

SCOTTISH BORDERS COUNCIL CORPORATE PRIORITIES

QUARTERLY PUBLIC PERFORMANCE REPORT: Q4 2013/14 (Jan-Mar)

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, for example.

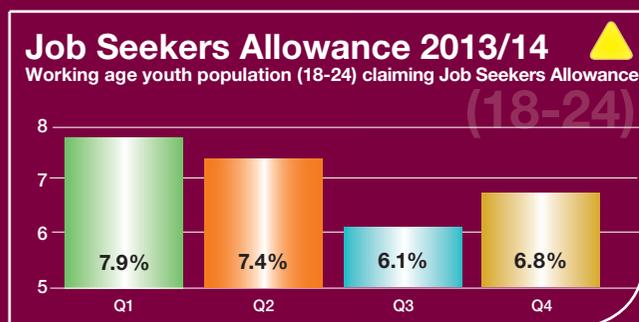
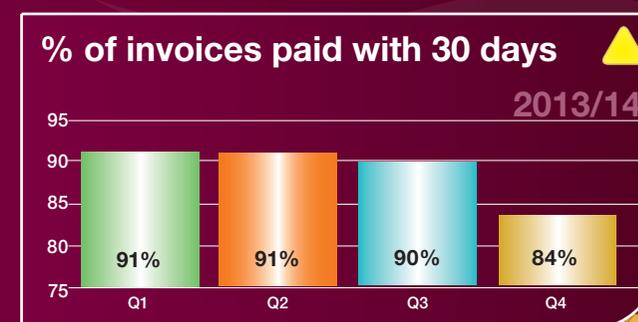
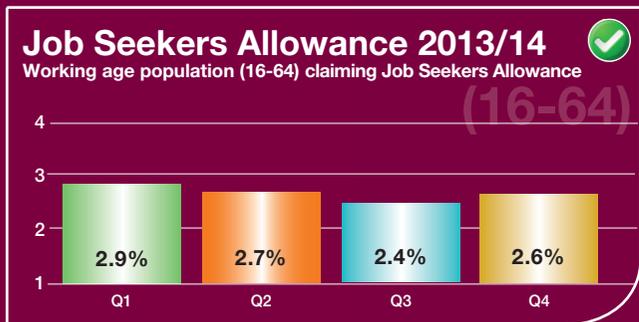
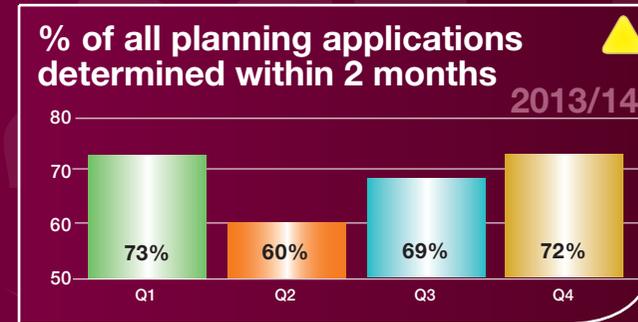
KEY:

-  On target **Q1** - Apr-Jun 2013
-  Just off target **Q2** - Jul-Sep 2013
-  Off target **Q3** - Oct-Dec 2013
-  For information **Q4** - Jan-Mar 2014
-  Position in Scotland



ENCOURAGE SUSTAINABLE ECONOMIC GROWTH

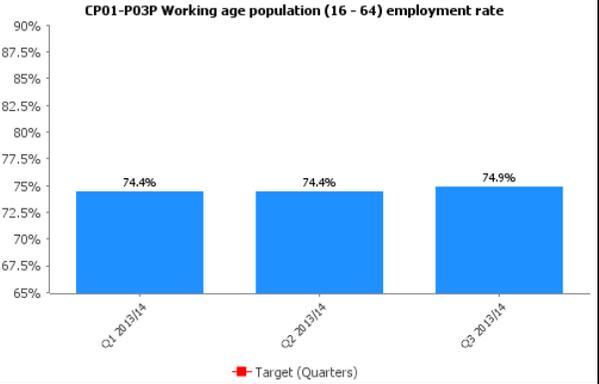
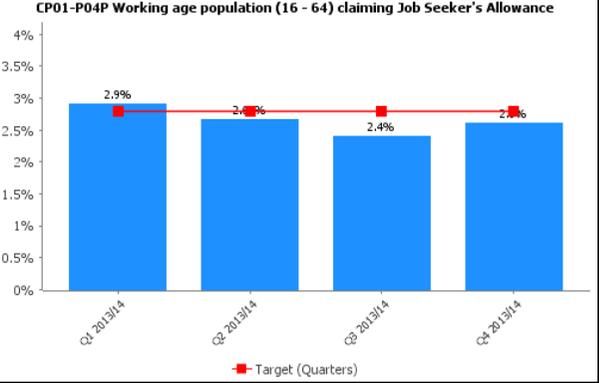
HOW ARE WE DOING?



Council Executive – Quarterly Public Performance Report, June 2014

KEY	 positive trend	 negative trend	 on target	 just off target	 off target	 data only
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Corporate Priority 1: Encourage sustainable economic growth

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By															
Working age population (16 - 64) employment rate	<p>CP01-P03P Working age population (16 - 64) employment rate</p>  <table border="1"> <caption>CP01-P03P Working age population (16 - 64) employment rate</caption> <thead> <tr> <th>Quarter</th> <th>Employment Rate (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>74.4%</td> <td>74.4%</td> </tr> <tr> <td>Q2 2013/14</td> <td>74.4%</td> <td>74.4%</td> </tr> <tr> <td>Q3 2013/14</td> <td>74.9%</td> <td>74.4%</td> </tr> </tbody> </table>	Quarter	Employment Rate (%)	Target (%)	Q1 2013/14	74.4%	74.4%	Q2 2013/14	74.4%	74.4%	Q3 2013/14	74.9%	74.4%	74.9%	<p>Prior to 2009 the employment rate in the Scottish Borders was consistently above 76% and clearly above the Scottish employment rate. However, in 2009 as a result of the economic down turn the employment rate in the Scottish Borders fell and in 2010 it was below the Scottish level.</p> <p>Scottish Borders is once again ahead of Scotland (which was 72.8% in Q3) and our trend is a positive one.</p>				Bryan McGrath			
Quarter	Employment Rate (%)	Target (%)																				
Q1 2013/14	74.4%	74.4%																				
Q2 2013/14	74.4%	74.4%																				
Q3 2013/14	74.9%	74.4%																				
Working age population (16 - 64) claiming Job Seeker's Allowance	<p>CP01-P04P Working age population (16 - 64) claiming Job Seeker's Allowance</p>  <table border="1"> <caption>CP01-P04P Working age population (16 - 64) claiming Job Seeker's Allowance</caption> <thead> <tr> <th>Quarter</th> <th>Claiming Rate (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>2.9%</td> <td>2.7%</td> </tr> <tr> <td>Q2 2013/14</td> <td>2.7%</td> <td>2.7%</td> </tr> <tr> <td>Q3 2013/14</td> <td>2.4%</td> <td>2.7%</td> </tr> <tr> <td>Q4 2013/14</td> <td>2.4%</td> <td>2.7%</td> </tr> </tbody> </table>	Quarter	Claiming Rate (%)	Target (%)	Q1 2013/14	2.9%	2.7%	Q2 2013/14	2.7%	2.7%	Q3 2013/14	2.4%	2.7%	Q4 2013/14	2.4%	2.7%	2.6%	<p>There has been a very slight (0.7%) decrease since a year ago in unemployment among 16-64 year olds and levels are below the Scottish rate of 3.2%. Compared to this time last year, the proportion of claimants claiming for 12 months or more has decreased by almost 14 per cent.</p>				Bryan McGrath
Quarter	Claiming Rate (%)	Target (%)																				
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Q2 2013/14	2.7%	2.7%																				
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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>CP01-P17P Working age youth population (18 - 24) claiming Job Seeker's Allowance</p> <table border="1"> <caption>CP01-P17P Working age youth population (18 - 24) claiming Job Seeker's Allowance</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>7.9%</td> </tr> <tr> <td>Q2 2013/14</td> <td>7.37%</td> </tr> <tr> <td>Q3 2013/14</td> <td>6.07%</td> </tr> <tr> <td>Q4 2013/14</td> <td>6.8%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2013/14	7.9%	Q2 2013/14	7.37%	Q3 2013/14	6.07%	Q4 2013/14	6.8%	6.8%	There has been a 5.5 per cent decrease since a year ago in unemployment among 18-24 year olds. The proportion of claimants claiming for 12 months or more has decreased by almost 14 per cent on the same time last year.	↓	↑	⚠	Bryan McGrath
Quarter	Percentage																
Q1 2013/14	7.9%																
Q2 2013/14	7.37%																
Q3 2013/14	6.07%																
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Business supported through Business Gateway	<p>CP01-P18P Business supported through Business Gateway</p> <table border="1"> <caption>CP01-P18P Business supported through Business Gateway</caption> <thead> <tr> <th>Quarter</th> <th>Number of Businesses</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>87</td> </tr> <tr> <td>Q2 2013/14</td> <td>166</td> </tr> <tr> <td>Q3 2013/14</td> <td>286</td> </tr> <tr> <td>Q4 2013/14</td> <td>461</td> </tr> </tbody> </table>	Quarter	Number of Businesses	Q1 2013/14	87	Q2 2013/14	166	Q3 2013/14	286	Q4 2013/14	461	461	Local service activity increased significantly in Q3 and Q4 as a result of ERDF investment and recruitment of additional staff. This figure includes <u>all</u> assists and enquiries to Business Gateway during 13/14. Going forward, only activity with unique businesses/individuals will be reported, more accurately reflecting the work of the Gateway, and in line with the Business Plan presented to Economic Development Group on 13th May 2014 (but will obviously be a lower figure).	↑	↑	📈	Bryan McGrath
Quarter	Number of Businesses																
Q1 2013/14	87																
Q2 2013/14	166																
Q3 2013/14	286																
Q4 2013/14	461																
New Businesses - through Business Gateway	<p>CP01-P19P New Businesses - through Business Gateway</p> <table border="1"> <caption>CP01-P19P New Businesses - through Business Gateway</caption> <thead> <tr> <th>Quarter</th> <th>Number of New Businesses</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>32</td> </tr> <tr> <td>Q2 2013/14</td> <td>47</td> </tr> <tr> <td>Q3 2013/14</td> <td>50</td> </tr> <tr> <td>Q4 2013/14</td> <td>106</td> </tr> </tbody> </table>	Quarter	Number of New Businesses	Q1 2013/14	32	Q2 2013/14	47	Q3 2013/14	50	Q4 2013/14	106	106	Business start-ups increased significantly in Q4 following push to follow up and check progress with businesses and offer additional support if required.	↑	↑	✅	Bryan McGrath
Quarter	Number of New Businesses																
Q1 2013/14	32																
Q2 2013/14	47																
Q3 2013/14	50																
Q4 2013/14	106																

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Scottish Borders Business Loan Fund - Number of loans	<p>CP01-P27 Scottish Borders Business Loan Fund - Number of loans</p> <table border="1"> <caption>CP01-P27 Scottish Borders Business Loan Fund - Number of loans</caption> <thead> <tr> <th>Quarter</th> <th>Number of loans</th> <th>Target (Quarters)</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> </tbody> </table>	Quarter	Number of loans	Target (Quarters)	Q1 2013/14	2	2	Q2 2013/14	3	3	Q3 2013/14	1	1	Q4 2013/14	2	2	2	<p>The 2013/14 Pilot received 22 applications and approved 8 loans to a value of £74,500. It is forecast that this activity will create at least 5 jobs, safeguard at least 34 jobs and have an impact of about £115,000 GVA.</p>	↑	↑		Bryan McGrath
Quarter	Number of loans	Target (Quarters)																				
Q1 2013/14	2	2																				
Q2 2013/14	3	3																				
Q3 2013/14	1	1																				
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Scottish Borders Business Loan Fund - Value of loans	<p>CP01-P28 Scottish Borders Business Loan Fund - Value of loans</p> <table border="1"> <caption>CP01-P28 Scottish Borders Business Loan Fund - Value of loans</caption> <thead> <tr> <th>Quarter</th> <th>Value of loans (£)</th> <th>Target (Quarters)</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> </tbody> </table>	Quarter	Value of loans (£)	Target (Quarters)	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	£14,500	↑	↓		Bryan McGrath	
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Scottish Borders Business Fund - Number of grants	<p>CP01-P29 Scottish Borders Business Fund - Number of grants</p> <table border="1"> <caption>CP01-P29 Scottish Borders Business Fund - Number of grants</caption> <thead> <tr> <th>Quarter</th> <th>Number of grants</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>3</td> <td>3</td> </tr> <tr> <td>Q2 2013/14</td> <td>11</td> <td>11</td> </tr> <tr> <td>Q3 2013/14</td> <td>19</td> <td>19</td> </tr> <tr> <td>Q4 2013/14</td> <td>16</td> <td>16</td> </tr> </tbody> </table>	Quarter	Number of grants	Target (Quarters)	Q1 2013/14	3	3	Q2 2013/14	11	11	Q3 2013/14	19	19	Q4 2013/14	16	16	16	<p>The number of grants in Q4 was down on Q3, but the value awarded increased in Q4.</p>	↓	↑		Bryan McGrath
Quarter	Number of grants	Target (Quarters)																				
Q1 2013/14	3	3																				
Q2 2013/14	11	11																				
Q3 2013/14	19	19																				
Q4 2013/14	16	16																				

