td> <td>3,645,532</td> </tr> </tbody> </table>	Year	Value (£)	2013/14	3,285,120	2014/15	3,645,532	3,645,532	<p><b>Observations:</b> Energy costs have risen for 2014/15, despite overall energy consumption being slightly down.</p> <p>Electricity and gas costs and consumption rose in 2014/15 (see graphs below), despite the year being very similar weather-wise to the previous year.</p> <p>Contributing factors to the rises were:</p> <ul style="list-style-type: none"> <li>• Modifications to maximise the use of the GSHP heating system at Clovenfords Primary School</li> <li>• A full year of operation of the new West Linton primary School;</li> <li>• Switch off of the biomass in the 3 PPP High Schools resulting in a rise in gas consumption (however, it should be noted that the increase in gas costs are and will be less than the cost of biomass);</li> <li>• Being locked in to national energy contracts</li> </ul>			Andrew Drummond-Hunt
Year	Value (£)											
2013/14	3,285,120											
2014/15	3,645,532											
What is the total energy consumption for the council (KWh) - Annual	<p><b>CP07-P68P What is the total energy consumption for the council (KWh) - Annual</b></p> <table border="1"> <caption>CP07-P68P What is the total energy consumption for the council (KWh) - Annual</caption> <thead> <tr> <th>Year</th> <th>Value (KWh)</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>54,534,326</td> </tr> <tr> <td>2014/15</td> <td>53,148,722</td> </tr> </tbody> </table>	Year	Value (KWh)	2013/14	54,534,326	2014/15	53,148,722	53,148,722	<p>Corporate Transformation programmes around 'Energy Efficiency' and 'Property and Assets' will seek to reduce usage and cost, including examining the way we use and occupy the estate.</p>			Andrew Drummond-Hunt
Year	Value (KWh)											
2013/14	54,534,326											
2014/15	53,148,722											

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 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><b>Executive - Utilities Cost Comparative (£) - Annual</b></p> <table border="1"> <thead> <tr> <th>Category</th> <th>2015/14</th> <th>2014/15</th> </tr> </thead> <tbody> <tr> <td>Electric</td> <td>1,970,457</td> <td>2,378,160</td> </tr> <tr> <td>Gas</td> <td>778,953</td> <td>792,638</td> </tr> <tr> <td>Oil</td> <td>384,649</td> <td>444,492</td> </tr> <tr> <td>LPG</td> <td>16,508</td> <td>17,248</td> </tr> <tr> <td>Biomass</td> <td>134,553</td> <td>12,994</td> </tr> </tbody> </table>	Category	2015/14	2014/15	Electric	1,970,457	2,378,160	Gas	778,953	792,638	Oil	384,649	444,492	LPG	16,508	17,248	Biomass	134,553	12,994	2,378,160	<b>See above</b>			Andrew Drummond-Hunt
Category		2015/14	2014/15																					
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How much does the council spend on gas (£)	792,638				Andrew Drummond-Hunt																			
How much does the council spend on oil (£)	444,492				Andrew Drummond-Hunt																			
How much does the council spend on LPG (£)	17,248				Andrew Drummond-Hunt																			
How much does the council spend on biomass (£)	12,994				Andrew Drummond-Hunt																			
Electricity Consumption (KWh)	<p><b>Executive - Utilities Consumption Comparative (KWh) - Annual</b></p> <table border="1"> <thead> <tr> <th>Category</th> <th>2015/14</th> <th>2014/15</th> </tr> </thead> <tbody> <tr> <td>Electric</td> <td>18,481,466</td> <td>19,773,354</td> </tr> <tr> <td>Gas</td> <td>21,793,351</td> <td>23,889,648</td> </tr> <tr> <td>Oil</td> <td>9,031,008</td> <td>9,080,665</td> </tr> <tr> <td>LPG</td> <td>233,674</td> <td>229,915</td> </tr> <tr> <td>Biomass</td> <td>4,994,828</td> <td>175,140</td> </tr> </tbody> </table>	Category	2015/14	2014/15	Electric	18,481,466	19,773,354	Gas	21,793,351	23,889,648	Oil	9,031,008	9,080,665	LPG	233,674	229,915	Biomass	4,994,828	175,140	19,773,354	<b>See above</b>			Andrew Drummond-Hunt
Category		2015/14	2014/15																					
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## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
Number of Capital Projects where RAG status is "Green"	<table border="1"> <caption>Executive - Capital Projects</caption> <thead> <tr> <th>Reporting Period</th> <th>Green (CP07-P49P)</th> <th>Amber (CP07-P50P)</th> <th>Red (CP07-P51P)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>101</td> <td>18</td> <td>1</td> </tr> <tr> <td>Q1 2015/16</td> <td>101</td> <td>11</td> <td>1</td> </tr> </tbody> </table>	Reporting Period	Green (CP07-P49P)	Amber (CP07-P50P)	Red (CP07-P51P)	Q4 2014/15	101	18	1	Q1 2015/16	101	11	1	101	<p><b>How are we performing:</b> Of the 113 capital projects being managed by the Capital Projects team, only one (Peebles 3G Pitch) has a "red" status and has done so for the previous three reporting periods.</p> <p><b>Actions we are taking to improve/maintain performance:</b> A Capital Projects tracker is now presented to Corporate Management Team and to the Executive Committee on a regular basis. In relation to Peebles specifically, a community consultation has taken place to identify a preferred location for the pitch and will be reported to Members in September 2015.</p>			Andrew Drummond-Hunt
Reporting Period		Green (CP07-P49P)	Amber (CP07-P50P)	Red (CP07-P51P)														
Q4 2014/15		101	18	1														
Q1 2015/16	101	11	1															
Number of Capital Projects where RAG status is "Amber"	11			Andrew Drummond-Hunt														
Number of Capital Projects where RAG status is "Red"	1			Andrew Drummond-Hunt														

