

SCOTTISH BORDERS COUNCIL CORPORATE PRIORITIES

QUARTERLY PUBLIC PERFORMANCE REPORT: Q3 2015/16 (Oct-Dec)

HOW ARE WE DOING?

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

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

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

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

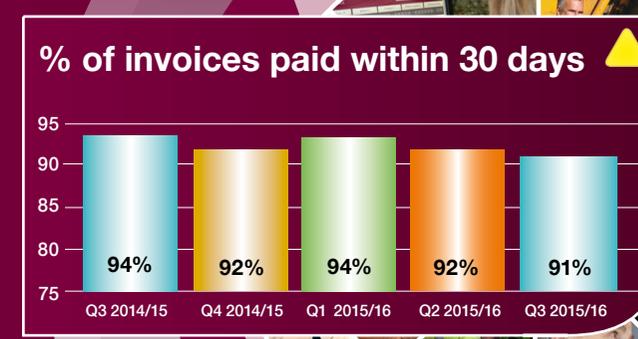
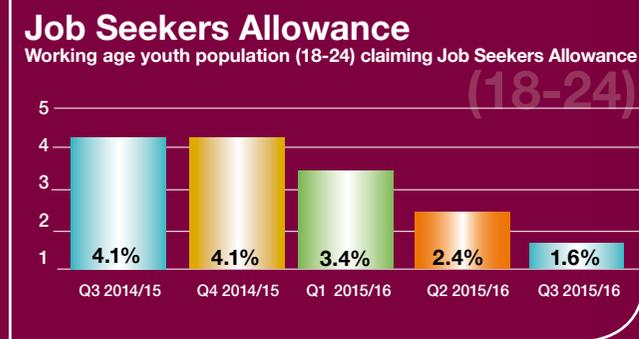
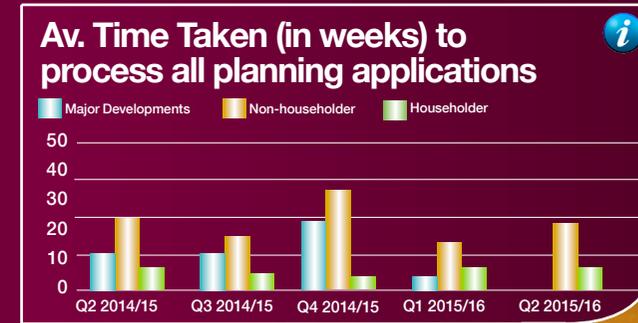
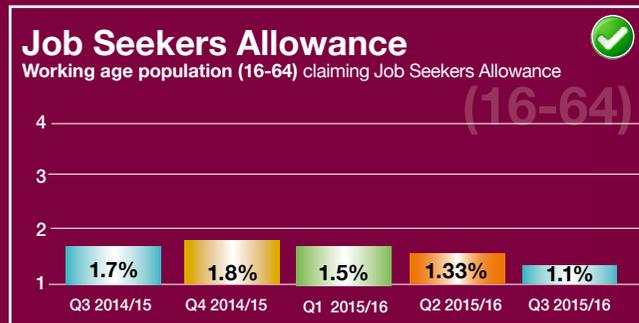
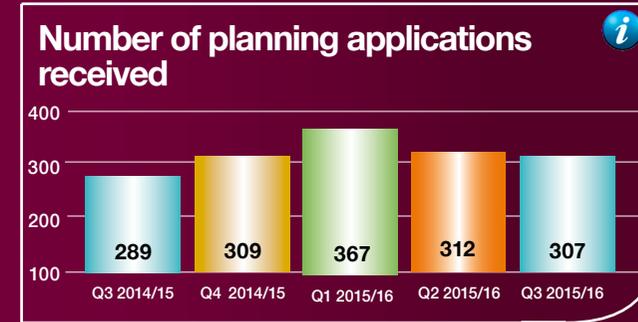
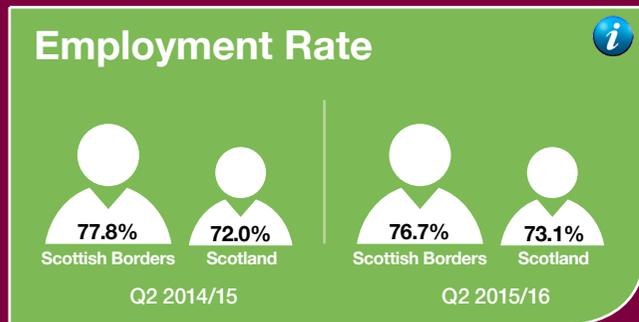
KEY:

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



ENCOURAGE SUSTAINABLE ECONOMIC GROWTH

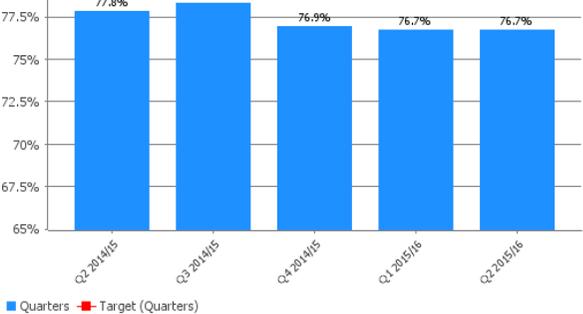
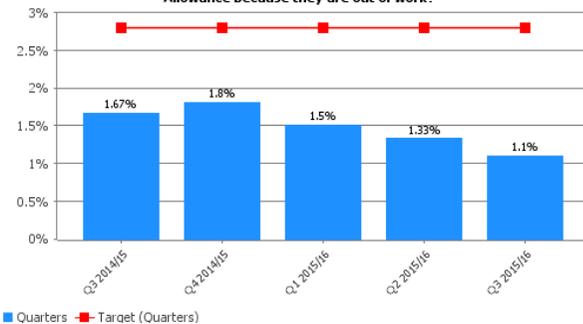
HOW ARE WE DOING?



Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

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

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
What percentage of people aged between 16-64 are in employment?	<p>CP01-P05P What percentage of people aged between 16-64 are in employment?</p>  <table border="1"> <caption>Employment Percentage Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>77.8%</td> <td>78.3%</td> </tr> <tr> <td>Q3 2014/15</td> <td>78.3%</td> <td>78.3%</td> </tr> <tr> <td>Q4 2014/15</td> <td>76.9%</td> <td>78.3%</td> </tr> <tr> <td>Q1 2015/16</td> <td>76.7%</td> <td>78.3%</td> </tr> <tr> <td>Q2 2015/16</td> <td>76.7%</td> <td>78.3%</td> </tr> </tbody> </table>	Quarter	Percentage	Target	Q2 2014/15	77.8%	78.3%	Q3 2014/15	78.3%	78.3%	Q4 2014/15	76.9%	78.3%	Q1 2015/16	76.7%	78.3%	Q2 2015/16	76.7%	78.3%	76.7%	<p>Observations: 55,500 people were in employment in this quarter, which is 500 down on the previous quarter. The overall rate remains higher than Scotland (73.1%) and GB (73.4%).</p> <p>Note: One quarter lag in data.</p>			Bryan McGrath
Quarter	Percentage	Target																						
Q2 2014/15	77.8%	78.3%																						
Q3 2014/15	78.3%	78.3%																						
Q4 2014/15	76.9%	78.3%																						
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What percentage of people aged between 16-64 are claiming Job Seeker's Allowance because they are out of work?	<p>CP01-P10P What percentage of people aged between 16-64 are claiming Job Seeker's Allowance because they are out of work?</p>  <table border="1"> <caption>Job Seeker's Allowance Percentage Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>1.67%</td> <td>2.8%</td> </tr> <tr> <td>Q4 2014/15</td> <td>1.8%</td> <td>2.8%</td> </tr> <tr> <td>Q1 2015/16</td> <td>1.5%</td> <td>2.8%</td> </tr> <tr> <td>Q2 2015/16</td> <td>1.33%</td> <td>2.8%</td> </tr> <tr> <td>Q3 2015/16</td> <td>1.1%</td> <td>2.8%</td> </tr> </tbody> </table>	Quarter	Percentage	Target	Q3 2014/15	1.67%	2.8%	Q4 2014/15	1.8%	2.8%	Q1 2015/16	1.5%	2.8%	Q2 2015/16	1.33%	2.8%	Q3 2015/16	1.1%	2.8%	1.1%	<p>Observations: The Scottish Borders rate still sits below the Scottish rate of 1.7% and the UK rate of 1.5%.</p>			Bryan McGrath
Quarter	Percentage	Target																						
Q3 2014/15	1.67%	2.8%																						
Q4 2014/15	1.8%	2.8%																						
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
What percentage of people aged between 18-24 are claiming Job Seeker's Allowance because they are out of work?	<p>CP01-P11P What percentage of people aged between 18-24 are claiming Job Seeker's Allowance because they are out of work?</p> <table border="1"> <caption>Job Seeker's Allowance Claimants (%)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>4.13%</td> </tr> <tr> <td>Q3 2014/15</td> <td>4.1%</td> </tr> <tr> <td>Q1 2015/16</td> <td>3.43%</td> </tr> <tr> <td>Q2 2015/16</td> <td>2.43%</td> </tr> <tr> <td>Q3 2015/16</td> <td>1.63%</td> </tr> </tbody> </table>	Quarter	Value	Q2 2014/15	4.13%	Q3 2014/15	4.1%	Q1 2015/16	3.43%	Q2 2015/16	2.43%	Q3 2015/16	1.63%	1.63%	<p>Observations: The Scottish Borders rate of 1.6% is below both the UK rate of 1.9% and the Scottish rate of 2.0%.</p>			Bryan McGrath
Quarter	Value																	
Q2 2014/15	4.13%																	
Q3 2014/15	4.1%																	
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Q3 2015/16	1.63%																	
How many new businesses has Business Gateway help create?	<p>CP01-P06P How many new businesses has Business Gateway help create?</p> <table border="1"> <caption>New Businesses Created</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>63</td> </tr> <tr> <td>Q4 2014/15</td> <td>81</td> </tr> <tr> <td>Q1 2015/16</td> <td>60</td> </tr> <tr> <td>Q2 2015/16</td> <td>65</td> </tr> <tr> <td>Q3 2015/16</td> <td>34</td> </tr> </tbody> </table>	Quarter	Value	Q3 2014/15	63	Q4 2014/15	81	Q1 2015/16	60	Q2 2015/16	65	Q3 2015/16	34	34	<p>How are we performing: In the quarter to end of December we have recorded 34 starts against a target of 60. This performance is reflected across the country and has been raised nationally as an issue. Across all of Business Gateways we are 2114 starts down on the same period last year, and the Borders does reflect this trend. A number of factors are being cited as the cause for this including the low rates of unemployment, the separation of the New Enterprise Allowance scheme from the Business Gateways and the increase in usage of online resources.</p>			Bryan McGrath
Quarter	Value																	
Q3 2014/15	63																	
Q4 2014/15	81																	
Q1 2015/16	60																	
Q2 2015/16	65																	
Q3 2015/16	34																	
How many businesses has Business Gateway supported*?	<p>CP01-P18P How many businesses has Business Gateway supported*?</p> <table border="1"> <caption>Businesses Supported</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>246</td> </tr> <tr> <td>Q3 2014/15</td> <td>278</td> </tr> <tr> <td>Q4 2014/15</td> <td>294</td> </tr> <tr> <td>Q1 2015/16</td> <td>228</td> </tr> <tr> <td>Q2 2015/16</td> <td>226</td> </tr> </tbody> </table>	Quarter	Value	Q2 2014/15	246	Q3 2014/15	278	Q4 2014/15	294	Q1 2015/16	228	Q2 2015/16	226	226 (Q2)	<p>*Note: businesses supported- Q3 figures not available due to technical difficulties nationally as Business Gateway moves to a new CRM system</p> <p>Actions we are taking to improve/maintain performance: The issue is being addressed nationally and on a local basis we have increased focussed resource to try and achieve the annual target by end of March.</p>			Bryan McGrath
Quarter	Value																	
Q2 2014/15	246																	
Q3 2014/15	278																	
Q4 2014/15	294																	
Q1 2015/16	228																	
Q2 2015/16	226																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
How many loans to local businesses did we award?	<p>CP01-P27P How many loans to local businesses did we award?</p> <table border="1"> <caption>Data for CP01-P27P</caption> <thead> <tr> <th>Quarter</th> <th>Loans Awarded</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>3</td> <td>3</td> </tr> <tr> <td>Q4 2014/15</td> <td>2</td> <td>3</td> </tr> <tr> <td>Q1 2015/16</td> <td>2</td> <td>3</td> </tr> <tr> <td>Q2 2015/16</td> <td>0</td> <td>3</td> </tr> <tr> <td>Q3 2015/16</td> <td>3</td> <td>3</td> </tr> </tbody> </table>	Quarter	Loans Awarded	Target	Q3 2014/15	3	3	Q4 2014/15	2	3	Q1 2015/16	2	3	Q2 2015/16	0	3	Q3 2015/16	3	3	3	<p>How are we performing: During this Quarter, 5 loan applications were submitted. Three loans worth £57,504 were approved. (One application for £10,000 was declined. One application for £20,000 was deferred)</p>			Bryan McGrath
Quarter	Loans Awarded	Target																						
Q3 2014/15	3	3																						
Q4 2014/15	2	3																						
Q1 2015/16	2	3																						
Q2 2015/16	0	3																						
Q3 2015/16	3	3																						
How much money did those loans add up to?	<p>CP01-P28P How much money did those loans add up to?</p> <table border="1"> <caption>Data for CP01-P28P</caption> <thead> <tr> <th>Quarter</th> <th>Money Added (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>£21,602.34</td> <td>£57,504.00</td> </tr> <tr> <td>Q4 2014/15</td> <td>£30,000.00</td> <td>£57,504.00</td> </tr> <tr> <td>Q1 2015/16</td> <td>£32,500.00</td> <td>£57,504.00</td> </tr> <tr> <td>Q2 2015/16</td> <td>£0.00</td> <td>£57,504.00</td> </tr> <tr> <td>Q3 2015/16</td> <td>£57,504.00</td> <td>£57,504.00</td> </tr> </tbody> </table>	Quarter	Money Added (£)	Target (£)	Q3 2014/15	£21,602.34	£57,504.00	Q4 2014/15	£30,000.00	£57,504.00	Q1 2015/16	£32,500.00	£57,504.00	Q2 2015/16	£0.00	£57,504.00	Q3 2015/16	£57,504.00	£57,504.00	£57,504.00	<p>Actions we are taking to improve/maintain performance: Business Gateway advisers continue to promote loans and grants. Assessment of applications by a panel drawn from Finance and Economic Development will continue to provide a robust decision-making process.</p>			Bryan McGrath
Quarter	Money Added (£)	Target (£)																						
Q3 2014/15	£21,602.34	£57,504.00																						
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
How many grants to local businesses did we award?	<p>CP01-P29P How many grants to local businesses did we award?</p> <table border="1"> <caption>Data for CP01-P29P</caption> <thead> <tr> <th>Quarter</th> <th>Grants Awarded</th> <th>Target (Grants)</th> </tr> </thead> <tbody> <tr> <td>Q3-2014/15</td> <td>23</td> <td>9</td> </tr> <tr> <td>Q4-2014/15</td> <td>6</td> <td>9</td> </tr> <tr> <td>Q1-2015/16</td> <td>10</td> <td>9</td> </tr> <tr> <td>Q2-2015/16</td> <td>8</td> <td>9</td> </tr> <tr> <td>Q3-2015/16</td> <td>9</td> <td>9</td> </tr> </tbody> </table>	Quarter	Grants Awarded	Target (Grants)	Q3-2014/15	23	9	Q4-2014/15	6	9	Q1-2015/16	10	9	Q2-2015/16	8	9	Q3-2015/16	9	9	9	<p>How are we performing: Nine grants were awarded out of 14 applications in this Quarter. Although smaller than the corresponding Quarter last year, the amount of grant funding increased on Quarter 2, 2015-16.</p>			Bryan McGrath
Quarter	Grants Awarded	Target (Grants)																						
Q3-2014/15	23	9																						
Q4-2014/15	6	9																						
Q1-2015/16	10	9																						
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How much money did those grants add up to?	<p>CP01-P30P How much money did those grants add up to?</p> <table border="1"> <caption>Data for CP01-P30P</caption> <thead> <tr> <th>Quarter</th> <th>Amount (£)</th> <th>Target (Amount)</th> </tr> </thead> <tbody> <tr> <td>Q3-2014/15</td> <td>£55,017.13</td> <td>£29,396.71</td> </tr> <tr> <td>Q4-2014/15</td> <td>£21,584.50</td> <td>£29,396.71</td> </tr> <tr> <td>Q1-2015/16</td> <td>£31,532.50</td> <td>£29,396.71</td> </tr> <tr> <td>Q2-2015/16</td> <td>£23,430.27</td> <td>£29,396.71</td> </tr> <tr> <td>Q3-2015/16</td> <td>£29,396.71</td> <td>£29,396.71</td> </tr> </tbody> </table>	Quarter	Amount (£)	Target (Amount)	Q3-2014/15	£55,017.13	£29,396.71	Q4-2014/15	£21,584.50	£29,396.71	Q1-2015/16	£31,532.50	£29,396.71	Q2-2015/16	£23,430.27	£29,396.71	Q3-2015/16	£29,396.71	£29,396.71	£29,396.71	<p>Actions we are taking to improve/maintain performance: As per loans (above)</p>			Bryan McGrath
Quarter	Amount (£)	Target (Amount)																						
Q3-2014/15	£55,017.13	£29,396.71																						
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																														
How many planning applications do we receive?	<p>CP01-P52P How many planning applications do we receive?</p> <table border="1"> <caption>CP01-P52P Data</caption> <thead> <tr> <th>Quarter</th> <th>Applications</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>289</td> <td>307</td> </tr> <tr> <td>Q4 2014/15</td> <td>309</td> <td>307</td> </tr> <tr> <td>Q1 2015/16</td> <td>367</td> <td>307</td> </tr> <tr> <td>Q2 2015/16</td> <td>312</td> <td>307</td> </tr> <tr> <td>Q3 2015/16</td> <td>307</td> <td>307</td> </tr> </tbody> </table>	Quarter	Applications	Target	Q3 2014/15	289	307	Q4 2014/15	309	307	Q1 2015/16	367	307	Q2 2015/16	312	307	Q3 2015/16	307	307	307	<p>Observations: The number of applications received has been broadly in line with the previous quarter at just over 300. Whilst this is a quarter where historically application numbers reduce, the current quarter's figure is healthier than those recorded for this period in the preceding 3 years - 296, 286 and 289 last year.</p> <p>The number of applications outstanding and waiting to be determined at the time end of the quarter fell for the sixth consecutive month and is now 236 lower than the start of the year.</p>			Ian Aikman												
Quarter	Applications	Target																																		
Q3 2014/15	289	307																																		
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Q1 2015/16	367	307																																		
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How long in weeks does it take on average to process all planning applications for major developments?	<p>CP01-P54aP How long in weeks does it take on average to process all planning applications for major developments?</p> <table border="1"> <caption>CP01-P54aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Weeks</th> <th>Family Group (previous yr) - Av.</th> <th>SBC (previous yr) - Av.</th> <th>Scotland (previous yr) - Av.</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>12.9</td> <td>~170</td> <td>~170</td> <td>~50</td> </tr> <tr> <td>Q3 2014/15</td> <td>14.4</td> <td>~170</td> <td>~170</td> <td>~50</td> </tr> <tr> <td>Q4 2014/15</td> <td>22.0</td> <td>~170</td> <td>~170</td> <td>~50</td> </tr> <tr> <td>Q1 2015/16</td> <td>5.4</td> <td>~170</td> <td>~170</td> <td>~50</td> </tr> <tr> <td>Q2 2015/16</td> <td>0.0</td> <td>~170</td> <td>~170</td> <td>~50</td> </tr> </tbody> </table>	Quarter	Weeks	Family Group (previous yr) - Av.	SBC (previous yr) - Av.	Scotland (previous yr) - Av.	Q2 2014/15	12.9	~170	~170	~50	Q3 2014/15	14.4	~170	~170	~50	Q4 2014/15	22.0	~170	~170	~50	Q1 2015/16	5.4	~170	~170	~50	Q2 2015/16	0.0	~170	~170	~50	0	<p>How are we performing: There were no major applications determined in the last quarter. However, there has been a significant downward trend in times taken to determine major applications. The figure of 5.4 weeks in Q1 can be read against a Scottish average of 34.2 weeks.</p> <p>Note: One quarter lag in data.</p> <p>Actions we are taking to improve/maintain performance: Provisions of the Development Management Improvement Plan such as the greater use of processing agreements, project management approach to determine major applications, better case management and monitoring of applications and the introduction of new processes for concluding legal agreements have all contributed to this improvement in performance.</p>			Ian Aikman
Quarter	Weeks	Family Group (previous yr) - Av.	SBC (previous yr) - Av.	Scotland (previous yr) - Av.																																
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
<p>How long in weeks does it take on average to process all planning applications for non-household developments?</p>	<p>CP01-P55aP How long in weeks does it take on average to process all planning applications for non-household developments?</p> <table border="1"> <caption>CP01-P55aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>22.5</td> </tr> <tr> <td>Q2-2014/15</td> <td>16.6</td> </tr> <tr> <td>Q2-2014/15</td> <td>34.3</td> </tr> <tr> <td>Q1-2015/16</td> <td>17.9</td> </tr> <tr> <td>Q2-2015/16</td> <td>19.2</td> </tr> </tbody> </table>	Quarter	Value	Q2-2014/15	22.5	Q2-2014/15	16.6	Q2-2014/15	34.3	Q1-2015/16	17.9	Q2-2015/16	19.2	19.2	<p>How are we performing: There was an increase in the determination period for applications in this category from 17.2 to 19.2 weeks from Q1. The Scottish average for the period was 11.7 weeks. SBC performance is influenced heavily by the number of legal agreements required under the developer contributions policy.</p> <p>However, whilst further action is required to move towards the Scottish average it should be noted that there is has been a progressive improvement in performance in comparison to previous years from 26.8 weeks in 2013/13 and 22.7 weeks in 2014/15</p> <p>Note: One quarter lag in data.</p> <p>Actions we are taking to improve/maintain performance: As set out above relating to the Development Management Improvement Plan, but in particular the action to streamline the legal agreement process and better case management and monitoring of applications, is helping sustain the improved performance.</p>			Ian Aikman
Quarter	Value																	
Q2-2014/15	22.5																	
Q2-2014/15	16.6																	
Q2-2014/15	34.3																	
Q1-2015/16	17.9																	
Q2-2015/16	19.2																	
<p>How long in weeks does it take on average to process all planning applications for household developments?</p>	<p>CP01-P56aP How long in weeks does it take on average to process all planning applications for household developments?</p> <table border="1"> <caption>CP01-P56aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>8.0</td> </tr> <tr> <td>Q2-2014/15</td> <td>7.5</td> </tr> <tr> <td>Q2-2014/15</td> <td>8.2</td> </tr> <tr> <td>Q1-2015/16</td> <td>6.7</td> </tr> <tr> <td>Q2-2015/16</td> <td>6.9</td> </tr> </tbody> </table>	Quarter	Value	Q2-2014/15	8.0	Q2-2014/15	7.5	Q2-2014/15	8.2	Q1-2015/16	6.7	Q2-2015/16	6.9	6.9	<p>How are we performing: There has been a slight increase in the time taken to determine householder applications from 6.7 weeks to 6.9 week. This however, still reflects well against the Scottish average for that quarter of 7.2 weeks. This again is reflective of a progressive downward trend in time taken to determine applications from 8.6 weeks in 2013/14 and 7.5 in 2014/15.</p> <p>Note: One quarter lag in data.</p> <p>Actions we are taking to improve/maintain</p>			Ian Aikman
Quarter	Value																	
Q2-2014/15	8.0																	
Q2-2014/15	7.5																	
Q2-2014/15	8.2																	
Q1-2015/16	6.7																	
Q2-2015/16	6.9																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																					
			<p>performance: As set out above relating to the Development Management Improvement Plan, but in particular use of processing agreements and better case management and monitoring of applications is helping sustain the improved performance.</p>																								
<p>How many invoices, received by us, were paid within 30 days of receiving the invoice?</p>	<p>CP01-P25P How many invoices, received by us, were paid within 30 days of receiving the invoice?</p> <table border="1"> <caption>Invoice Payment Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>93%</td> <td>93%</td> </tr> <tr> <td>Q3-2014/15</td> <td>94%</td> <td>93%</td> </tr> <tr> <td>Q4-2014/15</td> <td>93%</td> <td>93%</td> </tr> <tr> <td>Q1-2015/16</td> <td>94%</td> <td>93%</td> </tr> <tr> <td>Q2-2015/16</td> <td>93%</td> <td>93%</td> </tr> <tr> <td>Q3-2015/16</td> <td>91%</td> <td>93%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q2-2014/15	93%	93%	Q3-2014/15	94%	93%	Q4-2014/15	93%	93%	Q1-2015/16	94%	93%	Q2-2015/16	93%	93%	Q3-2015/16	91%	93%	<p>91%</p>	<p>How are we performing: The overall average for the quarter shows that 91% of invoices were paid within 30 days. The dip in the monthly indicator for October has since recovered with an improved performance of 94% reported for December 2015.</p> <p>Actions we are taking to improve/maintain performance: Support and process improvements continue to be shared with Service departments.</p>			<p>Lynn Mirley</p>
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q2-2014/15	93%	93%																									
Q3-2014/15	94%	93%																									
Q4-2014/15	93%	93%																									
Q1-2015/16	94%	93%																									
Q2-2015/16	93%	93%																									
Q3-2015/16	91%	93%																									