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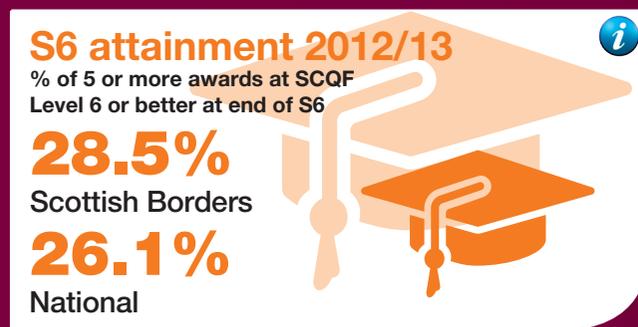
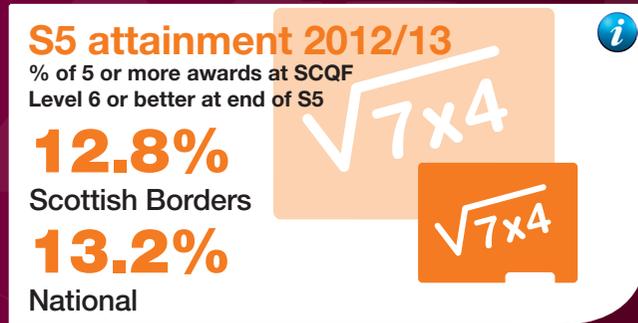
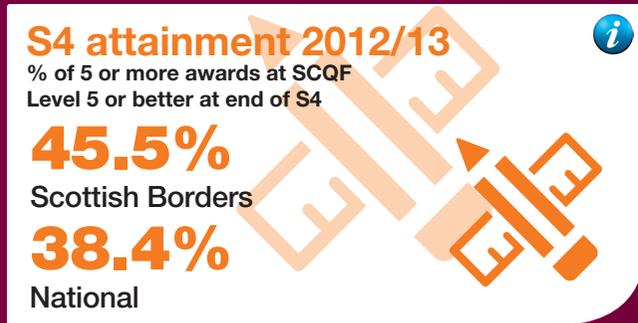
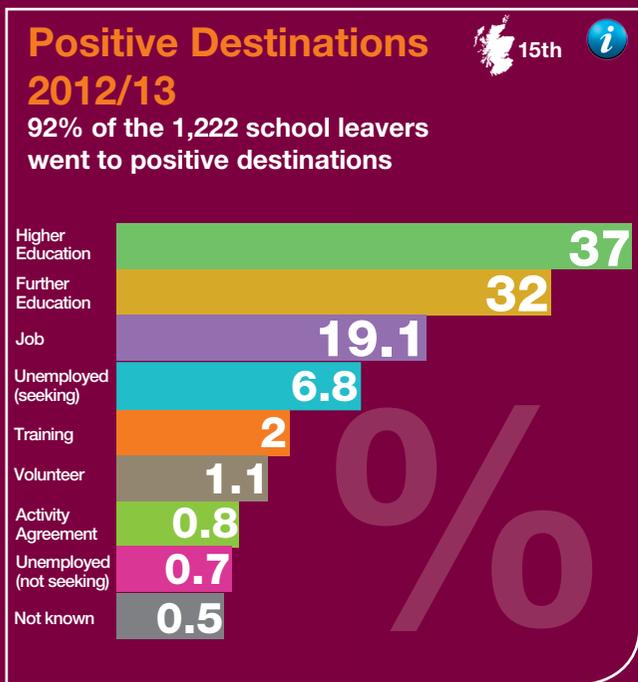
Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By										
Scottish Borders Business Fund - Value of grants	<p>CP01-P30 Scottish Borders Business Fund - Value of grants</p> <table border="1"> <caption>Value of grants awarded (CP01-P30)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</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> </tbody> </table>	Quarter	Value (£)	Q1 2013/14	£9,072.40	Q2 2013/14	£35,022.70	Q3 2013/14	£46,887.37	Q4 2013/14	£51,273.16	£51,273	The number of grants in Q4 was down on Q3, but the value awarded increased in Q4.	↑	↑		Bryan McGrath
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% of all planning applications determined within 2 months	<p>CP01-P23P % of all planning applications determined within 2 months</p> <table border="1"> <caption>% of all planning applications determined within 2 months (CP01-P23P)</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>60%</td> </tr> <tr> <td>Q3 2013/14</td> <td>69%</td> </tr> <tr> <td>Q4 2013/14</td> <td>72%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2013/14	73%	Q2 2013/14	60%	Q3 2013/14	69%	Q4 2013/14	72%	72%	<p>The total number of applications received in 2013/14 at 1,216 was 11.7% lower than the previous year.</p> <p>The performance target noted is an historical figure which has now been replaced by a broader range of performance measures set out in the Planning Performance Framework. Future reports will show a new target which also takes account of the Council's qualitative objectives as well as efforts to improve speed of performance.</p>	↑	↑		Brian Frater
Quarter	Percentage																
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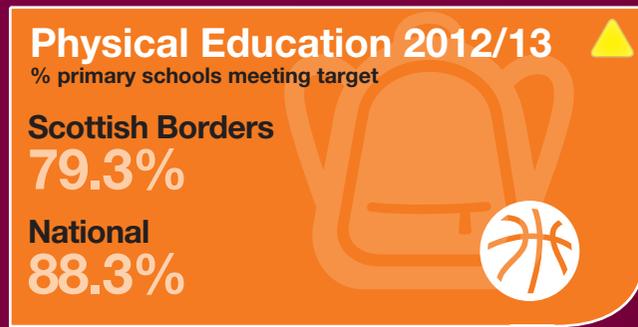
Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By															
% of Invoices paid within 30 days	<p>CP01-P25P % of Invoices paid within 30 days</p> <table border="1"> <caption>CP01-P25P % of Invoices paid within 30 days</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2013/14</td> <td>91%</td> <td>95%</td> </tr> <tr> <td>Q2-2013/14</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> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1-2013/14	91%	95%	Q2-2013/14	91%	95%	Q3-2013/14	90%	95%	Q4-2013/14	84%	95%	84%	<p>On a full year basis, the performance is 90% of payments being made within 30 day which is the same as 2012/13 although the total volume processed on time is 4% above last year to 79,400 invoices.</p> <p>The Council has achieved a channel shift of 85% of the previously manually processed invoices in the past 3 months, and from April 2014 this change will mean a shift to automated processing of an additional 30,000 invoices per annum. Going forward the focus for 2014/15 will be to improve processes to increase on time payment performance.</p>	↓	↓	▲	Lynn Mirley
Quarter	Value (%)	Target (%)																				
Q1-2013/14	91%	95%																				
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Number of Affordable Unit Completions	<p>CP01-P33 Number of Affordable Unit Completions</p> <table border="1"> <caption>CP01-P33 Number of Affordable Unit Completions</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>164</td> <td>100</td> </tr> <tr> <td>2011/12</td> <td>13</td> <td>100</td> </tr> <tr> <td>2012/13</td> <td>113</td> <td>100</td> </tr> <tr> <td>2013/14</td> <td>72</td> <td>100</td> </tr> </tbody> </table>	Year	Value	Target	2010/11	164	100	2011/12	13	100	2012/13	113	100	2013/14	72	100	72	<p>The annual target was exceeded in 2012/13 as a result of the Council participating in the first round of the National Housing Trust Initiative, and subsequent additional funding. The target is expected to be exceeded in 2014/15.</p> <p>Full details of progress against the Strategic Housing Investment Plan (SHIP) will be presented to Elected Members in June.</p>	↓	↓	●	Cathie Fancy
Year	Value	Target																				
2010/11	164	100																				
2011/12	13	100																				
2012/13	113	100																				
2013/14	72	100																				

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
- Q1 - Philiphaugh Primary School & Nursery
 - Q1 - Galashiels Academy
 - Q2 - Langlee Primary School & Nursery
 - Q2 - Chirmside Primary School & Nursery
 - Q3 - St Joseph's RC Primary School
 - Q3 - Eddleston Primary School
 - Q4 - Selkirk High School
- 



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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-P04 % of 5+ awards at SCQF Level 5 or better at end of S4</p> <table border="1"> <caption>Data for CP02-P04 % of 5+ awards at SCQF Level 5 or better at end of S4</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2002/03</td><td>40.3%</td></tr> <tr><td>2003/04</td><td>39.5%</td></tr> <tr><td>2004/05</td><td>40.3%</td></tr> <tr><td>2005/06</td><td>38%</td></tr> <tr><td>2006/07</td><td>39.2%</td></tr> <tr><td>2007/08</td><td>39.1%</td></tr> <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> </tbody> </table>	Year	Percentage	2002/03	40.3%	2003/04	39.5%	2004/05	40.3%	2005/06	38%	2006/07	39.2%	2007/08	39.1%	2008/09	40.2%	2009/10	42%	2010/11	40.6%	2011/12	43%	2012/13	45.5%	45.5%	<p>Attainment levels across all Secondary Schools in Scottish Borders continue to show healthy trends of improvement. The figures are based on post-appeal results from SQA examinations at the end of academic session 2012/13. The council has improved attainment at this level across all 10 of the key attainment measures between 2004 and 2013.</p> <p>The introduction of new national 4s and 5s which will replace Standard Grades means that over the next year the council will have to establish new baseline data and targets as the new exams are not comparable to the existing systems.</p>	↑	↑		Kevin McCall
Year	Percentage																														
2002/03	40.3%																														
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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-P04b % of 5+ awards at SCQF Level 6 or better at end of S6</p> <table border="1"> <caption>CP02-P04b % of 5+ awards at SCQF Level 6 or better at end of S6</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>24.8%</td> </tr> <tr> <td>2010/10</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> </tbody> </table>	Year	Percentage	2009/10	24.8%	2010/10	25.5%	2010/11	25.7%	2011/12	30.1%	2012/13	28.5%	28.5%	See above	↓	↑		Kevin McCall
Year	Percentage																		
2009/10	24.8%																		
2010/10	25.5%																		
2010/11	25.7%																		
2011/12	30.1%																		
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School leavers in a Positive Destination	<p>SNS-P23 School leavers in a Positive Destination</p> <table border="1"> <caption>SNS-P23 School leavers in a Positive Destination</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>88%</td> </tr> <tr> <td>2009/10</td> <td>87.3%</td> </tr> <tr> <td>2010/11</td> <td>92.3%</td> </tr> <tr> <td>2011/12</td> <td>90.9%</td> </tr> <tr> <td>2012/13</td> <td>92%</td> </tr> </tbody> </table>	Year	Percentage	2007/08	88%	2009/10	87.3%	2010/11	92.3%	2011/12	90.9%	2012/13	92%	92%	<p>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.</p> <p>These figures are based on young people who left school between August 2012 and July 2013. The exercise was undertaken during September 2013 and provides a snapshot of destinations at that time.</p> <p>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	Percentage																		
2007/08	88%																		
2009/10	87.3%																		
2010/11	92.3%																		
2011/12	90.9%																		
2012/13	92%																		

