

# SCOTTISH BORDERS COUNCIL CORPORATE PRIORITIES

## QUARTERLY PUBLIC PERFORMANCE REPORT: Q1 2014/15 (Apr-Jun)

### 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.

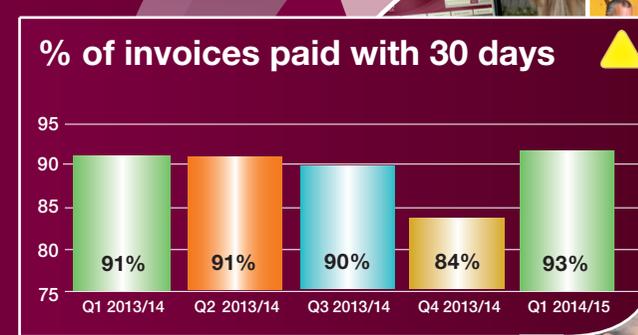
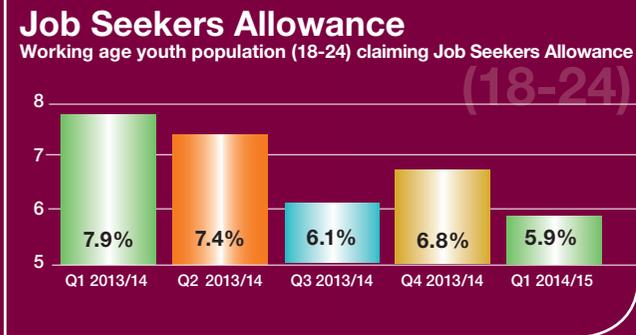
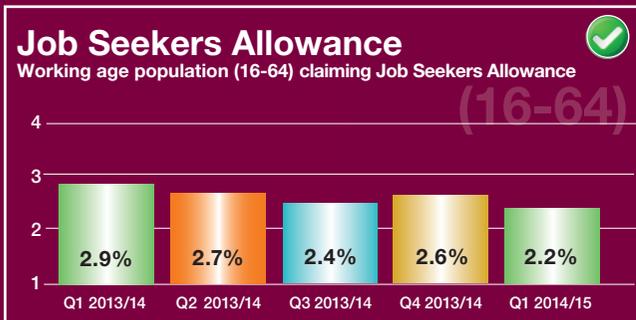
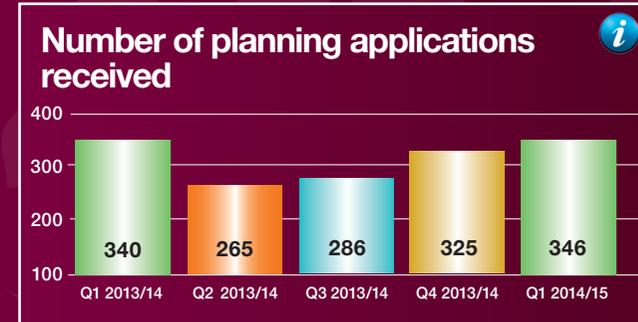
**KEY:**

-  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

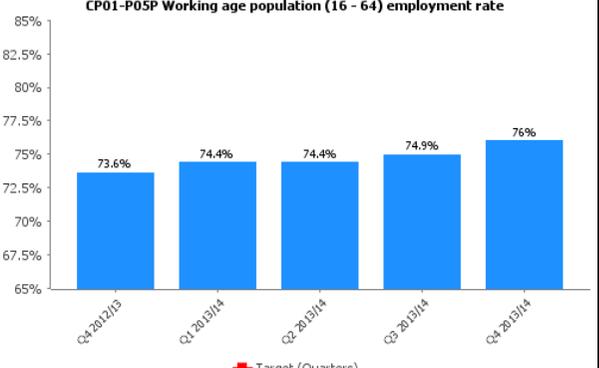
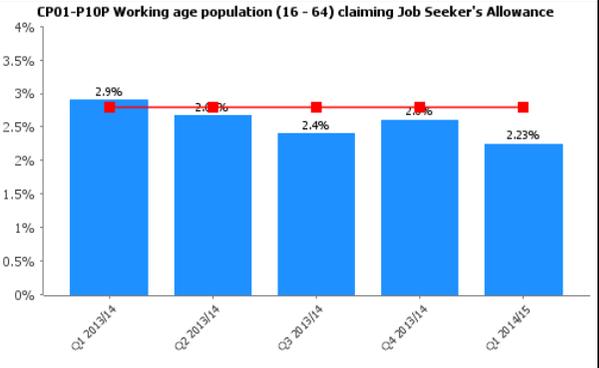
## HOW ARE WE DOING?



# Council Executive – Quarterly Public Performance Report, September 2014

<b>KEY</b>	 positive trend	 negative trend	 on target	 just off target	 off target	 data only
------------	--	--	---	---	--	---

## Corporate Priority 1: Encourage sustainable economic growth

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
Working age population (16 - 64) employment rate	<p><b>CP01-P05P Working age population (16 - 64) employment rate</b></p>  <table border="1"> <caption>CP01-P05P Working age population (16 - 64) employment rate</caption> <thead> <tr> <th>Quarter</th> <th>Employment Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2012/13</td> <td>73.6%</td> </tr> <tr> <td>Q1 2013/14</td> <td>74.4%</td> </tr> <tr> <td>Q2 2013/14</td> <td>74.4%</td> </tr> <tr> <td>Q3 2013/14</td> <td>74.9%</td> </tr> <tr> <td>Q4 2013/14</td> <td>76%</td> </tr> </tbody> </table>	Quarter	Employment Rate (%)	Q4 2012/13	73.6%	Q1 2013/14	74.4%	Q2 2013/14	74.4%	Q3 2013/14	74.9%	Q4 2013/14	76%	76%	<p><b>Observations:</b> The Scottish Borders employment rate now sits at just over 5% higher than the Scottish average. The increase over the previous quarter equates to an extra 1,000 people in employment.</p> <p>Note: One quarter lag in data.</p>				Bryan McGrath
Quarter	Employment Rate (%)																		
Q4 2012/13	73.6%																		
Q1 2013/14	74.4%																		
Q2 2013/14	74.4%																		
Q3 2013/14	74.9%																		
Q4 2013/14	76%																		
Working age population (16 - 64) claiming Job Seeker's Allowance	<p><b>CP01-P10P Working age population (16 - 64) claiming Job Seeker's Allowance</b></p>  <table border="1"> <caption>CP01-P10P Working age population (16 - 64) claiming Job Seeker's Allowance</caption> <thead> <tr> <th>Quarter</th> <th>JSA Claiming Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>2.9%</td> </tr> <tr> <td>Q2 2013/14</td> <td>2.6%</td> </tr> <tr> <td>Q3 2013/14</td> <td>2.4%</td> </tr> <tr> <td>Q4 2013/14</td> <td>2.6%</td> </tr> <tr> <td>Q1 2014/15</td> <td>2.23%</td> </tr> </tbody> </table>	Quarter	JSA Claiming Rate (%)	Q1 2013/14	2.9%	Q2 2013/14	2.6%	Q3 2013/14	2.4%	Q4 2013/14	2.6%	Q1 2014/15	2.23%	2.23%	<p><b>Observations:</b> The % of the working age population claiming Job Seekers Allowance (JSA) is down significantly compared to the first quarter of 2013/14 and is also lower than the current Scottish rate of 2.8%.</p>				Bryan McGrath
Quarter	JSA Claiming Rate (%)																		
Q1 2013/14	2.9%																		
Q2 2013/14	2.6%																		
Q3 2013/14	2.4%																		
Q4 2013/14	2.6%																		
Q1 2014/15	2.23%																		

# Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																		
Working age youth population (18 - 24) claiming Job Seeker's Allowance	<p><b>CP01-P11P Working age youth population (18 - 24) claiming Job Seeker's Allowance</b></p> <table border="1"> <caption>CP01-P11P Working age youth population (18 - 24) claiming Job Seeker's Allowance</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>7.9%</td> <td>6.07%</td> </tr> <tr> <td>Q2 2013/14</td> <td>7.37%</td> <td>6.07%</td> </tr> <tr> <td>Q3 2013/14</td> <td>6.07%</td> <td>6.07%</td> </tr> <tr> <td>Q4 2013/14</td> <td>6.8%</td> <td>6.07%</td> </tr> <tr> <td>Q1 2014/15</td> <td>5.8%</td> <td>6.07%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2013/14	7.9%	6.07%	Q2 2013/14	7.37%	6.07%	Q3 2013/14	6.07%	6.07%	Q4 2013/14	6.8%	6.07%	Q1 2014/15	5.8%	6.07%	5.9%	<p><b>Observations:</b> The proportion of 18-24 year old JSA claimants in the Borders remains above the national trends, although is moving in the right direction. This measure is down on the first quarter of last year, but remains higher than the Scottish rate of 4.7%.</p>	↑	↑	✅	Bryan McGrath
Quarter	Value (%)	Target (%)																							
Q1 2013/14	7.9%	6.07%																							
Q2 2013/14	7.37%	6.07%																							
Q3 2013/14	6.07%	6.07%																							
Q4 2013/14	6.8%	6.07%																							
Q1 2014/15	5.8%	6.07%																							
Number of new Business Start Ups - through Business Gateway	<p><b>CP01-P06P Number of new Business Start Ups - through Business Gateway</b></p> <table border="1"> <caption>CP01-P06P Number of new Business Start Ups - through Business Gateway</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>32</td> <td>55</td> </tr> <tr> <td>Q2 2013/14</td> <td>47</td> <td>55</td> </tr> <tr> <td>Q3 2013/14</td> <td>50</td> <td>55</td> </tr> <tr> <td>Q4 2013/14</td> <td>106</td> <td>55</td> </tr> <tr> <td>Q1 2014/15</td> <td>48</td> <td>55</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2013/14	32	55	Q2 2013/14	47	55	Q3 2013/14	50	55	Q4 2013/14	106	55	Q1 2014/15	48	55	48	<p><b>How are we performing?</b> The number of businesses being supported by Business Gateway is significantly higher than this time last year. Whilst the number of new Business start ups is slightly below target, it is consistent with this time last year, and has been affected by staff holidays and a localised reporting issue.</p> <p>It is forecast that in July we should see an increase in the number of new businesses.</p>	↓	↓	⚠️	Bryan McGrath
Quarter	Value	Target																							
Q1 2013/14	32	55																							
Q2 2013/14	47	55																							
Q3 2013/14	50	55																							
Q4 2013/14	106	55																							
Q1 2014/15	48	55																							
Business supported through Business Gateway	<p><b>CP01-P18P Business supported through Business Gateway</b></p> <table border="1"> <caption>CP01-P18P Business supported through Business Gateway</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>87</td> <td>206</td> </tr> <tr> <td>Q2 2013/14</td> <td>166</td> <td>206</td> </tr> <tr> <td>Q3 2013/14</td> <td>286</td> <td>206</td> </tr> <tr> <td>Q4 2013/14</td> <td>461</td> <td>206</td> </tr> <tr> <td>Q1 2014/15</td> <td>206</td> <td>206</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2013/14	87	206	Q2 2013/14	166	206	Q3 2013/14	286	206	Q4 2013/14	461	206	Q1 2014/15	206	206	206	<p><b>Actions we are taking to improve/maintain performance:</b> The number of businesses supported by Business Gateway remains strong and ahead of target for the year. We will continue to stimulate demand through ongoing promotion, including Scottish Borders Business Week from 29th September to 3rd October.</p>	↓	↓	📊	Bryan McGrath
Quarter	Value	Target																							
Q1 2013/14	87	206																							
Q2 2013/14	166	206																							
Q3 2013/14	286	206																							
Q4 2013/14	461	206																							
Q1 2014/15	206	206																							

# Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																		
Scottish Borders Business Loan Fund - Number of loans	<p>CP01-P27P Scottish Borders Business Loan Fund - Number of loans</p> <table border="1"> <caption>Number of loans by quarter</caption> <thead> <tr> <th>Quarter</th> <th>Number of loans</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>2</td> <td>2</td> </tr> <tr> <td>Q2 2013/14</td> <td>3</td> <td>3</td> </tr> <tr> <td>Q3 2013/14</td> <td>1</td> <td>1</td> </tr> <tr> <td>Q4 2013/14</td> <td>2</td> <td>2</td> </tr> <tr> <td>Q1 2014/15</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Quarter	Number of loans	Target	Q1 2013/14	2	2	Q2 2013/14	3	3	Q3 2013/14	1	1	Q4 2013/14	2	2	Q1 2014/15	0	0	0	<p><b>How are we performing?</b> No loans were granted during quarter 1 of this year as the loans programme was under review.</p> <p><b>Actions we are taking to improve/maintain performance:</b> After being reviewed, the programme has now been extended and is being promoted locally. This will help to create and safeguard jobs and have a positive impact on the Borders economy.</p>	↓	↓		Bryan McGrath
Quarter	Number of loans	Target																							
Q1 2013/14	2	2																							
Q2 2013/14	3	3																							
Q3 2013/14	1	1																							
Q4 2013/14	2	2																							
Q1 2014/15	0	0																							
Scottish Borders Business Loan Fund - Value of loans	<p>CP01-P28P Scottish Borders Business Loan Fund - Value of loans</p> <table border="1"> <caption>Value of loans by quarter</caption> <thead> <tr> <th>Quarter</th> <th>Value of loans (£)</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>£20,000.00</td> <td>£20,000.00</td> </tr> <tr> <td>Q2 2013/14</td> <td>£30,000.00</td> <td>£30,000.00</td> </tr> <tr> <td>Q3 2013/14</td> <td>£10,000.00</td> <td>£10,000.00</td> </tr> <tr> <td>Q4 2013/14</td> <td>£14,500.00</td> <td>£14,500.00</td> </tr> <tr> <td>Q1 2014/15</td> <td>£0.00</td> <td>£0.00</td> </tr> </tbody> </table>	Quarter	Value of loans (£)	Target	Q1 2013/14	£20,000.00	£20,000.00	Q2 2013/14	£30,000.00	£30,000.00	Q3 2013/14	£10,000.00	£10,000.00	Q4 2013/14	£14,500.00	£14,500.00	Q1 2014/15	£0.00	£0.00	£0.00		↓	↓		Bryan McGrath
Quarter	Value of loans (£)	Target																							
Q1 2013/14	£20,000.00	£20,000.00																							
Q2 2013/14	£30,000.00	£30,000.00																							
Q3 2013/14	£10,000.00	£10,000.00																							
Q4 2013/14	£14,500.00	£14,500.00																							
Q1 2014/15	£0.00	£0.00																							

# Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
Scottish Borders Business Fund - Number of grants	<p><b>CP01-P29P Scottish Borders Business Fund - Number of grants</b></p> <table border="1"> <caption>CP01-P29P Scottish Borders Business Fund - Number of grants</caption> <thead> <tr> <th>Quarter</th> <th>Number of grants</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>3</td> </tr> <tr> <td>Q2 2013/14</td> <td>11</td> </tr> <tr> <td>Q3 2013/14</td> <td>19</td> </tr> <tr> <td>Q4 2013/14</td> <td>16</td> </tr> <tr> <td>Q1 2014/15</td> <td>12</td> </tr> </tbody> </table>	Quarter	Number of grants	Q1 2013/14	3	Q2 2013/14	11	Q3 2013/14	19	Q4 2013/14	16	Q1 2014/15	12	12	<p><b>How are we performing?</b> This figure has improved significantly on that for quarter 1 of 2013-14. However, it is lower than the previous quarter as there were a number of applications that were submitted to ensure that they did not miss the end of financial year 2013-14.</p> <p><b>Actions we are taking to improve/maintain performance:</b> The Fund continues to be promoted locally. This will help to create and safeguard jobs and have a positive impact on the local economy.</p>	↓	↓		Bryan McGrath
Quarter	Number of grants																		
Q1 2013/14	3																		
Q2 2013/14	11																		
Q3 2013/14	19																		
Q4 2013/14	16																		
Q1 2014/15	12																		
Scottish Borders Business Fund - Value of grants	<p><b>CP01-P30P Scottish Borders Business Fund - Value of grants</b></p> <table border="1"> <caption>CP01-P30P Scottish Borders Business Fund - Value of grants</caption> <thead> <tr> <th>Quarter</th> <th>Value of grants (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>£9,072.40</td> </tr> <tr> <td>Q2 2013/14</td> <td>£35,022.70</td> </tr> <tr> <td>Q3 2013/14</td> <td>£46,887.37</td> </tr> <tr> <td>Q4 2013/14</td> <td>£51,273.16</td> </tr> <tr> <td>Q1 2014/15</td> <td>£40,786.51</td> </tr> </tbody> </table>	Quarter	Value of grants (£)	Q1 2013/14	£9,072.40	Q2 2013/14	£35,022.70	Q3 2013/14	£46,887.37	Q4 2013/14	£51,273.16	Q1 2014/15	£40,786.51	£40,786.51		↓	↑		Bryan McGrath
Quarter	Value of grants (£)																		
Q1 2013/14	£9,072.40																		
Q2 2013/14	£35,022.70																		
Q3 2013/14	£46,887.37																		
Q4 2013/14	£51,273.16																		
Q1 2014/15	£40,786.51																		