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

HOW ARE WE DOING?

Positive Destinations

95.3% of the 1,203 school leavers 6th went into a positive destination
2014/15

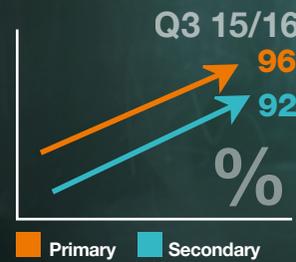
94.2% of the 1,059 school leavers 4th went to positive destinations
2013/14

Higher Education	2014/15	42.3
	2013/14	41.6
Further Education	2014/15	29.8
	2013/14	28.7
Employment	2014/15	19.4
	2013/14	20.8
Unemployed (seeking)	2014/15	4.0
	2013/14	4.2
Training	2014/15	1.5
	2013/14	2.3
Volunteer	2014/15	1.6
	2013/14	0.5
Activity Agreement	2014/15	0.7
	2013/14	0.4
Unemployed (not seeking)	2014/15	0.7
	2013/14	1.4
Not known	2014/15	0.1
	2013/14	0.1

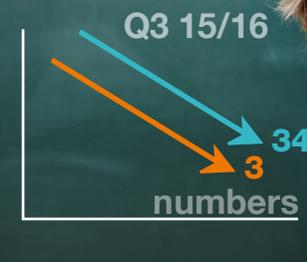
%

Inclusion

School Attendance



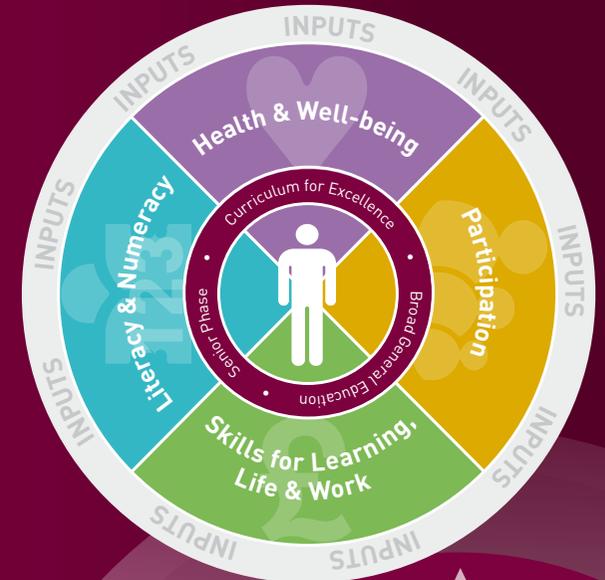
School Exclusions



School Attendance during 2014/15

94.4% pupil attendance at Scottish Borders schools 7th

94.3% in 2012/13



Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

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

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
What % of primary school pupils attend school? (CP02-P11aP)	<p>CP02-P11aP What % of primary school pupils attend school? (CP02-P11aP)</p> <table border="1"> <caption>Primary School Attendance Data</caption> <thead> <tr> <th>Quarter</th> <th>Attendance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3-2014/15</td> <td>95%</td> <td>95.1%</td> </tr> <tr> <td>Q4-2014/15</td> <td>95%</td> <td>95.1%</td> </tr> <tr> <td>Q1-2015/16</td> <td>96%</td> <td>95.1%</td> </tr> <tr> <td>Q2-2015/16</td> <td>98%</td> <td>95.1%</td> </tr> <tr> <td>Q3-2015/16</td> <td>96%</td> <td>95.1%</td> </tr> </tbody> </table>	Quarter	Attendance (%)	Target (%)	Q3-2014/15	95%	95.1%	Q4-2014/15	95%	95.1%	Q1-2015/16	96%	95.1%	Q2-2015/16	98%	95.1%	Q3-2015/16	96%	95.1%	96%	<p>How are we performing: Attendance within primary schools continues to exceed the Scottish average recorded in 2014/15 (95.1%).</p> <p>Actions we are taking to improve/maintain performance: Schools will continue to work with parents to ensure attendance increases.</p>			Donna Manson
Quarter	Attendance (%)	Target (%)																						
Q3-2014/15	95%	95.1%																						
Q4-2014/15	95%	95.1%																						
Q1-2015/16	96%	95.1%																						
Q2-2015/16	98%	95.1%																						
Q3-2015/16	96%	95.1%																						
What % of secondary school pupils attend school? (CP02-P11bP)	<p>CP02-P11bP What % of secondary school pupils attend school? (CP02-P11bP)</p> <table border="1"> <caption>Secondary School Attendance Data</caption> <thead> <tr> <th>Quarter</th> <th>Attendance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3-2014/15</td> <td>92%</td> <td>91.8%</td> </tr> <tr> <td>Q4-2014/15</td> <td>92%</td> <td>91.8%</td> </tr> <tr> <td>Q1-2015/16</td> <td>93%</td> <td>91.8%</td> </tr> <tr> <td>Q2-2015/16</td> <td>94%</td> <td>91.8%</td> </tr> <tr> <td>Q3-2015/16</td> <td>92%</td> <td>91.8%</td> </tr> </tbody> </table>	Quarter	Attendance (%)	Target (%)	Q3-2014/15	92%	91.8%	Q4-2014/15	92%	91.8%	Q1-2015/16	93%	91.8%	Q2-2015/16	94%	91.8%	Q3-2015/16	92%	91.8%	92%	<p>How are we performing: Attendance for Secondary Schools continues to meet and exceed the Scottish Average of 91.8% (2014/15)</p> <p>Actions we are taking to improve/maintain performance: Schools will continue to work with parents to ensure attendance increases. At secondary school, ongoing improvements and changes to the curriculum will ensure that the needs of all young people are more effectively met, further encouraging attendance.</p>			Donna Manson
Quarter	Attendance (%)	Target (%)																						
Q3-2014/15	92%	91.8%																						
Q4-2014/15	92%	91.8%																						
Q1-2015/16	93%	91.8%																						
Q2-2015/16	94%	91.8%																						
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
What % of pupils attended Borders schools, compared to the Scottish average?	<table border="1"> <caption>Attendance Rates (Estimated from Chart)</caption> <thead> <tr> <th>Year</th> <th>Borders (%)</th> <th>Scotland (%)</th> </tr> </thead> <tbody> <tr> <td>09/10</td> <td>94.2</td> <td>93.5</td> </tr> <tr> <td>10/11</td> <td>94.0</td> <td>93.4</td> </tr> <tr> <td>12/13</td> <td>94.3</td> <td>93.8</td> </tr> <tr> <td>14/15</td> <td>94.4</td> <td>93.8</td> </tr> </tbody> </table>	Year	Borders (%)	Scotland (%)	09/10	94.2	93.5	10/11	94.0	93.4	12/13	94.3	93.8	14/15	94.4	93.8	94.4% (14/15)	<p>Observations Taken from Scottish Government's School Statistics for 2014/15, the total attendance rate for our pupils (primary and secondary) was 94.4% during 2014/15 compared to 93.8% nationally. We have seen an ongoing improvement since 2010/11 and have tracked higher than the national average since then.</p>	👍	📊	Donna Manson			
Year	Borders (%)	Scotland (%)																						
09/10	94.2	93.5																						
10/11	94.0	93.4																						
12/13	94.3	93.8																						
14/15	94.4	93.8																						
How many primary school pupils were excluded? (CP02-P09aP)	<table border="1"> <caption>Primary School Pupils Excluded (Estimated from Chart)</caption> <thead> <tr> <th>Quarter</th> <th>Exclusions</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>10</td> <td>12</td> </tr> <tr> <td>Q4 2014/15</td> <td>12</td> <td>12</td> </tr> <tr> <td>Q1 2015/16</td> <td>12</td> <td>12</td> </tr> <tr> <td>Q2 2015/16</td> <td>5</td> <td>12</td> </tr> <tr> <td>Q3 2015/16</td> <td>3</td> <td>12</td> </tr> </tbody> </table>	Quarter	Exclusions	Target	Q3 2014/15	10	12	Q4 2014/15	12	12	Q1 2015/16	12	12	Q2 2015/16	5	12	Q3 2015/16	3	12	3	<p>How are we performing? The second quarter of the school calendar (Q3 15/16) saw a decline in the total number of pupils excluded. This is a significant reduction on the same quarter last year.</p> <p>Actions we are taking to improve/maintain performance: Overall exclusion targets are in place for schools which has continued to challenge and focus effort in the overall reduction of children being excluded.</p>	👍	📊	Donna Manson
Quarter	Exclusions	Target																						
Q3 2014/15	10	12																						
Q4 2014/15	12	12																						
Q1 2015/16	12	12																						
Q2 2015/16	5	12																						
Q3 2015/16	3	12																						