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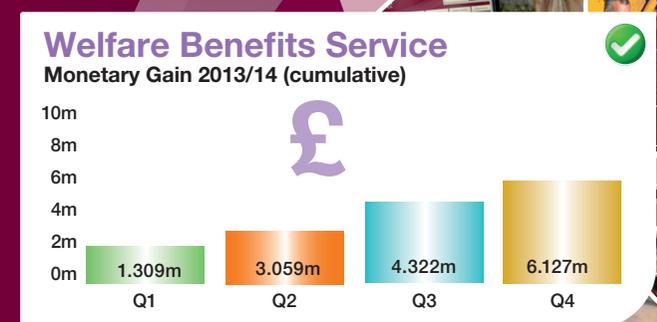
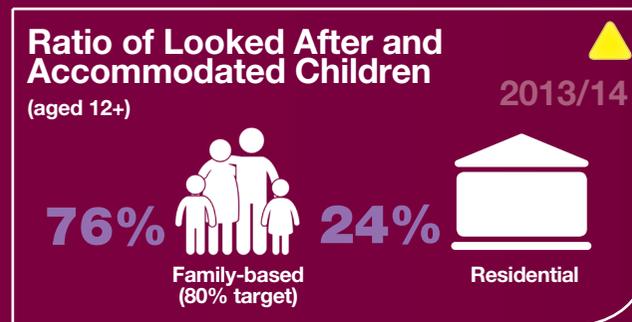
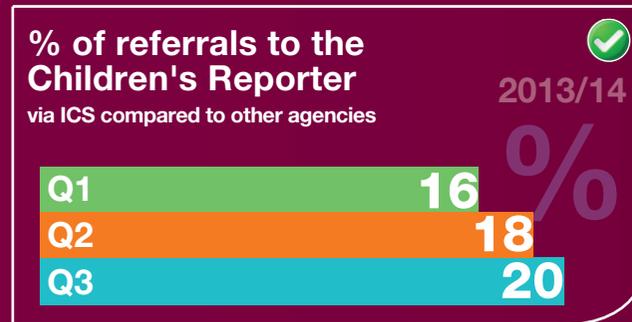
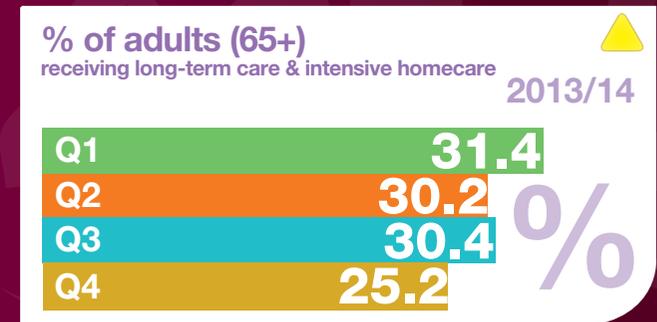
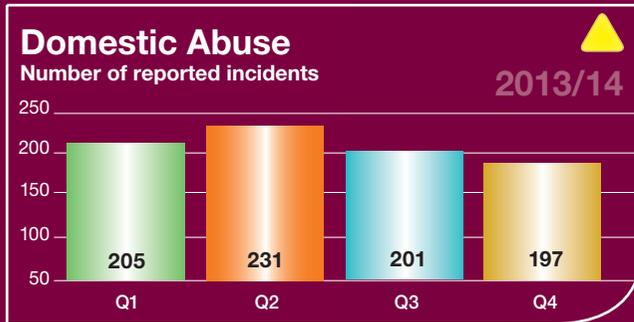
Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By										
Number of Schools/Nurseries inspected per Quarter	<p>CP02-P13 Number of Schools/Nurseries inspected per Quarter</p> <table border="1"> <caption>CP02-P13 Number of Schools/Nurseries inspected per Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Number of Schools/Nurseries</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>3</td> </tr> <tr> <td>Q2 2013/14</td> <td>2</td> </tr> <tr> <td>Q3 2013/14</td> <td>4</td> </tr> <tr> <td>Q4 2013/14</td> <td>1</td> </tr> </tbody> </table>	Quarter	Number of Schools/Nurseries	Q1 2013/14	3	Q2 2013/14	2	Q3 2013/14	4	Q4 2013/14	1	1	<p>Schools inspected in 2013/14:</p> <ul style="list-style-type: none"> • Philiphaugh Primary School & Nursery • Galashiels Academy • Langlee Primary School & Nursery • Chirnside Primary School & Nursery • St Joseph's RC Primary School • Eddleston Primary School • Selkirk High School <p>For the individual school inspection reports please visit the Education Scotland website.</p>	↑	↑		Colin Easton
Quarter	Number of Schools/Nurseries																
Q1 2013/14	3																
Q2 2013/14	2																
Q3 2013/14	4																
Q4 2013/14	1																
% of Schools meeting Physical Education Targets	<p>CP02-P19 % of Schools meeting Physical Education Targets</p> <table border="1"> <caption>CP02-P19 % of Schools meeting Physical Education Targets</caption> <thead> <tr> <th>Year</th> <th>% of Schools Meeting Targets</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>89.1%</td> </tr> <tr> <td>2013/14</td> <td>79.3%</td> </tr> </tbody> </table>	Year	% of Schools Meeting Targets	2012/13	89.1%	2013/14	79.3%	79.3%	<p>Scottish Government has set ambitious targets in relation to the teaching of Physical Education in schools – every primary school with a target of two hours per week. Issues around how this data is collated continue. Local officers report an improvement trend towards the 100% target but this is not reflected in the published data.</p>	↓	↓		Kevin McCall				
Year	% of Schools Meeting Targets																
2012/13	89.1%																
2013/14	79.3%																

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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
CP02-P06b Percentage level of unauthorised school absence for primary school pupils	<p>Executive - Unauthorised Absence</p> <table border="1"> <caption>Executive - Unauthorised Absence Data</caption> <thead> <tr> <th>Quarter</th> <th>CP02-P06b (Primary)</th> <th>CP02-P07b (Secondary)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>1.59</td> <td>1.51</td> </tr> <tr> <td>Q3 2013/14</td> <td>1.11</td> <td>2.223</td> </tr> <tr> <td>Q4 2013/14</td> <td>0.95</td> <td>2.473</td> </tr> </tbody> </table>	Quarter	CP02-P06b (Primary)	CP02-P07b (Secondary)	Q2 2013/14	1.59	1.51	Q3 2013/14	1.11	2.223	Q4 2013/14	0.95	2.473	0.95%	Over the long term school attendance figures continue to show a positive trend and compare favourably with statistics from our comparator local authorities and the Scottish average.	↑	↑		Yvonne McCracken
Quarter		CP02-P06b (Primary)	CP02-P07b (Secondary)																
Q2 2013/14	1.59	1.51																	
Q3 2013/14	1.11	2.223																	
Q4 2013/14	0.95	2.473																	
CP02-P07b Percentage level of unauthorised school absence for secondary school pupils	2.47%	↓	↓		Jackie Swanston														
CP02-P09a Number of Pupils Excluded - Primary Schools	<p>Executive - Exclusions</p> <table border="1"> <caption>Executive - Exclusions Data</caption> <thead> <tr> <th>Quarter</th> <th>CP02-P09a (Primary)</th> <th>CP02-P09b (Secondary)</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> </tbody> </table>	Quarter	CP02-P09a (Primary)	CP02-P09b (Secondary)	Q2 2013/14	18	59	Q3 2013/14	20	94	Q4 2013/14	14	114	14	Overall there are a relatively small number of pupils excluded when considered against the total pupil roll of approx. 8,100 for primary school and approx. 6,600 for secondary school.	↑	↑		Jackie Swanston
Quarter		CP02-P09a (Primary)	CP02-P09b (Secondary)																
Q2 2013/14	18	59																	
Q3 2013/14	20	94																	
Q4 2013/14	14	114																	
CP02-P09b Number of Pupils Excluded - Secondary Schools	114	In 2013/14 23% of those primary school pupils excluded are or have been looked after children. In 2013/14 24% of those secondary school pupils excluded are or have been looked after children.	↓	↓		Jackie Swanston													

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

HOW ARE WE DOING?



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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>CP03-P02P % Adults (65+) receiving long-term care and receive an intensive homecare service (10+ hours per week)</p> <table border="1"> <caption>CP03-P02P % Adults (65+) receiving long-term care and receive an intensive homecare service (10+ hours per week)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>31.2%</td> </tr> <tr> <td>Q2 2013/14</td> <td>30.2%</td> </tr> <tr> <td>Q3 2013/14</td> <td>30.4%</td> </tr> <tr> <td>Q4 2013/14</td> <td>25.2%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q1 2013/14	31.2%	Q2 2013/14	30.2%	Q3 2013/14	30.4%	Q4 2013/14	25.2%	25.2%	<p>This appears to be reducing, but is being affected by several factors. Ongoing care plan reviews are reducing the overall number of homecare hours. In addition, the change to Self-Directed Support is removing clients from the Homecare system.</p> <p>This indicator will need to be revised to take account of the shift to SDS and reporting systems need to be arranged to accurately report on the Homecare provision included in SDS packages.</p> <p>The integration of Health and Social Care will also require a review of performance information in the near future.</p>	↓	↓	⚠	Elaine Torrance
Quarter	Value (%)																
Q1 2013/14	31.2%																
Q2 2013/14	30.2%																
Q3 2013/14	30.4%																
Q4 2013/14	25.2%																
Proportion of new service users who receive a service within 6 weeks of assessment (year to date)	<p>CP03-P28 Proportion of new service users who receive a service within 6 weeks of assessment (year to date)</p> <table border="1"> <caption>CP03-P28 Proportion of new service users who receive a service within 6 weeks of assessment (year to date)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>98%</td> </tr> <tr> <td>Q2 2013/14</td> <td>96%</td> </tr> <tr> <td>Q3 2013/14</td> <td>96%</td> </tr> <tr> <td>Q4 2013/14</td> <td>97%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q1 2013/14	98%	Q2 2013/14	96%	Q3 2013/14	96%	Q4 2013/14	97%	97%	<p>This indicator is consistently meeting its target, and reflects the substantial work that goes into providing packages of care as a matter of priority to those people most in need of support. This performance is also in line with the national picture, which reported a figure of 98% in December 2013.</p>	↑	↑	✅	Elaine Torrance
Quarter	Value (%)																
Q1 2013/14	98%																
Q2 2013/14	96%																
Q3 2013/14	96%																
Q4 2013/14	97%																

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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>CP03-P06P Looked After and Accommodated Children (aged 12+) in family-based placements compared to those in residential placements</p> <table border="1"> <caption>Data for CP03-P06P</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>77%</td> </tr> <tr> <td>Q2 2013/14</td> <td>77%</td> </tr> <tr> <td>Q3 2013/14</td> <td>73%</td> </tr> <tr> <td>Q4 2013/14</td> <td>76%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2013/14	77%	Q2 2013/14	77%	Q3 2013/14	73%	Q4 2013/14	76%	76%	This indicator has moved closer to the target of 80%. Intensive work continues with the small number of high need young people who require specialised residential placements. However for some of these young people a family-based placement is not a realistic aim, and the goal of their care planning is to support them through the transition to adulthood and independent living.	↑	↑	⚠	Stella Everingham
Quarter	Percentage																
Q1 2013/14	77%																
Q2 2013/14	77%																
Q3 2013/14	73%																
Q4 2013/14	76%																
Proportion of referrals to the Children's Reporter via ICS compared to other agencies	<p>CP03-P30 Proportion of referrals to the Children's Reporter via ICS compared to other agencies</p> <table border="1"> <caption>Data for CP03-P30</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>16%</td> </tr> <tr> <td>Q2 2013/14</td> <td>18%</td> </tr> <tr> <td>Q3 2013/14</td> <td>20%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2013/14	16%	Q2 2013/14	18%	Q3 2013/14	20%	20%	The proportion of referrals that were made through Integrated Children's Services had been decreasing over the course of 2012/13 but is now showing signs of returning to expected levels. This is encouraging as it demonstrates that a multi-agency approach is being taken to our work with children and young people which is always the preferred option. This data is provided by the Scottish Children's Reporter Administration and the latest data that they have provided is for December 2013 (Q3).	↑	↑	✅	Stella Everingham		
Quarter	Percentage																
Q1 2013/14	16%																
Q2 2013/14	18%																
Q3 2013/14	20%																