# Council Executive – Quarterly Public Performance Report, September 2014

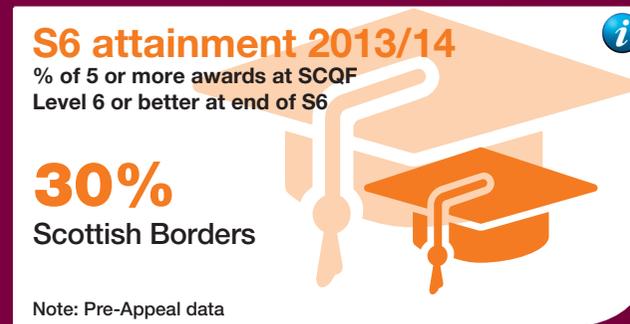
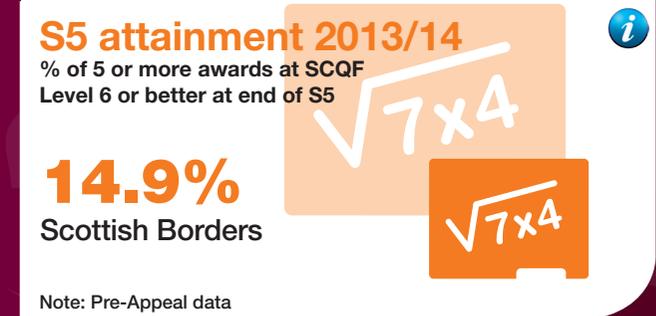
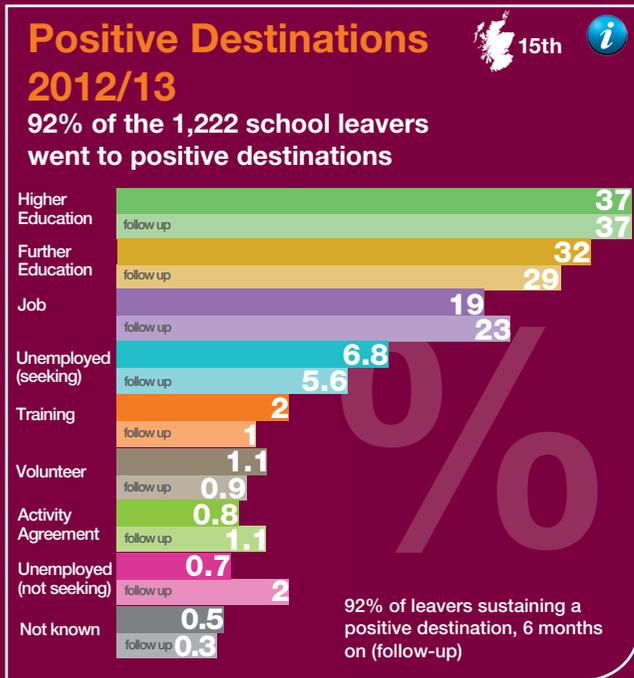
Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
Number of Planning Applications Received	<p><b>CP01-P20P Number of Planning Applications Received</b></p> <table border="1"> <caption>CP01-P20P Number of Planning Applications Received</caption> <thead> <tr> <th>Quarter</th> <th>Number of Applications</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>340</td> </tr> <tr> <td>Q2 2013/14</td> <td>265</td> </tr> <tr> <td>Q3 2013/14</td> <td>286</td> </tr> <tr> <td>Q4 2013/14</td> <td>325</td> </tr> <tr> <td>Q1 2014/15</td> <td>346</td> </tr> </tbody> </table>	Quarter	Number of Applications	Q1 2013/14	340	Q2 2013/14	265	Q3 2013/14	286	Q4 2013/14	325	Q1 2014/15	346	346	<p><b>How are we performing?</b>                      The total number of applications received in the April-June quarter was 346. This was 5% higher than the previous quarter and marginally higher than the same quarter in 2013. Performance for the quarter, when looking at the % of all planning applications determined within 2 months, rose to 74%, two percentage points higher than the previous quarter. The historical national target of 80% has been retained as an aspirational local target.</p>	↑	↑		Brian Frater
Quarter	Number of Applications																		
Q1 2013/14	340																		
Q2 2013/14	265																		
Q3 2013/14	286																		
Q4 2013/14	325																		
Q1 2014/15	346																		
% of all planning applications determined within 2 months (per quarter)	<p><b>CP01-P23q % of all planning applications determined within 2 months (per quarter)</b></p> <table border="1"> <caption>CP01-P23q % of all planning applications determined within 2 months (per quarter)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>73%</td> </tr> <tr> <td>Q2 2013/14</td> <td>61%</td> </tr> <tr> <td>Q3 2013/14</td> <td>70%</td> </tr> <tr> <td>Q4 2013/14</td> <td>72%</td> </tr> <tr> <td>Q1 2014/15</td> <td>74%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2013/14	73%	Q2 2013/14	61%	Q3 2013/14	70%	Q4 2013/14	72%	Q1 2014/15	74%	74%	<p><b>Actions we are taking to improve/maintain performance:</b>                      A new Planning Performance Framework (PPF) setting out performance against a broader range of measures was approved by the Planning and Building Standards Committee on 1 September and will now be submitted to Scottish Ministers and published on the Council's web site.</p> <p>The PPF highlights that the Council has an up to date Local Development Plan, Enforcement Charter and a generous housing land supply. It sets out the actions being taken to improve speed of performance particularly through the more efficient processing of legal agreements. The PPF also highlights the Council's proactive delivery of environmental improvements in Kelso and Selkirk and our involvement in national initiatives including the National Land Use Pilot and the production of advice on Visualisation Standards for Wind Energy Developments.</p>	↑	↑		Brian Frater
Quarter	Percentage																		
Q1 2013/14	73%																		
Q2 2013/14	61%																		
Q3 2013/14	70%																		
Q4 2013/14	72%																		
Q1 2014/15	74%																		

# Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																		
% of Invoices paid within 30 days	<p style="text-align: center;"><b>CP01-P25P % of Invoices paid within 30 days</b></p> <table border="1" style="display: none;"> <caption>CP01-P25P % of Invoices paid within 30 days</caption> <thead> <tr> <th>Quarter</th> <th>Actual %</th> <th>Target %</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>91%</td> <td>95%</td> </tr> <tr> <td>Q2 2014/14</td> <td>91%</td> <td>95%</td> </tr> <tr> <td>Q3 2013/14</td> <td>90%</td> <td>95%</td> </tr> <tr> <td>Q4 2013/14</td> <td>84%</td> <td>95%</td> </tr> <tr> <td>Q1 2014/15</td> <td>93%</td> <td>93%</td> </tr> </tbody> </table>	Quarter	Actual %	Target %	Q2 2013/14	91%	95%	Q2 2014/14	91%	95%	Q3 2013/14	90%	95%	Q4 2013/14	84%	95%	Q1 2014/15	93%	93%	93%	<p><b>How are we performing?</b>            Overall performance for the first quarter of 2014/15 is 93% and is ahead of performance for quarter 1 of 2013/14 reflecting the benefits derived from improvements made in 2013/14 to remove manual processing of invoices.</p> <p>The 2014/15 target is set at 93%, down from 95% in 2013/14, reflecting the constraints of the existing processing platforms. The department will keep target under review as process improvements continue.</p> <p><b>Actions we are taking to improve/maintain performance:</b>            A series of improvement plan actions is continuing to be implemented and alternative payment mechanisms for high volume/low value invoices are being explored however without changes to existing platforms it is unlikely that performance will exceed 93% on average over the year.</p>	↑	↑	⚠	Lynn Mirley
Quarter	Actual %	Target %																							
Q2 2013/14	91%	95%																							
Q2 2014/14	91%	95%																							
Q3 2013/14	90%	95%																							
Q4 2013/14	84%	95%																							
Q1 2014/15	93%	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?



- ### School Inspections
- 2013/14
- Q2 - Langlee Primary School & Nursery
  - Q2 - Chirside Primary School & Nursery
  - Q3 - St Joseph's RC Primary School
  - Q3 - Eddleston Primary School
  - Q4 - Selkirk High School
- 2014/15
- Q1 - Reston Primary School & Nursery
  - Q1 - Wilton Primary School & Nursery
  - Q1 - St Boswells Primary School



# Council Executive – Quarterly Public Performance Report, September 2014

## 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	Short Term Trend	Long Term Trend	Status against Target	Managed By														
% of 5+ awards at SCQF Level 5 or better at end of S4	<p>CP02-P04P % of 5+ awards at SCQF Level 5 or better at end of S4</p> <table border="1"> <caption>CP02-P04P % of 5+ awards at SCQF Level 5 or better at end of S4</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>2008/09</td><td>40.2%</td></tr> <tr><td>2009/10</td><td>42%</td></tr> <tr><td>2010/11</td><td>40.6%</td></tr> <tr><td>2011/12</td><td>43%</td></tr> <tr><td>2012/13</td><td>45.5%</td></tr> <tr><td>2013/14</td><td>41.1%</td></tr> </tbody> </table> <p>Legend: Target (Years)</p>	Year	Value (%)	2008/09	40.2%	2009/10	42%	2010/11	40.6%	2011/12	43%	2012/13	45.5%	2013/14	41.1%	41.1%	<p><b>How are we performing?</b> Comparison with previous years is difficult because of the change to new National 4 and 5 qualifications, however current performance is in line with national trends and more detailed analysis will be possible when national data is available in September.</p> <p><b>Actions we are taking to improve/maintain performance:</b> We are currently undertaking a review of the Senior Phase (S4 to S6) to ensure that a range of opportunities are available to all students, including vocational opportunities.</p>	↓	↓		Kevin McCall
Year	Value (%)																				
2008/09	40.2%																				
2009/10	42%																				
2010/11	40.6%																				
2011/12	43%																				
2012/13	45.5%																				
2013/14	41.1%																				
% of 5+ awards at SCQF Level 6 or better at end of S5	<p>CP02-P04aP % of 5+ awards at SCQF Level 6 or better at end of S5</p> <table border="1"> <caption>CP02-P04aP % of 5+ awards at SCQF Level 6 or better at end of S5</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>2008/09</td><td>11.9%</td></tr> <tr><td>2009/10</td><td>11.7%</td></tr> <tr><td>2010/11</td><td>12.7%</td></tr> <tr><td>2011/12</td><td>12.8%</td></tr> <tr><td>2012/13</td><td>12.8%</td></tr> <tr><td>2013/14</td><td>14.9%</td></tr> </tbody> </table> <p>Legend: Target (Years)</p>	Year	Value (%)	2008/09	11.9%	2009/10	11.7%	2010/11	12.7%	2011/12	12.8%	2012/13	12.8%	2013/14	14.9%	14.9%	<p>There is also work underway to improve curricular planning, assessment and moderation in S1-3, with a particular focus on S3 curriculum.</p> <p>Note: Pre-Appeal data</p>	↑	↑		Kevin McCall
Year	Value (%)																				
2008/09	11.9%																				
2009/10	11.7%																				
2010/11	12.7%																				
2011/12	12.8%																				
2012/13	12.8%																				
2013/14	14.9%																				

## Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																		
% of 5+ awards at SCQF Level 6 or better at end of S6	<p>CP02-P04bP % of 5+ awards at SCQF Level 6 or better at end of S6</p> <table border="1"> <caption>CP02-P04bP % of 5+ awards at SCQF Level 6 or better at end of S6</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>24.8%</td> </tr> <tr> <td>2009/10</td> <td>25.5%</td> </tr> <tr> <td>2010/11</td> <td>25.7%</td> </tr> <tr> <td>2011/12</td> <td>30.1%</td> </tr> <tr> <td>2012/13</td> <td>28.5%</td> </tr> <tr> <td>2013/14</td> <td>30%</td> </tr> </tbody> </table>	Year	Value (%)	2008/09	24.8%	2009/10	25.5%	2010/11	25.7%	2011/12	30.1%	2012/13	28.5%	2013/14	30%	30%		↑	↑		Kevin McCall				
Year	Value (%)																								
2008/09	24.8%																								
2009/10	25.5%																								
2010/11	25.7%																								
2011/12	30.1%																								
2012/13	28.5%																								
2013/14	30%																								
SNS-P23P School leavers in a Positive Destination	<p>Executive - School Leavers in a Positive Destination + Follow-up</p> <table border="1"> <caption>Executive - School Leavers in a Positive Destination + Follow-up</caption> <thead> <tr> <th>Year</th> <th>SNS-P23P (%)</th> <th>SNS-P48P (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>88</td> <td>87.3</td> </tr> <tr> <td>2009/10</td> <td>87.3</td> <td>87.3</td> </tr> <tr> <td>2010/11</td> <td>92.3</td> <td>90.4</td> </tr> <tr> <td>2011/12</td> <td>90.9</td> <td>89.2</td> </tr> <tr> <td>2012/13</td> <td>92</td> <td>92.1</td> </tr> </tbody> </table>	Year	SNS-P23P (%)	SNS-P48P (%)	2008/09	88	87.3	2009/10	87.3	87.3	2010/11	92.3	90.4	2011/12	90.9	89.2	2012/13	92	92.1	92%	<p><b>How are we performing?</b>                      2012/13 saw a slight increase in the numbers of school leavers going on to positive destinations and overall the figure for Scottish Borders remains relatively high. These figures are based on young people who left school between August 2012 and July 2013. A snapshot of destinations was taken in September 2013. In 2012-13 there were 1,222 school leavers in the Scottish Borders and 92% went on to positive initial destinations compared to 91.4% for Scotland. A greater proportion of school leavers go to higher and further education from the Scottish Borders rather than employment or training compared to Scotland.</p>	↑	↑		Kevin McCall
Year	SNS-P23P (%)	SNS-P48P (%)																							
2008/09	88	87.3																							
2009/10	87.3	87.3																							
2010/11	92.3	90.4																							
2011/12	90.9	89.2																							
2012/13	92	92.1																							
SNS-P48P School leavers in a Positive Destination - Follow-up return	<table border="1"> <caption>Executive - School Leavers in a Positive Destination + Follow-up</caption> <thead> <tr> <th>Year</th> <th>SNS-P23P (%)</th> <th>SNS-P48P (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>88</td> <td>87.3</td> </tr> <tr> <td>2009/10</td> <td>87.3</td> <td>87.3</td> </tr> <tr> <td>2010/11</td> <td>92.3</td> <td>90.4</td> </tr> <tr> <td>2011/12</td> <td>90.9</td> <td>89.2</td> </tr> <tr> <td>2012/13</td> <td>92</td> <td>92.1</td> </tr> </tbody> </table>	Year	SNS-P23P (%)	SNS-P48P (%)	2008/09	88	87.3	2009/10	87.3	87.3	2010/11	92.3	90.4	2011/12	90.9	89.2	2012/13	92	92.1	92.1%	<p>Borders saw an increase in the number of school leavers in a positive destination, <i>6 months on</i>. In March 2014, 92.1% of the leavers previously surveyed were still in a positive destination, higher than the Scottish average across Local Authorities of 90%, and show a particular increase in the proportion of school leavers entering employment.</p>	↑	↑		Kevin McCall
Year	SNS-P23P (%)	SNS-P48P (%)																							
2008/09	88	87.3																							
2009/10	87.3	87.3																							
2010/11	92.3	90.4																							
2011/12	90.9	89.2																							
2012/13	92	92.1																							

## Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By															
			<p><b>Actions we are taking to improve/maintain performance</b> SBC and its partners such as Skills Development Scotland and Borders College will continue to work together to ensure that more young people go into and sustain positive destination.</p>																			
CP02-P11aP - School attendance for primary school pupils	<p><b>Executive - School Attendance</b></p> <table border="1"> <caption>Executive - School Attendance Data</caption> <thead> <tr> <th>Quarter</th> <th>CP02-P11aP (%)</th> <th>CP02-P11bP (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>96.76</td> <td>94.70</td> </tr> <tr> <td>Q3 2013/14</td> <td>95.94</td> <td>92.74</td> </tr> <tr> <td>Q4 2013/14</td> <td>95.96</td> <td>92.40</td> </tr> <tr> <td>Q1 2014/15</td> <td>95.87</td> <td>92.81</td> </tr> </tbody> </table>	Quarter	CP02-P11aP (%)	CP02-P11bP (%)	Q2 2013/14	96.76	94.70	Q3 2013/14	95.94	92.74	Q4 2013/14	95.96	92.40	Q1 2014/15	95.87	92.81	95.87%	<p><b>How are we performing?</b> Our performance is currently above the latest national figures</p>	↓	↓		Jackie Swanston
Quarter		CP02-P11aP (%)	CP02-P11bP (%)																			
Q2 2013/14	96.76	94.70																				
Q3 2013/14	95.94	92.74																				
Q4 2013/14	95.96	92.40																				
Q1 2014/15	95.87	92.81																				
CP02-P11bP - School attendance for secondary school pupils	92.81%	<p><b>Action we are taking to improve/maintain performance:</b> Attendance is crucial for successful learning. Our focus is therefore on maximising attendance and in particular on addressing unauthorised absences we continue to work with individual schools to address any issues that affect the attendance of pupils.</p>	↑	↓		Jackie Swanston																
CP02-P09a Number of Pupils Excluded - Primary Schools	<p><b>Executive - Exclusions</b></p> <table border="1"> <caption>Executive - Exclusions Data</caption> <thead> <tr> <th>Quarter</th> <th>CP02-P09a</th> <th>CP02-P09b</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>18</td> <td>59</td> </tr> <tr> <td>Q3 2013/14</td> <td>20</td> <td>94</td> </tr> <tr> <td>Q4 2013/14</td> <td>14</td> <td>114</td> </tr> <tr> <td>Q1 2014/15</td> <td>14</td> <td>47</td> </tr> </tbody> </table>	Quarter	CP02-P09a	CP02-P09b	Q2 2013/14	18	59	Q3 2013/14	20	94	Q4 2013/14	14	114	Q1 2014/15	14	47	14	<p><b>How are we performing?</b> There are issues that need to be addressed, in particular with regard to pupils who are excluded more than once. Although not shown within this data, Looked After Children are over-represented in terms of exclusions and this is a cause for concern albeit this is part of a national trend.</p>	▬	↑		Jackie Swanston
Quarter		CP02-P09a	CP02-P09b																			
Q2 2013/14	18	59																				
Q3 2013/14	20	94																				
Q4 2013/14	14	114																				
Q1 2014/15	14	47																				
CP02-P09b Number of Pupils Excluded - Secondary Schools	47	<p><b>Actions we are taking to improve/maintain performance:</b> Our focus is on making sure that appropriate support mechanisms are in place to assist these children. Work is underway to look at these cases in detail and identify areas where changes can be made to better support these children.</p>	↑	↑		Jackie Swanston																

## Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																		
% of Primary Schools meeting Physical Education Targets	<p><b>CP02-P19P % of Primary Schools meeting Physical Education Targets</b></p> <table border="1"> <caption>CP02-P19P % of Primary Schools meeting Physical Education Targets</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>89.1%</td> <td>89.1%</td> </tr> <tr> <td>2012/13</td> <td>79.3%</td> <td>79.3%</td> </tr> <tr> <td>2013/14</td> <td>78%</td> <td>78%</td> </tr> </tbody> </table>	Year	Percentage	Target	2011/12	89.1%	89.1%	2012/13	79.3%	79.3%	2013/14	78%	78%	78%	<p><b>How are we performing?</b> We are currently performing slightly down on last year, and below the national average.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Options are being considered that would allow for a more flexible provision of Physical Education, particularly in smaller schools with more restricted facilities.</p>	↓	↓	⬢	Jackie Swanston						
Year	Percentage	Target																							
2011/12	89.1%	89.1%																							
2012/13	79.3%	79.3%																							
2013/14	78%	78%																							
Number of Schools/Nurseries inspected per Quarter	<p><b>CP02-P21P Number of Schools/Nurseries inspected per Quarter</b></p> <table border="1"> <caption>CP02-P21P Number of Schools/Nurseries inspected per Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Number Inspected</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>3</td> <td>3</td> </tr> <tr> <td>Q2 2013/14</td> <td>2</td> <td>2</td> </tr> <tr> <td>Q3 2013/14</td> <td>4</td> <td>4</td> </tr> <tr> <td>Q4 2013/14</td> <td>1</td> <td>1</td> </tr> <tr> <td>Q1 2014/15</td> <td>5</td> <td>5</td> </tr> </tbody> </table>	Quarter	Number Inspected	Target	Q1 2013/14	3	3	Q2 2013/14	2	2	Q3 2013/14	4	4	Q4 2013/14	1	1	Q1 2014/15	5	5	5	<p><b>Schools inspected in 1st Qtr 2014/15:</b></p> <ul style="list-style-type: none"> <li>Reston Primary School &amp; Nursery</li> <li>Wilton Primary School &amp; Nursery</li> <li>St Boswells Primary School</li> </ul> <p>For the individual school inspection reports please visit the <a href="#">Education Scotland</a> website.</p> <p>There is a focus on the quality of inspection results, and close work with individual schools is undertaken to address any issues raised through the inspection process.</p>				Kevin McCall
Quarter	Number Inspected	Target																							
Q1 2013/14	3	3																							
Q2 2013/14	2	2																							
Q3 2013/14	4	4																							
Q4 2013/14	1	1																							
Q1 2014/15	5	5																							

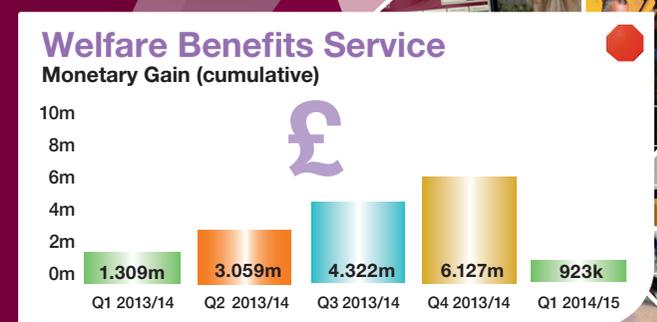
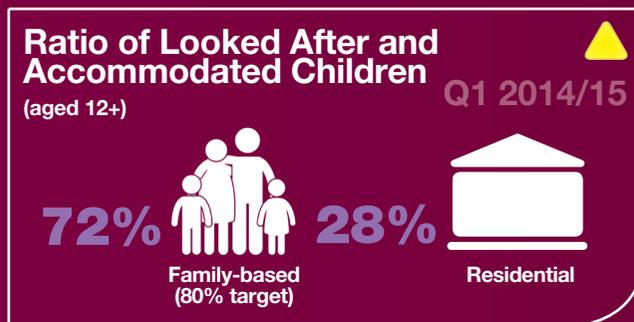
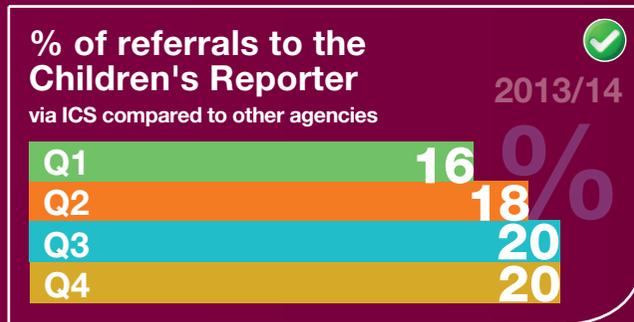
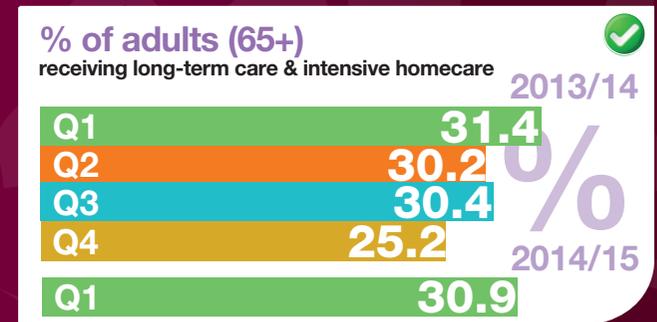
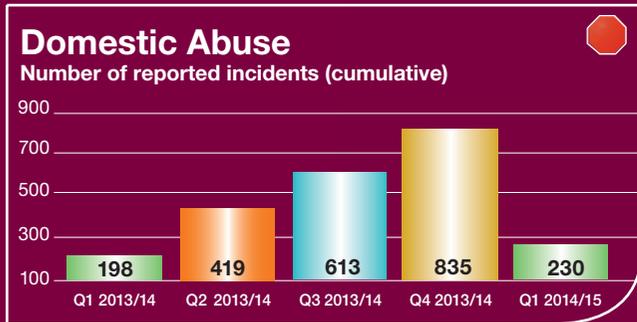
## Council Executive – Quarterly Public Performance Report, September 2014

**SCHOOL INSPECTIONS** The table below shows the results of schools inspected in the last twelve months:

School / Nursery	Date of Report	Improvements in Performance	Learners' Experience	Meeting Learning Needs	The Curriculum	Improvement through Self Evaluation
Langlee Primary	November 2013	Satisfactory	Good	Very Good	Good	Good
Nursery		Satisfactory	Satisfactory	Satisfactory	Good	Good
Chirnside Primary	November 2013	Good	Good	Good	Satisfactory	Satisfactory
Nursery		Good	Good	Good	Satisfactory	Satisfactory
St Joseph's RC Primary	October 2013	Unsatisfactory	Weak	Unsatisfactory	Unsatisfactory	Weak
Eddleston Primary	January 2014	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Weak
Selkirk High	March 2014	Good	Good	Good	Satisfactory	Satisfactory
Reston Primary	April 2014	Good	Good	Good	Good	Good
Nursery		Good	Good	Good	Good	Good
Wilton Primary	May 2014	Good	Good	Good	Good	Satisfactory
Nursery		Satisfactory	Satisfactory	Satisfactory	Good	Satisfactory
St Boswells Primary	June 2014	Good	Good	Good	Satisfactory	Satisfactory

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

## HOW ARE WE DOING?



# Council Executive – Quarterly Public Performance Report, September 2014

## 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	Short Term Trend	Long Term Trend	Status against Target	Managed By																		
% Adults (65+) receiving long-term care and receive an intensive homecare service (10+ hours per week)	<p><b>CP03-P02P % Adults (65+) receiving long-term care and receive an intensive homecare service (10+ hours per week)</b></p> <table border="1"> <caption>Data for CP03-P02P</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>31.8%</td> <td>31.8%</td> </tr> <tr> <td>Q2 2013/14</td> <td>30.2%</td> <td>31.8%</td> </tr> <tr> <td>Q3 2013/14</td> <td>30.4%</td> <td>31.8%</td> </tr> <tr> <td>Q4 2013/14</td> <td>25.2%</td> <td>31.8%</td> </tr> <tr> <td>Q1 2014/15</td> <td>30.9%</td> <td>31.8%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2013/14	31.8%	31.8%	Q2 2013/14	30.2%	31.8%	Q3 2013/14	30.4%	31.8%	Q4 2013/14	25.2%	31.8%	Q1 2014/15	30.9%	31.8%	30.9%	<p><b>How are we performing?</b> There has been an improvement since last quarter, although this is largely attributable to improved data collection.</p> <p><b>Actions we are taking to improve/maintain performance:</b> There remains some work to gather data recorded as part of the new Self Directed Support (SDS) model, which removes clients from the Homecare system.</p>	↑	↑	✓	Elaine Torrance
Quarter	Value (%)	Target (%)																							
Q1 2013/14	31.8%	31.8%																							
Q2 2013/14	30.2%	31.8%																							
Q3 2013/14	30.4%	31.8%																							
Q4 2013/14	25.2%	31.8%																							
Q1 2014/15	30.9%	31.8%																							
Proportion of new service users who receive a service within 6 weeks of assessment (year to date)	<p><b>CP03-P28P Proportion of new service users who receive a service within 6 weeks of assessment (year to date)</b></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 2013/14</td> <td>98%</td> <td>95%</td> </tr> <tr> <td>Q2 2013/14</td> <td>96%</td> <td>95%</td> </tr> <tr> <td>Q3 2013/14</td> <td>96%</td> <td>95%</td> </tr> <tr> <td>Q4 2013/14</td> <td>97%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2013/14	98%	95%	Q2 2013/14	96%	95%	Q3 2013/14	96%	95%	Q4 2013/14	97%	95%	97%	<p><b>How are we performing?</b> This indicator is consistently meeting its target; this performance is also in line with the national picture, which reported a figure of 98% in December 2013.</p> <p><b>Actions we are taking to improve/maintain performance:</b> A substantial amount of work continues to go into providing packages of care as a matter of priority to those people most in need of support.</p> <p>Note: One quarter lag in data.</p>	↑	↑	✓	Elaine Torrance			
Quarter	Value (%)	Target (%)																							
Q1 2013/14	98%	95%																							
Q2 2013/14	96%	95%																							
Q3 2013/14	96%	95%																							
Q4 2013/14	97%	95%																							

# Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																		
Looked After and Accommodated Children (aged 12+) in family-based placements compared to those in residential placements	<p><b>CP03-P06P Looked After and Accommodated Children (aged 12+) in family-based placements compared to those in residential placements</b></p> <table border="1"> <caption>Data for CP03-P06P</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>77%</td> <td>80%</td> </tr> <tr> <td>Q2 2013/14</td> <td>77%</td> <td>80%</td> </tr> <tr> <td>Q3 2013/14</td> <td>73%</td> <td>80%</td> </tr> <tr> <td>Q4 2013/14</td> <td>76%</td> <td>80%</td> </tr> <tr> <td>Q1 2014/15</td> <td>72%</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Percentage	Target	Q1 2013/14	77%	80%	Q2 2013/14	77%	80%	Q3 2013/14	73%	80%	Q4 2013/14	76%	80%	Q1 2014/15	72%	80%	72%	<p><b>How are we performing?</b> The proportion of family-based placements and residential placements is limited both by the needs of individual children and the number of available foster carers. Some children and young people’s needs are best served in a specialist residential facility.</p> <p><b>Actions we are taking to improve/maintain performance:</b> A group of senior managers monitors all placements on a monthly basis. Processes for planning and approving residential placements are being reviewed under the new joint management structure.</p>				
Quarter	Percentage	Target																							
Q1 2013/14	77%	80%																							
Q2 2013/14	77%	80%																							
Q3 2013/14	73%	80%																							
Q4 2013/14	76%	80%																							
Q1 2014/15	72%	80%																							
Proportion of referrals to the Children's Reporter via ICS compared to other agencies	<p><b>CP03-P30P Proportion of referrals to the Children's Reporter via ICS compared to other agencies</b></p> <table border="1"> <caption>Data for CP03-P30P</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>16%</td> <td>20%</td> </tr> <tr> <td>Q2 2013/14</td> <td>18%</td> <td>20%</td> </tr> <tr> <td>Q3 2013/14</td> <td>20%</td> <td>20%</td> </tr> <tr> <td>Q4 2013/14</td> <td>20%</td> <td>20%</td> </tr> </tbody> </table>	Quarter	Percentage	Target	Q1 2013/14	16%	20%	Q2 2013/14	18%	20%	Q3 2013/14	20%	20%	Q4 2013/14	20%	20%	20%	<p><b>How are we performing?</b> There has been no change in this indicator since the previous quarter. The proportion of referrals made through children and families social work services is used as a proxy indicator for multi-agency working. This data is provided by the Scottish Children’s Reporter Administration.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Schools have been reminded to use the Attendance Policy for managing school attendance. This ensures that underlying issues causing poor attendance are identified and appropriate support from all relevant agencies put in place prior to any referral to the Reporter.</p> <p>Note: One quarter lag in data.</p>							
Quarter	Percentage	Target																							
Q1 2013/14	16%	20%																							
Q2 2013/14	18%	20%																							
Q3 2013/14	20%	20%																							
Q4 2013/14	20%	20%																							

# Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																		
No. of People Referred to Welfare Benefits (cumulative)	<p><b>CP03-P35P No. of People Referred to Welfare Benefits (cumulative)</b></p> <table border="1"> <caption>CP03-P35P No. of People Referred to Welfare Benefits (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>610</td> <td>610</td> </tr> <tr> <td>Q2 2013/14</td> <td>805</td> <td>805</td> </tr> <tr> <td>Q3 2013/14</td> <td>1,771</td> <td>1,771</td> </tr> <tr> <td>Q4 2013/14</td> <td>2,291</td> <td>2,291</td> </tr> <tr> <td>Q1 2014/15</td> <td>593</td> <td>593</td> </tr> </tbody> </table>	Quarter	Value	Target (Quarters)	Q1 2013/14	610	610	Q2 2013/14	805	805	Q3 2013/14	1,771	1,771	Q4 2013/14	2,291	2,291	Q1 2014/15	593	593	593	<p><b>How are we performing?</b>                      The number of people being referred to the service is on target and consistent with quarter 1 of 2013/14. However, the monetary gains for clients is 63% of the target for the quarter and down on the same period last year. A number of factors could be influencing the drop in income gains but is most likely to be due to a delay in being able to undertake case closures by Department of Work and Pensions (DWP) staff due to other pressures as well as significant delays in the assessment process by the DWP with customers often waiting over 6 months for decisions being made on Personal Independent Payment claims. Our contracting arrangements with CAB also mean that more complex cases come through the SBC Service, affecting the time required to provide the best possible service to clients.</p>	↑	↑	▲	Cathie Fancy
Quarter	Value	Target (Quarters)																							
Q1 2013/14	610	610																							
Q2 2013/14	805	805																							
Q3 2013/14	1,771	1,771																							
Q4 2013/14	2,291	2,291																							
Q1 2014/15	593	593																							
Welfare Benefit - Monetary Gain (cumulative)	<p><b>CP03-P36P Welfare Benefit - Monetary Gain (cumulative)</b></p> <table border="1"> <caption>CP03-P36P Welfare Benefit - Monetary Gain (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>£1,309,200.00</td> <td>£1,309,200.00</td> </tr> <tr> <td>Q2 2013/14</td> <td>£3,058,953.00</td> <td>£3,058,953.00</td> </tr> <tr> <td>Q3 2013/14</td> <td>£4,321,579.00</td> <td>£4,321,579.00</td> </tr> <tr> <td>Q4 2013/14</td> <td>£6,126,664.00</td> <td>£6,126,664.00</td> </tr> <tr> <td>Q1 2014/15</td> <td>£923,221.00</td> <td>£923,221.00</td> </tr> </tbody> </table>	Quarter	Value	Target (Quarters)	Q1 2013/14	£1,309,200.00	£1,309,200.00	Q2 2013/14	£3,058,953.00	£3,058,953.00	Q3 2013/14	£4,321,579.00	£4,321,579.00	Q4 2013/14	£6,126,664.00	£6,126,664.00	Q1 2014/15	£923,221.00	£923,221.00	£923,221.00	<p><b>Actions we are taking to improve/maintain performance:</b>                      SBC'S Welfare Benefits Officers continue to support clients through the significant changes to the welfare system, and to work in partnership where appropriate, e.g. with CAB, to ensure that people get the best and most appropriate support required. However, as predicted the coming months will bring real challenges in meeting our ambitious targets in relation to income gains, with many factors out with our control affecting performance. Influencing factors in relation to administrative procedures i.e. inputting of data for gains are being addressed within the limited resources available.</p>	↓	↓	●	Cathie Fancy
Quarter	Value	Target (Quarters)																							
Q1 2013/14	£1,309,200.00	£1,309,200.00																							
Q2 2013/14	£3,058,953.00	£3,058,953.00																							
Q3 2013/14	£4,321,579.00	£4,321,579.00																							
Q4 2013/14	£6,126,664.00	£6,126,664.00																							
Q1 2014/15	£923,221.00	£923,221.00																							

# Council Executive – Quarterly Public Performance Report, September 2014

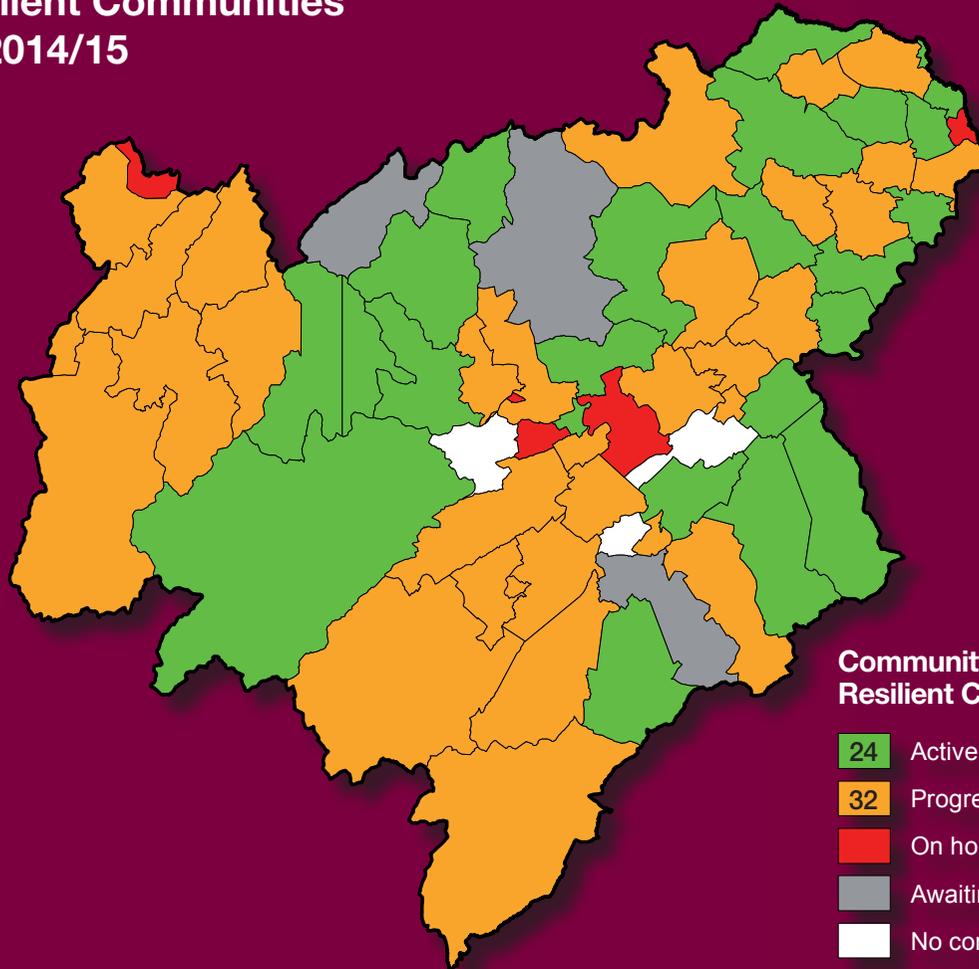
Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
Number of reported incidents of domestic abuse (cumulative)	<p>CP03-P37P Number of reported incidents of domestic abuse (cumulative)</p> <table border="1"> <caption>CP03-P37P Number of reported incidents of domestic abuse (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>198</td> </tr> <tr> <td>Q2 2013/14</td> <td>419</td> </tr> <tr> <td>Q3 2013/14</td> <td>613</td> </tr> <tr> <td>Q4 2013/14</td> <td>835</td> </tr> <tr> <td>Q1 2014/15</td> <td>230</td> </tr> </tbody> </table>	Quarter	Value	Q1 2013/14	198	Q2 2013/14	419	Q3 2013/14	613	Q4 2013/14	835	Q1 2014/15	230	230	<p><b>How are we performing?</b> 16% increase noted in comparison to the previous year. The move to Police Scotland has brought with it changes in procedures and recording methods, this coupled with Police Scotland's robust stance against all incidents of domestic abuse will have contributed to the rise in the number of domestic abuse incidents recorded. This rise in the recording of domestic abuse incidents demonstrates increased confidence within our communities to come forward and report incidents of domestic abuse to the police.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Multi-Agency Risk Assessment Conferences (MARAC) are currently being implemented. This is supported by partnership training which should result in a more victim orientated response. The process should lead to earlier and more effective interventions and also, in the long term, reduce the number of repeat victims.</p> <p>Known perpetrators are targeted through the Multi-agency Tasking and Co-ordinating (MATAC) process.</p>	↓	↓	⬮	Kenny Simpson
Quarter	Value																		
Q1 2013/14	198																		
Q2 2013/14	419																		
Q3 2013/14	613																		
Q4 2013/14	835																		
Q1 2014/15	230																		
Number of Group 1-5 recorded crimes and offences (cumulative)	<p>CP03-P39P Number of Group 1-5 recorded crimes and offences (cumulative)</p> <table border="1"> <caption>CP03-P39P Number of Group 1-5 recorded crimes and offences (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>808</td> </tr> <tr> <td>Q2 2013/14</td> <td>1,719</td> </tr> <tr> <td>Q3 2013/14</td> <td>2,504</td> </tr> <tr> <td>Q4 2013/14</td> <td>3,225</td> </tr> <tr> <td>Q1 2014/15</td> <td>77</td> </tr> </tbody> </table>	Quarter	Value	Q1 2013/14	808	Q2 2013/14	1,719	Q3 2013/14	2,504	Q4 2013/14	3,225	Q1 2014/15	77	753	<p><b>How are we performing?</b> 6.8% reduction recorded in comparison to the same period in the previous year. A very encouraging result.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Police Scotland will continue to deliver an intelligence led approach to service delivery, coupled with the continued drive to deliver local community policing plans.</p>	↑	↑	✔	Kenny Simpson
Quarter	Value																		
Q1 2013/14	808																		
Q2 2013/14	1,719																		
Q3 2013/14	2,504																		
Q4 2013/14	3,225																		
Q1 2014/15	77																		

## Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
Value of Cash Seizures and Restraints through Proceeds of Crime Act (cumulative)	<p><b>CP03-P14P Value of Cash Seizures and Restraints through Proceeds of Crime Act (cumulative)</b></p> <table border="1"> <caption>Data for CP03-P14P Value of Cash Seizures and Restraints through Proceeds of Crime Act (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>20,186.74</td> </tr> <tr> <td>Q2 2013/14</td> <td>154,690.00</td> </tr> <tr> <td>Q3 2013/14</td> <td>307,229.00</td> </tr> <tr> <td>Q4 2013/14</td> <td>354,363.00</td> </tr> <tr> <td>Q1 2014/15</td> <td>1,252,000.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Q1 2013/14	20,186.74	Q2 2013/14	154,690.00	Q3 2013/14	307,229.00	Q4 2013/14	354,363.00	Q1 2014/15	1,252,000.00	£1,252,000.00	<p><b>Observations:</b> It is very pleasing to note the value of assets referred for restraint. This is a very complex and time consuming process, but shows that a robust stance is taken within the Scottish Borders.</p> <p>This measure is subject to many factors out with our control and can vary considerably from quarter to quarter.</p> <p>Note: These cash seizures and restraints are only referred which means they may not be retained in the Scottish Borders for use in the Scottish Borders.</p>	↑	↑		Kenny Simpson
Quarter	Value (£)																		
Q1 2013/14	20,186.74																		
Q2 2013/14	154,690.00																		
Q3 2013/14	307,229.00																		
Q4 2013/14	354,363.00																		
Q1 2014/15	1,252,000.00																		

# BUILD THE CAPACITY AND RESILIENCE OF OUR COMMUNITIES AND VOLUNTARY SECTOR HOW ARE WE DOING?

## Resilient Communities Q1 2014/15



## Community Grant Scheme Q1 2014/15 11 awards



SBC  
awarded  
£42,607



Awards enabled  
projects totalling  
£666,912

## Landfill Communities Fund Q1 2014/15 5 awards



SBC  
awarded  
£99,457



Awards enabled  
projects totalling  
£900,699

## National Lottery Funding Q1 2014/15 41 awards £560,405



2 awards  
Over £10k  
Total £292,913



39 awards  
Up to £10k  
Total £267,492

# Council Executive – Quarterly Public Performance Report, September 2014

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

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																		
CP04-P01 Community Grant - No. of grants awarded	<p><b>CP04-P01P CP04-P01 Community Grant - No. of grants awarded</b></p> <table border="1"> <caption>CP04-P01P CP04-P01 Community Grant - No. of grants awarded</caption> <thead> <tr> <th>Quarter</th> <th>No. of grants awarded</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>17</td> <td>17</td> </tr> <tr> <td>Q2 2013/14</td> <td>6</td> <td>6</td> </tr> <tr> <td>Q3 2013/14</td> <td>9</td> <td>9</td> </tr> <tr> <td>Q4 2013/14</td> <td>12</td> <td>12</td> </tr> <tr> <td>Q1 2014/15</td> <td>11</td> <td>11</td> </tr> </tbody> </table>	Quarter	No. of grants awarded	Target (Quarters)	Q1 2013/14	17	17	Q2 2013/14	6	6	Q3 2013/14	9	9	Q4 2013/14	12	12	Q1 2014/15	11	11	11	<p><b>Observations:</b> Number of grants awarded in Q1 of 2014/15 were similar to last quarter. However, applications in Q1 2014/15 are expected to increase due to the new budget allocation. Normal trend in Q2 is to dip due to the holiday period and a reduction in community activity.</p> <p>However, Awards for All is closed from May-August 2014 and an increase in Community Grant Scheme activity is expected to counter the loss of access to Awards for All.</p>	↓	▬		Shona Smith
Quarter	No. of grants awarded	Target (Quarters)																							
Q1 2013/14	17	17																							
Q2 2013/14	6	6																							
Q3 2013/14	9	9																							
Q4 2013/14	12	12																							
Q1 2014/15	11	11																							
CP04-P02aP Community Grant - Value of funding granted	<p><b>Executive - Community Grant Scheme</b></p> <table border="1"> <caption>Executive - Community Grant Scheme</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P02aP (£)</th> <th>CP04-P02P (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>£50,783</td> <td>£595,989</td> </tr> <tr> <td>Q2 2013/14</td> <td>£19,520</td> <td>£90,421</td> </tr> <tr> <td>Q3 2013/14</td> <td>£29,163</td> <td>£122,178</td> </tr> <tr> <td>Q4 2013/14</td> <td>£30,284</td> <td>£77,910</td> </tr> <tr> <td>Q1 2014/15</td> <td>£42,607</td> <td>£666,912</td> </tr> </tbody> </table>	Quarter	CP04-P02aP (£)	CP04-P02P (£)	Q1 2013/14	£50,783	£595,989	Q2 2013/14	£19,520	£90,421	Q3 2013/14	£29,163	£122,178	Q4 2013/14	£30,284	£77,910	Q1 2014/15	£42,607	£666,912	£42,607	<p>The Community Grant Scheme (CGS) aims to maximise other elements of funding and often helps larger scale projects to be delivered. However, it is also able to fund very small projects. Total project costs each quarter therefore vary.</p>	↑	↑		Shona Smith
Quarter	CP04-P02aP (£)	CP04-P02P (£)																							
Q1 2013/14	£50,783	£595,989																							
Q2 2013/14	£19,520	£90,421																							
Q3 2013/14	£29,163	£122,178																							
Q4 2013/14	£30,284	£77,910																							
Q1 2014/15	£42,607	£666,912																							
CP04-P02P Community Grant Award - Total Project Cost	<table border="1"> <caption>Executive - Community Grant Scheme</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P02aP (£)</th> <th>CP04-P02P (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>£50,783</td> <td>£595,989</td> </tr> <tr> <td>Q2 2013/14</td> <td>£19,520</td> <td>£90,421</td> </tr> <tr> <td>Q3 2013/14</td> <td>£29,163</td> <td>£122,178</td> </tr> <tr> <td>Q4 2013/14</td> <td>£30,284</td> <td>£77,910</td> </tr> <tr> <td>Q1 2014/15</td> <td>£42,607</td> <td>£666,912</td> </tr> </tbody> </table>	Quarter	CP04-P02aP (£)	CP04-P02P (£)	Q1 2013/14	£50,783	£595,989	Q2 2013/14	£19,520	£90,421	Q3 2013/14	£29,163	£122,178	Q4 2013/14	£30,284	£77,910	Q1 2014/15	£42,607	£666,912	£666,912	<p>The expected increase in CGS activity from Q2 may result in an early spend of CGS budgets and a subsequent drop in value of awards in Q3 and 4 due to lack of funds.</p>	↑	↑		Shona Smith
Quarter	CP04-P02aP (£)	CP04-P02P (£)																							
Q1 2013/14	£50,783	£595,989																							
Q2 2013/14	£19,520	£90,421																							
Q3 2013/14	£29,163	£122,178																							
Q4 2013/14	£30,284	£77,910																							
Q1 2014/15	£42,607	£666,912																							