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

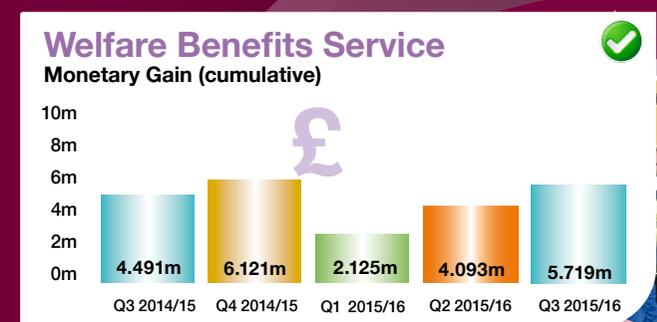
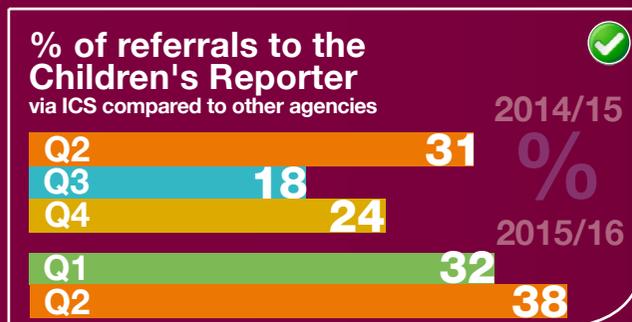
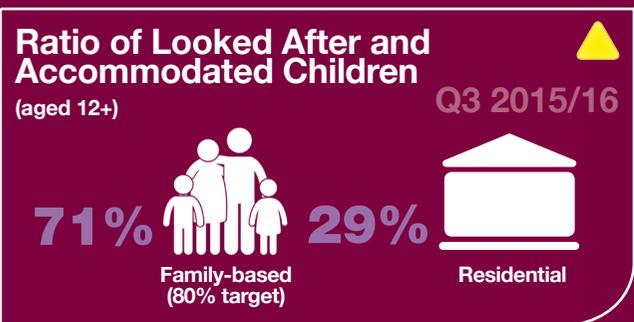
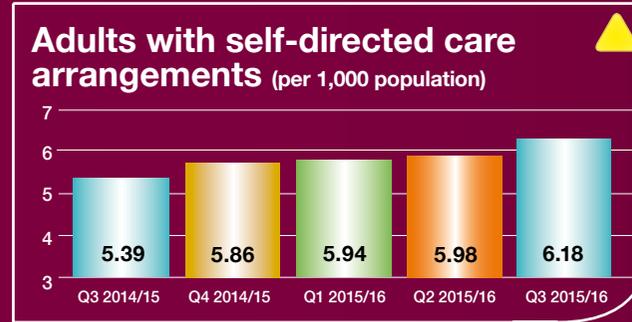
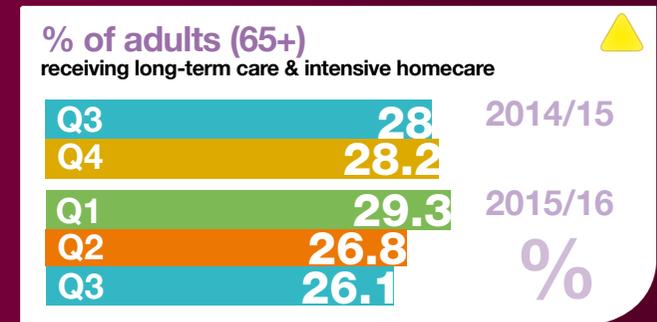
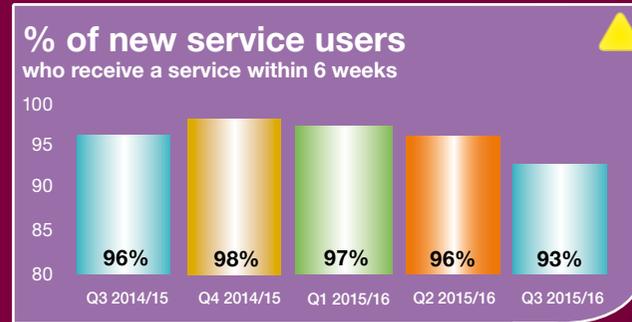
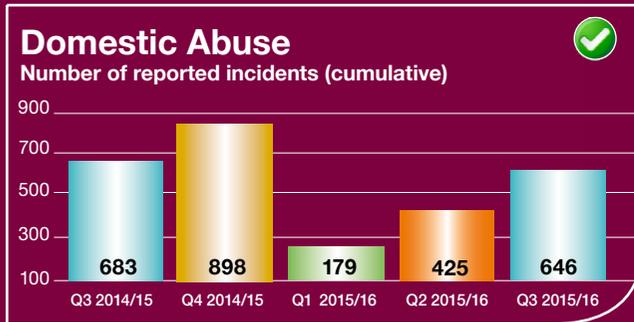
Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many secondary school pupils were excluded? (CP02-P09bP)	<p>CP02-P09bP How many secondary school pupils were excluded? (CP02-P09bP)</p> <table border="1"> <caption>Data for CP02-P09bP</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>61</td> </tr> <tr> <td>Q4 2014/15</td> <td>80</td> </tr> <tr> <td>Q1 2015/16</td> <td>33</td> </tr> <tr> <td>Q2 2015/16</td> <td>22</td> </tr> <tr> <td>Q3 2015/16</td> <td>34</td> </tr> </tbody> </table>	Quarter	Value	Q3 2014/15	61	Q4 2014/15	80	Q1 2015/16	33	Q2 2015/16	22	Q3 2015/16	34	34	<p>How are we performing? Second quarter of the school calendar (Q3 15/16) saw an increase in the total number of pupils excluded. However, Q3 2015/16 demonstrates significant improvements compared to Q3 2014/15, which is positive (down from 61 to 34)</p> <p>Actions we are taking to improve/maintain performance: Overall exclusion targets are in place for schools which has continued to challenge and focus effort in the overall reduction of children being excluded.</p>			Donna Manson
Quarter	Value																	
Q3 2014/15	61																	
Q4 2014/15	80																	
Q1 2015/16	33																	
Q2 2015/16	22																	
Q3 2015/16	34																	
How many schools/nurseries in the Scottish Borders were inspected?	<p>CP02-P21P How many schools/nurseries in the Scottish Borders were inspected?</p> <table border="1"> <caption>Data for CP02-P21P</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>0</td> </tr> <tr> <td>Q4 2014/15</td> <td>2</td> </tr> <tr> <td>Q1 2015/16</td> <td>3</td> </tr> <tr> <td>Q2 2015/16</td> <td>0</td> </tr> <tr> <td>Q3 2015/16</td> <td>2</td> </tr> </tbody> </table>	Quarter	Value	Q3 2014/15	0	Q4 2014/15	2	Q1 2015/16	3	Q2 2015/16	0	Q3 2015/16	2	2	<p>Observations: Two primary schools had follow-up inspections between Oct-15 and Dec-15.</p> <ul style="list-style-type: none"> St Joseph's RC Primary School (15/12/2015) West Linton Primary School (27/10/2015) <p>For the individual school inspection report please visit the Education Scotland website.</p> <p>Actions we are taking to improve/maintain performance: Following Education Scotland's recent visit, St Joseph's have a clear plan for achieving the key priorities relating to curriculum development, high quality teaching & learning, and respectful relationships. SBC will continue to support the school to ensure progress is made and improved outcomes are achieved for the young people of St Joseph's.</p>	n/a		Donna Manson
Quarter	Value																	
Q3 2014/15	0																	
Q4 2014/15	2																	
Q1 2015/16	3																	
Q2 2015/16	0																	
Q3 2015/16	2																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																														
<p>What % of our school pupils leave school and go into a positive destination e.g. employment, training, higher/further education or volunteering? (SNS-P23P)</p>	<p>SNS-P23P What % of our school pupils leave school and go into a positive destination e.g. employment, training, higher/further education or volunteering? (SNS-P23P)</p> <table border="1"> <caption>Data for SNS-P23P Trend Chart</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <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> <tr> <td>2013/14</td> <td>94.2%</td> </tr> <tr> <td>2014/15</td> <td>95.3%</td> </tr> </tbody> </table>	Year	Percentage	2010/11	92.3%	2011/12	90.9%	2012/13	92%	2013/14	94.2%	2014/15	95.3%	95.3%	<p>Observations: Scottish Borders is now sitting 2pp higher than the national average, and has improved since 2013/14. We now rank joint 6th in Scotland and 1st in our "Family Group" (others similar to us).</p> <p>There were a total of 1203 leavers in 2015, with 1146 of them going into a positive destination, as follows (Scottish figure in brackets):</p> <table border="0"> <tr> <td>Higher Education:</td> <td>42.3% (38.3)</td> </tr> <tr> <td>Further Education:</td> <td>29.8% (27.8)</td> </tr> <tr> <td>Training:</td> <td>1.5% (3.8)</td> </tr> <tr> <td>Employment:</td> <td>19.4% (21.7)</td> </tr> <tr> <td>Voluntary Work:</td> <td>1.6% (0.4)</td> </tr> <tr> <td>Activity Agreement:</td> <td>0.7% (0.9)</td> </tr> <tr> <td>Unemployed, seeking work:</td> <td>4% (5.4)</td> </tr> <tr> <td>Unemployed, not seeing:</td> <td>0.7% (1.1)</td> </tr> <tr> <td>Unconfirmed:</td> <td>0.1% (0.1)</td> </tr> </table>	Higher Education:	42.3% (38.3)	Further Education:	29.8% (27.8)	Training:	1.5% (3.8)	Employment:	19.4% (21.7)	Voluntary Work:	1.6% (0.4)	Activity Agreement:	0.7% (0.9)	Unemployed, seeking work:	4% (5.4)	Unemployed, not seeing:	0.7% (1.1)	Unconfirmed:	0.1% (0.1)			Donna Manson
Year	Percentage																																			
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PROVIDE HIGH QUALITY SUPPORT, CARE AND PROTECTION TO CHILDREN, YOUNG PEOPLE, ADULTS, FAMILIES, AND OLDER PEOPLE

HOW ARE WE DOING?



Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

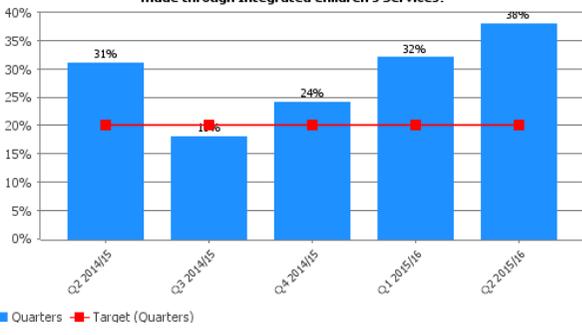
Corporate Priority 3: Provide high quality support, care and protection to children, young people, adults, families and older people

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
What % of people aged 65+ receive their care at home?	<p>CP03-P02P What % of people aged 65+ receive their care at home?</p> <table border="1"> <caption>Data for CP03-P02P</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3-2014/15</td> <td>28.0%</td> </tr> <tr> <td>Q4-2014/15</td> <td>28.2%</td> </tr> <tr> <td>Q1-2015/16</td> <td>29.3%</td> </tr> <tr> <td>Q2-2015/16</td> <td>26.8%</td> </tr> <tr> <td>Q3-2015/16</td> <td>26.1%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q3-2014/15	28.0%	Q4-2014/15	28.2%	Q1-2015/16	29.3%	Q2-2015/16	26.8%	Q3-2015/16	26.1%	26.1%	<p>How are we performing: During Q3 (Winter months) there has been a small decline in this PI which has pushed the value into an amber status.</p> <p>Actions we are taking to improve/maintain performance: Continued focus on this PI and its measurement to improve its clarity is underway.</p>			Elaine Torrance
Quarter	Value (%)																	
Q3-2014/15	28.0%																	
Q4-2014/15	28.2%																	
Q1-2015/16	29.3%																	
Q2-2015/16	26.8%																	
Q3-2015/16	26.1%																	
How many adults have self-directed care (SDS) arrangements? (rate per 1,000 people)	<p>CP03-P04P How many adults have self-directed care (SDS) arrangements? (rate per 1,000 people)</p> <table border="1"> <caption>Data for CP03-P04P</caption> <thead> <tr> <th>Quarter</th> <th>Value (rate per 1,000)</th> </tr> </thead> <tbody> <tr> <td>Q3-2014/15</td> <td>5.39</td> </tr> <tr> <td>Q4-2014/15</td> <td>5.86</td> </tr> <tr> <td>Q1-2015/16</td> <td>5.94</td> </tr> <tr> <td>Q2-2015/16</td> <td>5.98</td> </tr> <tr> <td>Q3-2015/16</td> <td>6.18</td> </tr> </tbody> </table>	Quarter	Value (rate per 1,000)	Q3-2014/15	5.39	Q4-2014/15	5.86	Q1-2015/16	5.94	Q2-2015/16	5.98	Q3-2015/16	6.18	6.18	<p>How are we performing: With the expected rise in the SDS approach we gradually increased the target from March 2015 (3.8) to present Oct 2015 - 7. As all clients new and current should be transitioning or starting with the SDS approach this figure should be continually increasing. The statistics show stagnation with no real movement over the past year.</p> <p>Actions we are taking to improve/maintain performance: Further discussions and a review of the current situation has led to formulation of an action plan to move current service clients onto the new SDS approach whilst ensuring new clients continue to be added under the SDS approach.</p>			Elaine Torrance
Quarter	Value (rate per 1,000)																	
Q3-2014/15	5.39																	
Q4-2014/15	5.86																	
Q1-2015/16	5.94																	
Q2-2015/16	5.98																	
Q3-2015/16	6.18																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
What % of people contacting Social Work receive a service within 6 weeks of their assessment?	<p>CP03-P28P What % of people contacting Social Work receive a service within 6 weeks of their assessment?</p> <table border="1"> <caption>Data for CP03-P28P</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>96%</td> <td>95%</td> </tr> <tr> <td>Q4 2014/15</td> <td>98%</td> <td>95%</td> </tr> <tr> <td>Q1 2015/16</td> <td>97%</td> <td>95%</td> </tr> <tr> <td>Q2 2015/16</td> <td>96%</td> <td>95%</td> </tr> <tr> <td>Q3 2015/16</td> <td>93%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q3 2014/15	96%	95%	Q4 2014/15	98%	95%	Q1 2015/16	97%	95%	Q2 2015/16	96%	95%	Q3 2015/16	93%	95%	93%	<p>How are we performing: During October to December there was an increase in service delays which has pushed the indicator into an amber status.</p> <p>Actions we are taking to improve/maintain performance: Continued maintenance and development of reporting within this PI to further enhance and identify any issues. Early recognition of this drop in service has been quickly picked up and resolved.</p>			Elaine Torrance
Quarter	Value (%)	Target (%)																						
Q3 2014/15	96%	95%																						
Q4 2014/15	98%	95%																						
Q1 2015/16	97%	95%																						
Q2 2015/16	96%	95%																						
Q3 2015/16	93%	95%																						
What % of children (aged 12+) are accommodated with family rather than residential placements?	<p>CP03-P06P What % of children (aged 12+) are accommodated with family rather than residential placements?</p> <table border="1"> <caption>Data for CP03-P06P</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>73%</td> <td>80%</td> </tr> <tr> <td>Q4 2014/15</td> <td>74%</td> <td>80%</td> </tr> <tr> <td>Q1 2015/16</td> <td>73%</td> <td>80%</td> </tr> <tr> <td>Q2 2015/16</td> <td>71%</td> <td>80%</td> </tr> <tr> <td>Q3 2015/16</td> <td>71%</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q3 2014/15	73%	80%	Q4 2014/15	74%	80%	Q1 2015/16	73%	80%	Q2 2015/16	71%	80%	Q3 2015/16	71%	80%	71%	<p>How are we performing: Small downward fluctuation within this indicator. The target of 80% is ambitious and continues to drive this performance area.</p> <p>Actions we are taking to improve/maintain performance: Continued action is underway to increase the number of children in family-based placements in comparison to residential.</p> <p>We have seen a continued increase in the number of foster carers, from 52 in December 2012 to 65 in December 2015. In the past year we have increased and maintained the number of foster carers from 59 to 65. With continued support and recruitment the ambitious target of 80% will be achievable.</p>			Ann Blackie
Quarter	Value (%)	Target (%)																						
Q3 2014/15	73%	80%																						
Q4 2014/15	74%	80%																						
Q1 2015/16	73%	80%																						
Q2 2015/16	71%	80%																						
Q3 2015/16	71%	80%																						