# ENSURE EXCELLENT, ADAPTABLE, COLLABORATIVE AND ACCESSIBLE PUBLIC SERVICES

## HOW ARE WE DOING?

### Interactions Q1 2015/16

logged through our Customer Relationship Management system

**18,329**  
face to face interactions

**25,540**  
voice interactions

Click before you call

[www.scotborders.gov.uk](http://www.scotborders.gov.uk)

### Complaints Q1 2015/16



### Case Study

A customer applying for a Bus Pass on the grounds of disability was refused due to DVLA documentation not meeting the Transport Scotland criteria and subsequently complained.

Transport Scotland were contacted and after investigation found that the Bus Pass and DVLA criteria had both changed since being set. As a result Transport Scotland allowed us to award the customer with his Bus Pass and gave us greater power to use our discretion until they have updated the criteria for these types of pass.

The customer was very satisfied with the outcome of this complaint, and told us his faith in public services had been restored.

### FOI Q1 2015/16

Freedom Of Information Requests received

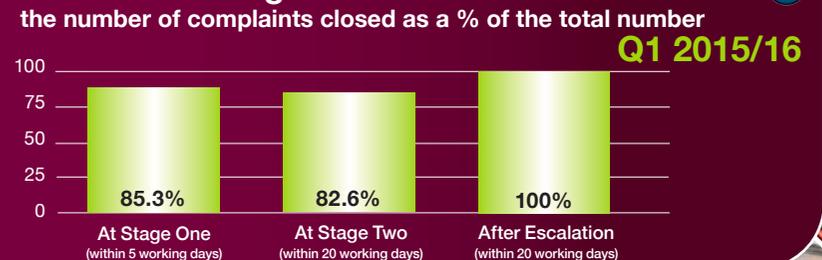
**285**  
% completed on time

**92%**

### Average Time (in working days) to respond to complaints



### Performance against timescales



# Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 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><b>CP08-P66P How many transactions were logged as handled by Customer Services staff?</b></p> <table border="1"> <caption>CP08-P66P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>49,298</td> </tr> <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> </tbody> </table>	Quarter	Value	Q1 2014/15	49,298	Q2 2014/15	53,603	Q3 2014/15	39,821	Q4 2014/15	45,690	Q1 2015/16	44,873	44,873	<p><b>Observations:</b> There has been a decrease of 817 (1.8%) interactions compared to Quarter 4 of 2014/15. There has been a decrease of 424 (2.3%) face-to-face interactions compared to Quarter 4 of 2014/15.</p> <p>There has been a decrease of 1397 (5.5%) voice interactions compared to Quarter 4 of 2014/15.</p> <p><b>Actions we are taking to improve/maintain performance:</b> 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																							
Q1 2014/15	49,298																							
Q2 2014/15	53,603																							
Q3 2014/15	39,821																							
Q4 2014/15	45,690																							
Q1 2015/16	44,873																							
How many people were logged as coming into our Contact Centres to deal with our Customer Services staff face to face? (CP08-P63P)	<p><b>Exec - Customer Services Interactions logged on CRM</b></p> <table border="1"> <caption>Exec - Customer Services Interactions Data</caption> <thead> <tr> <th>Quarter</th> <th>CP08-P53P (Face-to-Face)</th> <th>CP08-P55P (Voice)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>13,484</td> <td>30,864</td> </tr> <tr> <td>Q2 2014/15</td> <td>20,004</td> <td>33,599</td> </tr> <tr> <td>Q3 2014/15</td> <td>16,113</td> <td>23,706</td> </tr> <tr> <td>Q4 2014/15</td> <td>18,753</td> <td>26,937</td> </tr> <tr> <td>Q1 2015/16</td> <td>16,329</td> <td>25,540</td> </tr> </tbody> </table>	Quarter	CP08-P53P (Face-to-Face)	CP08-P55P (Voice)	Q1 2014/15	13,484	30,864	Q2 2014/15	20,004	33,599	Q3 2014/15	16,113	23,706	Q4 2014/15	18,753	26,937	Q1 2015/16	16,329	25,540	18,329				Les Grant; Portal Manager
Quarter	CP08-P53P (Face-to-Face)	CP08-P55P (Voice)																						
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Q1 2015/16	16,329	25,540																						
How many people were logged as contacting our Contact Centres by phone? (CP08-P65P)		25,540				Les Grant; Portal Manager																		