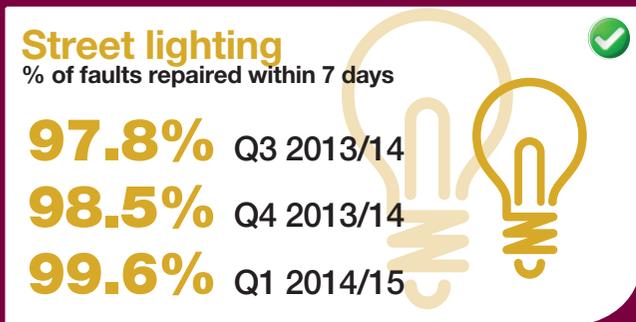
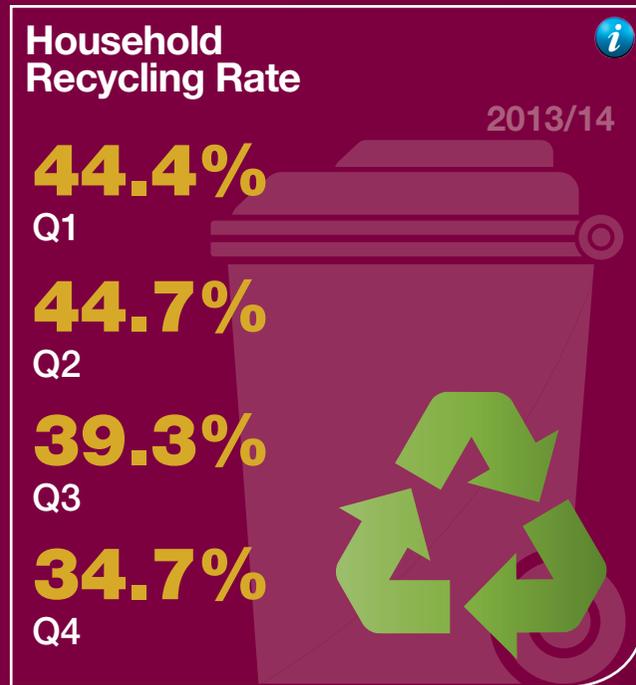
# Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																		
Landfill Communities Fund - Number awarded	<p><b>CP04-P04 Landfill Communities Fund - Number awarded</b></p> <table border="1"> <caption>CP04-P04 Landfill Communities Fund - Number awarded</caption> <thead> <tr> <th>Quarter</th> <th>Number awarded</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>2</td> <td>0</td> </tr> <tr> <td>Q2 2013/14</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q3 2013/14</td> <td>5</td> <td>0</td> </tr> <tr> <td>Q4 2013/14</td> <td>1</td> <td>0</td> </tr> <tr> <td>Q1 2014/15</td> <td>5</td> <td>0</td> </tr> </tbody> </table>	Quarter	Number awarded	Target (Quarters)	Q1 2013/14	2	0	Q2 2013/14	0	0	Q3 2013/14	5	0	Q4 2013/14	1	0	Q1 2014/15	5	0	5	<p><b>Observations:</b> Applications to the Landfill Communities Fund are dependent on the availability of funds from landfill taxation. Funds are notified quarterly. Applications are held to await the funds and this can cause peaks and troughs in the grant approval process.</p> <p>Community Grant Scheme (CGS), Landfill Communities Fund (LCF) and National Lottery funding may contribute to the same project and, therefore, there could be an element of double counting when looking at total leverage.</p>	↑	↑		Shona Smith
Quarter	Number awarded	Target (Quarters)																							
Q1 2013/14	2	0																							
Q2 2013/14	0	0																							
Q3 2013/14	5	0																							
Q4 2013/14	1	0																							
Q1 2014/15	5	0																							
CP04-P05 Landfill Communities Fund - Value of funds awarded	<p><b>Executive - Landfill Communities Fund</b></p> <table border="1"> <caption>Executive - Landfill Communities Fund</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P05</th> <th>CP04-P05a</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>£47,729</td> <td>£156,287</td> </tr> <tr> <td>Q2 2013/14</td> <td>£0</td> <td>£0</td> </tr> <tr> <td>Q3 2013/14</td> <td>£76,864</td> <td>£267,053</td> </tr> <tr> <td>Q4 2013/14</td> <td>£37,625</td> <td>£2,150,814</td> </tr> <tr> <td>Q1 2014/15</td> <td>£99,457</td> <td>£900,699</td> </tr> </tbody> </table>	Quarter	CP04-P05	CP04-P05a	Q1 2013/14	£47,729	£156,287	Q2 2013/14	£0	£0	Q3 2013/14	£76,864	£267,053	Q4 2013/14	£37,625	£2,150,814	Q1 2014/15	£99,457	£900,699	£99,457	<p>By investing £162k in 2013/14 through the LCF, projects amounting to just over £2.5M were delivered. A further £125k LCF for 2013/14 will be accounted for in 2014/15 awards made.</p>	↑	↑		Shona Smith
Quarter	CP04-P05	CP04-P05a																							
Q1 2013/14	£47,729	£156,287																							
Q2 2013/14	£0	£0																							
Q3 2013/14	£76,864	£267,053																							
Q4 2013/14	£37,625	£2,150,814																							
Q1 2014/15	£99,457	£900,699																							
CP04-P05a Landfill Communities Fund - Total Project Cost	<p><b>Executive - Landfill Communities Fund</b></p> <table border="1"> <caption>Executive - Landfill Communities Fund</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P05</th> <th>CP04-P05a</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>£47,729</td> <td>£156,287</td> </tr> <tr> <td>Q2 2013/14</td> <td>£0</td> <td>£0</td> </tr> <tr> <td>Q3 2013/14</td> <td>£76,864</td> <td>£267,053</td> </tr> <tr> <td>Q4 2013/14</td> <td>£37,625</td> <td>£2,150,814</td> </tr> <tr> <td>Q1 2014/15</td> <td>£99,457</td> <td>£900,699</td> </tr> </tbody> </table>	Quarter	CP04-P05	CP04-P05a	Q1 2013/14	£47,729	£156,287	Q2 2013/14	£0	£0	Q3 2013/14	£76,864	£267,053	Q4 2013/14	£37,625	£2,150,814	Q1 2014/15	£99,457	£900,699	£900,699		↓	↑		Shona Smith
Quarter	CP04-P05	CP04-P05a																							
Q1 2013/14	£47,729	£156,287																							
Q2 2013/14	£0	£0																							
Q3 2013/14	£76,864	£267,053																							
Q4 2013/14	£37,625	£2,150,814																							
Q1 2014/15	£99,457	£900,699																							
National Lottery Fund - Total Awards made up to £10,000	<p><b>CP04-P07aP National Lottery Fund - Total Awards made up to £10,000</b></p> <table border="1"> <caption>CP04-P07aP National Lottery Fund - Total Awards made up to £10,000</caption> <thead> <tr> <th>Quarter</th> <th>Total Awards</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>£138,477</td> <td>0</td> </tr> <tr> <td>Q2 2013/14</td> <td>£128,621</td> <td>0</td> </tr> <tr> <td>Q3 2013/14</td> <td>£9,900</td> <td>0</td> </tr> <tr> <td>Q4 2013/14</td> <td>£89,605</td> <td>0</td> </tr> <tr> <td>Q1 2014/15</td> <td>£267,492</td> <td>0</td> </tr> </tbody> </table>	Quarter	Total Awards	Target (Quarters)	Q1 2013/14	£138,477	0	Q2 2013/14	£128,621	0	Q3 2013/14	£9,900	0	Q4 2013/14	£89,605	0	Q1 2014/15	£267,492	0	£267,492	<p><b>Observations</b> The Department for Culture, Media and Sports (DCMS) is the UK Government department with overall responsibility for the National Lottery. Performance figures are reliant on the DCMS Advanced Grant Search database.</p> <p>The closure of Awards for All (the lottery's small grant scheme) is likely to result in a drop in funding in 2014/15 Q1 and 2. The impact may be reduced however by the level of awards from Commonwealth Games small grant schemes.</p>	↑	↑		Shona Smith
Quarter	Total Awards	Target (Quarters)																							
Q1 2013/14	£138,477	0																							
Q2 2013/14	£128,621	0																							
Q3 2013/14	£9,900	0																							
Q4 2013/14	£89,605	0																							
Q1 2014/15	£267,492	0																							

# Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
National Lottery Fund - Total Awards made over £10,000	<p><b>CP04-P07bP National Lottery Fund - Total Awards made over £10,000</b></p> <table border="1"> <caption>CP04-P07bP National Lottery Fund - Total Awards made over £10,000</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>121,746</td> </tr> <tr> <td>Q2 2013/14</td> <td>236,512</td> </tr> <tr> <td>Q3 2013/14</td> <td>1,265,095</td> </tr> <tr> <td>Q4 2013/14</td> <td>2,374,299</td> </tr> <tr> <td>Q1 2014/15</td> <td>292,913</td> </tr> </tbody> </table>	Quarter	Value (£)	Q1 2013/14	121,746	Q2 2013/14	236,512	Q3 2013/14	1,265,095	Q4 2013/14	2,374,299	Q1 2014/15	292,913	£292,913		↓	↓		Shona Smith
Quarter	Value (£)																		
Q1 2013/14	121,746																		
Q2 2013/14	236,512																		
Q3 2013/14	1,265,095																		
Q4 2013/14	2,374,299																		
Q1 2014/15	292,913																		
National Lottery Funds - Overall Award Total	<p><b>CP04-P07P National Lottery Funds - Overall Award Total</b></p> <table border="1"> <caption>CP04-P07P National Lottery Funds - Overall Award Total</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>260,222.00</td> </tr> <tr> <td>Q2 2013/14</td> <td>365,133.00</td> </tr> <tr> <td>Q3 2013/14</td> <td>1,274,995.00</td> </tr> <tr> <td>Q4 2013/14</td> <td>2,463,904.00</td> </tr> <tr> <td>Q1 2014/15</td> <td>560,405.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Q1 2013/14	260,222.00	Q2 2013/14	365,133.00	Q3 2013/14	1,274,995.00	Q4 2013/14	2,463,904.00	Q1 2014/15	560,405.00	£560,405.00		↓	↓		Shona Smith
Quarter	Value (£)																		
Q1 2013/14	260,222.00																		
Q2 2013/14	365,133.00																		
Q3 2013/14	1,274,995.00																		
Q4 2013/14	2,463,904.00																		
Q1 2014/15	560,405.00																		
Number of active community resilience plans (cumulative)	<p><b>Executive - Resilience Plans</b></p> <table border="1"> <caption>Executive - Resilience Plans</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P06a</th> <th>CP04-P06b</th> </tr> </thead> <tbody> <tr> <td>Q4 2013/14</td> <td>22</td> <td>31</td> </tr> <tr> <td>Q1 2014/15</td> <td>24</td> <td>32</td> </tr> </tbody> </table>	Quarter	CP04-P06a	CP04-P06b	Q4 2013/14	22	31	Q1 2014/15	24	32	24	<p><b>How are we performing?</b> 24 Community Council Resilient Communities Plans have been issued and are active; a further 32 are in the process of implementation.</p>	↑	↑		Jim Fraser			
Quarter		CP04-P06a	CP04-P06b																
Q4 2013/14	22	31																	
Q1 2014/15	24	32																	
Number of progressing community resilience plans (cumulative)		32	<p><b>Actions we are taking to improve/maintain performance:</b> Since the introduction of the Resilient Communities Initiative, a very proactive approach has been undertaken. Over 100 visits have been made to Community Councils to promote the initiative and work continues to encourage uptake.</p>	↑	↑		Jim Fraser												

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



# Council Executive – Quarterly Public Performance Report, September 2014

## Corporate Priority 5: Maintain and improve our high quality environment

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																		
Number of people killed on Border Roads	<p><b>CP03-P12P Number of people killed on Border Roads</b></p> <table border="1"> <caption>Data for CP03-P12P</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>0</td> <td>2.5</td> </tr> <tr> <td>Q2 2013/14</td> <td>1</td> <td>2.5</td> </tr> <tr> <td>Q3 2013/14</td> <td>2</td> <td>2.5</td> </tr> <tr> <td>Q4 2013/14</td> <td>1</td> <td>2.5</td> </tr> <tr> <td>Q1 2014/15</td> <td>0</td> <td>2.0</td> </tr> </tbody> </table>	Quarter	Actual Value	Target (Quarters)	Q1 2013/14	0	2.5	Q2 2013/14	1	2.5	Q3 2013/14	2	2.5	Q4 2013/14	1	2.5	Q1 2014/15	0	2.0	0	<p><b>How are we performing?</b> There were no fatal accidents in the first 3 months of 2014.</p> <p><b>Actions we are taking to improve/maintain performance:</b> The Council continues to concentrate its Accident Investigation and Prevention resources on locations identified through the moving cursor programme that identifies where accident are occurring. In addition to this the broader elements such as education, encouragement and communications will continue to be addressed through the Scottish Borders Road Safety Working Group. In particular close liaison will be maintained with the police in terms of appropriate enforcement as necessitated.</p>	↑	↑	✓	Colin Ovens
Quarter	Actual Value	Target (Quarters)																							
Q1 2013/14	0	2.5																							
Q2 2013/14	1	2.5																							
Q3 2013/14	2	2.5																							
Q4 2013/14	1	2.5																							
Q1 2014/15	0	2.0																							
Number of people seriously injured on Borders Roads	<p><b>CP03-P13P Number of people seriously injured on Borders Roads</b></p> <table border="1"> <caption>Data for CP03-P13P</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>16</td> <td>16</td> </tr> <tr> <td>Q2 2013/14</td> <td>18</td> <td>16</td> </tr> <tr> <td>Q3 2013/14</td> <td>26</td> <td>16</td> </tr> <tr> <td>Q4 2013/14</td> <td>15</td> <td>15</td> </tr> <tr> <td>Q1 2014/15</td> <td>5</td> <td>15</td> </tr> </tbody> </table>	Quarter	Actual Value	Target (Quarters)	Q1 2013/14	16	16	Q2 2013/14	18	16	Q3 2013/14	26	16	Q4 2013/14	15	15	Q1 2014/15	5	15	5	<p><b>How are we performing?</b> In the first three months of 2014 there were a total of 5 serious injury casualties. This is significantly below average and means we are currently ahead of the accident reduction target that is set nationally.</p> <p><b>Actions we are taking to improve/maintain performance:</b> See above</p>	↑	↑	✓	Colin Ovens
Quarter	Actual Value	Target (Quarters)																							
Q1 2013/14	16	16																							
Q2 2013/14	18	16																							
Q3 2013/14	26	16																							
Q4 2013/14	15	15																							
Q1 2014/15	5	15																							

# Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By														
% Street Light Faults repaired within 7 days	<p><b>CP05-P13P % Street Light Faults repaired within 7 days</b></p> <table border="1"> <caption>CP05-P13P % Street Light Faults repaired within 7 days</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>98.5%</td> </tr> <tr> <td>Q2 2013/14</td> <td>97.7%</td> </tr> <tr> <td>Q3 2013/14</td> <td>97.8%</td> </tr> <tr> <td>Q4 2013/14</td> <td>98.5%</td> </tr> <tr> <td>Q1 2014/15</td> <td>99.6%</td> </tr> <tr> <td>Target (Quarters)</td> <td>99.6%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2013/14	98.5%	Q2 2013/14	97.7%	Q3 2013/14	97.8%	Q4 2013/14	98.5%	Q1 2014/15	99.6%	Target (Quarters)	99.6%	99.6%	<p><b>How are we performing?</b> The improvement in street lighting faults repairs demonstrates a refocus on service priorities that addresses dealing with these faults within the set target times.</p> <p><b>Actions we are taking to improve/maintain performance:</b> In order that we can maintain performance and respond as effectively as possible, members of the public are encouraged to report faults at <a href="https://www.scotborders.gov.uk/reportit">https://www.scotborders.gov.uk/reportit</a></p>	↑	↑	✓	Colin Ovens
Quarter	Percentage																				
Q1 2013/14	98.5%																				
Q2 2013/14	97.7%																				
Q3 2013/14	97.8%																				
Q4 2013/14	98.5%																				
Q1 2014/15	99.6%																				
Target (Quarters)	99.6%																				
Percentage recycled household waste	<p><b>CP05-P35P Percentage recycled household waste</b></p> <table border="1"> <caption>CP05-P35P Percentage recycled household waste</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>44.44%</td> </tr> <tr> <td>Q2 2013/14</td> <td>44.65%</td> </tr> <tr> <td>Q3 2013/14</td> <td>39.27%</td> </tr> <tr> <td>Q4 2013/14</td> <td>34.68%</td> </tr> <tr> <td>Target (Quarters)</td> <td>44.65%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2013/14	44.44%	Q2 2013/14	44.65%	Q3 2013/14	39.27%	Q4 2013/14	34.68%	Target (Quarters)	44.65%	34.68%	<p><b>How are we performing?</b> Recycling performance has reduced mainly due to a reduction in the quantity of garden waste collected over the winter period.</p> <p><b>Actions we are taking to improve/maintain performance:</b> The Council is working towards the delivery of its Integrated Waste Management Strategy which includes the delivery of food waste collections in Spring/Summer 2015.</p> <p>Note: One quarter lag in data.</p>	↓	↓	⚠	Ross Sharp-Dent		
Quarter	Percentage																				
Q1 2013/14	44.44%																				
Q2 2013/14	44.65%																				
Q3 2013/14	39.27%																				
Q4 2013/14	34.68%																				
Target (Quarters)	44.65%																				