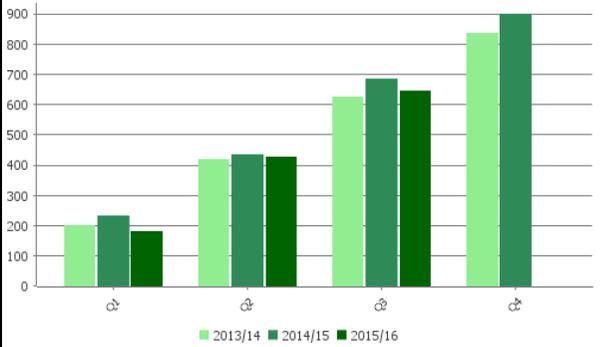
Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
<p>What % of referrals to the Scottish Children's Reporter Administration are made through Integrated Children's Services?</p>	<p>CP03-P30P What % of referrals to the Scottish Children's Reporter Administration are made through Integrated Children's Services?</p>  <table border="1"> <caption>Data for CP03-P30P Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>31%</td> <td>20%</td> </tr> <tr> <td>Q3-2014/15</td> <td>18%</td> <td>20%</td> </tr> <tr> <td>Q4-2014/15</td> <td>24%</td> <td>20%</td> </tr> <tr> <td>Q1-2015/16</td> <td>32%</td> <td>20%</td> </tr> <tr> <td>Q2-2015/16</td> <td>38%</td> <td>20%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q2-2014/15	31%	20%	Q3-2014/15	18%	20%	Q4-2014/15	24%	20%	Q1-2015/16	32%	20%	Q2-2015/16	38%	20%	38%	<p>Observations: Further increase in the proportion of referrals by ICS compared to other agencies.</p> <p>Note: One quarter lag in data.</p>			Ann Blackie
Quarter	Quarters (%)	Target (Quarters) (%)																						
Q2-2014/15	31%	20%																						
Q3-2014/15	18%	20%																						
Q4-2014/15	24%	20%																						
Q1-2015/16	32%	20%																						
Q2-2015/16	38%	20%																						

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																
How many people have received advice or advocacy through Welfare Benefits Service? (cumulative)	<p>CP03-P35P How many people have received advice or advocacy through Welfare Benefits Service? (cumulative)</p> <table border="1"> <caption>Data for CP03-P35P</caption> <thead> <tr> <th>Quarter</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>Q3 2013/14</td> <td>~600</td> <td>~600</td> <td>~700</td> </tr> <tr> <td>Q3 2014/15</td> <td>~800</td> <td>~1200</td> <td>~1400</td> </tr> <tr> <td>Q3 2015/16</td> <td>~1700</td> <td>~1750</td> <td>~1950</td> </tr> </tbody> </table>	Quarter	2013/14	2014/15	2015/16	Q3 2013/14	~600	~600	~700	Q3 2014/15	~800	~1200	~1400	Q3 2015/16	~1700	~1750	~1950	1,973	<p>Observations: Following a significant rise in the first part of the year, the numbers of customers approaching or being referred to the service has stabilised. The numbers are however still considerably above the target and it should be noted that this also takes in the December holiday period which is historically lower. The high numbers earlier on in the year and particularly over the summer period, where historically there is a reduction in referrals, would coincide with attendance by officers at a number of Partnership Action for Continuing Employment (PACE) redundancy events. There have also been increased referrals from midwives as a result of a new initiative.</p>			Cathie Fancy
Quarter	2013/14	2014/15	2015/16																			
Q3 2013/14	~600	~600	~700																			
Q3 2014/15	~800	~1200	~1400																			
Q3 2015/16	~1700	~1750	~1950																			
How much money was gained for customers of the Welfare Benefits Service? (cumulative)	<p>CP03-P36P How much money was gained for customers of the Welfare Benefits Service? (cumulative)</p> <table border="1"> <caption>Data for CP03-P36P</caption> <thead> <tr> <th>Quarter</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>Q3 2013/14</td> <td>~£1,200,000.00</td> <td>~£1,000,000.00</td> <td>~£2,000,000.00</td> </tr> <tr> <td>Q3 2014/15</td> <td>~£3,000,000.00</td> <td>~£2,500,000.00</td> <td>~£4,000,000.00</td> </tr> <tr> <td>Q3 2015/16</td> <td>~£4,200,000.00</td> <td>~£4,500,000.00</td> <td>~£5,800,000.00</td> </tr> </tbody> </table>	Quarter	2013/14	2014/15	2015/16	Q3 2013/14	~£1,200,000.00	~£1,000,000.00	~£2,000,000.00	Q3 2014/15	~£3,000,000.00	~£2,500,000.00	~£4,000,000.00	Q3 2015/16	~£4,200,000.00	~£4,500,000.00	~£5,800,000.00	£5,719,452.00	<p>While it was anticipated that there would be significant reductions in gains due to changes to the benefits system brought about by welfare reform, the gains have been extremely high to date. Attendance at redundancy events, decisions finally being made on Personal Independence Payments (PIP) at tribunal, which has allowed the closure of some older cases, and an increase in numbers of referrals for advice from midwives, is likely to have influenced this.</p> <p>It is, however, becoming increasingly difficult to predict trends but it is anticipated that, while the number of customers approaching the service will remain high, ultimately the gains will reduce as welfare reform progresses.</p> <p>The Welfare Benefits Service will attend further PACE event following on from redundancies at Hawick Knitwear.</p>			Cathie Fancy
Quarter	2013/14	2014/15	2015/16																			
Q3 2013/14	~£1,200,000.00	~£1,000,000.00	~£2,000,000.00																			
Q3 2014/15	~£3,000,000.00	~£2,500,000.00	~£4,000,000.00																			
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																				
<p>How many incidents of domestic abuse are reported to Police Scotland? (cumulative)</p>	<p>CP03-P37P How many incidents of domestic abuse are reported to Police Scotland? (cumulative)</p>  <table border="1"> <caption>Data for CP03-P37P: Cumulative incidents of domestic abuse reported to Police Scotland</caption> <thead> <tr> <th>Year</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>200</td> <td>230</td> <td>180</td> </tr> <tr> <td>Q2</td> <td>420</td> <td>440</td> <td>430</td> </tr> <tr> <td>Q3</td> <td>630</td> <td>690</td> <td>650</td> </tr> <tr> <td>Q4</td> <td>840</td> <td>900</td> <td>900</td> </tr> </tbody> </table>	Year	2013/14	2014/15	2015/16	Q1	200	230	180	Q2	420	440	430	Q3	630	690	650	Q4	840	900	900	646	<p>How are we performing: 38 fewer reported domestic abuse incidents than at the same point in 2014/15, which equates to a 5.6% reduction. The reduction in reporting of domestic abuse incidents in the current year is reflected across the Lothians and Scottish Borders region.</p> <p>Actions we are taking to improve/maintain performance: The Pathway Project (see below) continues to be delivered addressing the needs of high risk victims, in addition to providing longer term community support and a group work programme for children and their mothers.</p>			Tony Hodges
Year	2013/14	2014/15	2015/16																							
Q1	200	230	180																							
Q2	420	440	430																							
Q3	630	690	650																							
Q4	840	900	900																							
<p>An external evaluation of the Pathway Project started in June 2015 and concluded in early December, with 72 recommendations detailing short, medium and long term actions. The report highlights the effectiveness of the Pathway, citing a swift, risk led response to victims of domestic abuse with an early intervention with families ensuring robust safety planning and reduction in risk.</p> <p>Feedback to corporate management and DAAS/DACS service managers has been done and an Improvement Plan created. All recommendations hinge on the funding for Pathway being sustained.</p> <p>The MARAC Coordinator post is secured to June 2016. MARACs continue to be held every 4 weeks, the emerging trend is an increase in referrals to each MARAC, from an average of 8 to an average of 10 since September 2014. Referrals to MATAAC continue to be a key action from MARAC and client engagement. Submissions to the Police Scotland Intel system enable advocates to submit, safely, information regarding perpetrator behaviour.</p> <p>The CEDAR Project Big Lottery bid was submitted on 23rd December, the proposal is for a five year project with an increase in participation and post CEDAR support for mothers alongside a continuation of existing CEDAR Groupwork programme.</p> <p>The Scottish Government have invited bids from the existing grant holders for a three month period to June 2016. A funding application will be made by 5th February for the Pathway project, this will be match funded by an agreed extension to the existing Big Lottery funding. Safer Communities are busy preparing an Improving Lives bid to Big Lottery for the continuation of the Pathway project, Scottish Borders Council are considering supporting the project till funding decisions are made.</p>																										

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																				
How many crimes and offences are recorded by Police Scotland? (cumulative)	<p>CP03-P39P How many crimes and offences are recorded by Police Scotland? (cumulative)</p> <table border="1"> <caption>CP03-P39P Data</caption> <thead> <tr> <th>Quarter</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>Q3 2013/14</td> <td>850</td> <td>800</td> <td>800</td> </tr> <tr> <td>Q4 2013/14</td> <td>1,700</td> <td>1,600</td> <td>1,550</td> </tr> <tr> <td>Q1 2014/15</td> <td>2,450</td> <td>2,350</td> <td>2,300</td> </tr> <tr> <td>Q3 2015/16</td> <td>3,200</td> <td>3,150</td> <td>3,100</td> </tr> </tbody> </table>	Quarter	2013/14	2014/15	2015/16	Q3 2013/14	850	800	800	Q4 2013/14	1,700	1,600	1,550	Q1 2014/15	2,450	2,350	2,300	Q3 2015/16	3,200	3,150	3,100	2,280	<p>Observations</p> <p>94 less offences recorded up to the end of December 2015 than in the same time period in 2014, which equates to a 4% reduction. This is positive news.</p>			Tony Hodges
Quarter	2013/14	2014/15	2015/16																							
Q3 2013/14	850	800	800																							
Q4 2013/14	1,700	1,600	1,550																							
Q1 2014/15	2,450	2,350	2,300																							
Q3 2015/16	3,200	3,150	3,100																							
How much money is seized by Police Scotland? (cumulative)	<p>CP03-P14P How much money is seized by Police Scotland? (cumulative)</p> <table border="1"> <caption>CP03-P14P Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>£1,525,415.00</td> <td></td> </tr> <tr> <td>Q4 2014/15</td> <td>£1,392,235.00</td> <td></td> </tr> <tr> <td>Q1 2015/16</td> <td>£107,923.00</td> <td></td> </tr> <tr> <td>Q2 2015/16</td> <td>£107,923.00</td> <td></td> </tr> <tr> <td>Q3 2015/16</td> <td>£200,888.00</td> <td></td> </tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q3 2014/15	£1,525,415.00		Q4 2014/15	£1,392,235.00		Q1 2015/16	£107,923.00		Q2 2015/16	£107,923.00		Q3 2015/16	£200,888.00		£200,888.00	<p>Observations:</p> <p>There was a £92,965.00 asset restraint made in November 2015, the only restraint or cash seizure in quarter 3. The year to date total now stands at £200,888.005.</p> <p>Proceeds of crime money is distributed to local areas via the "Cashback for Communities" Scheme, focused on youth diversionary activity. The delivery agent for Cashback for Communities, Inspiring Scotland, has been contacted to ask about flexibility with the programme moving forward to allow us to use money to meet local need.</p> <p>A response has been received confirming that all projected funds to 2017 will be directed towards sporting, cultural and employment programmes for children and young people. Any future change of direction after 2017 is unlikely to be considered before 2016.</p>			Tony Hodges		
Quarter	Actual (Quarters)	Target (Quarters)																								
Q3 2014/15	£1,525,415.00																									
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BUILD THE CAPACITY AND RESILIENCE OF OUR COMMUNITIES AND VOLUNTARY SECTOR

HOW ARE WE DOING?

Borders-wide

Lottery Funding
£1,068,584 (year to date)

Community Grant Scheme
£13,804 (year to date)

Projects in Development **3**

Resilient Communities In Action

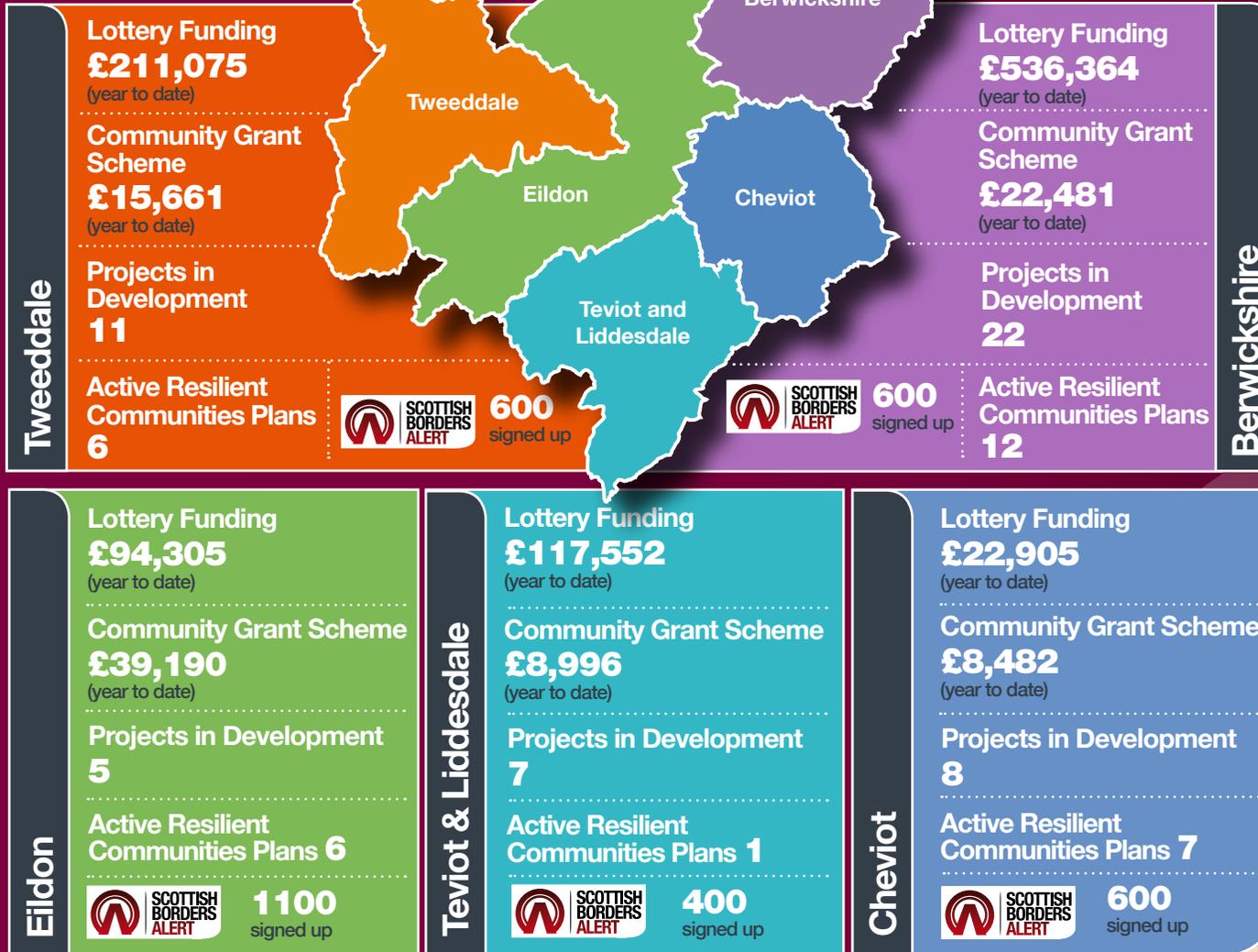
Resilient Communities teams in a series of towns across the Borders have been thanked for their efforts during storms Desmond and Frank.

In Hawick, the flooding group helped place sandbags in front of properties, evacuated people and provided local information during the flooding caused by both storms during December.

In Peebles, teams carried out a similar role when the town was hit by Storm Frank, with volunteers in Walkerburn and Innerleithen and Cardrona also assisting in their villages.

In addition, the Peebles group supported by SBC co-ordinated a clean-up of the affected areas of the town, which saw 95 people turn out to help on 2 January.

SBC are now encouraging other areas to sign up for the scheme which enables communities to better prepare, organise and respond to emergency situations.



The SB Alert system is used to provide up to date information to communities, individuals and businesses on emergencies, weather warnings, utility failure updates, road closures, crimes and trading standards issues.

The scheme was launched by SBC and partners including Police Scotland, Scottish Fire and Rescue Service and NHS Borders in October 2014 and has over 3,00 people and businesses signed up.

It is free to sign up to SB Alert and messages can be sent by phone, text or email, and the type of message received can be chosen when signing up.

The range of alerts received can be selected when signing up and can be tailored depending on where you live and work to ensure you only receive information that is relevant to you.