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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>CP03-P35 No.of People Referred to Welfare Benefits (cumulative)</p> <table border="1"> <caption>CP03-P35 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> </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	2,291	In addition to the significant monetary gains generated by our own Welfare Benefits Service of £6.1 m , our contract with CAB ensured that CAB gained £2.2m during 2013/14 for customers (closed cases only) and dealt with just over 1000 live benefit cases. CAB demonstrated an increase in gains over the 4th quarter which is likely to be as a result of additional outreach work undertaken through funding (until March 2015) from Big Lottery.	↓	↑	⚠	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																				
Welfare Benefit - Monetary Gain (cumulative)	<p>CP03-P36 Welfare Benefit - Monetary Gain (cumulative)</p> <table border="1"> <caption>CP03-P36 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>£1,309,120.00</td> <td>£1,309,120.00</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>£4,321,529.00</td> <td>£4,321,529.00</td> </tr> <tr> <td>Q4 2013/14</td> <td>£6,126,664.00</td> <td>£6,126,664.00</td> </tr> </tbody> </table>	Quarter	Value	Target (Quarters)	Q1 2013/14	£1,309,120.00	£1,309,120.00	Q2 2013/14	£3,058,953.00	£3,058,953.00	Q3 2013/14	£4,321,529.00	£4,321,529.00	Q4 2013/14	£6,126,664.00	£6,126,664.00	£6,126,664.00	Both services acknowledge that there could be the potential for a reduction in financial gains over the forthcoming years as a result of changes to the benefits system through welfare reform. Due to the reassessment of Disability Living Allowance to Personal Independence Payment alone, it is anticipated that there could be a reduction in income to people in the Scottish Borders of around £4m. There is the potential for this to impact on SBC in terms of income through charging.	↑	↑	✅	Cathie Fancy
Quarter	Value	Target (Quarters)																				
Q1 2013/14	£1,309,120.00	£1,309,120.00																				
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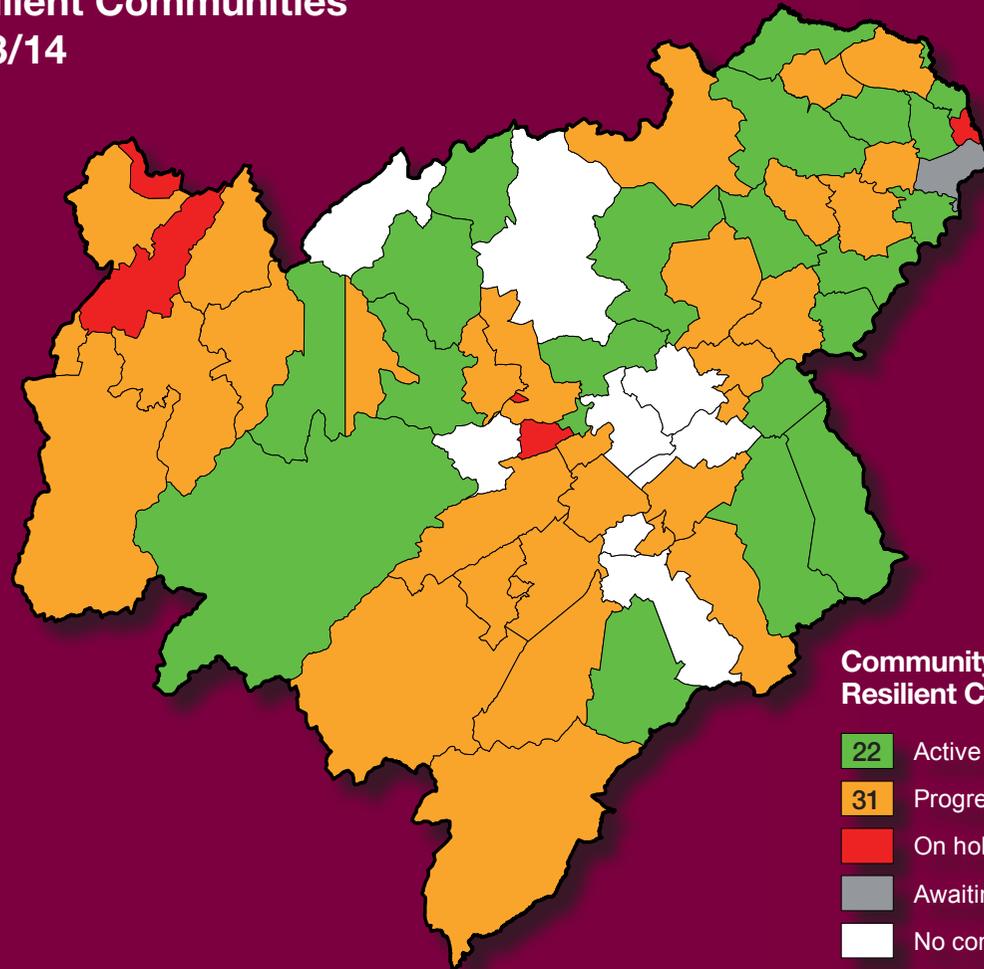
Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By															
Number of reported incidents of domestic abuse	<p>CP03-P09P Number of reported incidents of domestic abuse</p> <table border="1"> <caption>Number of reported incidents of domestic abuse</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>205</td> <td>210</td> </tr> <tr> <td>Q2 2013/14</td> <td>231</td> <td>210</td> </tr> <tr> <td>Q3 2013/14</td> <td>201</td> <td>210</td> </tr> <tr> <td>Q4 2013/14</td> <td>197</td> <td>210</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2013/14	205	210	Q2 2013/14	231	210	Q3 2013/14	201	210	Q4 2013/14	197	210	197	<p>Performance for the year was expected to rise due to the change in protocol response from Police Scotland and the introduction of the new Domestic Abuse Advocacy Support (DAAS) service. However, there has been an earlier than expected 0.6% reduction recorded for the year 2013/14, with significant reductions recorded against the months of February and March 2014.</p> <p>The target for future years will be set to reduce incidents. However our current aim is to maximise reported incidents, to demonstrate the impact of the new arrangements.</p>	↓	↓	⚠	Kenny Simpson
Quarter	Value	Target																				
Q1 2013/14	205	210																				
Q2 2013/14	231	210																				
Q3 2013/14	201	210																				
Q4 2013/14	197	210																				
Number of Group 1-5 recorded crimes and offences	<p>CP03-P11P Number of Group 1-5 recorded crimes and offences</p> <table border="1"> <caption>Number of Group 1-5 recorded crimes and offences</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>802</td> <td>802</td> </tr> <tr> <td>Q2 2013/14</td> <td>900</td> <td>850</td> </tr> <tr> <td>Q3 2013/14</td> <td>786</td> <td>750</td> </tr> <tr> <td>Q4 2013/14</td> <td>735</td> <td>770</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2013/14	802	802	Q2 2013/14	900	850	Q3 2013/14	786	750	Q4 2013/14	735	770	735	<p>Overall for the year 2013/14 a slight rise of 2.4% (77 crimes) has been recorded, in a year which has presented tough economic conditions and decreasing public expenditure.</p> <p>The rise in the main is accounted for by Acquisitive Crimes; shoplifting crimes/offences accounting for a large proportion with this rising by 34.6% (84 crimes). Additionally, Housebreaking and theft of motor vehicles (mainly farm quad bikes) has also shown an increase. These are both key objectives in the new local police plan.</p> <p>A good performance has been noted in relation to the decreasing levels of disorder/Anti-Social Behaviour (ASB) and vandalism.</p>	↑	↑	✅	Kenny Simpson
Quarter	Value	Target																				
Q1 2013/14	802	802																				
Q2 2013/14	900	850																				
Q3 2013/14	786	750																				
Q4 2013/14	735	770																				

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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>CP03-P14 Value of Cash Seizures and Restraints through Proceeds of Crime Act (cumulative)</p> <table border="1"> <caption>CP03-P14 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>£2,899.00</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> </tbody> </table>	Quarter	Value (£)	Q1 2013/14	£2,899.00	Q2 2013/14	£154,690.00	Q3 2013/14	£307,229.00	Q4 2013/14	£354,363.00	£354,363.00	The money seized through the Proceeds of Crime Act (POCA) is reinvested by the Scottish Government through Cashback for Communities Programme. This aims to deliver free activities and programmes for young people across Scotland. It provides participation opportunities in sport, culture, early years, mentoring as well as community projects. The total investment in the Scottish Borders in 2011/12 and 2012/13 was £533,138 and £258,523 respectively.	↑	↑		Kenny Simpson
Quarter	Value (£)																
Q1 2013/14	£2,899.00																
Q2 2013/14	£154,690.00																
Q3 2013/14	£307,229.00																
Q4 2013/14	£354,363.00																

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

Resilient Communities 2013/14



Community Grant Scheme 2013/14 44 awards



SBC
awarded
£130,821



Awards enabled
projects totalling
£887,960

Landfill Communities Fund 2013/14 8 awards



SBC
awarded
£162,218



Awards enabled
projects totalling
£2.574m

National Lottery Funding 2013/14 81 awards £4.364m



21 awards
Over £10k
Total £3.998m



60 awards
Up to £10k
Total £367k

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

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By															
CP04-P01 Community Grant - No. of grants awarded	<p>CP04-P01P CP04-P01 Community Grant - No. of grants awarded</p> <table border="1"> <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> </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	12	<p>Community Grant Scheme (CGS), Landfill and National Lottery funding may contribute to the same project and there may therefore be an element of double counting when looking at total leverage.</p> <p>By SBC investing £130k during 2013/14 through the CGS, projects amounting to almost £900k were realised.</p> <p>CGS is not often a stand alone grant- it is normally part of a larger funding package developed in response to individual project needs.</p>	↑	↑		Shona Smith
Quarter	No. of grants awarded	Target (Quarters)																				
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CP04-P02aP Community Grant - Value of funding granted	<p>Executive - Community Grant Scheme</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value of funding granted</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>£50,783</td> </tr> <tr> <td>Q2 2013/14</td> <td>£595,989</td> </tr> <tr> <td>Q3 2013/14</td> <td>£90,421</td> </tr> <tr> <td>Q4 2013/14</td> <td>£30,284</td> </tr> </tbody> </table>	Quarter	Value of funding granted	Q1 2013/14	£50,783	Q2 2013/14	£595,989	Q3 2013/14	£90,421	Q4 2013/14	£30,284	£30,284	↑	↓		Shona Smith						
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CP04-P02P Community Grant Award - Total Project Cost	<table border="1"> <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>£19,520</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> </tbody> </table>	Quarter	CP04-P02aP	CP04-P02P	Q1 2013/14	£50,783	£19,520	Q2 2013/14	£19,520	£90,421	Q3 2013/14	£29,163	£122,178	Q4 2013/14	£30,284	£77,910	£77,911	↓	↓		Shona Smith	
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Landfill Communities Fund - Number awarded	<p>CP04-P04 Landfill Communities Fund - Number awarded</p> <table border="1"> <caption>CP04-P04 Landfill Communities Fund - Number awarded</caption> <thead> <tr> <th>Quarter</th> <th>Number awarded</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>0</td> <td>0</td> </tr> <tr> <td>Q3 2013/14</td> <td>5</td> <td>5</td> </tr> <tr> <td>Q4 2013/14</td> <td>1</td> <td>1</td> </tr> </tbody> </table>	Quarter	Number awarded	Target	Q1 2013/14	2	2	Q2 2013/14	0	0	Q3 2013/14	5	5	Q4 2013/14	1	1	1	<p>Community Grant Scheme (CGS), Landfill and National Lottery funding may contribute to the same project and there may therefore be an element of double counting when looking at total leverage.</p> <p>By investing £162k in 2013/14 through the Landfill Communities Fund (LCF), projects amounting to just over £2.5M were realised.</p> <p>A further £125k LCF for 2013/14 will be accounted for in 2014/15 awards made.</p>	↓	↓		Shona Smith
Quarter	Number awarded	Target																				
Q1 2013/14	2	2																				
Q2 2013/14	0	0																				
Q3 2013/14	5	5																				
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CP04-P05 Landfill Communities Fund - Value of funds awarded	<p>Executive - Landfill Communities Fund</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> </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	£37,625	↓	↓		Shona Smith	
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National Lottery Funds - Overall Award Total	<p>CP04-P07P National Lottery Funds - Overall Award Total</p> <table border="1"> <caption>CP04-P07P National Lottery Funds - Overall Award Total</caption> <thead> <tr> <th>Quarter</th> <th>Award Total (£)</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> </tbody> </table>	Quarter	Award Total (£)	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	£2,463,904.00	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. The database includes all grants made by the 4 national lottery distributors in Scotland i.e. Big Lottery Fund, Sportscotland, Heritage Lottery Fund and Creative Scotland. The DCMS Advanced Grants Search database has not been updated since December 2013 due to IT system problems. Q4 figures are therefore incomplete and we hope the DCMS website will be update in the next month.	↑	↑		Shona Smith
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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>CP04-P07bP National Lottery Fund - Total Awards made over £10,000</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Total Awards (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>£121,745</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> </tbody> </table>	Quarter	Total Awards (£)	Q1 2013/14	£121,745	Q2 2013/14	£236,512	Q3 2013/14	£1,265,095	Q4 2013/14	£2,374,299	£2,374,299	<p>Within National Lottery funds, there is a combination of "one-off" interventions and rolling programmes, and we have benefited from both during 13/14. Here is a sample of recent successes:</p> <ul style="list-style-type: none"> • Dec: Burnfoot Community Futures (BIG Growing Community Assets) • Dec: BHA Financial inclusion project (BIG Life Transitions) • Feb: Gunsgreen House Trust (BIG Coastal Communities) • March: 5 Borders projects (BIG Community Spaces), additional funding for Domestic Abuse Pathway (BIG Becoming a Survivor) • March: STEPS Domestic Abuse Project (BIG Becoming a Survivor) 	↑	↑		Shona Smith
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CP04-P06a Number of active community resilience plans (cumulative)	<p>Executive - Resilience Plans</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Number of Plans</th> </tr> </thead> <tbody> <tr> <td>CP04-P06a</td> <td>22</td> </tr> <tr> <td>CP04-P06b</td> <td>31</td> </tr> </tbody> </table>	Category	Number of Plans	CP04-P06a	22	CP04-P06b	31	22	<p>Since the introduction of the Resilient Communities Initiative a very proactive approach has been undertaken. 22 Community Council Resilient Communities Plans have been issued and are active, a further 31 are in the process of implementation. Over 100 visits have been made to Community Councils to promote the initiative.</p>	↑	↑		Jim Fraser				
Category		Number of Plans															
CP04-P06a	22																
CP04-P06b	31																
CP04-P06b Number of progressing community resilience plans (cumulative)	31	↑	↑		Jim Fraser												