# Council Executive – Quarterly Public Performance Report, September 2014

<p>Household tonnage to landfill</p>	<p><b>CP05-P35bP Household tonnage to landfill</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Tonnage</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>7,281</td> </tr> <tr> <td>Q2 2013/14</td> <td>7,343</td> </tr> <tr> <td>Q3 2013/14</td> <td>7,145</td> </tr> <tr> <td>Q4 2013/14</td> <td>7,338</td> </tr> </tbody> </table>	Quarter	Tonnage	Q1 2013/14	7,281	Q2 2013/14	7,343	Q3 2013/14	7,145	Q4 2013/14	7,338	<p>7,338</p>	<p><b>How are we performing?</b> Tonnage to landfill has stabilised over recent quarters as expected.</p> <p><b>Actions we are taking to improve/maintain performance:</b> The Council is working towards the delivery of its Integrated Waste Management Strategy which aims to divert waste away from landfill through the delivery of a number of projects including:</p> <ul style="list-style-type: none"> <li>• Introduction of a food waste collection service</li> <li>• The delivery of an Integrated Waste Treatment Facility</li> </ul> <p>Note: One quarter lag in data.</p>				<p>Ross Sharp-Dent</p>		
Quarter	Tonnage																		
Q1 2013/14	7,281																		
Q2 2013/14	7,343																		
Q3 2013/14	7,145																		
Q4 2013/14	7,338																		
<p>Landfill Tax Cost</p>	<p><b>CP05-P37P Landfill Tax Cost</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Tax Cost (£)</th> </tr> </thead> <tbody> <tr> <td>Q4 2012/13</td> <td>£451,393</td> </tr> <tr> <td>Q1 2013/14</td> <td>£524,205</td> </tr> <tr> <td>Q2 2013/14</td> <td>£528,700</td> </tr> <tr> <td>Q3 2013/14</td> <td>£514,421</td> </tr> <tr> <td>Q4 2013/14</td> <td>£528,336</td> </tr> </tbody> </table>	Quarter	Tax Cost (£)	Q4 2012/13	£451,393	Q1 2013/14	£524,205	Q2 2013/14	£528,700	Q3 2013/14	£514,421	Q4 2013/14	£528,336	<p>£528,336</p>	<p><b>How are we performing?</b> Since the rise in landfill tax at the start of Qtr 1 the Landfill Tax Cost has been consistent in each of the following reporting periods.</p> <p><b>Note</b> - Landfill Tax is set by the UK Government and rises by £8 per tonne each April in line with the landfill tax escalator.</p> <p><b>Actions we are taking to improve/maintain performance:</b> The Council is working towards the delivery of its Integrated Waste Management Strategy which aims to divert waste away from landfill through the delivery of a number of projects including:</p> <ul style="list-style-type: none"> <li>• Introduction of a food waste collection service</li> <li>• The delivery of an Integrated Waste Treatment Facility</li> </ul> <p>Note: One quarter lag in data.</p>				<p>Ross Sharp-Dent</p>
Quarter	Tax Cost (£)																		
Q4 2012/13	£451,393																		
Q1 2013/14	£524,205																		
Q2 2013/14	£528,700																		
Q3 2013/14	£514,421																		
Q4 2013/14	£528,336																		

# Council Executive – Quarterly Public Performance Report, September 2014

<p>Average Community Recycling Centre Recycling Rate</p>	<p><b>CP05-P40P Average Community Recycling Centre Recycling Rate</b></p> <table border="1"> <caption>CP05-P40P Average Community Recycling Centre Recycling Rate Data</caption> <thead> <tr> <th>Quarter</th> <th>Recycling Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2013/13</td> <td>45.25%</td> </tr> <tr> <td>Q1 2014/14</td> <td>50.52%</td> </tr> <tr> <td>Q2 2014/14</td> <td>49.16%</td> </tr> <tr> <td>Q3 2014/14</td> <td>47.97%</td> </tr> <tr> <td>Q4 2014/14</td> <td>46.63%</td> </tr> </tbody> </table>	Quarter	Recycling Rate (%)	Q4 2013/13	45.25%	Q1 2014/14	50.52%	Q2 2014/14	49.16%	Q3 2014/14	47.97%	Q4 2014/14	46.63%	<p>46.63%</p>	<p><b>How are we performing?</b>                  Recycling levels have reduced slightly over the winter months due mainly to reduced green waste inputs.</p> <p><b>Actions we are taking to improve/maintain performance:</b></p> <p>The Council is working towards the delivery of its Integrated Waste Management Strategy which includes the development and upgrade of its Community Recycling Centres.</p> <p>Note: One quarter lag in data.</p>				<p>Ross Sharp-Dent</p>
Quarter	Recycling Rate (%)																		
Q4 2013/13	45.25%																		
Q1 2014/14	50.52%																		
Q2 2014/14	49.16%																		
Q3 2014/14	47.97%																		
Q4 2014/14	46.63%																		

# DEVELOP OUR WORKFORCE HOW ARE WE DOING?



## Work opportunities scheme Q1 2014/15

Employability Fund Posts	<b>2</b>
Student Placement	<b>2</b>
Supported Employees within SBC	<b>6</b>
Current Apprentices employed within SBC	<b>14</b>
Advertised Apprenticeships	<b>7</b>

## Modern Apprentices

<b>8</b> Labourers - Neighbourhood Services	<b>2</b> Construction, Contracting Operations Civil Engineers - Planning
<b>1</b> Street Lighting Technician - Neighbourhood Services	<b>2</b> Mechanics - Fleet Management
<b>1</b> Electrician - Neighbourhood Services	

## Work Experience

"Finding work experience in the line of work you wish to move into can be extremely difficult and I would like to thank the Council as a whole, but particularly the Work Opportunities Scheme and the Communications and Marketing team, for taking me on and giving me a chance to show what I can do."

David Todd | Summer 2014



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

**2,200** Q1 2014/15



## Average % of working days lost

**3.82%** Q4 2013/14  
**3.98%** Q1 2014/15

# Council Executive – Quarterly Public Performance Report, September 2014

## Corporate Priority 6: Develop our workforce

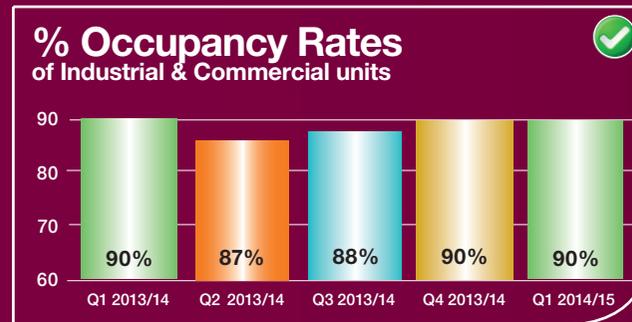
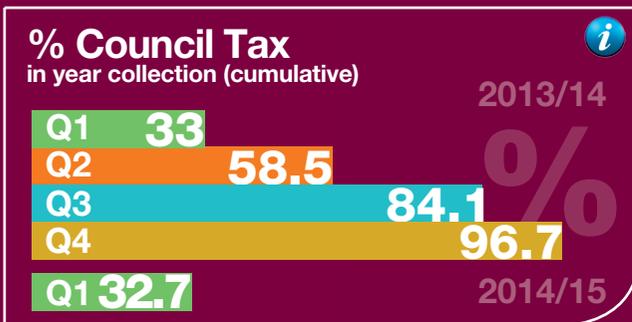
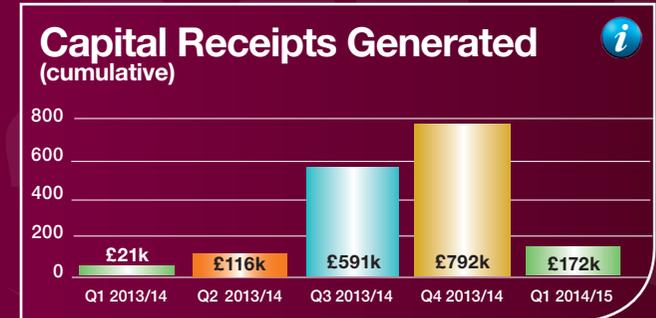
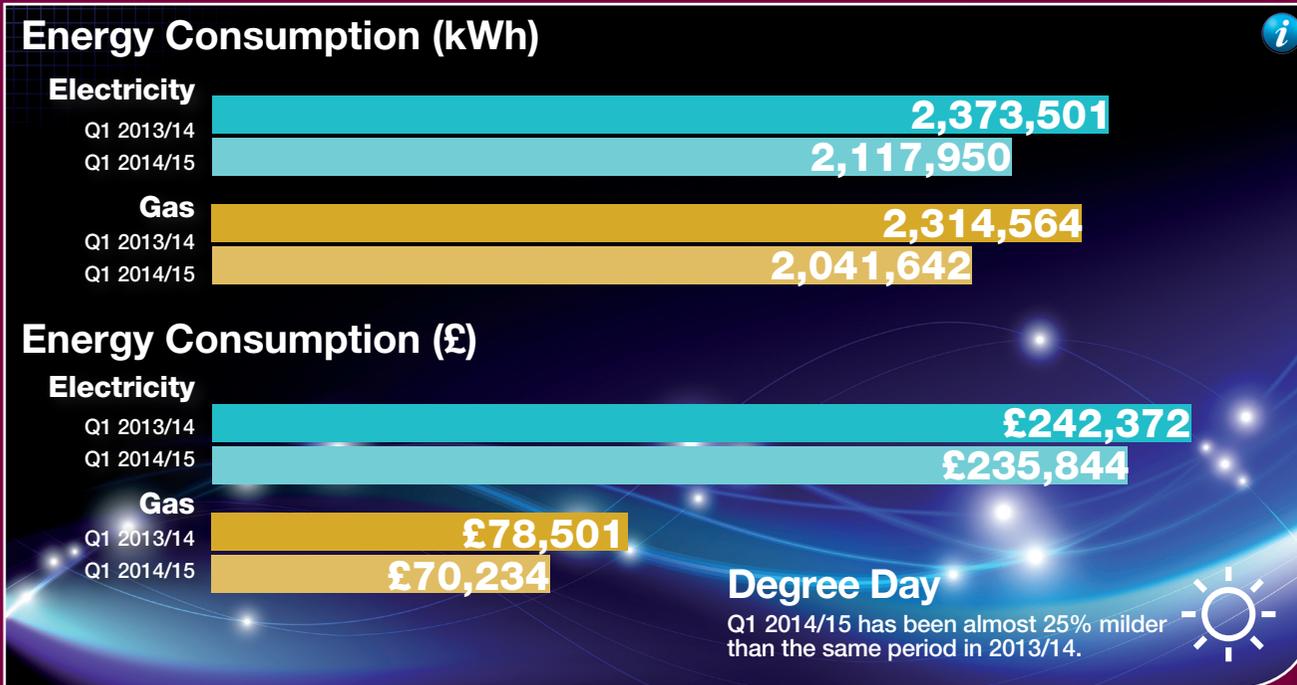
Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
Average Percentage of Working Days Lost (staff & teachers)	<p><b>CP06-P14P Average Percentage of Working Days Lost (staff &amp; teachers)</b></p> <table border="1"> <caption>CP06-P14P Average Percentage of Working Days Lost (staff &amp; teachers)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>4.08%</td> </tr> <tr> <td>Q3 2013/14</td> <td>4%</td> </tr> <tr> <td>Q4 2013/14</td> <td>3.9%</td> </tr> <tr> <td>Q1 2014/15</td> <td>3.82%</td> </tr> <tr> <td>Q2 2014/15</td> <td>3.98%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2013/14	4.08%	Q3 2013/14	4%	Q4 2013/14	3.9%	Q1 2014/15	3.82%	Q2 2014/15	3.98%	3.98%	<p><b>How are we performing?</b> Work is continuing within SBC to ensure the attendance management policy and procedures are applied consistently.</p> <p><b>Actions we are taking to improve/maintain performance:</b> A number of additional managing attendance training courses will be made available for individuals who have line management responsibilities.</p>	↓	↓		Clair Hepburn
Quarter	Percentage																		
Q2 2013/14	4.08%																		
Q3 2013/14	4%																		
Q4 2013/14	3.9%																		
Q1 2014/15	3.82%																		
Q2 2014/15	3.98%																		
SBLearn Active Learners (cumulative)	<p><b>CP06-P11P SBLearn Active Learners (cumulative)</b></p> <table border="1"> <caption>CP06-P11P SBLearn Active Learners (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Active Learners</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>110</td> </tr> <tr> <td>Q3 2013/14</td> <td>914</td> </tr> <tr> <td>Q4 2013/14</td> <td>1,181</td> </tr> <tr> <td>Q1 2014/15</td> <td>2,200</td> </tr> </tbody> </table>	Quarter	Active Learners	Q2 2013/14	110	Q3 2013/14	914	Q4 2013/14	1,181	Q1 2014/15	2,200	2,200	<p><b>How are we performing?</b> The last quarter has seen a significant rise in "Active Learners" due to ongoing promotion.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Promotion will continue, and a new mandatory Child Protection module will help create more active learners. Face-to-face group delivery for non-office based staff is planned for September 2014.</p>	↑	↑		Clair Hepburn		
Quarter	Active Learners																		
Q2 2013/14	110																		
Q3 2013/14	914																		
Q4 2013/14	1,181																		
Q1 2014/15	2,200																		

# Council Executive – Quarterly Public Performance Report, September 2014

CP06-P31P Supported Employment - Current Employability Fund Posts	<p><b>Executive - Supported Employment</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>CP06-P31P</th> <th>CP06-P32P</th> <th>CP06-P33P</th> <th>CP06-P37P</th> </tr> </thead> <tbody> <tr> <td>Q4 2013/14</td> <td>2</td> <td>1</td> <td>5</td> <td>0</td> </tr> <tr> <td>Q1 2014/15</td> <td>2</td> <td>2</td> <td>6</td> <td>14</td> </tr> </tbody> </table>	Quarter	CP06-P31P	CP06-P32P	CP06-P33P	CP06-P37P	Q4 2013/14	2	1	5	0	Q1 2014/15	2	2	6	14	2	<p><b>How are we performing?</b> A much improved position is seen across SBC, in particular in relation to apprentices as follows:</p> <ul style="list-style-type: none"> <li>• 8 x Labourers - Neighbourhood Services</li> <li>• 1 x Street lighting technician - Neighbourhood Services</li> </ul>				Cathie Fancy
Quarter		CP06-P31P	CP06-P32P	CP06-P33P	CP06-P37P																	
Q4 2013/14		2	1	5	0																	
Q1 2014/15		2	2	6	14																	
CP06-P32P Supported Employment - Current Student Placements	2	<ul style="list-style-type: none"> <li>• 1 x Electrician - Neighbourhood Services</li> <li>• 2 x Construction, Contracting Operations civil engineers - Planning</li> <li>• 2 x Mechanics - Fleet Management</li> </ul>				Cathie Fancy																
CP06-P33P Current ESS Supported employees within SBC	6	<p><b>Actions we are taking to improve/maintain performance:</b> Across the organisation, a range of opportunities have been proposed; from job tasters to traineeships, as well as additional apprenticeships and student placements. The SBC Employment Support Service has just appointed a <i>new Senior Employment Development Officer</i> to work with services to develop more opportunities and ensure that SBC is fully implementing its Work Opportunities Policy.</p>				Cathie Fancy																
CP06-P37P Current Apprentices employed within SBC	14					Cathie Fancy																
CP06-P34P Current Advertised Apprenticeships (or in recruitment)	<p><b>CP06-P34P Current Advertised Apprenticeships (or in recruitment)</b></p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>12</td> </tr> <tr> <td>2014/15</td> <td>7</td> </tr> </tbody> </table>	Year	Value	2013/14	12	2014/15	7	7	<p><b>How are we performing?</b> Since the last quarter of 2013/14, the 14 apprentices have taken up posts within SB (see above), and a further 7 opportunities were advertised between April and June 2014.</p> <p><b>Actions we are taking to improve /maintain performance:</b> As above</p>				Cathie Fancy									
Year	Value																					
2013/14	12																					
2014/15	7																					