<http://www.sbalert.co.uk/>

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

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

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
How many grants did we award from the Community Grant Scheme?	<p>CP04-P01P How many grants did we award from the Community Grant Scheme?</p> <table border="1"> <caption>CP04-P01P Data</caption> <thead> <tr> <th>Quarter</th> <th>Grants Awarded</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>15</td> <td>15</td> </tr> <tr> <td>Q4 2014/15</td> <td>15</td> <td>15</td> </tr> <tr> <td>Q1 2015/16</td> <td>13</td> <td>15</td> </tr> <tr> <td>Q2 2015/16</td> <td>14</td> <td>15</td> </tr> <tr> <td>Q3 2015/16</td> <td>8</td> <td>15</td> </tr> </tbody> </table>	Quarter	Grants Awarded	Target (Quarters)	Q3 2014/15	15	15	Q4 2014/15	15	15	Q1 2015/16	13	15	Q2 2015/16	14	15	Q3 2015/16	8	15	8	<p>How are we performing:</p> <ul style="list-style-type: none"> The closure and key changes in Lottery's "Awards for All" resulted in a higher Community Grant Scheme (CGS) level in Q3 14/15. Q3 15/16 shows the normal slowing down of the CGS/volunteering effort over the Christmas period. Some typical CGS projects were funded under the Borders Railway Fund (now closed). CGS enquiries are often referred to Lottery's Awards for All (AFA) – the recovery in the AFA figure is also a factor in the lower number of CGS awards. CGS is directly influenced by the level of community activity and availability of other funds such as "Quality of Life" and "Common Good". In addition to the fewer awards in Q3 the awards that were made were smaller and contributed to smaller level projects. This has therefore affected the award and project value levels. <p>Note: Total Awarded 2015/16 (YTD) = £109,315</p> <p>Actions we are taking to maintain/improve performance:</p> <ul style="list-style-type: none"> Press release issued November 2015 promoting the CGS. Press release planned for Feb 2016. Website links refined. End of Year Balances report to Members in Feb 2016 which generates activity. There are 13 future projects in the pipeline, where groups are being supported to develop 			Shona Smith
Quarter	Grants Awarded	Target (Quarters)																						
Q3 2014/15	15	15																						
Q4 2014/15	15	15																						
Q1 2015/16	13	15																						
Q2 2015/16	14	15																						
Q3 2015/16	8	15																						
What was the value of the Community Grant Scheme grants awarded? (CP04-P02P)	<p>Exec - Community Grant Scheme: Grants / Total Project Value</p> <table border="1"> <caption>Exec - Community Grant Scheme Data</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P02</th> <th>CP04-P02a</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>£47,381</td> <td>£87,296</td> </tr> <tr> <td>Q4 2014/15</td> <td>£46,671</td> <td>£115,726</td> </tr> <tr> <td>Q1 2015/16</td> <td>£46,788</td> <td>£63,548</td> </tr> <tr> <td>Q2 2015/16</td> <td>£47,873</td> <td>£142,289</td> </tr> <tr> <td>Q3 2015/16</td> <td>£14,654</td> <td>£18,072</td> </tr> </tbody> </table>	Quarter	CP04-P02	CP04-P02a	Q3 2014/15	£47,381	£87,296	Q4 2014/15	£46,671	£115,726	Q1 2015/16	£46,788	£63,548	Q2 2015/16	£47,873	£142,289	Q3 2015/16	£14,654	£18,072	£14,654				
Quarter	CP04-P02	CP04-P02a																						
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What was the total value of the projects the Community Grant Scheme money contributed to? (CP04-P02aP)		£18,072																						

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
			projects and sources funding.															
How much National Lottery Funding (grants up to £10,000) was received in the Scottish Borders?	<p>CP04-P07aP How much National Lottery Funding (grants up to £10,000) was received in the Scottish Borders?</p> <table border="1"> <caption>Data for CP04-P07aP</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q3-2014/15</td> <td>185,150</td> </tr> <tr> <td>Q4-2014/15</td> <td>48,997</td> </tr> <tr> <td>Q1-2015/16</td> <td>41,945</td> </tr> <tr> <td>Q2-2015/16</td> <td>152,074</td> </tr> <tr> <td>Q3-2015/16</td> <td>153,804</td> </tr> </tbody> </table>	Quarter	Value (£)	Q3-2014/15	185,150	Q4-2014/15	48,997	Q1-2015/16	41,945	Q2-2015/16	152,074	Q3-2015/16	153,804	£153,804	<p>How are we performing:</p> <ul style="list-style-type: none"> Awards for All applications have recovered well from the closure and changed timescales that affected Q4 14/15 and Q1 15/16. <p>Actions we are taking to maintain/improve performance:</p> <ul style="list-style-type: none"> Maximising external funding is a priority. We continue to assess the potential of external grants over local grants wherever possible and this is key assessment area of the CGS. As the CGS and the Lottery Under £10k are closely linked, the 13 pipeline projects referred to above are combined. Press release planned for Feb 2016 to include all small grants. Website links refined. 			
Quarter	Value (£)																	
Q3-2014/15	185,150																	
Q4-2014/15	48,997																	
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Q2-2015/16	152,074																	
Q3-2015/16	153,804																	
How much National Lottery Funding (grants over £10,000) was received in the Scottish Borders?	<p>CP04-P07bP How much National Lottery Funding (grants over £10,000) was received in the Scottish Borders?</p> <table border="1"> <caption>Data for CP04-P07bP</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q3-2014/15</td> <td>486,789</td> </tr> <tr> <td>Q4-2014/15</td> <td>824,781</td> </tr> <tr> <td>Q1-2015/16</td> <td>916,120</td> </tr> <tr> <td>Q2-2015/16</td> <td>60,163</td> </tr> <tr> <td>Q3-2015/16</td> <td>726,679</td> </tr> </tbody> </table>	Quarter	Value (£)	Q3-2014/15	486,789	Q4-2014/15	824,781	Q1-2015/16	916,120	Q2-2015/16	60,163	Q3-2015/16	726,679	£726,679	<p>How are we doing:</p> <ul style="list-style-type: none"> The Big Lottery Fund large grants closure in June 2015 saw a drop off of awards in Q2 15/16 as they dealt with the bottleneck created by the closure. Q3 shows the recovery with 2 large awards in excess of £300k being awarded. <p>What are we doing to maintain/improve performance:</p> <ul style="list-style-type: none"> New lottery programme now launched and training sessions completed. Programmes being promoted widely – drop in sessions in Duns arranged. There are 43 large projects in the pipeline. 			Shona Smith
Quarter	Value (£)																	
Q3-2014/15	486,789																	
Q4-2014/15	824,781																	
Q1-2015/16	916,120																	
Q2-2015/16	60,163																	
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
What was the total value of National Lottery Funding received in the Scottish Borders?	<p>CP04-P07P What was the total value of National Lottery Funding received in the Scottish Borders?</p> <table border="1"> <caption>CP04-P07P: National Lottery Funding</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>671,939.00</td> <td>671,939.00</td> </tr> <tr> <td>Q4 2014/15</td> <td>873,778.00</td> <td>873,778.00</td> </tr> <tr> <td>Q1 2015/16</td> <td>958,065.00</td> <td>958,065.00</td> </tr> <tr> <td>Q2 2015/16</td> <td>212,237.40</td> <td>212,237.40</td> </tr> <tr> <td>Q3 2015/16</td> <td>880,483.00</td> <td>880,483.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Target (£)	Q3 2014/15	671,939.00	671,939.00	Q4 2014/15	873,778.00	873,778.00	Q1 2015/16	958,065.00	958,065.00	Q2 2015/16	212,237.40	212,237.40	Q3 2015/16	880,483.00	880,483.00	£880,483.00	As above.			Shona Smith
Quarter	Value (£)	Target (£)																						
Q3 2014/15	671,939.00	671,939.00																						
Q4 2014/15	873,778.00	873,778.00																						
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Q2 2015/16	212,237.40	212,237.40																						
Q3 2015/16	880,483.00	880,483.00																						
How many community council areas have an active "Resilient Communities" plan? (CP04-P06aP) (cumulative)	<p>Exec - Community Resilience Plans - Active and Progressing</p> <table border="1"> <caption>Exec - Community Resilience Plans</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P06a (Active)</th> <th>CP04-P06b (Progressing)</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>30</td> <td>14</td> </tr> <tr> <td>Q4 2014/15</td> <td>30</td> <td>20</td> </tr> <tr> <td>Q1 2015/16</td> <td>30</td> <td>20</td> </tr> <tr> <td>Q2 2015/16</td> <td>31</td> <td>21</td> </tr> <tr> <td>Q3 2015/16</td> <td>32</td> <td>21</td> </tr> </tbody> </table>	Quarter	CP04-P06a (Active)	CP04-P06b (Progressing)	Q3 2014/15	30	14	Q4 2014/15	30	20	Q1 2015/16	30	20	Q2 2015/16	31	21	Q3 2015/16	32	21	32	<p>How are we performing: Tweedsmuir Community Council's Resilient Communities plan is now active.</p> <p>Across the region, Resilient Communities plans, and the volunteer teams involved, were invaluable in helping communities deal with adverse weather in December.</p>			Jim Fraser
Quarter		CP04-P06a (Active)	CP04-P06b (Progressing)																					
Q3 2014/15	30	14																						
Q4 2014/15	30	20																						
Q1 2015/16	30	20																						
Q2 2015/16	31	21																						
Q3 2015/16	32	21																						
How many community council areas have a progressing "Resilient Communities" plan? (CP04-P06bP) (cumulative)	21	<p>Actions we are taking to improve/maintain our performance: The experiences of storms Desmond and Frank show those areas currently <i>not</i> involved the benefits of the scheme. Urban areas are being encouraged to sign up, and to follow the lead of Langlee in Galashiels.</p> <p>Further information is available from our Resilient Communities web page.</p>			Jim Fraser																			

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many people have registered for SB Alert?	<p>CP04-P08P How many people have registered for SB Alert?</p> <table border="1"> <caption>CP04-P08P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>1,708</td> </tr> <tr> <td>Q4 2014/15</td> <td>2,098</td> </tr> <tr> <td>Q1 2015/16</td> <td>2,228</td> </tr> <tr> <td>Q2 2015/16</td> <td>2,327</td> </tr> <tr> <td>Q3 2015/16</td> <td>3,279</td> </tr> </tbody> </table>	Quarter	Value	Q3 2014/15	1,708	Q4 2014/15	2,098	Q1 2015/16	2,228	Q2 2015/16	2,327	Q3 2015/16	3,279	3,279	<p>Observations: A combination of increased local promotion and recent flooding events has resulted in a large increase in sign up to this valuable service.</p> <p>Approximate numbers signed up within locality: Berwickshire 600 Cheviot 600 Eildon 1100 Teviot 400 Tweeddale 600</p> <p>Snow in early January has resulted in another increase, with almost 3400 people now signed up.</p>			Jim Fraser
Quarter	Value																	
Q3 2014/15	1,708																	
Q4 2014/15	2,098																	
Q1 2015/16	2,228																	
Q2 2015/16	2,327																	
Q3 2015/16	3,279																	
The number of people carrying out volunteer work with SBC	<p>CP04-P10P The number of people carrying out volunteer work with SBC</p> <table border="1"> <caption>CP04-P10P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2015/16</td> <td>482</td> </tr> <tr> <td>Q3 2015/16</td> <td>478</td> </tr> </tbody> </table>	Quarter	Value	Q2 2015/16	482	Q3 2015/16	478	478	<p>Observations: In Q3 we had 478 volunteers who worked a total of 1928.75 hours. This equates to an economic benefit of £23,415 to SBC.</p> <p>Future reports will include:</p> <ul style="list-style-type: none"> - A breakdown of volunteer information by service, including economic benefit, - analysis of fluctuations in volunteer numbers/hours. <p>Training for staff that support/work with volunteers is being delivered in March by Volunteer Centre Borders on behalf of SBC.</p> <p>Economic benefit is calculated as follows: <i>the number of volunteers X the average number of hours X average hourly wage*</i></p> <p>*average hourly pay for those living in the Scottish Borders = £12.14 (2014), provided by Nomis.</p>			Shona Smith						
Quarter	Value																	
Q2 2015/16	482																	
Q3 2015/16	478																	

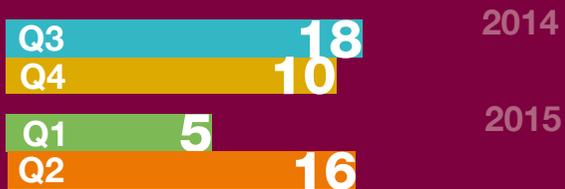
MAINTAIN AND IMPROVE OUR HIGH QUALITY ENVIRONMENT HOW ARE WE DOING?

Improving Road Safety

Number of people killed on Scottish Borders roads



Number of people seriously injured on Scottish Borders roads



Average Community Recycling Centre Recycling Rate

52.5%

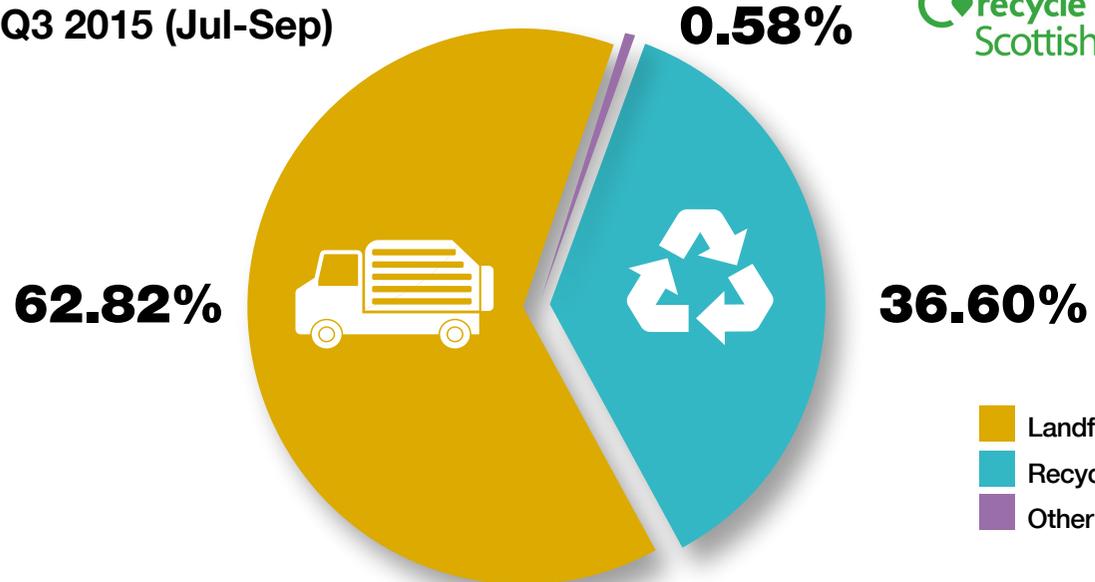
Q3 2014

50.7%

Q3 2015

Annual Household Waste (unverified) Q3 2015 (Jul-Sep)



Waste Case Study

The new food waste collection service has been successfully rolled out as directed by the Scottish Government to households in Galashiels, Tweedbank, Selkirk, Peebles, Hawick and Jedburgh.

All households in these towns have been provided with a small silver caddy to use in their kitchen and either a large brown caddy, for outside storage and collection, or a small brown communal wheeled bin.

The weekly service can be used for leftovers from meals, leftovers from preparation and for out of date food that is left in the fridge or cupboards. All cooked and uncooked food waste including meat, bones, tea bags and egg shells, should be recycled using the food waste collection service.

Following collection the food waste is taken to a processing plant and is turned into compost like material. By recycling their food waste householders will reduce the amount of waste in their general waste bin and divert waste away from landfill.

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Corporate Priority 5: Maintain and improve our high quality environment