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 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><b>CP08-P53P How many requests for information, under the Freedom of Information Act, did we receive?</b></p> <table border="1"> <caption>Data for CP08-P53P</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>243</td> </tr> <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> </tbody> </table>	Quarter	Value	Q1 2014/15	243	Q2 2014/15	273	Q3 2014/15	281	Q4 2014/15	303	Q1 2015/16	285	285	<p><b>Observations:</b> Over the longer term, the volume of FOIs continues to rise steadily, although there has been a slight drop since Q4</p>			Nuala McKinlay
Quarter	Value																	
Q1 2014/15	243																	
Q2 2014/15	273																	
Q3 2014/15	281																	
Q4 2014/15	303																	
Q1 2015/16	285																	
What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?	<p><b>CP08-P54P What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?</b></p> <table border="1"> <caption>Data for CP08-P54P</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>27%</td> </tr> <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>98%</td> </tr> <tr> <td>Q1 2015/16</td> <td>92%</td> </tr> </tbody> </table>	Quarter	Value	Q1 2014/15	27%	Q2 2014/15	86%	Q3 2014/15	91%	Q4 2014/15	98%	Q1 2015/16	92%	92%	<p><b>How are we performing:</b> Although dipping slightly in this quarter, performance is now considerably higher than during 2013/14.</p> <p><b>Actions we are taking to improve/maintain performance:</b> New procedures continue to help us deal efficiently with FOIs and similar data requests.</p>			Nuala McKinlay
Quarter	Value																	
Q1 2014/15	27%																	
Q2 2014/15	86%																	
Q3 2014/15	91%																	
Q4 2014/15	98%																	
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## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 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><b>CP08-P30P How many complaints were received by our Social Work service?</b></p> <table border="1"> <caption>Data for CP08-P30P</caption> <thead> <tr> <th>Quarter</th> <th>Complaints</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>12</td> <td>23</td> </tr> <tr> <td>Q2 2014/15</td> <td>14</td> <td>23</td> </tr> <tr> <td>Q3 2014/15</td> <td>23</td> <td>23</td> </tr> <tr> <td>Q4 2014/15</td> <td>10</td> <td>23</td> </tr> <tr> <td>Q1 2015/16</td> <td>13</td> <td>23</td> </tr> </tbody> </table>	Quarter	Complaints	Target	Q1 2014/15	12	23	Q2 2014/15	14	23	Q3 2014/15	23	23	Q4 2014/15	10	23	Q1 2015/16	13	23	13	<p><b>Observations:</b> Continued low level of complaints in comparison to previous year with a small increase of 2 in June. Overall volume remains low which make it difficult to identify trends in relation to specific events or changes.</p>			Sylvia Mendham
Quarter	Complaints	Target																						
Q1 2014/15	12	23																						
Q2 2014/15	14	23																						
Q3 2014/15	23	23																						
Q4 2014/15	10	23																						
Q1 2015/16	13	23																						
How many complaints did we investigate to completion?	<p><b>CP08-P10P How many complaints did we investigate to completion?</b></p> <table border="1"> <caption>Data for CP08-P10P</caption> <thead> <tr> <th>Quarter</th> <th>Complaints</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>150</td> <td>167</td> </tr> <tr> <td>Q2 2014/15</td> <td>153</td> <td>167</td> </tr> <tr> <td>Q3 2014/15</td> <td>167</td> <td>167</td> </tr> <tr> <td>Q4 2014/15</td> <td>147</td> <td>167</td> </tr> <tr> <td>Q1 2015/16</td> <td>137</td> <td>167</td> </tr> </tbody> </table>	Quarter	Complaints	Target	Q1 2014/15	150	167	Q2 2014/15	153	167	Q3 2014/15	167	167	Q4 2014/15	147	167	Q1 2015/16	137	167	137	<p><b>Observations:</b> There has been a decrease of 10 complaints investigated this quarter, and a decrease of 13 against the same period last year.</p>			Les Grant; Portal Manager
Quarter	Complaints	Target																						
Q1 2014/15	150	167																						
Q2 2014/15	153	167																						
Q3 2014/15	167	167																						
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Q1 2015/16	137	167																						