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

Improving Road Safety

Number of people killed on Scottish Borders roads 2013/14

Q1	0
Q2	1
Q3	2
Q4	1

Number of people seriously injured on Scottish Borders roads 2013/14

Q1	16
Q2	18
Q3	26
Q4	15

Street cleanliness

following inspection of a sample of streets (scores out of 100)

74 2012/13  16th

72 2013/14



Street lighting

% of faults repaired within 7 days

97.8% Q3 2013/14

98.5% Q4 2013/14

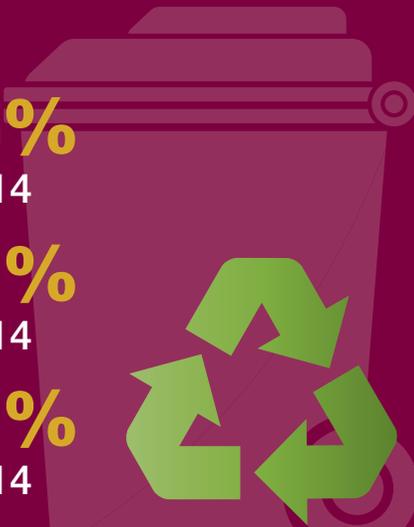


Household Recycling Rate

44.4% Q1 2013/14

44.7% Q2 2013/14

39.3% Q3 2013/14



Road conditions 2013/14

% of road network that should be considered for maintenance treatment

- 29.4% A roads
- 38.9% B roads
- 38.8% C roads
- 54.9% Unclassified
- 43.5% Overall



Salt usage

9,240 tonnes Q3 2013/14

9,357 tonnes Q4 2013/14



Household landfill tonnage & associated Landfill tax costs

Q1-Q3 2013/14

21,769 tonnes

£1.567M



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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>CP03-P12 Number of people killed on Border Roads</p> <table border="1"> <caption>Data for CP03-P12</caption> <thead> <tr> <th>Quarter</th> <th>Number of people killed</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> </tbody> </table>	Quarter	Number of people killed	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	1	The final two months are on unvetted stats as still to receive from Police Scotland. There was 1 fatal accident recorded in the period against a national target of 2.25 for the period.	↑	↑	✓	Colin Ovens
Quarter	Number of people killed	Target (Quarters)																				
Q1 2013/14	0	2.5																				
Q2 2013/14	1	2.5																				
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Number of people seriously injured on Borders Roads	<p>CP03-P13 Number of people seriously injured on Borders Roads</p> <table border="1"> <caption>Data for CP03-P13</caption> <thead> <tr> <th>Quarter</th> <th>Number of people seriously injured</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>16</td> </tr> </tbody> </table>	Quarter	Number of people seriously injured	Target (Quarters)	Q1 2013/14	16	16	Q2 2013/14	18	16	Q3 2013/14	26	16	Q4 2013/14	15	16	15	This figure includes two months of unvetted figures as Police Scotland are still to provide these figures. The provisional figures for the quarter show that the number of serious casualties was marginally better than the national target for the area.	↑	↑	✓	Colin Ovens
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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																
% of Road Network Requiring Maintenance	<table border="1"> <caption>CP05-P30 % of Road Network Requiring Maintenance</caption> <thead> <tr> <th>Year</th> <th>% of Road Network Requiring Maintenance</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>40.2%</td> </tr> <tr> <td>2008/09</td> <td>40.7%</td> </tr> <tr> <td>2009/10</td> <td>40.2%</td> </tr> <tr> <td>2010/11</td> <td>38.4%</td> </tr> <tr> <td>2011/12</td> <td>40.2%</td> </tr> <tr> <td>2012/13</td> <td>41.7%</td> </tr> <tr> <td>2013/14</td> <td>43.5%</td> </tr> </tbody> </table>	Year	% of Road Network Requiring Maintenance	2007/08	40.2%	2008/09	40.7%	2009/10	40.2%	2010/11	38.4%	2011/12	40.2%	2012/13	41.7%	2013/14	43.5%	43.5%	<p>In the Scottish Borders there are nearly 3,000 km of roads, of which over 41% should be considered for maintenance treatment more than the Scottish average of 36%.</p> <p>Of the 41.7% in 2012/13, 7.8% (231 Km) of the roads in our network fall into the Red category (roads requiring immediate investigation for maintenance works) with a further 33.83% (1002 Km) in the Amber category (roads requiring regular monitoring for possible maintenance works). The estimated cost of undertaking all the backlog of carriageway works on the Red category only is £23.4 million.</p> <p>However, an initial assessment of maintenance requirements (using a cost prediction analysis spreadsheet) has identified an annual investment requirement of £4.3 million of renewals work (not including reactive patching) in order to maintain current condition or 'steady state' i.e. a road condition indicator of 41.7%. The base budget set for dealing with these repairs for 2013/14 is £1.8million however the Council identified an extra £2m to fund further surface treatment works in 2013/14.</p> <p>The 2013 Scottish Borders Household Survey found that 56% of respondents were satisfied with the conditions of the main truck roads. The same survey found that 81% were satisfied with the proportion of main roads treated as part of the winter service.</p>				Colin Ovens
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Street Cleanliness Index	<p>CP05-P33P Street Cleanliness Index</p> <table border="1"> <caption>Street Cleanliness Index Data</caption> <thead> <tr> <th>Year</th> <th>Index Value</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>68.0%</td></tr> <tr><td>2005/06</td><td>70.0%</td></tr> <tr><td>2006/07</td><td>72.0%</td></tr> <tr><td>2007/08</td><td>74.0%</td></tr> <tr><td>2008/09</td><td>76.0%</td></tr> <tr><td>2009/10</td><td>77.0%</td></tr> <tr><td>2010/11</td><td>76.0%</td></tr> <tr><td>2011/12</td><td>74.0%</td></tr> <tr><td>2012/13</td><td>74.0%</td></tr> <tr><td>2013/14</td><td>72.0%</td></tr> </tbody> </table>	Year	Index Value	2004/05	68.0%	2005/06	70.0%	2006/07	72.0%	2007/08	74.0%	2008/09	76.0%	2009/10	77.0%	2010/11	76.0%	2011/12	74.0%	2012/13	74.0%	2013/14	72.0%	72.0%	Cleanliness is a measure based on the amount of litter (e.g. smoking related, sweet wrappers, drinks related, fast food packaging and animal faeces). Weeds and detritus (e.g. sand, silt and other debris) do not form part of the cleanliness index. An area with a cleanliness index of 0 would consist of heavily littered sites, whereas a cleanliness index of 100 would represent an area completely free of litter or refuse. The Scottish Borders has consistently had a better cleanliness index than the Scottish average.				Kenny Hastings
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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>CP05-P13 % Street Light Faults repaired within 7 days</p> <table border="1"> <caption>% Street Light Faults repaired within 7 days Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2013/14</td><td>98.7%</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> </tbody> </table>	Quarter	Percentage	Q1 2013/14	98.7%	Q2 2013/14	97.7%	Q3 2013/14	97.8%	Q4 2013/14	98.5%	98.5%	The results show that Scottish Borders Council is fairly consistent in managing to repair faulty street lighting within the required 7 day period. The percentage figures are slightly higher in Q1 and Q4 than Q2 and Q3, this can be attributed to the increased hours of darkness during Q2 and Q3 leading to an increase in the amount of fault reports received and the variety of fault being reported during this period. The total figure for the year is 98.22%, an improvement of 0.52% on the previous years figure				Colin Ovens
Quarter	Percentage																
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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By								
Percentage recycled household waste	<p>CP05-P35 Percentage recycled household waste</p> <table border="1"> <caption>CP05-P35 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> </tbody> </table> <p>■ Target (Quarters)</p>	Quarter	Percentage	Q1 2013/14	44.44%	Q2 2013/14	44.65%	Q3 2013/14	39.27%	39.27%	<p>The recycling rate has reduced during the October - December period due to seasonal variations in the quantity of green waste collected at kerbside.</p> <p>It should be noted that garden waste collections are undertaken on an alternate weekly basis during the growing season and monthly during the winter. This accounts for the variation.</p>	↓	↓		Ross Sharp-Dent
Quarter	Percentage														
Q1 2013/14	44.44%														
Q2 2013/14	44.65%														
Q3 2013/14	39.27%														
Household tonnage to landfill	<p>CP05-P35b Household tonnage to landfill</p> <table border="1"> <caption>CP05-P35b Household tonnage to landfill</caption> <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> </tbody> </table> <p>■ Target (Quarters)</p>	Quarter	Tonnage	Q1 2013/14	7,281	Q2 2013/14	7,343	Q3 2013/14	7,145	7,145	Tonnages of household waste to landfill haven't fluctuated greatly over recent quarters, giving a relatively similar payment of landfill tax to previous reporting periods.	↑	↑		Ross Sharp-Dent
Quarter	Tonnage														
Q1 2013/14	7,281														
Q2 2013/14	7,343														
Q3 2013/14	7,145														

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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By								
Landfill Tax Cost	<p>CP05-P37 Landfill Tax Cost</p> <table border="1"> <caption>Landfill Tax Cost Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <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> </tbody> </table>	Quarter	Value (£)	Q1 2013/14	524,205	Q2 2013/14	528,700	Q3 2013/14	514,421	£514,421	Tonnages of household waste to landfill haven't fluctuated greatly over recent quarters, giving a relatively similar payment of landfill tax to previous reporting periods.	↑	↓		Ross Sharp-Dent
Quarter	Value (£)														
Q1 2013/14	524,205														
Q2 2013/14	528,700														
Q3 2013/14	514,421														
Salt Usage	<p>CP05-P36a Salt Usage</p> <table border="1"> <caption>Salt Usage Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (tonnes)</th> </tr> </thead> <tbody> <tr> <td>Q3 2013/14</td> <td>9240</td> </tr> <tr> <td>Q4 2013/14</td> <td>9357</td> </tr> </tbody> </table>	Quarter	Value (tonnes)	Q3 2013/14	9240	Q4 2013/14	9357	9,357 tonnes	<p>Salt usage by its nature is very much reliant on the weather.</p> <p>In 2012/13 we used 44,000 tonnes of salt at a cost of £26 per tonne, total approx. £1.15M.</p> <p>In 2013/14 we used approx. 19,500 tonnes at a cost of £27 per tonne, total approx. £513K.</p>				Kenny Hastings		
Quarter	Value (tonnes)														
Q3 2013/14	9240														
Q4 2013/14	9357														

DEVELOP OUR WORKFORCE HOW ARE WE DOING?