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By															
How many people are killed on our roads?	<p>CP05-P67vP How many people are killed on our roads?</p> <table border="1"> <caption>Data for CP05-P67vP</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2014</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q4 2014</td> <td>4</td> <td>0</td> </tr> <tr> <td>Q1 2015</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q2 2015</td> <td>3</td> <td>0</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q3 2014	0	0	Q4 2014	4	0	Q1 2015	0	0	Q2 2015	3	0	3	<p>How are we performing: Q3 data not available until late February / early March 2016.</p>			Colin Ovens
Quarter	Quarters (Actual)	Target (Quarters)																			
Q3 2014	0	0																			
Q4 2014	4	0																			
Q1 2015	0	0																			
Q2 2015	3	0																			
How many people are seriously injured on our roads?	<p>CP05-P68vP How many people are seriously injured on our roads?</p> <table border="1"> <caption>Data for CP05-P68vP</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2014</td> <td>18</td> <td>0</td> </tr> <tr> <td>Q4 2014</td> <td>10</td> <td>0</td> </tr> <tr> <td>Q1 2015</td> <td>5</td> <td>0</td> </tr> <tr> <td>Q2 2015</td> <td>16</td> <td>0</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q3 2014	18	0	Q4 2014	10	0	Q1 2015	5	0	Q2 2015	16	0	16	<p>How are we performing: Q3 data not available until late February / early March 2016.</p>			Colin Ovens
Quarter	Quarters (Actual)	Target (Quarters)																			
Q3 2014	18	0																			
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How much of our household waste is recycled (%) - UNVERIFIED (cumulative rolling average) CP05-P62uaP	<p>CP05-P62uaP How much of our household waste is recycled (%) - UNVERIFIED (cumulative rolling average) CP05-P62uaP</p> <table border="1"> <caption>Household Waste Recycled (%) Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3-2014</td> <td>37.54</td> </tr> <tr> <td>Q4-2014</td> <td>36.85</td> </tr> <tr> <td>Q1-2015</td> <td>36.27</td> </tr> <tr> <td>Q2-2015</td> <td>36.46</td> </tr> <tr> <td>Q3-2015</td> <td>36.60</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q3-2014	37.54	Q4-2014	36.85	Q1-2015	36.27	Q2-2015	36.46	Q3-2015	36.60	36.60	<p>How are we performing: A decrease was seen from 2013 to 2014 primarily due to the removal of kerbside garden waste. Since the removal of garden waste the recycling rate has remained steady, rising slightly this quarter.</p> <p>Although a small increase, it is likely that this is related to the increased tonnage recycled through the new food waste collections.</p> <p>Actions we are taking to improve/maintain performance: Between May and September 2015 we introduced food waste collections to households in Galashiels, Tweedbank, Peebles, Selkirk, Jedburgh and Hawick.</p>			Ross Sharp-Dent
Quarter	Value (%)																	
Q3-2014	37.54																	
Q4-2014	36.85																	
Q1-2015	36.27																	
Q2-2015	36.46																	
Q3-2015	36.60																	
How much of our household waste goes to landfill (%) - UNVERIFIED (cumulative rolling average) CP05-P62ubP	<p>CP05-P62ubP How much of our household waste goes to landfill (%) - UNVERIFIED (cumulative rolling average) CP05-P62ubP</p> <table border="1"> <caption>Household Waste to Landfill (%) Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3-2014</td> <td>62.13</td> </tr> <tr> <td>Q4-2014</td> <td>62.90</td> </tr> <tr> <td>Q1-2015</td> <td>63.46</td> </tr> <tr> <td>Q2-2015</td> <td>63.24</td> </tr> <tr> <td>Q3-2015</td> <td>62.82</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q3-2014	62.13	Q4-2014	62.90	Q1-2015	63.46	Q2-2015	63.24	Q3-2015	62.82	62.82	<p>How are we performing: There was a small decrease in the percentage of waste landfilled this quarter.</p> <p>Actions we are taking to improve/maintain performance: Between May and September 2015 we introduced food waste collections to households in Galashiels, Tweedbank, Peebles, Selkirk, Jedburgh and Hawick.</p>			Ross Sharp-Dent
Quarter	Value (%)																	
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																																				
How much of our household waste requires other treatment (%) - UNVERIFIED (cumulative rolling average) CP05-P62ucP	<p>CP05-P62ucP How much of our household waste requires other treatment (%) - UNVERIFIED (cumulative rolling average) CP05-P62ucP</p> <table border="1"> <caption>Household Waste Requiring Other Treatment (%)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> <th>Family Group (previous yr) - Av.</th> <th>SBC (previous yr) - Av.</th> <th>Scotland (previous yr) - Av.</th> </tr> </thead> <tbody> <tr> <td>Q3 2014</td> <td>0.23</td> <td>10.00</td> <td>10.00</td> <td>2.50</td> <td>4.50</td> </tr> <tr> <td>Q4 2014</td> <td>0.25</td> <td>10.00</td> <td>10.00</td> <td>2.50</td> <td>4.50</td> </tr> <tr> <td>Q1 2015</td> <td>0.27</td> <td>12.50</td> <td>12.50</td> <td>2.50</td> <td>8.00</td> </tr> <tr> <td>Q2 2015</td> <td>0.30</td> <td>12.50</td> <td>12.50</td> <td>2.50</td> <td>8.00</td> </tr> <tr> <td>Q3 2015</td> <td>0.57</td> <td>12.50</td> <td>12.50</td> <td>2.50</td> <td>8.00</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Family Group (previous yr) - Av.	SBC (previous yr) - Av.	Scotland (previous yr) - Av.	Q3 2014	0.23	10.00	10.00	2.50	4.50	Q4 2014	0.25	10.00	10.00	2.50	4.50	Q1 2015	0.27	12.50	12.50	2.50	8.00	Q2 2015	0.30	12.50	12.50	2.50	8.00	Q3 2015	0.57	12.50	12.50	2.50	8.00	0.57	<p>How are we performing: As the majority of our non-recyclable waste is disposed of in landfill, the amount of household waste treated continues to be very low.</p> <p>A small increase has been seen this quarter which we believe to be related to global commodity market conditions demanding higher quality recyclates.</p> <p>Actions we are taking to improve/maintain performance: The treated waste is composed of material sent to our recyclers which cannot then be recycled, and is sent to thermal treatment rather than landfill.</p> <p>We continue to work with householders and our suppliers to minimise these contamination levels.</p>	👍	🌍	Ross Sharp-Dent
Quarter	Quarters	Target (Quarters)	Family Group (previous yr) - Av.	SBC (previous yr) - Av.	Scotland (previous yr) - Av.																																					
Q3 2014	0.23	10.00	10.00	2.50	4.50																																					
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Q1 2015	0.27	12.50	12.50	2.50	8.00																																					
Q2 2015	0.30	12.50	12.50	2.50	8.00																																					
Q3 2015	0.57	12.50	12.50	2.50	8.00																																					
How much of our waste do we recycle at Community Recycling Centres?	<p>CP05-P63P How much of our waste do we recycle at Community Recycling Centres?</p> <table border="1"> <caption>Waste Recycled at Community Recycling Centres (%)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2014</td> <td>52.51</td> <td>52.51</td> </tr> <tr> <td>Q4 2014</td> <td>53.04</td> <td>53.04</td> </tr> <tr> <td>Q1 2015</td> <td>52.26</td> <td>52.26</td> </tr> <tr> <td>Q2 2015</td> <td>51.62</td> <td>51.62</td> </tr> <tr> <td>Q3 2015</td> <td>50.65</td> <td>50.65</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q3 2014	52.51	52.51	Q4 2014	53.04	53.04	Q1 2015	52.26	52.26	Q2 2015	51.62	51.62	Q3 2015	50.65	50.65	50.65	<p>How are we performing: The recycling rate at community recycling centres has remained fairly constant over the last four quarters.</p> <p>Actions we are taking to improve/maintain performance: We continue to encourage householders to split their waste into different streams at the Community Recycling Centres to maximise recycling.</p> <p>We are working on a redevelopment of Hawick Community Recycling Centre, and we opened Kelso Community Recycling Centre in May 2015.</p>	📊	🌍	Ross Sharp-Dent																		
Quarter	Quarters	Target (Quarters)																																								
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DEVELOP OUR WORKFORCE HOW ARE WE DOING?



Modern Apprentice, Procurement, within Chief Executive's Department

Work opportunities scheme Q3 2015/16

0
Employability Fund Posts

7
Student Placement

40
Current Apprentices
employed within SBC

Where are our student placements?

- Social work – ICS
- SBCares – Catherine Elliot Centre x2
- Organisational development
- Social work – Criminal Justice
- Strategy & Policy – Housing Services
- Business Gateway

29 Male **11** Female



Modern Apprentice, Fleet Management, Commercial Services

Number of SBC active e-learners (cumulative)

4620 Q3 2015/16



SB Learn
Developing Our Workforce

Average % of working days lost

3.9% Q3 2014/15

4% Q3 2015/16

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Corporate Priority 6: Develop our workforce

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
What % of working days are lost due to absence?	<p>CP06-P14P What % of working days are lost due to absence?</p> <table border="1"> <caption>CP06-P14P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3-2014/15</td> <td>4%</td> <td>4%</td> </tr> <tr> <td>Q4-2014/15</td> <td>4%</td> <td>4%</td> </tr> <tr> <td>Q1-2015/16</td> <td>4%</td> <td>4%</td> </tr> <tr> <td>Q2-2015/16</td> <td>4%</td> <td>4%</td> </tr> <tr> <td>Q3-2015/16</td> <td>4%</td> <td>4%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q3-2014/15	4%	4%	Q4-2014/15	4%	4%	Q1-2015/16	4%	4%	Q2-2015/16	4%	4%	Q3-2015/16	4%	4%	4%	<p>How are we performing: SBC continues to meet its target in relation to working days lost due to sickness absence.</p> <p>Actions we are taking to improve/maintain performance: Each Service, including SB Cares, continues to receive a monthly detailed report on absence rates in order that managers and HR advisors can work together to tackle areas where rates are higher than the target</p>			Clair Hepburn
Quarter	Value (%)	Target (%)																						
Q3-2014/15	4%	4%																						
Q4-2014/15	4%	4%																						
Q1-2015/16	4%	4%																						
Q2-2015/16	4%	4%																						
Q3-2015/16	4%	4%																						
How many of our employees are actively using SB Learn (our e-learning tool)? (cumulative)	<p>CP06-P11P How many of our employees are actively using SB Learn (our e-learning tool)? (cumulative)</p> <table border="1"> <caption>CP06-P11P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q3-2014/15</td> <td>3,165</td> <td>4,620</td> </tr> <tr> <td>Q4-2014/15</td> <td>3,335</td> <td>4,620</td> </tr> <tr> <td>Q1-2015/16</td> <td>3,624</td> <td>4,620</td> </tr> <tr> <td>Q2-2015/16</td> <td>4,006</td> <td>4,620</td> </tr> <tr> <td>Q3-2015/16</td> <td>4,620</td> <td>4,620</td> </tr> </tbody> </table>	Quarter	Value	Target	Q3-2014/15	3,165	4,620	Q4-2014/15	3,335	4,620	Q1-2015/16	3,624	4,620	Q2-2015/16	4,006	4,620	Q3-2015/16	4,620	4,620	4,620	<p>How are we performing: A combination of mandatory training modules and promotion of SB Learn as a key learning resources for continuous professional development are resulting in a high number of staff now using SB Learn on a regular basis</p> <p>Actions we are taking to improve/maintain our performance: Ongoing promotion of SB Learn by line managers and through our HR service.</p>			Clair Hepburn
Quarter	Value	Target																						
Q3-2014/15	3,165	4,620																						
Q4-2014/15	3,335	4,620																						
Q1-2015/16	3,624	4,620																						
Q2-2015/16	4,006	4,620																						
Q3-2015/16	4,620	4,620																						

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																								
How many people do we currently employ through our Work Opportunities Scheme? (CP06-P45P)	<p>CP06-P45P How many people do we currently employ through our Work Opportunities Scheme? (CP06-P45P)</p> <table border="1"> <caption>CP06-P45P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>36</td> </tr> <tr> <td>Q4 2014/15</td> <td>38</td> </tr> <tr> <td>Q1 2015/16</td> <td>60</td> </tr> <tr> <td>Q2 2015/16</td> <td>60</td> </tr> <tr> <td>Q3 2015/16</td> <td>56</td> </tr> </tbody> </table>	Quarter	Value	Q3 2014/15	36	Q4 2014/15	38	Q1 2015/16	60	Q2 2015/16	60	Q3 2015/16	56	56	<p>Observations: There are currently 56 opportunities being provided within SBC through the Work Opportunities Policy. A breakdown is provided below.</p> <p>(Note that the total of 56 includes the 6 employees who are employed through the Employment Support Scheme, which has remained at 6 for the last year, and is therefore not included in the graphs below)</p>			Cathie Fancy												
Quarter	Value																													
Q3 2014/15	36																													
Q4 2014/15	38																													
Q1 2015/16	60																													
Q2 2015/16	60																													
Q3 2015/16	56																													
How many posts do we currently have for young people that are paid for through the Skills Development Scotland "Employability Fund"? (CP06-P31P)	<p>Executive - Supported Employment excl. ESS</p> <table border="1"> <caption>Executive - Supported Employment excl. ESS Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>0</td> </tr> <tr> <td>Q4 2014/15</td> <td>25</td> </tr> <tr> <td>Q1 2015/16</td> <td>22</td> </tr> <tr> <td>Q2 2015/16</td> <td>38</td> </tr> <tr> <td>Q3 2015/16</td> <td>40</td> </tr> </tbody> </table>	Quarter	Value	Q3 2014/15	0	Q4 2014/15	25	Q1 2015/16	22	Q2 2015/16	38	Q3 2015/16	40	0	<p>Observations: There have been no stage 3 placements required within SBC this financial year, however any contact made to SBC departments previously have been welcomed.</p>			Cathie Fancy												
Quarter	Value																													
Q3 2014/15	0																													
Q4 2014/15	25																													
Q1 2015/16	22																													
Q2 2015/16	38																													
Q3 2015/16	40																													
How many student placements do we currently have? (CP06-P32P)	<table border="1"> <caption>Student Placements Data</caption> <thead> <tr> <th>Quarter</th> <th>CP06-P31P</th> <th>CP06-P32P</th> <th>CP06-P37P</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>0</td> <td>5</td> <td>25</td> </tr> <tr> <td>Q4 2014/15</td> <td>5</td> <td>5</td> <td>22</td> </tr> <tr> <td>Q1 2015/16</td> <td>1</td> <td>22</td> <td>25</td> </tr> <tr> <td>Q2 2015/16</td> <td>0</td> <td>11</td> <td>38</td> </tr> <tr> <td>Q3 2015/16</td> <td>0</td> <td>7</td> <td>40</td> </tr> </tbody> </table>	Quarter	CP06-P31P	CP06-P32P	CP06-P37P	Q3 2014/15	0	5	25	Q4 2014/15	5	5	22	Q1 2015/16	1	22	25	Q2 2015/16	0	11	38	Q3 2015/16	0	7	40	7	<p>Observations: There is a planned advert for student placements within SBC to be released in March and August focussing on Summer students and students requiring a placement as part of their studies. Evidence of all opportunities provided by SBC relies heavily on recruiting departments completing the Work Opportunities Appointment Request Form without this information a true account of the opportunities being provided will not be reported on.</p>			Cathie Fancy
Quarter	CP06-P31P	CP06-P32P	CP06-P37P																											
Q3 2014/15	0	5	25																											
Q4 2014/15	5	5	22																											
Q1 2015/16	1	22	25																											
Q2 2015/16	0	11	38																											
Q3 2015/16	0	7	40																											
How many apprentices do we currently employ?		40	<p>Observations: There are currently 29 male and 11 female apprentices employed by SBC. There is a</p>			Cathie Fancy																								

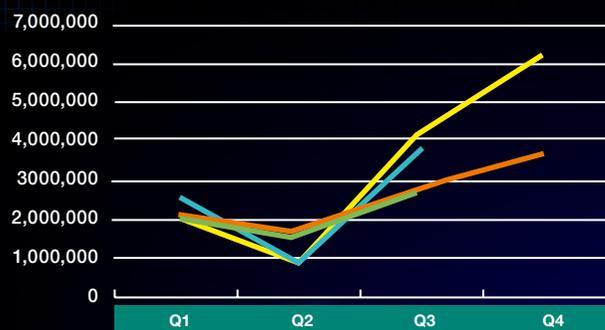
Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By								
(CP06-P37P)			procedure ongoing to identify numbers and types of apprenticeships SBC will offer during the next financial year.											
How many other work opportunities do we currently have? (CP06-P44P)	<p>CP06-P44P How many other work opportunities do we currently have? (CP06-P44P)</p> <table border="1"> <caption>Data for CP06-P44P</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>9</td> </tr> <tr> <td>Q2 2015/16</td> <td>5</td> </tr> <tr> <td>Q3 2015/16</td> <td>3</td> </tr> </tbody> </table>	Quarter	Value	Q1 2015/16	9	Q2 2015/16	5	Q3 2015/16	3	3	<p>Observations: We typically only receive the occasional request for short work experience placement or job tasters. SBC departments have been accommodating to this type of placement when approached.</p>		 	Cathie Fancy
Quarter	Value													
Q1 2015/16	9													
Q2 2015/16	5													
Q3 2015/16	3													
Percentage of staff with a registered Vectis card on the Scottish Borders Staff Benefits website NEW	<p>CP06-P46 Percentage of staff with a registered Vectis card on the Scottish Borders Staff Benefits website</p> <table border="1"> <caption>Data for CP06-P46</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>31%</td> </tr> </tbody> </table>	Quarter	Value	Q3 2015/16	31%	31%	<p>Observations: Following the launch of the new employee benefit scheme there has been a positive response with 31% of employees with a discount card registering the card on the Scottish Borders Employee Benefit Scheme website.</p> <p>In addition to this the salary sacrifice scheme part of the employee benefits scheme has seen the following:</p> <ul style="list-style-type: none"> • Car Salary Sacrifice Scheme – 26 applications approved • Technology Salary Sacrifice Scheme – 311 applications approved 	n/a		Clair Hepburn				
Quarter	Value													
Q3 2015/16	31%													

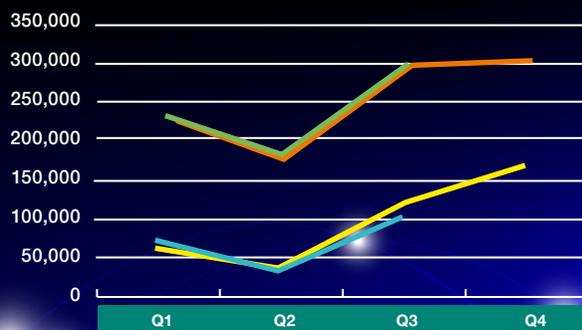
DEVELOP OUR ASSETS AND RESOURCES

HOW ARE WE DOING?

Energy Consumption (kWh)



Energy Consumption (£)



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

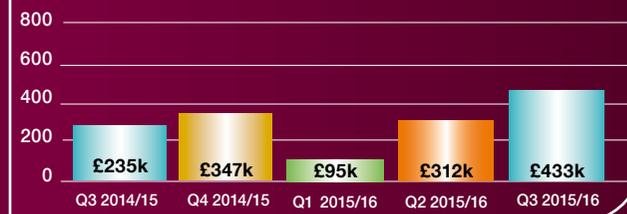
These consumption figures are quarterly actuals for only the 26 SBC "Half Hourly" monitored properties, the rest of the estate is only measured once a year.

Degree Day

Q3 2015/16 has been almost 15% warmer than the same period last year.