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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
How many of the complaints investigated to completion were upheld? (CP08-P11P)	<p><b>Exec - Upheld/Not Upheld Complaints</b></p> <table border="1"> <caption>Exec - Upheld/Not Upheld Complaints Data</caption> <thead> <tr> <th>Quarter</th> <th>CP08-P11P (%)</th> <th>CP08-P12P (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>44%</td> <td>50%</td> </tr> <tr> <td>Q2 2014/15</td> <td>54%</td> <td>41%</td> </tr> <tr> <td>Q3 2014/15</td> <td>46%</td> <td>46%</td> </tr> <tr> <td>Q4 2014/15</td> <td>43%</td> <td>52%</td> </tr> <tr> <td>Q1 2015/16</td> <td>45%</td> <td>50%</td> </tr> </tbody> </table>	Quarter	CP08-P11P (%)	CP08-P12P (%)	Q1 2014/15	44%	50%	Q2 2014/15	54%	41%	Q3 2014/15	46%	46%	Q4 2014/15	43%	52%	Q1 2015/16	45%	50%	45%	<p><b>How are we performing:</b> There has been an increase in the number of 'upheld' complaints and a reduction in those categorised as 'not upheld'.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Ongoing reviews and analysis of previous quarter's complaints are being used to inform and drive forward service improvements across the Council.</p>			Les Grant; Portal Manager
Quarter		CP08-P11P (%)	CP08-P12P (%)																					
Q1 2014/15	44%	50%																						
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Q4 2014/15	43%	52%																						
Q1 2015/16	45%	50%																						
How many of the complaints investigated to completion were not upheld? (CP08-P12P)	50%			Les Grant; Portal Manager																				
The average time in working days to respond to complaints at stage one (SPSO-04aP)	<p><b>SPSO-04aP The average time in working days to respond to complaints at stage one (SPSO-04aP)</b></p> <table border="1"> <caption>SPSO-04aP Average Time in Working Days Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>4.4</td> <td>5.0</td> </tr> <tr> <td>Q2 2014/15</td> <td>3.5</td> <td>5.0</td> </tr> <tr> <td>Q3 2014/15</td> <td>4.2</td> <td>5.0</td> </tr> <tr> <td>Q4 2014/15</td> <td>3.7</td> <td>5.0</td> </tr> <tr> <td>Q1 2015/16</td> <td>4.1</td> <td>5.0</td> </tr> </tbody> </table>	Quarter	Average Time (Quarters)	Target (Quarters)	Q1 2014/15	4.4	5.0	Q2 2014/15	3.5	5.0	Q3 2014/15	4.2	5.0	Q4 2014/15	3.7	5.0	Q1 2015/16	4.1	5.0	4.1	<p><b>Observations:</b> Q1 2015/16 There has been a slight reduction in the average number of days taken to respond to complaints at stage one for the same quarter last year.</p> <p>Average time in working days to respond to complaints at stage one per department:  Chief Executive - <b>3.5</b> days People - <b>4.5</b> days Place - <b>4.1</b> days</p>			Les Grant
Quarter	Average Time (Quarters)	Target (Quarters)																						
Q1 2014/15	4.4	5.0																						
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## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 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 two (SPSO-04bP)	<p><b>SPSO-04bP The average time in working days to respond to complaints at stage two (SPSO-04bP)</b></p> <table border="1"> <caption>Data for SPSO-04bP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>18.7</td> <td>20</td> </tr> <tr> <td>Q2 2014/15</td> <td>17</td> <td>20</td> </tr> <tr> <td>Q3 2014/15</td> <td>16.4</td> <td>20</td> </tr> <tr> <td>Q4 2014/15</td> <td>15.9</td> <td>20</td> </tr> <tr> <td>Q1 2015/16</td> <td>18.1</td> <td>20</td> </tr> </tbody> </table>	Quarter	Quarters (Days)	Target (Days)	Q1 2014/15	18.7	20	Q2 2014/15	17	20	Q3 2014/15	16.4	20	Q4 2014/15	15.9	20	Q1 2015/16	18.1	20	18.1	<p><b>Observations:</b> Q1 2015/16 There has been a reduction (positive) in the average number of days taken to respond to complaints at stage two for the same quarter last year.