Work opportunities scheme Q4 2013/14

- Employability Fund Posts **2**
- Student Placement **1**
- Supported Employees within SBC **5**
- Advertised Apprenticeships **12**

Average % of working days lost
3.8% 2013/14

Days lost per employee teachers

- 7.5** 2012/13  24th
- 6.7** 2013/14

other staff

- 11.6** 2012/13  24th
- 11** 2013/14

Number of SBC active e-learners

1,181 2013/14




Developing Our Workforce

% of highest paid 5% of employees who are women

- 41.3%** 2012/13  27th
- 41%** 2013/14




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Corporate Priority 6: Develop our workforce

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By														
Days lost per employee for other Local Government staff	<p>CP06-P04c Days lost per employee for other Local Government staff</p> <table border="1"> <caption>CP06-P04c Data</caption> <thead> <tr> <th>Year</th> <th>Days Lost</th> </tr> </thead> <tbody> <tr><td>2008/09</td><td>13.3</td></tr> <tr><td>2009/10</td><td>12.5</td></tr> <tr><td>2010/11</td><td>11.9</td></tr> <tr><td>2011/12</td><td>10.4</td></tr> <tr><td>2012/13</td><td>11.6</td></tr> <tr><td>2013/14</td><td>11</td></tr> </tbody> </table>	Year	Days Lost	2008/09	13.3	2009/10	12.5	2010/11	11.9	2011/12	10.4	2012/13	11.6	2013/14	11	11	We are seeing an improvement in attendance although there remains work to be done with departments to ensure procedures are applied consistently.	↑	↑	⚠	Clair Hepburn
Year	Days Lost																				
2008/09	13.3																				
2009/10	12.5																				
2010/11	11.9																				
2011/12	10.4																				
2012/13	11.6																				
2013/14	11																				
Days lost per employee for teachers	<p>CP06-P04d Days lost per employee for teachers</p> <table border="1"> <caption>CP06-P04d Data</caption> <thead> <tr> <th>Year</th> <th>Days Lost</th> </tr> </thead> <tbody> <tr><td>2008/09</td><td>5.6</td></tr> <tr><td>2009/10</td><td>5.7</td></tr> <tr><td>2010/11</td><td>5.8</td></tr> <tr><td>2011/12</td><td>6.4</td></tr> <tr><td>2012/13</td><td>7.5</td></tr> <tr><td>2013/14</td><td>6.7</td></tr> </tbody> </table>	Year	Days Lost	2008/09	5.6	2009/10	5.7	2010/11	5.8	2011/12	6.4	2012/13	7.5	2013/14	6.7	6.7	↑	↓	⚠	Clair Hepburn	
Year	Days Lost																				
2008/09	5.6																				
2009/10	5.7																				
2010/11	5.8																				
2011/12	6.4																				
2012/13	7.5																				
2013/14	6.7																				

Council Executive – Quarterly Public Performance Report, June 2014

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>CP06-P14P Average Percentage of Working Days Lost (staff & teachers)</p> <table border="1"> <caption>CP06-P14P Average Percentage of Working Days Lost (staff & teachers)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>4.08%</td> </tr> <tr> <td>Q2 2013/14</td> <td>4%</td> </tr> <tr> <td>Q3 2013/14</td> <td>3.9%</td> </tr> <tr> <td>Q4 2013/14</td> <td>3.82%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2013/14	4.08%	Q2 2013/14	4%	Q3 2013/14	3.9%	Q4 2013/14	3.82%	3.82%	See above.	↑	↑		Clair Hepburn								
Quarter	Percentage																								
Q1 2013/14	4.08%																								
Q2 2013/14	4%																								
Q3 2013/14	3.9%																								
Q4 2013/14	3.82%																								
SBC staff - highest paid 5% who are women	<p>CP06-P09 SBC staff - highest paid 5% who are women</p> <table border="1"> <caption>CP06-P09 SBC staff - highest paid 5% who are women</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2006/07</td> <td>39.1%</td> </tr> <tr> <td>2007/08</td> <td>39.1%</td> </tr> <tr> <td>2008/09</td> <td>37.7%</td> </tr> <tr> <td>2009/10</td> <td>37.5%</td> </tr> <tr> <td>2010/11</td> <td>40.8%</td> </tr> <tr> <td>2011/12</td> <td>41.6%</td> </tr> <tr> <td>2012/13</td> <td>41.3%</td> </tr> <tr> <td>2013/14</td> <td>41%</td> </tr> </tbody> </table>	Year	Percentage	2006/07	39.1%	2007/08	39.1%	2008/09	37.7%	2009/10	37.5%	2010/11	40.8%	2011/12	41.6%	2012/13	41.3%	2013/14	41%	41%	The Council is committed to ensuring that all services and grades across the organisation reflect the increasingly diverse nature of the Scottish Borders. Examining the % of our highest earners who are female is just one part of this commitment and working with HR, we will develop additional measures to show how well we are mainstreaming our approach to equalities.	↓	↑		Clair Hepburn
Year	Percentage																								
2006/07	39.1%																								
2007/08	39.1%																								
2008/09	37.7%																								
2009/10	37.5%																								
2010/11	40.8%																								
2011/12	41.6%																								
2012/13	41.3%																								
2013/14	41%																								

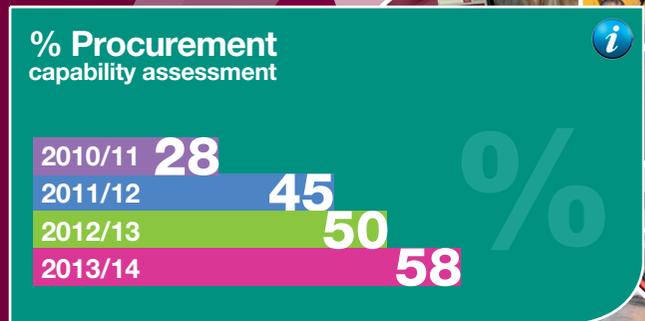
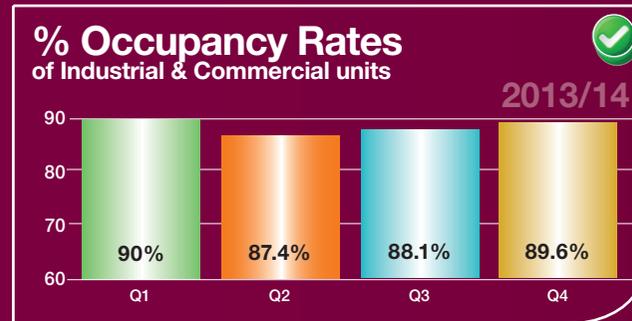
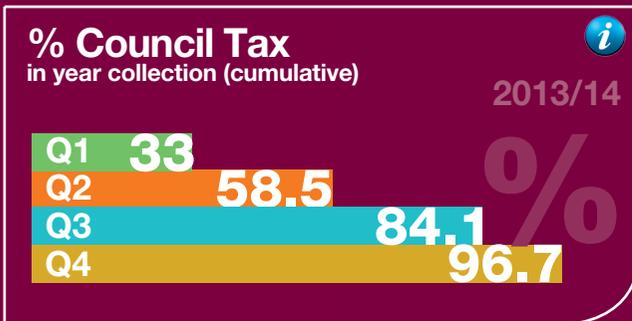
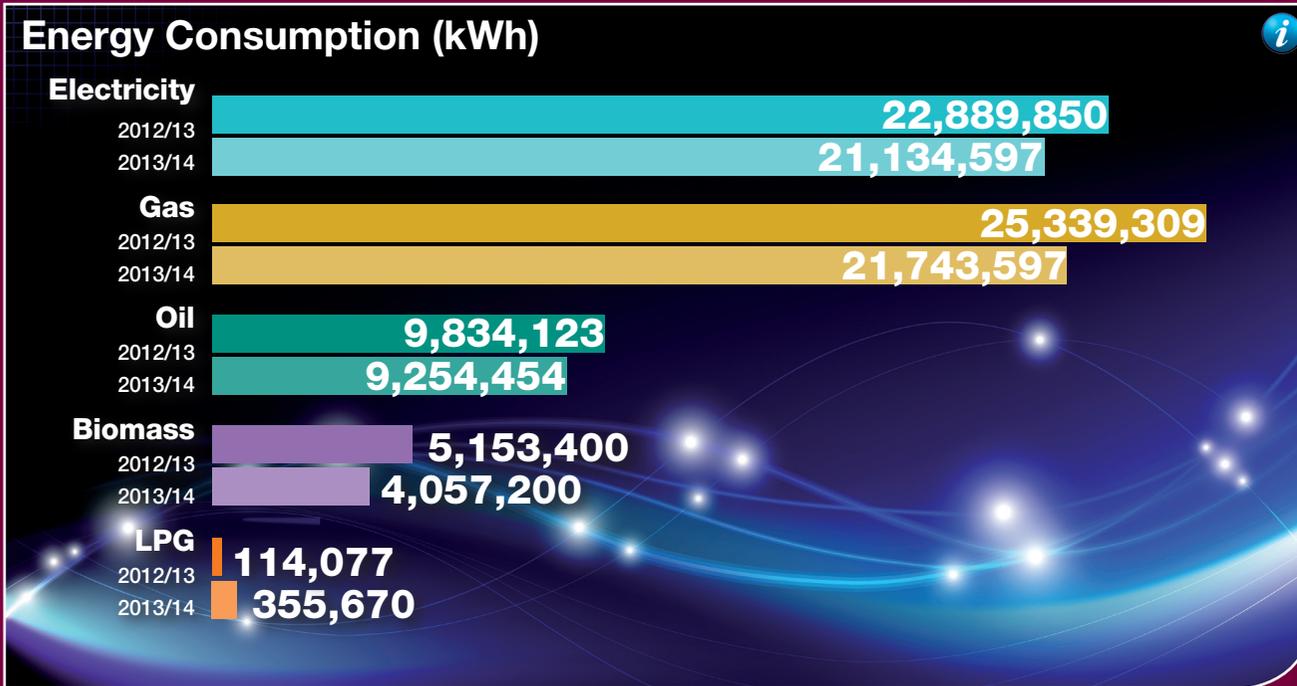
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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By										
CP06-P31 Supported Employment - Employability Fund Posts	<p>Executive - Supported Employment</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>CP06-P31</td> <td>2</td> </tr> <tr> <td>CP06-P32</td> <td>1</td> </tr> <tr> <td>CP06-P33</td> <td>5</td> </tr> <tr> <td>CP06-P34</td> <td>12</td> </tr> </tbody> </table>	Category	Value	CP06-P31	2	CP06-P32	1	CP06-P33	5	CP06-P34	12	2	<p>Q4 of 2013/14 saw the introduction of the SBC Work Opportunities Scheme and these figures provide a <u>baseline</u> for what will now be monitored on a quarterly basis. Human Resources and our new Employment Support Services (ESS) are working together to ensure that corporate performance in this area is improved over the next few years, and it is encouraging to see 12 advertised apprenticeships already, as well as the five ESS employees within SBC.</p>				Cathie Fancy
Category		Value															
CP06-P31		2															
CP06-P32		1															
CP06-P33	5																
CP06-P34	12																
CP06-P32 Supported Employment - Student Placement	1				Cathie Fancy												
CP06-P33 ESS Supported employees within SBC	5				Cathie Fancy												
CP06-P34 Advertised Apprenticeships	12				Cathie Fancy												

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By								
SBLearn Active Learners (cumulative)	<p>CP06-P11 SBLearn Active Learners (cumulative)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</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> </tbody> </table>	Quarter	Value	Q2 2013/14	110	Q3 2013/14	914	Q4 2013/14	1,181	1,181	<p>During Q2 2013/14, SBC rolled out its online learning tool "SBLearn". Work is ongoing to encourage all staff to become active learners and to complete both Mandatory and Developmental on-line training. The system is accessible from any PC, Laptop or Tablet with internet access, however, in order to ensure equality of access for all staff, front line and manual staff are being offered alternative methods of learning through booklets, 1:1 training with their line manager and group presentations.</p>				Jo Tolland
Quarter	Value														
Q2 2013/14	110														
Q3 2013/14	914														
Q4 2013/14	1,181														

DEVELOP OUR ASSETS AND RESOURCES

HOW ARE WE DOING?