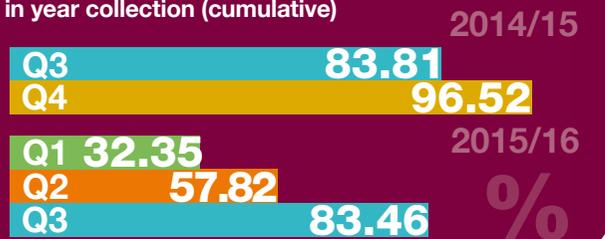
Capital Receipts Generated (cumulative)



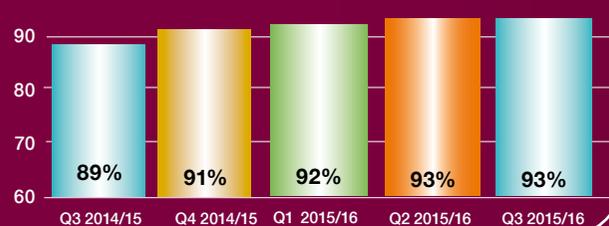
Total number of properties



% Council Tax in year collection (cumulative)



% Occupancy Rates of Industrial & Commercial units



Total number of contracts awarded with community benefit clauses



Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Corporate Priority 7: Develop our assets and resources

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By
How much Council Tax is collected in a particular year?	<p>CP07-P07P How much Council Tax is collected in a particular year?</p>	83.46%	<p>How are we performing: The collection rate is 0.35% lower than the same period last year.</p> <p>Actions we are taking to improve/maintain performance: The gap between profile and actual continues to reflect increasing numbers of payers choosing 12 rather than 10 months. However it is an improving position due to the time of year and staff recruitment and training which has taken place over the last 3 months. Work is underway to dedicate staff resource to recovery work once Annual Billing is underway in mid-February. We are working closely with Sheriff Officers on an ongoing improvement campaign.</p>			Jenni Craig
What % of industrial & commercial properties, owned by the Council, are occupied?	<p>CP07-P06P What % of industrial & commercial properties, owned by the Council, are occupied?</p>	93%	<p>How are we performing: Premises include the additions of The Toll House, Jedburgh, and units at the Galashiels Transport Interchange.</p> <p>Actions we are taking to improve/maintain performance: We continue to provide information and advice on industrial and commercial premises for all business enquirers.</p>			Bryan McGrath

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																				
How much has the Council received for selling its fixed assets (e.g. buildings), shares or debt? (cumulative)	<p>CP07-P03P How much has the Council received for selling its fixed assets (e.g. buildings), shares or debt? (cumulative)</p> <table border="1"> <caption>CP07-P03P: Cumulative Revenue from Selling Fixed Assets</caption> <thead> <tr> <th>Quarter</th> <th>Revenue (£)</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>234,845.00</td> </tr> <tr> <td>Q4 2014/15</td> <td>347,360.00</td> </tr> <tr> <td>Q1 2015/16</td> <td>95,297.00</td> </tr> <tr> <td>Q2 2015/16</td> <td>311,574.00</td> </tr> <tr> <td>Q3 2015/16</td> <td>433,489.00</td> </tr> </tbody> </table>	Quarter	Revenue (£)	Q2 2014/15	234,845.00	Q4 2014/15	347,360.00	Q1 2015/16	95,297.00	Q2 2015/16	311,574.00	Q3 2015/16	433,489.00	£433,489.00	<p>How are we performing: A total of three properties have been sold over the reporting quarter.</p> <p>Actions we are taking to improve/maintain performance: There are signs that there is more interest in the market although recent disposals have been to purchasers from out with Scotland. The need to market properties extensively throughout the country is imperative. http://www.scotborders.gov.uk/sale_lets</p>			Andrew Drummond-Hunt								
Quarter	Revenue (£)																									
Q2 2014/15	234,845.00																									
Q4 2014/15	347,360.00																									
Q1 2015/16	95,297.00																									
Q2 2015/16	311,574.00																									
Q3 2015/16	433,489.00																									
How many properties are no longer required? (CP07-P23P)	<p>Executive - Properties no longer required</p> <table border="1"> <caption>Executive - Properties no longer required</caption> <thead> <tr> <th>Quarter</th> <th>CP07-P23P</th> <th>CP07-P24P</th> <th>CP07-P25P</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>28</td> <td>18</td> <td>5</td> </tr> <tr> <td>Q1 2015/16</td> <td>26</td> <td>17</td> <td>6</td> </tr> <tr> <td>Q2 2015/16</td> <td>28</td> <td>18</td> <td>9</td> </tr> <tr> <td>Q3 2015/16</td> <td>28</td> <td>21</td> <td>11</td> </tr> </tbody> </table>	Quarter	CP07-P23P	CP07-P24P	CP07-P25P	Q4 2014/15	28	18	5	Q1 2015/16	26	17	6	Q2 2015/16	28	18	9	Q3 2015/16	28	21	11	28	<p>How are we performing: Three surplus properties are still on offer to community groups, two instructions are about to go to the selling agents for marketing and a further two are awaiting title clarity.</p>			Andrew Drummond-Hunt
Quarter		CP07-P23P	CP07-P24P	CP07-P25P																						
Q4 2014/15		28	18	5																						
Q1 2015/16	26	17	6																							
Q2 2015/16	28	18	9																							
Q3 2015/16	28	21	11																							
How many properties are advertised for sale? (CP07-P24P)	21	<p>Of the ten currently being advertised/marketed four are subject to closing dates in January/February, a number of the remainder are subject to expressions of interest which could result in closing dates being set.</p>			Andrew Drummond-Hunt																					
How many properties are under offer? (CP07-P25P)	11	<p>Of the properties under offer six are due to settle before the end of the financial year. Some of the remainder have long stop dates for conclusion linked to planning consents.</p> <p>Actions we are taking to improve/maintain performance: We continue to review the asset base with a view to bringing surplus properties to the market. Discussions and negotiations are ongoing with potential purchasers.</p>			Andrew Drummond-Hunt																					

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By
How much does the Council spend on electricity?	<p>CP07-P17aP How much does the Council spend on electricity? - Quarterly</p>	£299,982	<p>How are we performing: As can be seen from the data electricity consumption in Q3 15/16 compared to the same period the previous year has reduced by around 5%, unfortunately the cost of electricity has risen due to an increase in unit charge.</p> <p>The consumption for gas Q3 15/16 compared to the same period the previous year has reduced by around 10% whilst associated costs have reduced by 3%.</p> <p>These factors are largely due to the extremely mild weather experienced in this Quarter period.</p>			Andrew Drummond-Hunt
How much electricity in kilowatt hours does the Council use?	<p>CP07-P17P How much electricity in kilowatt hours does the Council use? - Quarterly</p>	2,639,327	<p>Reviewing Degree Day Data, the period was almost 15% warmer than the same period last year.</p> <p>Due to these reductions the total energy consumed and costs incurred for the first three quarters of 15/16 compared to 14/15 are almost equal.</p> <p>Actions we are taking to improve/maintain performance: The cost increases, despite consumption</p>			Andrew Drummond-Hunt

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																				
How much does the Council spend on gas?	<p>CP07-P18aP How much does the Council spend on gas? - Quarterly</p> <table border="1"> <caption>CP07-P18aP: Quarterly Gas Spend</caption> <thead> <tr> <th>Quarter</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~80,000</td> <td>~70,000</td> <td>~75,000</td> </tr> <tr> <td>Q2</td> <td>~40,000</td> <td>~45,000</td> <td>~45,000</td> </tr> <tr> <td>Q3</td> <td>~100,000</td> <td>~125,000</td> <td>~110,000</td> </tr> <tr> <td>Q4</td> <td>~125,000</td> <td>~150,000</td> <td>~180,000</td> </tr> </tbody> </table>	Quarter	2013/14	2014/15	2015/16	Q1	~80,000	~70,000	~75,000	Q2	~40,000	~45,000	~45,000	Q3	~100,000	~125,000	~110,000	Q4	~125,000	~150,000	~180,000	£106,023	<p>reductions, highlight the need for efforts to continue to increase efficiency across the council to drive down associated energy consumption and costs.</p> <p>Scottish Procurement (a part of the Scottish Government) pre-buy electricity and gas on behalf of Scottish local authorities, and the timing and the quantity determines the price we pay per unit of raw energy and may not reflect real time changes seen in the domestic marketplace. Secondly, the utility prices we pay are also directly affected by the distribution and transmission costs which have been increasing recently, and are anticipated to continue rising.</p>			Andrew Drummond-Hunt
Quarter	2013/14	2014/15	2015/16																							
Q1	~80,000	~70,000	~75,000																							
Q2	~40,000	~45,000	~45,000																							
Q3	~100,000	~125,000	~110,000																							
Q4	~125,000	~150,000	~180,000																							
How much gas in kilowatt hours does the Council use?	<p>CP07-P18P How much gas in kilowatt hours does the Council use? - Quarterly</p> <table border="1"> <caption>CP07-P18P: Quarterly Gas Usage (kWh)</caption> <thead> <tr> <th>Quarter</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~2,400,000</td> <td>~2,000,000</td> <td>~2,500,000</td> </tr> <tr> <td>Q2</td> <td>~800,000</td> <td>~900,000</td> <td>~900,000</td> </tr> <tr> <td>Q3</td> <td>~3,200,000</td> <td>~4,300,000</td> <td>~3,800,000</td> </tr> <tr> <td>Q4</td> <td>~4,100,000</td> <td>~6,000,000</td> <td>~6,000,000</td> </tr> </tbody> </table>	Quarter	2013/14	2014/15	2015/16	Q1	~2,400,000	~2,000,000	~2,500,000	Q2	~800,000	~900,000	~900,000	Q3	~3,200,000	~4,300,000	~3,800,000	Q4	~4,100,000	~6,000,000	~6,000,000	3,867,106	<p>reductions, highlight the need for efforts to continue to increase efficiency across the council to drive down associated energy consumption and costs.</p> <p>Scottish Procurement (a part of the Scottish Government) pre-buy electricity and gas on behalf of Scottish local authorities, and the timing and the quantity determines the price we pay per unit of raw energy and may not reflect real time changes seen in the domestic marketplace. Secondly, the utility prices we pay are also directly affected by the distribution and transmission costs which have been increasing recently, and are anticipated to continue rising.</p>			Andrew Drummond-Hunt
Quarter	2013/14	2014/15	2015/16																							
Q1	~2,400,000	~2,000,000	~2,500,000																							
Q2	~800,000	~900,000	~900,000																							
Q3	~3,200,000	~4,300,000	~3,800,000																							
Q4	~4,100,000	~6,000,000	~6,000,000																							

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																				
How many of our capital projects are currently on track? (CP07-P49P)	<p>Executive - Capital Projects</p> <table border="1"> <caption>Executive - Capital Projects Data</caption> <thead> <tr> <th>Quarter</th> <th>CP07-P49P (On Track)</th> <th>CP07-P50P (Just Off Track)</th> <th>CP07-P51P (Not On Track)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>101</td> <td>18</td> <td>1</td> </tr> <tr> <td>Q1 2015/16</td> <td>101</td> <td>11</td> <td>1</td> </tr> <tr> <td>Q2 2015/16</td> <td>102</td> <td>14</td> <td>2</td> </tr> <tr> <td>Q3 2015/16</td> <td>107</td> <td>13</td> <td>2</td> </tr> </tbody> </table>	Quarter	CP07-P49P (On Track)	CP07-P50P (Just Off Track)	CP07-P51P (Not On Track)	Q4 2014/15	101	18	1	Q1 2015/16	101	11	1	Q2 2015/16	102	14	2	Q3 2015/16	107	13	2	107	<p>How are we performing: Of the 125 capital projects, two (Peebles 3G Pitch and Hawick 3G Pitch) have a “red” status.</p> <p>Actions we are taking to improve/maintain performance:</p>			Steven Renwick; Paul Frankland; Ray Cherry; Ewan Doyle
Quarter		CP07-P49P (On Track)	CP07-P50P (Just Off Track)	CP07-P51P (Not On Track)																						
Q4 2014/15		101	18	1																						
Q1 2015/16	101	11	1																							
Q2 2015/16	102	14	2																							
Q3 2015/16	107	13	2																							
How many of our capital projects are currently just off track? (CP07-P50P)	13	<p>A Capital Plan tracker is presented to Corporate Management Team and to the Executive Committee on a regular basis.</p>			Steven Renwick; Paul Frankland; Ray Cherry; Ewan Doyle																					
How many of our capital projects are currently not on track? (CP07-P51P)	2	<p>In relation to Peebles & Hawick 3G pitches they both have outstanding planning decisions, plus the Hawick pitch requires a budget increase to be agreed through the financial planning process in February 2016.</p>			Steven Renwick; Paul Frankland; Ray Cherry; Ewan Doyle																					
Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included	<p>CP07-P55P Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included</p> <table border="1"> <caption>CP07-P55P Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>12</td> <td>12</td> </tr> <tr> <td>Q1 2015/16</td> <td>14</td> <td>14</td> </tr> <tr> <td>Q2 2015/16</td> <td>5</td> <td>5</td> </tr> <tr> <td>Q3 2015/16</td> <td>5</td> <td>5</td> </tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q4 2014/15	12	12	Q1 2015/16	14	14	Q2 2015/16	5	5	Q3 2015/16	5	5	5	<p>How are we performing: The number of contracts awarded containing community benefit clauses (CBC) continues to be encouraging.</p> <p>The following are examples of projects due to commence during 2016, all containing added value through CBCs;</p> <ul style="list-style-type: none"> •Broomlands and Langlee Primary Schools •Complex Needs Unit Earlston •Waverley Care Home •Kelso High School •Duns Primary School •Wilton Lodge Park •3G Sports Pitches •Great Tapestry Building <p>Actions we are taking to improve/maintain performance:</p>	n/a		Kathryn Dickson; Shona Smith					
Quarter	Actual (Quarters)	Target (Quarters)																								
Q4 2014/15	12	12																								
Q1 2015/16	14	14																								
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By															
			<p>Each contract opportunity is fully considered for added value.</p> <p>It should be noted that the number of the contracts awarded and start dates of those contracts will be subject to natural variation dependant on the timing of contract award, scope and scale of contract opportunities from the Council. It is therefore not possible to trend this indicator on a short term basis.</p>																		
Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC)	<p>CP07-P59P Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC)</p> <table border="1"> <caption>Data for CP07-P59P Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>19</td> <td>3</td> </tr> <tr> <td>Q1 2015/16</td> <td>9</td> <td>3</td> </tr> <tr> <td>Q2 2015/16</td> <td>5</td> <td>3</td> </tr> <tr> <td>Q3 2015/16</td> <td>3</td> <td>3</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q4 2014/15	19	3	Q1 2015/16	9	3	Q2 2015/16	5	3	Q3 2015/16	3	3	3	<p>How are we performing:</p> <p>During this period Selkirk Flood Protection Scheme continued to build on the local employment opportunities previously reported, along with further opportunities through the Selkirk 2G pitch and the Tyre contract with a local supplier.</p> <p>A young unemployed person undertook a work experience opportunity at the 2G Sports Pitch Project in Selkirk and through the benefit achieved by that short term placement has subsequently been offered full time employment with a local sub-contractor working on the Selkirk Flood Protection Scheme. This connectivity across contracts creates access to opportunities that may well not have been previously possible. This example clearly demonstrates the ambition and value of the Adding Value to Communities Policy.</p> <p>The contracts noted above and due for delivery during 2016 are expected to deliver in excess of 50 new employment and skills opportunities across new start jobs, apprenticeships and work placements.</p> <p>Community groups in Selkirk continue to benefit</p>	n/a		Kathryn Dickson; Shona Smith
Quarter	Quarters	Target (Quarters)																			
Q4 2014/15	19	3																			
Q1 2015/16	9	3																			
Q2 2015/16	5	3																			
Q3 2015/16	3	3																			

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By
			<p>from the Selkirk Flood Protection Scheme, not least through the exceptional support provided during the recent period of flooding. Other community engagement and benefits beyond employment include;</p> <ul style="list-style-type: none"> •a financial contribution to Etrick Forrest Archers, •Providing a perimeter fence at the Haining in Selkirk •Materials for the construction of a community garden at Selkirk High School. <p>Actions we are taking to improve/maintain performance: Monitoring of all contracted community benefit clause is in place to ensure delivery is achieved.</p>			

ENSURE EXCELLENT, ADAPTABLE, COLLABORATIVE AND ACCESSIBLE PUBLIC SERVICES

HOW ARE WE DOING?

Interactions Q3 2015/16

logged through our Customer Relationship Management system

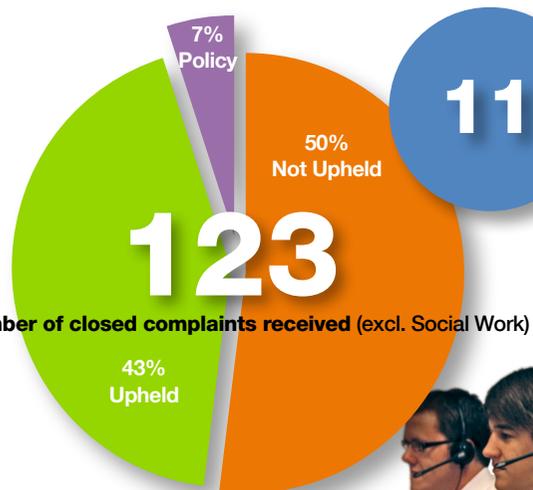
14,644
face to face interactions

23,639
voice interactions

Click before you call

www.scotborders.gov.uk

Complaints Q3 2015/16



11
Number of Social Work complaints received

% justified Vs unjustified of all closed complaints



Case Study

A customer contacted Customer Services to book an appointment to register the death of a family member. They complained because they had to wait in a queue for their call to be answered which was not acceptable at such a difficult time for them.

As a result of this complaint we have worked closely with two local Funeral Directors to develop an online booking system. The Funeral Director can advise the customer during their first meeting that they can book the appointment for them to register the death. They complete an online booking form which provides Customer Services with the name of the person who will be attending the appointment, the name of the person who has passed away and the preferred date/time/office for the appointment.