</p> <p>Average time in working days to respond to complaints at stage two per department:</p> <p>Chief Executive - <b>22</b> days People - <b>15</b> days Place - <b>19.5</b> days</p>			Les Grant
Quarter	Quarters (Days)	Target (Days)																						
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The average time in working days to respond to complaints after escalation (SPSO-04cP)	<p><b>SPSO-04cP The average time in working days to respond to complaints after escalation (SPSO-04cP)</b></p> <table border="1"> <caption>Data for SPSO-04cP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>18.3</td> <td>20</td> </tr> <tr> <td>Q2 2014/15</td> <td>16.6</td> <td>20</td> </tr> <tr> <td>Q3 2014/15</td> <td>12</td> <td>20</td> </tr> <tr> <td>Q4 2014/15</td> <td>20.1</td> <td>20</td> </tr> <tr> <td>Q1 2015/16</td> <td>15.5</td> <td>20</td> </tr> </tbody> </table>	Quarter	Quarters (Days)	Target (Days)	Q1 2014/15	18.3	20	Q2 2014/15	16.6	20	Q3 2014/15	12	20	Q4 2014/15	20.1	20	Q1 2015/16	15.5	20	15.5	<p><b>Observations:</b> There were 2 stage two complaints that were escalated and both were within Place.</p>			Les Grant
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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 one within 5 working days as a % of the total number of stage one complaints (SPSO-05aP)	<p><b>SPSO-05aP</b> 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"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>86.6%</td> </tr> <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> </tbody> </table>	Quarter	Value (%)	Q1 2014/15	86.6%	Q2 2014/15	88.4%	Q3 2014/15	86.8%	Q4 2014/15	85.7%	Q1 2015/16	85.3%	85.3%	<p><b>Observations:</b> Q1 2015/16 There has been a decrease of 1.3% 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
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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><b>SPSO-05bP</b> 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"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>71.1%</td> </tr> <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> </tbody> </table>	Quarter	Value (%)	Q1 2014/15	71.1%	Q2 2014/15	82.6%	Q3 2014/15	87%	Q4 2014/15	75%	Q1 2015/16	82.6%	82.6%	<p><b>Observations:</b> Q1 2015/16 There has been an increase of 11.5% in comparison to the same period last year.</p>			Les Grant
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
The number of escalated complaints closed within 20 working days as a % of the total number of escalated stage two complaints (SPSO-05cP)	<p><b>SPSO-05cP</b> 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 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>66.7%</td> </tr> <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> </tbody> </table>	Quarter	Percentage	Q1 2014/15	66.7%	Q2 2014/15	100%	Q3 2014/15	75%	Q4 2014/15	25%	Q1 2015/16	100%	100%	<p><b>Observations:</b> Q1 2015/16 The 2 complaints within stage two that were escalated were within Place.</p>			Les Grant
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