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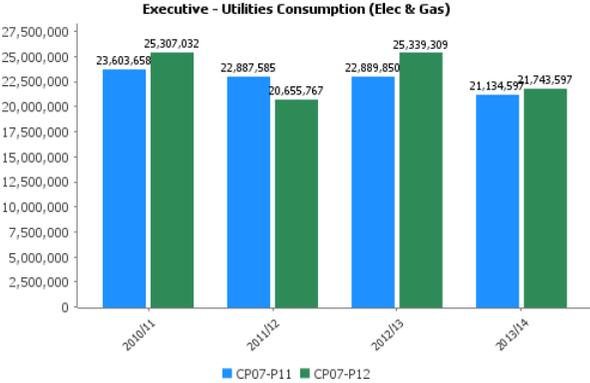
Corporate Priority 7: Develop our assets and resources

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By															
CP07-P10 Value of Actual Property Disposals CP07-P10b Estimated Value of Property Disposals	<table border="1"> <caption>Executive - Property Disposal Values & Estimates</caption> <thead> <tr> <th>Year</th> <th>CP07-P10 (Actual)</th> <th>CP07-P10b (Estimated)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>£473,039</td> <td>£842,391</td> </tr> <tr> <td>2012/13</td> <td>£207,177</td> <td>£727,750</td> </tr> <tr> <td>2013/14</td> <td>£713,731</td> <td>£805,700</td> </tr> <tr> <td>2014/15</td> <td>£0</td> <td>£683,050</td> </tr> </tbody> </table>	Year	CP07-P10 (Actual)	CP07-P10b (Estimated)	2011/12	£473,039	£842,391	2012/13	£207,177	£727,750	2013/14	£713,731	£805,700	2014/15	£0	£683,050	£713,731	Estimated Value of Property Disposals 2014-15 = £683,050 Estimated No. of Property Disposals 2014-15 = 6 Profiling the timing of property disposals within a financial year is difficult as sales of Council properties do take longer to conclude once a buyer is found due to the complex nature of the legal title and the often unique nature of the property. Also, the Borders does have low property values, and the lot size of Council properties that have been sold in the last four years varies from £7,500 to £305,000. This again can therefore skew profiling between financial years.	↑	↑		Andrew Drummond-Hunt
Year	CP07-P10 (Actual)	CP07-P10b (Estimated)																				
2011/12	£473,039	£842,391																				
2012/13	£207,177	£727,750																				
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CP07-P10a Number of Actual Property Disposals CP07-P10c Estimated Number of Property Disposals	<table border="1"> <caption>Executive - Property Disposal Numbers & Estimates</caption> <thead> <tr> <th>Year</th> <th>CP07-P10a (Actual)</th> <th>CP07-P10c (Estimated)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>5</td> <td>19</td> </tr> <tr> <td>2012/13</td> <td>5</td> <td>15</td> </tr> <tr> <td>2013/14</td> <td>13</td> <td>13</td> </tr> <tr> <td>2014/15</td> <td>0</td> <td>6</td> </tr> </tbody> </table>	Year	CP07-P10a (Actual)	CP07-P10c (Estimated)	2011/12	5	19	2012/13	5	15	2013/14	13	13	2014/15	0	6	13	The economic climate has had a significant impact on the property market which inevitably provides a high degree of uncertainty in the assessment of value and the future outlook of the market. This is particularly relevant for large scale redevelopment properties.	↑	↑		Andrew Drummond-Hunt
Year	CP07-P10a (Actual)	CP07-P10c (Estimated)																				
2011/12	5	19																				
2012/13	5	15																				
2013/14	13	13																				
2014/15	0	6																				

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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By										
Capital Receipts Generated (cumulative)	<p>CP07-P03P Capital Receipts Generated (cumulative)</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> </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	£791,518.00	This indicator shows all capital receipts to the Council over the four quarters, not just property (as shown above). Our capital receipts are also subject to the economic climate and the profile over the year is largely unpredictable as shown by the graph.	↑	↑		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																
Occupancy Rates of Industrial and Commercial Units	<p>CP07-P06 Occupancy Rates of Industrial and Commercial Units</p> <table border="1"> <caption>CP07-P06 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>87.8%</td> </tr> <tr> <td>Q3 2013/14</td> <td>88.1%</td> </tr> <tr> <td>Q4 2013/14</td> <td>89.6%</td> </tr> </tbody> </table>	Quarter	Occupancy Rate (%)	Q1 2013/14	90%	Q2 2013/14	87.8%	Q3 2013/14	88.1%	Q4 2013/14	89.6%	89.6%	In a previous benchmarking exercise other Local Authorities had a target of 80% or less for their occupancy level. Our portfolio is relatively small and the slight fall represents a change of one or two properties.	↑	↓		Bryan McGrath
Quarter	Occupancy Rate (%)																
Q1 2013/14	90%																
Q2 2013/14	87.8%																
Q3 2013/14	88.1%																
Q4 2013/14	89.6%																

Council Executive – Quarterly Public Performance Report, June 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By															
CP07-P11 Electricity Consumption (KWh) CP07-P12 Gas Consumption (KWh)	 <table border="1"> <caption>Executive - Utilities Consumption (Elec & Gas)</caption> <thead> <tr> <th>Year</th> <th>CP07-P11 (KWh)</th> <th>CP07-P12 (KWh)</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>23,603,658</td> <td>25,307,032</td> </tr> <tr> <td>2011/12</td> <td>22,887,585</td> <td>20,655,767</td> </tr> <tr> <td>2012/13</td> <td>22,889,850</td> <td>25,339,309</td> </tr> <tr> <td>2013/14</td> <td>21,134,597</td> <td>21,743,597</td> </tr> </tbody> </table>	Year	CP07-P11 (KWh)	CP07-P12 (KWh)	2010/11	23,603,658	25,307,032	2011/12	22,887,585	20,655,767	2012/13	22,889,850	25,339,309	2013/14	21,134,597	21,743,597	21,134,597 21,743,597	<p>The results for financial year 13/14 are pleasing however it must be noted that 13/14 was on average 15% milder than 12/13 when reviewing Degree Days (Degree Days are a measure of the amount of heating required based on external temperatures).</p> <p>2014/15 will be the start of Phase 2 of the Carbon Reduction Commitment (CRC). A change in CRC rules will result in an increased CRC (Carbon Tax) payment. The cost of Carbon will increase from the current £12/tonne to £16.40/tonne. In addition, electricity consumption for street lighting will be included in the consumption figures and Carbon Credits will need to be purchased accordingly.</p> <p>Efforts to reduce consumption and increase building efficiency/occupants awareness continue however there is no specific budget allocated to this. Upgrades of inefficient lighting, heating plant and building fabric will continue where budgets and resources allow.</p>				Andrew Drummond-Hunt
Year	CP07-P11 (KWh)	CP07-P12 (KWh)																				
2010/11	23,603,658	25,307,032																				
2011/12	22,887,585	20,655,767																				
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Council Executive – Quarterly Public Performance Report, June 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																				
<p>CP07-P13 Oil Consumption (KWh)</p> <p>CP07-P14 LPG Consumption (KWh)</p> <p>CP07-P15 Biomass Consumption (KWh)</p>	<p>Executive - Utilities Consumption (Oil, LPG & Biomass)</p> <table border="1"> <caption>Executive - Utilities Consumption (Oil, LPG & Biomass)</caption> <thead> <tr> <th>Year</th> <th>CP07-P13 (Oil)</th> <th>CP07-P14 (LPG)</th> <th>CP07-P15 (Biomass)</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>11,682,631</td> <td>47,745</td> <td>3,855,600</td> </tr> <tr> <td>2011/12</td> <td>9,992,403</td> <td>151,992</td> <td>4,040,400</td> </tr> <tr> <td>2012/13</td> <td>9,834,123</td> <td>114,077</td> <td>5,153,400</td> </tr> <tr> <td>2013/14</td> <td>9,254,454</td> <td>355,670</td> <td>4,057,200</td> </tr> </tbody> </table>	Year	CP07-P13 (Oil)	CP07-P14 (LPG)	CP07-P15 (Biomass)	2010/11	11,682,631	47,745	3,855,600	2011/12	9,992,403	151,992	4,040,400	2012/13	9,834,123	114,077	5,153,400	2013/14	9,254,454	355,670	4,057,200	<p>9,254,454</p> <p>355,670</p> <p>4,057,200</p>	<p>The increase in LPG consumption was due to the new West Linton primary School being brought on-line during 13/14. Issues with the primary heat source at this site (Ground Source Heat Pump) led to increased LPG gas consumption. The issues have now largely been addressed and it is anticipated that the LPG consumption for this site will not be to the same level moving forward. Whilst gas consumption reduced by 14% the cost of the gas increased by over 5%, this is due to the increase in the cost of utilities and highlights the importance for significant efforts to reduce consumption in order to protect the Council from future energy price rises.</p> <p>For 2014/15 it is expected that Biomass consumption will drop significantly due to the recent approval to switch off the biomass boiler systems in the three PPP High Schools. Work is currently ongoing to determine the next steps with regards to these systems.</p>				Andrew Drummond-Hunt
Year	CP07-P13 (Oil)	CP07-P14 (LPG)	CP07-P15 (Biomass)																								
2010/11	11,682,631	47,745	3,855,600																								
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Procurement Capability Assessment Score	<p>CP07-P16 Procurement Capability Assessment Score</p> <table border="1"> <caption>CP07-P16 Procurement Capability Assessment Score</caption> <thead> <tr> <th>Year</th> <th>Score (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>28%</td> <td>28%</td> </tr> <tr> <td>2011/12</td> <td>45%</td> <td>45%</td> </tr> <tr> <td>2012/13</td> <td>50%</td> <td>50%</td> </tr> <tr> <td>2013/14</td> <td>58%</td> <td>58%</td> </tr> </tbody> </table>	Year	Score (%)	Target (%)	2010/11	28%	28%	2011/12	45%	45%	2012/13	50%	50%	2013/14	58%	58%	58%	<p>Scottish Borders Council has been assessed in October 2013 as Improved Performance with an overall score of 58%.</p> <p>The average PCA score in 2013 for Scottish Local Authorities was 56%. Scottish Borders Council therefore compares favourably to this figure. The assessment confirms that the performance of the Corporate Procurement Team continues to improve year on year. An annual action plan is developed following the PCA to ensure the appropriate consideration of any particular issues highlighted.</p>				Kathryn Dickson					
Year	Score (%)	Target (%)																									
2010/11	28%	28%																									
2011/12	45%	45%																									
2012/13	50%	50%																									
2013/14	58%	58%																									

Council Executive – Quarterly Public Performance Report, June 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;">CP07-P07P Council Tax - In Year Collection Level</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>Q1 2013/14</td> <td>33.01%</td> </tr> <tr> <td>Q2 2013/14</td> <td>58.53%</td> </tr> <tr> <td>Q3 2013/14</td> <td>84.13%</td> </tr> <tr> <td>Q4 2013/14</td> <td>96.65%</td> </tr> </tbody> </table>	Quarter	Collection Level (%)	Q1 2013/14	33.01%	Q2 2013/14	58.53%	Q3 2013/14	84.13%	Q4 2013/14	96.65%	96.65%	<p>The percentage of Council Tax collected for 2013/14 was 96.65%. This is an improvement on 2012/13 which was 96.57% and 2011/12 which was 96.45%.</p> <p>The ongoing trend we are seeing is that there is an increase in the number of people choosing to pay over 12 months compared to the normal 10 months which impacts the payment profile over the year.</p>	↑	↑		Jenni Craig
Quarter	Collection Level (%)																
Q1 2013/14	33.01%																
Q2 2013/14	58.53%																
Q3 2013/14	84.13%																
Q4 2013/14	96.65%																

ENSURE EXCELLENT, ADAPTABLE, COLLABORATIVE AND ACCESSIBLE PUBLIC SERVICES

HOW ARE WE DOING?