An appointment is booked by Customer Services and a response issued to the Funeral Director to advise the details and they confirm this with the customer. This booking system is being rolled out to all Funeral Directors in the Scottish Borders, and makes the process less stressful for the customer as they no longer need to make contact with Customer Services directly.

FOI Q3 2015/16

Freedom Of Information Requests received

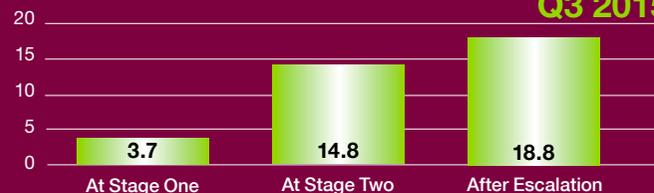
256
% completed on time

96%

Average Time

(in working days) to respond to complaints

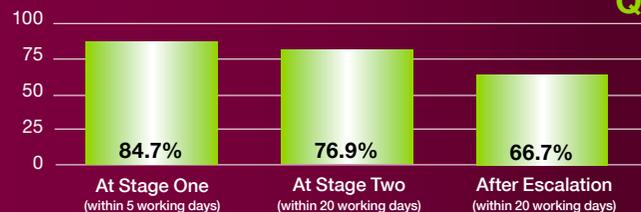
Q3 2015/16



Performance against timescales

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

Q3 2015/16

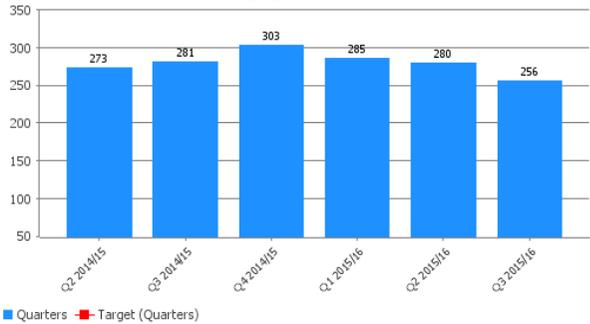


Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

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

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
How many transactions were logged as handled by Customer Services staff?	<p>CP08-P066P How many transactions were logged as handled by Customer Services staff?</p> <table border="1"> <caption>CP08-P066P: Transactions handled by Customer Services staff</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>39,821</td> </tr> <tr> <td>Q4 2014/15</td> <td>45,690</td> </tr> <tr> <td>Q1 2015/16</td> <td>44,873</td> </tr> <tr> <td>Q2 2015/16</td> <td>44,338</td> </tr> <tr> <td>Q3 2015/16</td> <td>39,450</td> </tr> </tbody> </table> <p>■ Quarters ■ Target (Quarters)</p>	Quarter	Value	Q3 2014/15	39,821	Q4 2014/15	45,690	Q1 2015/16	44,873	Q2 2015/16	44,338	Q3 2015/16	39,450	39,450	<p>How we are performing: There has been a 3.87% decrease in the number of interactions for Quarter 3 compared to the same period last year, with slight decreases in Email, F2F, Mail and Voice interactions and a slight increase in Web transactions.</p> <p>Actions we are taking to improve/maintain performance: We actively promote the website and the Customer Services 0300 100 1800 line and are continually working to increase the number of services delivered digitally and to encourage self service. This includes progressing the introduction of an authenticated Customer Portal which will integrate with the Customer Relationship Management (CRM) system and the IS MyAccount interface. A new fault reporting project has also been established and this will include the development of on-line processes that integrate to CRM and back office systems.</p>	n/a		Les Grant						
Quarter	Value																							
Q3 2014/15	39,821																							
Q4 2014/15	45,690																							
Q1 2015/16	44,873																							
Q2 2015/16	44,338																							
Q3 2015/16	39,450																							
How many people were logged as coming into our Contact Centres to deal with our Customer Services staff face to face? (CP08-P63P)	<p>Exec - Customer Services Interactions logged on CRM</p> <table border="1"> <caption>Exec - Customer Services Interactions logged on CRM</caption> <thead> <tr> <th>Quarter</th> <th>CP08-P063P</th> <th>CP08-P065P</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>16,113</td> <td>23,708</td> </tr> <tr> <td>Q4 2014/15</td> <td>18,753</td> <td>26,937</td> </tr> <tr> <td>Q1 2015/16</td> <td>18,329</td> <td>25,540</td> </tr> <tr> <td>Q2 2015/16</td> <td>18,267</td> <td>24,897</td> </tr> <tr> <td>Q3 2015/16</td> <td>14,644</td> <td>23,639</td> </tr> </tbody> </table> <p>■ CP08-P063P ■ CP08-P065P</p>	Quarter	CP08-P063P	CP08-P065P	Q3 2014/15	16,113	23,708	Q4 2014/15	18,753	26,937	Q1 2015/16	18,329	25,540	Q2 2015/16	18,267	24,897	Q3 2015/16	14,644	23,639	14,644	<p>Observations: There has been a decrease of 1469 (9.1%) face-to-face interactions compared to Quarter 3 of 2015/16.</p> <p>Actions we are taking to improve/maintain performance: We are continuing to promote the Customer Relationship Management (CRM) system corporately and work on training new starts and existing staff is ongoing.</p>	n/a		Les Grant
Quarter	CP08-P063P	CP08-P065P																						
Q3 2014/15	16,113	23,708																						
Q4 2014/15	18,753	26,937																						
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By														
How many people were logged as contacting our Contact Centres by phone? (CP08-P65P)	See chart above	23,639	<p>Observations: Although overall the number of voice interactions for the year have reduced, the number of voice interactions in Quarter 3 mirror the same period last year with only a 0.3% reduction,</p> <p>Actions we are taking to improve/maintain performance: We actively use media campaigns to promote our services and the Customer Services 0300 100 1800 line. We continue to promote the Customer Relationship Management (CRM) system corporately. Work on training new starts and existing staff is ongoing.</p>	n/a		Les Grant														
How many requests for information, under the Freedom of Information Act, did we receive?	<p>CP08-P053P How many requests for information, under the Freedom of Information Act, did we receive?</p>  <table border="1"> <caption>Freedom of Information Act Requests</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>273</td> </tr> <tr> <td>Q3 2014/15</td> <td>281</td> </tr> <tr> <td>Q4 2014/15</td> <td>303</td> </tr> <tr> <td>Q1 2015/16</td> <td>285</td> </tr> <tr> <td>Q2 2015/16</td> <td>260</td> </tr> <tr> <td>Q3 2015/16</td> <td>256</td> </tr> </tbody> </table>	Quarter	Value	Q2 2014/15	273	Q3 2014/15	281	Q4 2014/15	303	Q1 2015/16	285	Q2 2015/16	260	Q3 2015/16	256	256	<p>Observations: The number of FOIs received has reduced over the last few quarters and is slightly lower than it was at the same time last year.</p>	n/a		Nuala McKinlay
Quarter	Value																			
Q2 2014/15	273																			
Q3 2014/15	281																			
Q4 2014/15	303																			
Q1 2015/16	285																			
Q2 2015/16	260																			
Q3 2015/16	256																			

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By														
What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?	<p>CP08-P054P What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?</p> <table border="1"> <caption>Data for CP08-P054P</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>86%</td> </tr> <tr> <td>Q3-2014/15</td> <td>91%</td> </tr> <tr> <td>Q4-2014/15</td> <td>96%</td> </tr> <tr> <td>Q1-2015/16</td> <td>92%</td> </tr> <tr> <td>Q2-2015/16</td> <td>91%</td> </tr> <tr> <td>Q3-2015/16</td> <td>96%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q2-2014/15	86%	Q3-2014/15	91%	Q4-2014/15	96%	Q1-2015/16	92%	Q2-2015/16	91%	Q3-2015/16	96%	96%	<p>How are we performing: On average 96% of requests were responded to on time in Q3, an improvement since last quarter and the same time last year.</p> <p>Actions we are taking to improve/maintain performance: The Information Team continues to work closely with services to ensure timely returns of information relating to FOIs.</p>			Nuala McKinlay
Quarter	Value (%)																			
Q2-2014/15	86%																			
Q3-2014/15	91%																			
Q4-2014/15	96%																			
Q1-2015/16	92%																			
Q2-2015/16	91%																			
Q3-2015/16	96%																			
How many complaints were received by our Social Work service?	<p>CP08-P030P How many complaints were received by our Social Work service?</p> <table border="1"> <caption>Data for CP08-P030P</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>23</td> </tr> <tr> <td>Q4-2014/15</td> <td>10</td> </tr> <tr> <td>Q1-2015/16</td> <td>13</td> </tr> <tr> <td>Q2-2015/16</td> <td>26</td> </tr> <tr> <td>Q3-2015/16</td> <td>11</td> </tr> </tbody> </table>	Quarter	Value	Q2-2014/15	23	Q4-2014/15	10	Q1-2015/16	13	Q2-2015/16	26	Q3-2015/16	11	11	<p>Observations Q3 2015/16 has seen half the number of complaints in comparison to the same time period over the past 2 years.</p> <p>One complaint this quarter was for the ALEO and is being dealt with in accordance with the SW procedure.</p> <p>Due to the lower volume of complaints where are no specific trends being identified</p>			Sylvia Mendham		
Quarter	Value																			
Q2-2014/15	23																			
Q4-2014/15	10																			
Q1-2015/16	13																			
Q2-2015/16	26																			
Q3-2015/16	11																			

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many complaints did we investigate to completion?	<p>CP08-P010P How many complaints did we investigate to completion?</p> <table border="1"> <caption>CP08-P010P Data</caption> <thead> <tr> <th>Quarter</th> <th>Complaints</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>167</td> </tr> <tr> <td>Q4 2014/15</td> <td>147</td> </tr> <tr> <td>Q1 2015/16</td> <td>137</td> </tr> <tr> <td>Q2 2015/16</td> <td>172</td> </tr> <tr> <td>Q3 2015/16</td> <td>123</td> </tr> </tbody> </table>	Quarter	Complaints	Q3 2014/15	167	Q4 2014/15	147	Q1 2015/16	137	Q2 2015/16	172	Q3 2015/16	123	123	<p>How are we performing: In Q3, we closed a total of 123 complaints. This is the lowest quarterly figure recorded since 2013. The majority of these (38%) were classified as "failure to deliver service", followed by "other" (31%) - a similar pattern to the previous quarter.</p> <p>Actions we are taking to improve/maintain performance: We continue to attend Complaint Handlers Meetings regularly and to provide internal training where necessary. Complaints are monitored and procedures/processes are improved or altered where possible to continuously achieve a better level of Customer Service. For example we have just created a new process for registering a death following a recent complaint (please see Customer Services Case Study for Q3 on Corporate Priority 8 Cover Page).</p>			Les Grant
Quarter	Complaints																	
Q3 2014/15	167																	
Q4 2014/15	147																	
Q1 2015/16	137																	
Q2 2015/16	172																	
Q3 2015/16	123																	
How long in working days does it take on average to respond to a complaint at stage one?	<p>SP50-04aP How long in working days does it take on average to respond to a complaint at stage one?</p> <table border="1"> <caption>SP50-04aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Days</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>4.2</td> </tr> <tr> <td>Q4 2014/15</td> <td>3.7</td> </tr> <tr> <td>Q1 2015/16</td> <td>4.1</td> </tr> <tr> <td>Q2 2015/16</td> <td>4</td> </tr> <tr> <td>Q3 2015/16</td> <td>3.7</td> </tr> </tbody> </table>	Quarter	Average Days	Q3 2014/15	4.2	Q4 2014/15	3.7	Q1 2015/16	4.1	Q2 2015/16	4	Q3 2015/16	3.7	3.7	<p>How are we performing: There has been a slight decrease in the average number of days taken to respond to complaints at stage one for the same quarter last year. Average time in working days to respond to complaints at stage one per department:</p> <p>Chief Executive - 3.8 days People - 5.8 days Place - 3.5 days</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
Quarter	Average Days																	
Q3 2014/15	4.2																	
Q4 2014/15	3.7																	
Q1 2015/16	4.1																	
Q2 2015/16	4																	
Q3 2015/16	3.7																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How long in working days does it take on average to respond to a complaint at stage two?	<p>SP50-04bP How long in working days does it take on average to respond to a complaint at stage two?</p> <table border="1"> <caption>SP50-04bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3-2014/15</td> <td>16.4</td> </tr> <tr> <td>Q4-2014/15</td> <td>15.9</td> </tr> <tr> <td>Q1-2015/16</td> <td>18.1</td> </tr> <tr> <td>Q2-2015/16</td> <td>18.3</td> </tr> <tr> <td>Q3-2015/16</td> <td>14.8</td> </tr> </tbody> </table>	Quarter	Value	Q3-2014/15	16.4	Q4-2014/15	15.9	Q1-2015/16	18.1	Q2-2015/16	18.3	Q3-2015/16	14.8	14.8	<p>How are we performing: There has been a decrease in the average number of days taken to respond to complaints at stage two for the same quarter last year.</p> <p>Average time in working days to respond to complaints at stage two per department:</p> <p>Chief Executive - 21 days People - 12.3 days Place - 16.8 days</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
Quarter	Value																	
Q3-2014/15	16.4																	
Q4-2014/15	15.9																	
Q1-2015/16	18.1																	
Q2-2015/16	18.3																	
Q3-2015/16	14.8																	
How long in working days does it take on average to respond to a complaint that has been escalated?	<p>SP50-04cP How long in working days does it take on average to respond to a complaint that has been escalated?</p> <table border="1"> <caption>SP50-04cP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3-2014/15</td> <td>12</td> </tr> <tr> <td>Q4-2014/15</td> <td>20.1</td> </tr> <tr> <td>Q1-2015/16</td> <td>15.5</td> </tr> <tr> <td>Q2-2015/16</td> <td>10.8</td> </tr> <tr> <td>Q3-2015/16</td> <td>18.8</td> </tr> </tbody> </table>	Quarter	Value	Q3-2014/15	12	Q4-2014/15	20.1	Q1-2015/16	15.5	Q2-2015/16	10.8	Q3-2015/16	18.8	18.8	<p>How are we performing: There were 12 stage two complaints that were escalated, all of which were within the Place department.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
Quarter	Value																	
Q3-2014/15	12																	
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many complaints at stage one are closed within five working days (as a percentage of all stage one complaints)?	<p>SP50-05aP How many complaints at stage one are closed within five working days (as a percentage of all stage one complaints)?</p> <table border="1"> <caption>Data for SP50-05aP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>86.8%</td> </tr> <tr> <td>Q4 2014/15</td> <td>85.7%</td> </tr> <tr> <td>Q1 2015/16</td> <td>85.3%</td> </tr> <tr> <td>Q2 2015/16</td> <td>85.4%</td> </tr> <tr> <td>Q3 2015/16</td> <td>84.7%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 2014/15	86.8%	Q4 2014/15	85.7%	Q1 2015/16	85.3%	Q2 2015/16	85.4%	Q3 2015/16	84.7%	84.7%	<p>How are we performing: There has been a decrease of 2.1% in comparison to the same quarter last year, however overall the figure has remained fairly consistent since then.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
Quarter	Percentage																	
Q3 2014/15	86.8%																	
Q4 2014/15	85.7%																	
Q1 2015/16	85.3%																	
Q2 2015/16	85.4%																	
Q3 2015/16	84.7%																	
How many complaints at stage two are closed within 20 working days (as a percentage of all stage two complaints)?	<p>SP50-05bP How many complaints at stage two are closed within 20 working days (as a percentage of all stage two complaints)?</p> <table border="1"> <caption>Data for SP50-05bP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>87%</td> </tr> <tr> <td>Q4 2014/15</td> <td>75%</td> </tr> <tr> <td>Q1 2015/16</td> <td>82.6%</td> </tr> <tr> <td>Q2 2015/16</td> <td>64.3%</td> </tr> <tr> <td>Q3 2015/16</td> <td>76.9%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 2014/15	87%	Q4 2014/15	75%	Q1 2015/16	82.6%	Q2 2015/16	64.3%	Q3 2015/16	76.9%	76.9%	<p>How are we performing: There has been a decrease of 10.1% in comparison to the same period last year.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
Quarter	Percentage																	
Q3 2014/15	87%																	
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
<p>How many escalated complaints are closed within 20 working days (as a percentage of all escalated complaints)?</p>	<p>SP50-05cP How many escalated complaints are closed within 20 working days (as a percentage of all escalated complaints)?</p> <table border="1"> <caption>SP50-05cP Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>75%</td> <td>100%</td> </tr> <tr> <td>Q4 2014/15</td> <td>25%</td> <td>100%</td> </tr> <tr> <td>Q1 2015/16</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q2 2015/16</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q3 2015/16</td> <td>66.7%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Percentage	Target	Q3 2014/15	75%	100%	Q4 2014/15	25%	100%	Q1 2015/16	100%	100%	Q2 2015/16	100%	100%	Q3 2015/16	66.7%	100%	66.7%	<p>How are we performing: There were 12 complaints within stage two that were escalated.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
Quarter	Percentage	Target																						
Q3 2014/15	75%	100%																						
Q4 2014/15	25%	100%																						
Q1 2015/16	100%	100%																						
Q2 2015/16	100%	100%																						
Q3 2015/16	66.7%	100%																						