# DEVELOP OUR ASSETS AND RESOURCES

## HOW ARE WE DOING?



# Council Executive – Quarterly Public Performance Report, September 2014

## Corporate Priority 7: Develop our assets and resources

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
Capital Receipts Generated (cumulative)	<p><b>CP07-P03P Capital Receipts Generated (cumulative)</b></p> <table border="1"> <caption>CP07-P03P Capital Receipts Generated (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>21,280.00</td> </tr> <tr> <td>Q2 2013/14</td> <td>116,136.00</td> </tr> <tr> <td>Q3 2013/14</td> <td>591,439.00</td> </tr> <tr> <td>Q4 2013/14</td> <td>791,518.00</td> </tr> <tr> <td>Q1 2014/15</td> <td>171,836.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Q1 2013/14	21,280.00	Q2 2013/14	116,136.00	Q3 2013/14	591,439.00	Q4 2013/14	791,518.00	Q1 2014/15	171,836.00	£171,836.00	<p><b>How are we performing?</b> While the market is still seeing signs of improvement, complications arising from buyers' circumstances, the need to obtain planning consents and survey issues slow down the progress of sales.</p> <p><b>Actions we are taking to improve/maintain performance:</b> With an improving market the Council, as sellers, can take a more robust approach to pushing sales through.</p>	↓	↓		Andrew Drummond-Hunt
Quarter	Value (£)																		
Q1 2013/14	21,280.00																		
Q2 2013/14	116,136.00																		
Q3 2013/14	591,439.00																		
Q4 2013/14	791,518.00																		
Q1 2014/15	171,836.00																		
Occupancy Rates of Industrial and Commercial Units	<p><b>CP07-P06P Occupancy Rates of Industrial and Commercial Units</b></p> <table border="1"> <caption>CP07-P06P Occupancy Rates of Industrial and Commercial Units</caption> <thead> <tr> <th>Quarter</th> <th>Occupancy Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>90%</td> </tr> <tr> <td>Q2 2013/14</td> <td>88%</td> </tr> <tr> <td>Q3 2013/14</td> <td>88%</td> </tr> <tr> <td>Q4 2013/14</td> <td>90%</td> </tr> <tr> <td>Q1 2014/15</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Occupancy Rate (%)	Q1 2013/14	90%	Q2 2013/14	88%	Q3 2013/14	88%	Q4 2013/14	90%	Q1 2014/15	90%	90%	<p><b>How are we performing?</b> No significant changes to report since last quarter. SBC continues to stay above the national average of 80%</p> <p><b>Actions we are taking to improve/maintain performance:</b> We continue to provide information and advice on industrial and commercial premises for all business enquirers. Information includes property and land owned by the Council and the private sector, and also involves signposting to other Council services and working closely with Business Gateway. Three full page colour promotions of the Scottish Borders in 'Commercial Property' magazine have not yielded any enquiries. A promotion in 'Business Scotland', the Scottish Chambers of Commerce magazine, is planned.</p>	▬	↑		Bryan McGrath
Quarter	Occupancy Rate (%)																		
Q1 2013/14	90%																		
Q2 2013/14	88%																		
Q3 2013/14	88%																		
Q4 2013/14	90%																		
Q1 2014/15	90%																		

# Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By						
CP07-P17P Electricity Consumption (KWh) - Quarterly (cumulative)	<p><b>CP07-P17P CP07-P17P Electricity Consumption (KWh) - Quarterly (cumulative)</b></p> <table border="1"> <caption>Electricity Consumption Data</caption> <thead> <tr> <th>Quarter</th> <th>Consumption (KWh)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>2,373,501</td> </tr> <tr> <td>Q1 2014/15</td> <td>2,117,950</td> </tr> </tbody> </table>	Quarter	Consumption (KWh)	Q1 2013/14	2,373,501	Q1 2014/15	2,117,950	2,117,950	<p><b>How are we performing?</b>  <b>Electricity</b> consumption has reduced by approximately 11% although associated electricity costs have only reduced 3%.  <b>Gas</b> consumption has reduced by approximately 12% resulting in a reduction in costs of around 10.5%.</p> <p>Interrogating "Degree Day" data, Q1 2014/15 has been almost 25% milder than the same period in 2013/14 and therefore the consumption reductions can largely be explained as a result of the mild weather experienced in Q1 of this year.</p>	↑	↑		Andrew Drummond-Hunt
Quarter	Consumption (KWh)												
Q1 2013/14	2,373,501												
Q1 2014/15	2,117,950												
CP07-P18P Gas Consumption (KWh) - Quarterly (cumulative)	<p><b>CP07-P18P CP07-P18P Gas Consumption (KWh) - Quarterly (cumulative)</b></p> <table border="1"> <caption>Gas Consumption Data</caption> <thead> <tr> <th>Quarter</th> <th>Consumption (KWh)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>2,314,564</td> </tr> <tr> <td>Q1 2014/15</td> <td>2,041,642</td> </tr> </tbody> </table>	Quarter	Consumption (KWh)	Q1 2013/14	2,314,564	Q1 2014/15	2,041,642	2,041,642	<p>Despite electricity consumption reducing by over 10% the resultant reduction in electricity bills was only 3% showing the difference in unit cost between the periods. This was not as noticeable for gas, however highlights the need for continual improvements in efficiency and energy reduction to mitigate future energy price rises.</p> <p>Note: these consumption figures are quarterly actuals for only the 26 SBC "Half Hourly" monitored properties, which represents over 50% of the estate as the rest of the estate is only measured once a year. However these figures can be used to determine trends.</p> <p><b>Actions we are taking to improve/maintain performance:</b>            Efforts to reduce consumption and increase building efficiency/occupants awareness continue maximising the use of the Central Energy Efficiency Fund (CEEF), where applicable, supplemented with Capital funding where possible. Upgrades of inefficient lighting, heating plant and building fabric will continue where budgets and resources allow.</p>	↑	↑		Andrew Drummond-Hunt
Quarter	Consumption (KWh)												
Q1 2013/14	2,314,564												
Q1 2014/15	2,041,642												

# Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By									
CP07-P17aP Electricity Consumption Cost (£) - Quarterly (cumulative)	<p><b>CP07-P17aP CP07-P17aP Electricity Consumption Cost (£) - Quarterly (cumulative)</b></p> <table border="1"> <caption>Electricity Consumption Cost (£) - Quarterly (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>242,372.00</td> <td>~240,000.00</td> </tr> <tr> <td>Q1 2014/15</td> <td>235,844.00</td> <td>~240,000.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Target (£)	Q1 2013/14	242,372.00	~240,000.00	Q1 2014/15	235,844.00	~240,000.00	£235,844.00	See above	↑	↑		Andrew Drummond-Hunt
Quarter	Value (£)	Target (£)														
Q1 2013/14	242,372.00	~240,000.00														
Q1 2014/15	235,844.00	~240,000.00														
CP07-P18aP Gas Consumption Cost (£) - Quarterly (cumulative)	<p><b>CP07-P18aP CP07-P18aP Gas Consumption Cost (£) - Quarterly (cumulative)</b></p> <table border="1"> <caption>Gas Consumption Cost (£) - Quarterly (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>78,501.00</td> <td>~80,000.00</td> </tr> <tr> <td>Q1 2014/15</td> <td>70,234.00</td> <td>~80,000.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Target (£)	Q1 2013/14	78,501.00	~80,000.00	Q1 2014/15	70,234.00	~80,000.00	£70,234.00		↑	↑		Andrew Drummond-Hunt
Quarter	Value (£)	Target (£)														
Q1 2013/14	78,501.00	~80,000.00														
Q1 2014/15	70,234.00	~80,000.00														

# Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
Council Tax - In Year Collection Level	<p style="text-align: center;"><b>CP07-P07P Council Tax - In Year Collection Level</b></p> <table border="1"> <caption>CP07-P07P Council Tax - In Year Collection Level Data</caption> <thead> <tr> <th>Quarter</th> <th>Collection Level (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>33.01%</td> </tr> <tr> <td>Q3 2013/14</td> <td>58.53%</td> </tr> <tr> <td>Q4 2013/14</td> <td>84.13%</td> </tr> <tr> <td>Q1 2014/15</td> <td>96.65%</td> </tr> <tr> <td>Q2 2014/15</td> <td>32.71%</td> </tr> </tbody> </table>	Quarter	Collection Level (%)	Q2 2013/14	33.01%	Q3 2013/14	58.53%	Q4 2013/14	84.13%	Q1 2014/15	96.65%	Q2 2014/15	32.71%	32.71%	<p><b>How are we performing?</b> The number of payers choosing to pay over 12 months rather than 10 months continues to increase. This changes the payment profile and we would expect the performance to be comparable to last year by the end of the financial year</p> <p><b>Actions we are taking to improve/maintain performance:</b> To improve performance, the council will continue with telephone campaigns direct to those payers in arrears to both make payment and where possible to sign up for Direct Debit. The Council also works closely with the Sheriff Officers on different initiatives on specific cases throughout the year. Further initiatives and campaigns are also being planned throughout the rest of the financial year including Direct Debit Take-up and reworking the reminder strategy.</p>	↓	↓		Jenni Craig
Quarter	Collection Level (%)																		
Q2 2013/14	33.01%																		
Q3 2013/14	58.53%																		
Q4 2013/14	84.13%																		
Q1 2014/15	96.65%																		
Q2 2014/15	32.71%																		

# ENSURE EXCELLENT, ADAPTABLE, COLLABORATIVE AND ACCESSIBLE PUBLIC SERVICES

## HOW ARE WE DOING?

### Interactions Q1 2014/15 through Customer Services

The way you choose to contact SBC

@ **150** email interactions

👤 **18,434** face to face interactions

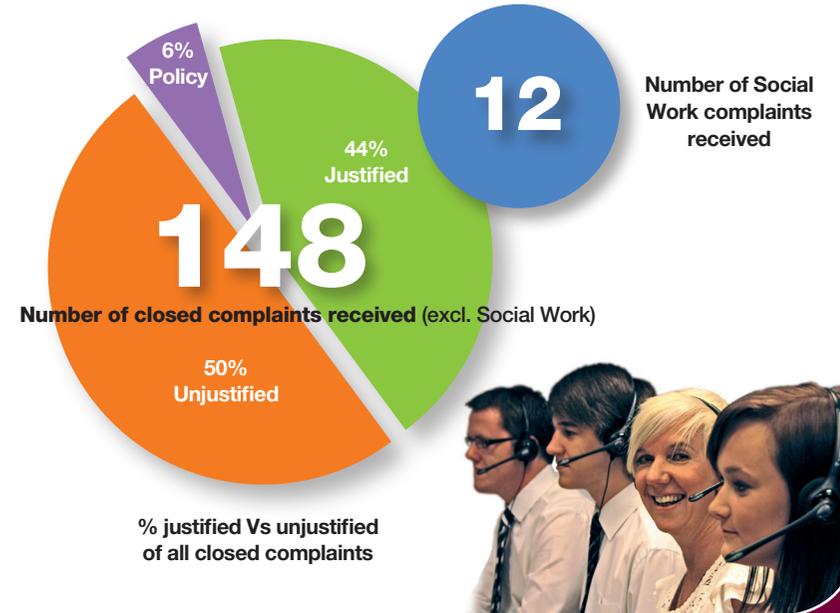
✉️ **138** mail interactions

☎️ **30,864** voice interactions

Click before you call

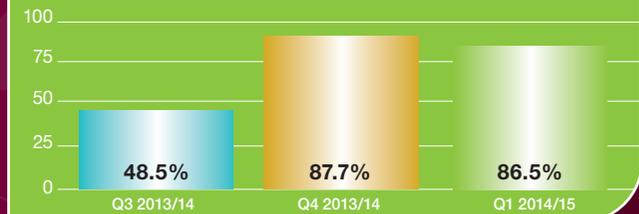
[www.scotborders.gov.uk](http://www.scotborders.gov.uk)

### Complaints Q1 2014/15



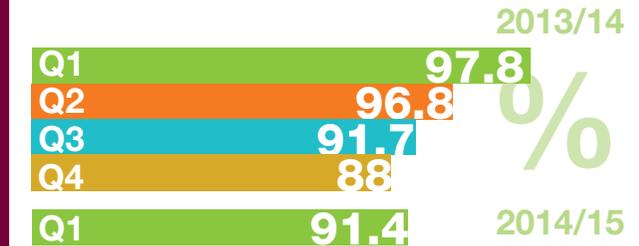
### Stage 1 Complaints

% of stage 1 complaints responded to within 5 working days



### Stage 2 Complaints

% of stage 2 complaints acknowledged within 3 working days



### Complaint Categories (excl. Social Work)



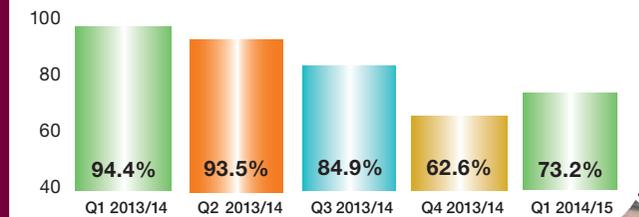
### FOI Q1 2014/15

Freedom Of Information Requests received

**243**

### Stage 2 Complaints

% of stage 2 complaints responded to within 20 working days



# Council Executive – Quarterly Public Performance Report, September 2014

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

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																														
Total number of interactions (taken through CRM) by Customer Services	<p><b>CP08-P66P Total number of interactions (taken through CRM) by Customer Services</b></p> <table border="1"> <caption>CP08-P66P Total number of interactions (taken through CRM) by Customer Services</caption> <thead> <tr> <th>Quarter</th> <th>Interactions</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>45,981</td> </tr> <tr> <td>Q2 2013/14</td> <td>48,063</td> </tr> <tr> <td>Q3 2013/14</td> <td>42,620</td> </tr> <tr> <td>Q4 2013/14</td> <td>51,892</td> </tr> <tr> <td>Q1 2014/15</td> <td>49,873</td> </tr> </tbody> </table>	Quarter	Interactions	Q1 2013/14	45,981	Q2 2013/14	48,063	Q3 2013/14	42,620	Q4 2013/14	51,892	Q1 2014/15	49,873	49,873	<p><b>Observations:</b> This measure shows the volume of transactions handled by SBC Customer Service staff through the Customer Relationship Management (CRM) system and has been relatively static for the last 3 months. This does not reflect all incoming Customer Services work streams, but is a good indicator of how many people contact us and how this varies from month to month, as well as how people choose to contact us.</p>				Les Grant																		
Quarter	Interactions																																				
Q1 2013/14	45,981																																				
Q2 2013/14	48,063																																				
Q3 2013/14	42,620																																				
Q4 2013/14	51,892																																				
Q1 2014/15	49,873																																				
CP08-P62P Email interactions (taken through CRM) by Customer Services	<p><b>Executive - Customer Services Interactions by type</b></p> <table border="1"> <caption>Executive - Customer Services Interactions by type</caption> <thead> <tr> <th>Quarter</th> <th>CP08-P62P</th> <th>CP08-P63P</th> <th>CP08-P64P</th> <th>CP08-P65P</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>86</td> <td>16,588</td> <td>196</td> <td>28,941</td> </tr> <tr> <td>Q2 2013/14</td> <td>77</td> <td>17,082</td> <td>181</td> <td>30,520</td> </tr> <tr> <td>Q3 2013/14</td> <td>107</td> <td>17,496</td> <td>119</td> <td>24,680</td> </tr> <tr> <td>Q4 2013/14</td> <td>164</td> <td>20,285</td> <td>144</td> <td>30,965</td> </tr> <tr> <td>Q1 2014/15</td> <td>150</td> <td>18,434</td> <td>138</td> <td>30,864</td> </tr> </tbody> </table>	Quarter	CP08-P62P	CP08-P63P	CP08-P64P	CP08-P65P	Q1 2013/14	86	16,588	196	28,941	Q2 2013/14	77	17,082	181	30,520	Q3 2013/14	107	17,496	119	24,680	Q4 2013/14	164	20,285	144	30,965	Q1 2014/15	150	18,434	138	30,864	150	<p><b>Observations:</b> The way in which people contact the Council (mainly by telephone, followed by face to face interactions) hasn't changed significantly over the past year. Although there tends not to be much seasonal variation there are specific short points in time (such as Council Tax annual billing) when contacts increase.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Work continues to encourage channel shift through improving and expanding information availability and access channels.</p>				Les Grant
Quarter		CP08-P62P	CP08-P63P	CP08-P64P	CP08-P65P																																
Q1 2013/14		86	16,588	196	28,941																																
Q2 2013/14		77	17,082	181	30,520																																
Q3 2013/14	107	17,496	119	24,680																																	
Q4 2013/14	164	20,285	144	30,965																																	
Q1 2014/15	150	18,434	138	30,864																																	
CP08-P63P Face-to-Face interactions (taken through CRM) by Customer Services	18,434			Les Grant																																	
CP08-P64P Mail interactions (taken through CRM) by Customer Services	138			Les Grant																																	
CP08-P65P Voice interactions (taken through CRM) by Customer Services	30,864			Les Grant																																	

# Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
FOI Requests Received	<p><b>CP08-P53P FOI Requests Received</b></p> <table border="1"> <caption>CP08-P53P FOI Requests Received</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>216</td> </tr> <tr> <td>Q2 2013/14</td> <td>265</td> </tr> <tr> <td>Q3 2013/14</td> <td>194</td> </tr> <tr> <td>Q4 2013/14</td> <td>298</td> </tr> <tr> <td>Q1 2014/15</td> <td>243</td> </tr> </tbody> </table>	Quarter	Value	Q1 2013/14	216	Q2 2013/14	265	Q3 2013/14	194	Q4 2013/14	298	Q1 2014/15	243	243	<p><b>Observations:</b> With approximately 250 Freedom of Information requests per quarter, these continue to take up a significant proportion of officer time. SBC continues to make as much information as possible publicly available on the website, in SB Connect etc in order that some requests can be directed towards these sources of information.</p>				Gordon Rogerson
Quarter	Value																		
Q1 2013/14	216																		
Q2 2013/14	265																		
Q3 2013/14	194																		
Q4 2013/14	298																		
Q1 2014/15	243																		
Number of Social Work Statutory Complaints Received	<p><b>CP08-P30P Number of Social Work Statutory Complaints Received</b></p> <table border="1"> <caption>CP08-P30P Number of Social Work Statutory Complaints Received</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>8</td> </tr> <tr> <td>Q2 2013/14</td> <td>20</td> </tr> <tr> <td>Q3 2013/14</td> <td>23</td> </tr> <tr> <td>Q4 2013/14</td> <td>15</td> </tr> <tr> <td>Q1 2014/15</td> <td>12</td> </tr> </tbody> </table>	Quarter	Value	Q1 2013/14	8	Q2 2013/14	20	Q3 2013/14	23	Q4 2013/14	15	Q1 2014/15	12	12	<p><b>Observations:</b> The overall numbers of complaints received in relation to our Social Work services remains low. So far in 2014/15 no complaints have been fully upheld, and only 3 have been partially upheld. 2 enquiries were dealt with out with the complaints procedures as the issues raised did not relate to a client of Social Work.</p>	↑	↑		Sylvia Mendham
Quarter	Value																		
Q1 2013/14	8																		
Q2 2013/14	20																		
Q3 2013/14	23																		
Q4 2013/14	15																		
Q1 2014/15	12																		
Number of Complaints received - All (excl. statutory SW)	<p><b>CP08-P10P Number of Complaints received - All (excl. statutory SW)</b></p> <table border="1"> <caption>CP08-P10P Number of Complaints received - All (excl. statutory SW)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>133</td> </tr> <tr> <td>Q2 2013/14</td> <td>152</td> </tr> <tr> <td>Q3 2013/14</td> <td>107</td> </tr> <tr> <td>Q4 2013/14</td> <td>155</td> </tr> <tr> <td>Q1 2014/15</td> <td>148</td> </tr> </tbody> </table>	Quarter	Value	Q1 2013/14	133	Q2 2013/14	152	Q3 2013/14	107	Q4 2013/14	155	Q1 2014/15	148	148	<p><b>Observations:</b> The overall level of complaints has stayed relatively stable and is within expectations given the volume and variety of services provided to residents of the Scottish Borders on daily basis.</p>	↑	↓		Les Grant
Quarter	Value																		
Q1 2013/14	133																		
Q2 2013/14	152																		
Q3 2013/14	107																		
Q4 2013/14	155																		
Q1 2014/15	148																		

# Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By															
CP08-P11P Percentage of All Complaints Justified (excl. statutory SW)	<p><b>Executive - Justified/Unjustified Complaints</b></p> <table border="1"> <caption>Executive - Justified/Unjustified Complaints</caption> <thead> <tr> <th>Quarter</th> <th>CP08-P11P (%)</th> <th>CP08-P12P (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>49%</td> <td>40%</td> </tr> <tr> <td>Q3 2013/14</td> <td>41%</td> <td>44%</td> </tr> <tr> <td>Q4 2013/14</td> <td>44%</td> <td>45%</td> </tr> <tr> <td>Q1 2014/15</td> <td>44%</td> <td>50%</td> </tr> </tbody> </table>	Quarter	CP08-P11P (%)	CP08-P12P (%)	Q2 2013/14	49%	40%	Q3 2013/14	41%	44%	Q4 2013/14	44%	45%	Q1 2014/15	44%	50%	44%	<p><b>How are we performing?</b> There has been a slight increase in the amount of complaints categorised as “unjustified”.</p> <p><b>Actions we are taking to improve/maintain performance:</b></p>	↑	↑		Les Grant
Quarter		CP08-P11P (%)	CP08-P12P (%)																			
Q2 2013/14	49%	40%																				
Q3 2013/14	41%	44%																				
Q4 2013/14	44%	45%																				
Q1 2014/15	44%	50%																				
CP08-P12P Percentage of All Complaints Unjustified (excl statutory SW)	50%	<p>A full review of Quarter 1 complaints is underway. Data from the analysis will be used to drive forward service improvement across the Council.</p>	↑	↑		Les Grant																
Number of Complaints categorised as Bias or Discrimination	<p><b>CP08-P17P Number of Complaints categorised as Bias or Discrimination</b></p> <table border="1"> <caption>CP08-P17P Number of Complaints categorised as Bias or Discrimination</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>7</td> </tr> <tr> <td>Q2 2013/14</td> <td>2</td> </tr> <tr> <td>Q3 2013/14</td> <td>0</td> </tr> <tr> <td>Q4 2013/14</td> <td>2</td> </tr> <tr> <td>Q1 2014/15</td> <td>2</td> </tr> </tbody> </table>	Quarter	Number of Complaints	Q1 2013/14	7	Q2 2013/14	2	Q3 2013/14	0	Q4 2013/14	2	Q1 2014/15	2	2	<p><b>How are we performing?</b> There are no significant trends in terms of the categorisation of complaints. However, whilst “failure to deliver service” remains the primary reason for complaints to SBC the number categorised “employee attitude” has doubled. 30% of these were justified complaints.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Within each complaint category, SBC is able to identify specific service areas in order that corrective action can be taken</p>	→	↑		Les Grant			
Quarter	Number of Complaints																					
Q1 2013/14	7																					
Q2 2013/14	2																					
Q3 2013/14	0																					
Q4 2013/14	2																					
Q1 2014/15	2																					
Number of Complaints categorised as Delay in Responding	<p><b>CP08-P18P Number of Complaints categorised as Delay in Responding</b></p> <table border="1"> <caption>CP08-P18P Number of Complaints categorised as Delay in Responding</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>11</td> </tr> <tr> <td>Q2 2013/14</td> <td>6</td> </tr> <tr> <td>Q3 2013/14</td> <td>8</td> </tr> <tr> <td>Q4 2013/14</td> <td>14</td> </tr> <tr> <td>Q1 2014/15</td> <td>5</td> </tr> </tbody> </table>	Quarter	Number of Complaints	Q1 2013/14	11	Q2 2013/14	6	Q3 2013/14	8	Q4 2013/14	14	Q1 2014/15	5	5	See above	↑	↑		Les Grant			
Quarter	Number of Complaints																					
Q1 2013/14	11																					
Q2 2013/14	6																					
Q3 2013/14	8																					
Q4 2013/14	14																					
Q1 2014/15	5																					

# Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
Number of Complaints categorised as Employee Attitude	<p><b>CP08-P19P Number of Complaints categorised as Employee Attitude</b></p> <table border="1"> <caption>CP08-P19P Number of Complaints categorised as Employee Attitude</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>16</td> </tr> <tr> <td>Q2 2013/14</td> <td>22</td> </tr> <tr> <td>Q3 2013/14</td> <td>13</td> </tr> <tr> <td>Q4 2013/14</td> <td>14</td> </tr> <tr> <td>Q1 2014/15</td> <td>31</td> </tr> </tbody> </table>	Quarter	Number of Complaints	Q1 2013/14	16	Q2 2013/14	22	Q3 2013/14	13	Q4 2013/14	14	Q1 2014/15	31	31	See above	↓	↓		Les Grant
Quarter	Number of Complaints																		
Q1 2013/14	16																		
Q2 2013/14	22																		
Q3 2013/14	13																		
Q4 2013/14	14																		
Q1 2014/15	31																		
Number of Complaints categorised as Failure to Deliver Service	<p><b>CP08-P20P Number of Complaints categorised as Failure to Deliver Service</b></p> <table border="1"> <caption>CP08-P20P Number of Complaints categorised as Failure to Deliver Service</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>50</td> </tr> <tr> <td>Q2 2013/14</td> <td>67</td> </tr> <tr> <td>Q3 2013/14</td> <td>43</td> </tr> <tr> <td>Q4 2013/14</td> <td>68</td> </tr> <tr> <td>Q1 2014/15</td> <td>69</td> </tr> </tbody> </table>	Quarter	Number of Complaints	Q1 2013/14	50	Q2 2013/14	67	Q3 2013/14	43	Q4 2013/14	68	Q1 2014/15	69	69	See above	↓	↓		Les Grant
Quarter	Number of Complaints																		
Q1 2013/14	50																		
Q2 2013/14	67																		
Q3 2013/14	43																		
Q4 2013/14	68																		
Q1 2014/15	69																		
Number of Complaints categorised as Other	<p><b>CP08-P21P Number of Complaints categorised as Other</b></p> <table border="1"> <caption>CP08-P21P Number of Complaints categorised as Other</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>27</td> </tr> <tr> <td>Q2 2013/14</td> <td>35</td> </tr> <tr> <td>Q3 2013/14</td> <td>23</td> </tr> <tr> <td>Q4 2013/14</td> <td>34</td> </tr> <tr> <td>Q1 2014/15</td> <td>28</td> </tr> </tbody> </table>	Quarter	Number of Complaints	Q1 2013/14	27	Q2 2013/14	35	Q3 2013/14	23	Q4 2013/14	34	Q1 2014/15	28	28	See above	↑	↑		Les Grant
Quarter	Number of Complaints																		
Q1 2013/14	27																		
Q2 2013/14	35																		
Q3 2013/14	23																		
Q4 2013/14	34																		
Q1 2014/15	28																		

# Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
Number of Complaints categorised as Policy	<p><b>CP08-P22P Number of Complaints categorised as Policy</b></p> <table border="1"> <caption>CP08-P22P Number of Complaints categorised as Policy</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>22</td> </tr> <tr> <td>Q2 2013/14</td> <td>21</td> </tr> <tr> <td>Q3 2013/14</td> <td>20</td> </tr> <tr> <td>Q4 2013/14</td> <td>20</td> </tr> <tr> <td>Q1 2014/15</td> <td>13</td> </tr> </tbody> </table>	Quarter	Number of Complaints	Q1 2013/14	22	Q2 2013/14	21	Q3 2013/14	20	Q4 2013/14	20	Q1 2014/15	13	13	See above	↑	↑		Les Grant
Quarter	Number of Complaints																		
Q1 2013/14	22																		
Q2 2013/14	21																		
Q3 2013/14	20																		
Q4 2013/14	20																		
Q1 2014/15	13																		
% of Stage 1 complaints responded to within 5 working days	<p><b>CP08-P58P % of Stage 1 complaints responded to within 5 working days</b></p> <table border="1"> <caption>CP08-P58P % of Stage 1 complaints responded to within 5 working days</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 2013/14</td> <td>48.48%</td> </tr> <tr> <td>Q4 2013/14</td> <td>87.65%</td> </tr> <tr> <td>Q1 2014/15</td> <td>86.52%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 2013/14	48.48%	Q4 2013/14	87.65%	Q1 2014/15	86.52%	86.53%	<p><b>How are we performing?</b>                      In Quarter 1 there were 110 Stage 1 complaints closed, of which 15 exceeded the 5 working day response target (please note this figure includes complaints where permission to extend timescales had been given).</p> <p>Only 4 of the 15 late cases sought to extend the response period (which is a requirement of the Complaint Handling Procedure for any complaint exceeding the 5 working day timescale at Stage 1).</p> <p><b>Actions we are taking to improve/maintain performance:</b>                      A revised monitoring procedure has been implemented within Customer Services with the aim of highlighting issues at an earlier point in the complaint process. A communication was issued to staff reminding them of the target levels and Complaints Handling Procedure requirements.</p>	↓	↑		Les Grant				
Quarter	Percentage																		
Q3 2013/14	48.48%																		
Q4 2013/14	87.65%																		
Q1 2014/15	86.52%																		

# Council Executive – Quarterly Public Performance Report, September 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
% of Stage 2 complaints acknowledged within 3 working days	<p><b>CP08-P59P % of Stage 2 complaints acknowledged within 3 working days</b></p> <table border="1"> <caption>CP08-P59P % of Stage 2 complaints acknowledged within 3 working days</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>97.78%</td> </tr> <tr> <td>Q2 2013/14</td> <td>96.76%</td> </tr> <tr> <td>Q3 2013/14</td> <td>91.67%</td> </tr> <tr> <td>Q4 2013/14</td> <td>87.96%</td> </tr> <tr> <td>Q1 2014/15</td> <td>91.37%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2013/14	97.78%	Q2 2013/14	96.76%	Q3 2013/14	91.67%	Q4 2013/14	87.96%	Q1 2014/15	91.37%	91.37%	<p><b>How are we performing?</b> In Quarter 1 there were 38 Stage 2 complaints closed.</p> <p>Of the 38 Stage 2 complaints, 35 were acknowledged within 3 working days (it is a requirement of the Complaint Handling Procedure to acknowledge Stage 2 complaints within 3 working days).</p> <p><b>Actions we are taking to improve/maintain performance:</b> See above</p>	↑	↓	▲	Les Grant
Quarter	Percentage																		
Q1 2013/14	97.78%																		
Q2 2013/14	96.76%																		
Q3 2013/14	91.67%																		
Q4 2013/14	87.96%																		
Q1 2014/15	91.37%																		
% of Stage 2 complaints responded to within 20 working days	<p><b>CP08-P60P % of Stage 2 complaints responded to within 20 working days</b></p> <table border="1"> <caption>CP08-P60P % of Stage 2 complaints responded to within 20 working days</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>94.44%</td> </tr> <tr> <td>Q2 2013/14</td> <td>93.52%</td> </tr> <tr> <td>Q3 2013/14</td> <td>84.92%</td> </tr> <tr> <td>Q4 2013/14</td> <td>62.59%</td> </tr> <tr> <td>Q1 2014/15</td> <td>73.21%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2013/14	94.44%	Q2 2013/14	93.52%	Q3 2013/14	84.92%	Q4 2013/14	62.59%	Q1 2014/15	73.21%	73.21%	<p><b>How are we performing?</b> In Quarter 1 there were 38 Stage 2 complaint responses, of which 10 exceeded the 20 working day response target (Please note this figure also includes complaints where permission to extend timescales had been given).</p> <p>Only 2 of these 10 late cases sought to extend the response period (which is a requirement of the Complaint Handling Procedure, for any complaint exceeding the 20 working day timescale at Stage 2).</p> <p><b>Actions we are taking to improve/maintain performance:</b> See above</p>	↑	↓	●	Les Grant
Quarter	Percentage																		
Q1 2013/14	94.44%																		
Q2 2013/14	93.52%																		
Q3 2013/14	84.92%																		
Q4 2013/14	62.59%																		
Q1 2014/15	73.21%																		