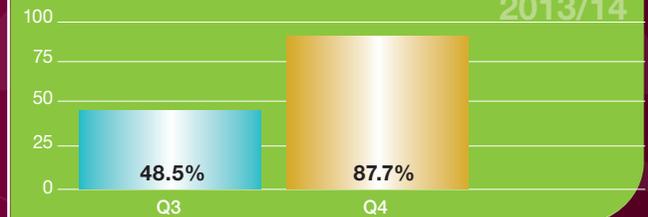
Complaints 2013/14



Stage 1 Complaints

% of stage 1 complaints responded to within 5 working days

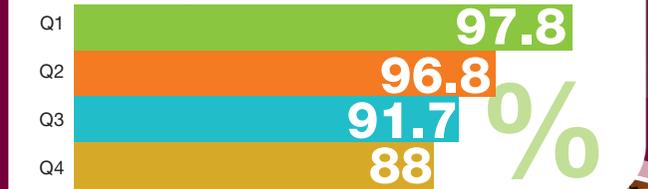
2013/14



Stage 2 Complaints

% of stage 2 complaints acknowledged within 3 working days

2013/14



Complaint Categories (excl. Social Work)



2013/14



FOI

2013/14

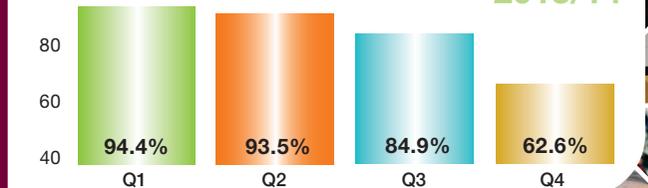
Freedom Of Information Requests received

973

Stage 2 Complaints

% of stage 2 complaints responded to within 20 working days

2013/14



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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										
FOI Requests Received	<p>CP08-P55P FOI Requests Received</p> <table border="1"> <caption>CP08-P55P 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> </tbody> </table>	Quarter	Value	Q1 2013/14	216	Q2 2013/14	265	Q3 2013/14	194	Q4 2013/14	298	298	FOI requests received continue to rise, with an on average 10% year on year increase since 2010/11. This in itself presents challenges in meeting the statutory response timescale of 20 days within available resources. To address this, the process of handling requests is currently being changed to align with the Corporate Re-structure and to ensure resource is available to process the increasing number of requests within the statutory timescale.	↓	↓		Gordon Rogerson
Quarter	Value																
Q1 2013/14	216																
Q2 2013/14	265																
Q3 2013/14	194																
Q4 2013/14	298																
Number of Social Work Statutory Complaints Received	<p>CP08-P30 Number of Social Work Statutory Complaints Received</p> <table border="1"> <caption>CP08-P30 Number of Social Work Statutory Complaints Received</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>8</td> </tr> <tr> <td>Q3 2013/14</td> <td>20</td> </tr> <tr> <td>Q4 2013/14</td> <td>23</td> </tr> <tr> <td>Q1 2013/14</td> <td>15</td> </tr> </tbody> </table>	Quarter	Value	Q2 2013/14	8	Q3 2013/14	20	Q4 2013/14	23	Q1 2013/14	15	15	Numbers of complaints to Social Work are relatively small, and it is hard to identify any trends in terms of volume. However there does seem to be a trend of complaints becoming more complex, which consequently take more time and resources to resolve.	↑	↑		Sylvia Mendham
Quarter	Value																
Q2 2013/14	8																
Q3 2013/14	20																
Q4 2013/14	23																
Q1 2013/14	15																

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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
Number of Complaints received - All (excl. statutory SW)	<p>CP08-P10P Number of Complaints received - All (excl. statutory SW)</p> <table border="1"> <caption>CP08-P10P Number of Complaints received - All (excl. statutory SW)</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</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> </tbody> </table>	Quarter	Number of Complaints	Q1 2013/14	133	Q2 2013/14	152	Q3 2013/14	107	Q4 2013/14	155	155	The revised Council Complaints Handling Procedure was phased in from April 2012 and was fully rolled out from April 2013. This means there is no directly comparable data available for this year. Due to the revised procedure an increased level of recorded complaints was expected across the year. The overall annual level is within expectations.	↓	↓		Les Grant		
Quarter	Number of Complaints																		
Q1 2013/14	133																		
Q2 2013/14	152																		
Q3 2013/14	107																		
Q4 2013/14	155																		
CP08-P11P - Percentage of All Complaints Justified (excl. statutory SW)	<p>Executive - Justified/Unjustified Complaints</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> </tbody> </table>	Quarter	CP08-P11P (%)	CP08-P12P (%)	Q2 2013/14	49%	40%	Q3 2013/14	41%	44%	Q4 2013/14	44%	45%	44%	<p>There are no directly comparable previous year figures.</p> <p>Of the justified complaints in Q4:</p> <ul style="list-style-type: none"> • 39% fell within Chief Executives • 37% fell within Environment and Infrastructure • 24% within Education and Lifelong Learning. 	↓	↓		Les Grant
Quarter	CP08-P11P (%)	CP08-P12P (%)																	
Q2 2013/14	49%	40%																	
Q3 2013/14	41%	44%																	
Q4 2013/14	44%	45%																	
CP08-P12P - Percentage of All Complaints Unjustified (excl statutory SW)	<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> </tbody> </table>	Quarter	CP08-P11P (%)	CP08-P12P (%)	Q2 2013/14	49%	40%	Q3 2013/14	41%	44%	Q4 2013/14	44%	45%	45%	<p>Of the unjustified complaints in Q4, 10% related to approved Council policy (83% in what was the Environment and Infrastructure department).</p> <p>In the unjustified cases, where appropriate, steps have been taken to improve information, communication and training to reduce the numbers of unjustified complaints arising.</p>	↑	↑		Les Grant
Quarter	CP08-P11P (%)	CP08-P12P (%)																	
Q2 2013/14	49%	40%																	
Q3 2013/14	41%	44%																	
Q4 2013/14	44%	45%																	

Council Executive – Quarterly Public Performance Report, June 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By															
Number of Complaints categorised as Bias or Discrimination	<p>CP08-P17P Number of Complaints categorised as Bias or Discrimination</p> <table border="1"> <caption>Data for CP08-P17P</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>7</td> <td>7</td> </tr> <tr> <td>Q2 2013/14</td> <td>2</td> <td>2</td> </tr> <tr> <td>Q3 2013/14</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q4 2013/14</td> <td>2</td> <td>2</td> </tr> </tbody> </table>	Quarter	Number of Complaints	Target (Quarters)	Q1 2013/14	7	7	Q2 2013/14	2	2	Q3 2013/14	0	0	Q4 2013/14	2	2	2	Of the two complaints in Q4, one case was resolved within Environment and Infrastructure at stage one (responded to within five working days) and the second within Chief Executives at stage two (responded to within 20 working days). Both were categorised as unjustified.	↓	↑		Les Grant
Quarter	Number of Complaints	Target (Quarters)																				
Q1 2013/14	7	7																				
Q2 2013/14	2	2																				
Q3 2013/14	0	0																				
Q4 2013/14	2	2																				
Number of Complaints categorised as Delay in Responding	<p>CP08-P18P Number of Complaints categorised as Delay in Responding</p> <table border="1"> <caption>Data for CP08-P18P</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>11</td> <td>11</td> </tr> <tr> <td>Q2 2013/14</td> <td>6</td> <td>6</td> </tr> <tr> <td>Q3 2013/14</td> <td>8</td> <td>8</td> </tr> <tr> <td>Q4 2013/14</td> <td>14</td> <td>14</td> </tr> </tbody> </table>	Quarter	Number of Complaints	Target (Quarters)	Q1 2013/14	11	11	Q2 2013/14	6	6	Q3 2013/14	8	8	Q4 2013/14	14	14	14	Of the complaints categorised as Delay in Responding in Q4, 50% were justified, five in Customer Services.	↓	↓		Les Grant
Quarter	Number of Complaints	Target (Quarters)																				
Q1 2013/14	11	11																				
Q2 2013/14	6	6																				
Q3 2013/14	8	8																				
Q4 2013/14	14	14																				

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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>CP08-P19P Number of Complaints categorised as Employee Attitude</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> </tbody> </table>	Quarter	Number of Complaints	Q1 2013/14	16	Q2 2013/14	22	Q3 2013/14	13	Q4 2013/14	14	14	<p>Of the complaints categorised as Employee Attitude in Q4, five were classified as justified (three within Environment and Infrastructure and two within Education and Lifelong Learning).</p> <p>In all appropriate cases action was taken to provide additional advice or training to staff and/or reinforce policies and procedures already in place.</p>	↓	↑		Les Grant
Quarter	Number of Complaints																
Q1 2013/14	16																
Q2 2013/14	22																
Q3 2013/14	13																
Q4 2013/14	14																
Number of Complaints categorised as Failure to Deliver Service	<p>CP08-P20P Number of Complaints categorised as Failure to Deliver Service</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> </tbody> </table>	Quarter	Number of Complaints	Q1 2013/14	50	Q2 2013/14	67	Q3 2013/14	43	Q4 2013/14	68	68	<p>Of the complaints categorised as Failure to Deliver Service in Q4, 49% were justified (50% of which were in Environment and Infrastructure and 30% in Customer Services).</p>	↓	↓		Les Grant
Quarter	Number of Complaints																
Q1 2013/14	50																
Q2 2013/14	67																
Q3 2013/14	43																
Q4 2013/14	68																

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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By										
% of Stage 1 complaints responded to within 5 working days	<p>CP08-P58P % of Stage 1 complaints responded to within 5 working days</p> <table border="1"> <caption>CP08-P58P % of Stage 1 complaints responded to within 5 working days</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>48.48%</td> </tr> <tr> <td>Q4 2013/14</td> <td>87.65%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q2 2013/14	48.48%	Q4 2013/14	87.65%	87.65%	Over all there are improving trends for Stage 1 Responses and Stage 2 Acknowledgements. In Quarter 4 there were 23 Stage 2 complaint responses, of which 7 exceeded the 20 day response target (Please note this figure also includes complaints where permission to extend timescales had been given). Only 1 of these 7 late cases sought to extend the response period which is a requirement of the Complaint Handling Procedure(CHP). 3 of the 7 late cases only exceeded the 20 day response target by 2 days or less and 1 case took 33 days.	↑	↑	▲	Les Grant				
Quarter	Value (%)																
Q2 2013/14	48.48%																
Q4 2013/14	87.65%																
% of Stage 2 complaints acknowledged within 3 working days	<p>CP08-P59P % of Stage 2 complaints acknowledged within 3 working days</p> <table border="1"> <caption>CP08-P59P % of Stage 2 complaints acknowledged within 3 working days</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</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> </tbody> </table>	Quarter	Value (%)	Q1 2013/14	97.78%	Q2 2013/14	96.76%	Q3 2013/14	91.67%	Q4 2013/14	87.96%	87.96%	<p>A revised monitoring procedure is being implemented within Customer Services (covering all complaints) with the aim of highlighting issues at an earlier point in the complaint process. A communication will also be issued to staff reminding them of the target levels and CHP requirements.</p> <p>It is also intended to review the target figures for these PIs as it is felt that a 100% target is perhaps unrealistic.</p>	↓	↓	▲	Les Grant
Quarter	Value (%)																
Q1 2013/14	97.78%																
Q2 2013/14	96.76%																
Q3 2013/14	91.67%																
Q4 2013/14	87.96%																

Council Executive – Quarterly Public Performance Report, June 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By										
% of Stage 2 complaints responded to within 20 working days	<p>CP08-P60P % of Stage 2 complaints responded to within 20 working days</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> </tbody> </table> <p>■ Target (Quarters)</p>	Quarter	Percentage	Q1-2013/14	94.44%	Q2-2013/14	93.52%	Q3-2013/14	84.92%	Q4-2013/14	62.59%	62.59%	See above.	↓	↓	⬮	Les Grant
Quarter	Percentage																
Q1-2013/14	94.44%																
Q2-2013/14	93.52%																
Q3-2013/14	84.92%																
Q4-2013/14	62.59%																

For more information on any of the indicators in this report, email performance@scotborders.gov.uk