

# SCOTTISH BORDERS COUNCIL CORPORATE PRIORITIES

## SUMMARY OF PERFORMANCE Q3 2016/17

### HOW ARE WE DOING?

In 2013, we published our Corporate Plan, with eight priorities to work towards over a five year period. This summary provides an overview of performance during Q3 2016/17, under each of the 8 Corporate Priorities. We continue to make significant progress across a number of key areas such as the economy and education, but recognise that there are ongoing challenges to face in the coming years. Reviewing performance information regularly is a vital part of ensuring we stay focused on what is important; **ensuring the best quality of life for everyone in the Scottish Borders, prosperity for our businesses and good health and resilience for all our communities.**

#### KEY

A mixture of performance information is provided under each priority:

The top half of each page contains high level performance indicators that show, for example, the general health of the economy. For comparison we have included last years figure and any Scottish data (where applicable). While the Council may have influence over these indicators, they are largely contextual in nature, and the information is displayed within a grey box.

#### EMPLOYMENT RATE

**76.2%**  
of people **aged between 16-64**  
are now in employment

Scotland	73.1%
SB last year	78.3%

#### APPRENTICESHIPS

**42**  
apprentices are employed  
with SBC as of Q1 2016/17

(up from 25 in Q1 15/16)

The bottom half of each page contains performance indicators that we have more influence over, for example, how quickly we process planning applications.

Information for each indicator is displayed within a white box above a coloured section. This coloured section (where applicable) will be either Green, Amber or Red and shows where performance has improved or reduced against the **previous year**.

green - improved performance

amber - a minor change in performance

red - area for improvement

#### OUR CORPORATE PRIORITIES



# ENCOURAGE SUSTAINABLE ECONOMIC GROWTH

## HOW ARE WE DOING?

### October 2016 - December 2016:

<b>EMPLOYMENT RATE*</b> <b>74.9%</b> of people aged between 16-64 are now in employment		<b>CLAIMANT COUNT (16-64YR OLDS)</b> <b>1.57%</b> of working age people are now out of work and claiming benefits		<b>CLAIMANT COUNT (18-24YR OLDS)</b> <b>3.53%</b> of young people are now out of work and claiming benefits		<b>PLANNING APPLICATIONS</b> <b>291</b> received during Q3 2016/17	
Scotland Q2 16/17	72.8%	Scotland Q3 16/17	2.2%	Scotland Q3 16/17	3.23%	SB Q3 15/16	307
SB Q2 15/16	76.7%	SB Q3 15/16	1.53%	SB Q3 15/16	3.27%		

### Wider Impact on our Economy



Golden Measure Limited of Ancrum are due to launch their new "Lilliard Gin" this month. SBC are pleased to have supported this project through providing a grant of £3,084.88 from the Scottish Borders Business Fund, which has assisted Kate Macinnes, the company's founder, in purchasing increased stilling capacity.








• railway • connectivity • investment • skills • housing • railway • connectivity • investment • skills •

### Our performance during Q3 2016/17





<b>BUSINESS GATEWAY</b> <b>50</b> new businesses were created with our help	<b>BUSINESS LOANS AND GRANTS</b> <b>£40k</b> was approved in loans over 2 successful application to the Scottish Borders Business Loan Fund	<b>INVOICES PAID</b> Invoices paid within 30 days <b>93%</b> on average were paid within 30 days in Q3 2016/17	<b>AVERAGE TIME TO DETERMINE PLANNING APPLICATIONS*</b> During Q2 2016/17 average times were: <b>There were no major applications determined this quarter</b>
(up from 37 in Q3 15/16)	(down from £57,504 in Q3 15/16)	(up from 91% in Q3 15/16)	Q2 Scotland = 44.8 weeks
<b>360</b> businesses were supported in Q3 2016/17	<b>£26k</b> was approved in grants over 10 successful applications to the Scottish Borders Business Fund		<b>7.0</b> weeks for non-householders (Q2 Scotland = 11.0 weeks)
(up from 273 in Q3 15/16)	(down from £29.4K in Q3 15/16)		<b>6.7</b> weeks for householders (Q2 Scotland = 7.3 weeks)



## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

<b>KEY</b>	 positive long term trend (in comparison with same time last year)	 negative long term trend (in comparison with same time last year)	 Little long term change (in comparison with same time last year)	 on target	 just off target	 off target	 data only
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### Priority 1: Sustainable Economic Development – Executive Quarterly PIs

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Working age population (16 - 64) employment rate	<p><b>CP01-P001aP What percentage of people aged between 16-64 are in employment?</b></p> <table border="1"> <caption>Employment Rate Data</caption> <thead> <tr> <th>Quarter</th> <th>Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2015/16</td> <td>76.7%</td> </tr> <tr> <td>Q3 2015/16</td> <td>76.2%</td> </tr> <tr> <td>Q4 2015/16</td> <td>76.8%</td> </tr> <tr> <td>Q1 2016/17</td> <td>75.7%</td> </tr> <tr> <td>Q2 2016/17</td> <td>74.9%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Rate (%)	Q2 2015/16	76.7%	Q3 2015/16	76.2%	Q4 2015/16	76.8%	Q1 2016/17	75.7%	Q2 2016/17	74.9%	74.9%	<p><b>Observations:</b> The number of people in work is now 53,600 (74.9%), which is 700 less than in Q1 of 2016/17. The Scottish Borders rate remains higher than both the Scottish rate (72.8%) and the UK rate (73.9%).</p> <p>Note: One quarter lag in data</p>			Bryan McGrath
Quarter	Rate (%)																	
Q2 2015/16	76.7%																	
Q3 2015/16	76.2%																	
Q4 2015/16	76.8%																	
Q1 2016/17	75.7%																	
Q2 2016/17	74.9%																	
Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)	<p><b>CP01-P001bP Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)</b></p> <table border="1"> <caption>Claimant Count Data</caption> <thead> <tr> <th>Quarter</th> <th>Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2015/16</td> <td>1.53%</td> </tr> <tr> <td>Q4 2015/16</td> <td>1.8%</td> </tr> <tr> <td>Q1 2016/17</td> <td>1.7%</td> </tr> <tr> <td>Q2 2016/17</td> <td>1.6%</td> </tr> <tr> <td>Q3 2016/17</td> <td>1.57%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Rate (%)	Q2 2015/16	1.53%	Q4 2015/16	1.8%	Q1 2016/17	1.7%	Q2 2016/17	1.6%	Q3 2016/17	1.57%	1.57%	<p><b>Observations:</b> The average rate of people aged 16-64 claiming out of work benefits was 1.57%, lower than the Scottish rate of 2.2%. At the end of December 2016, there were 1,085 people claiming out of work benefits, the same as at the end of the last quarter, but 15 higher than the same time last year.</p>			Bryan McGrath
Quarter	Rate (%)																	
Q2 2015/16	1.53%																	
Q4 2015/16	1.8%																	
Q1 2016/17	1.7%																	
Q2 2016/17	1.6%																	
Q3 2016/17	1.57%																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)	<p><b>CP01-P001cP Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)</b></p> <table border="1"> <caption>Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>3.27%</td> </tr> <tr> <td>Q4 2015/16</td> <td>4.2%</td> </tr> <tr> <td>Q1 2016/17</td> <td>3.73%</td> </tr> <tr> <td>Q2 2016/17</td> <td>3.83%</td> </tr> <tr> <td>Q3 2016/17</td> <td>3.53%</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 2015/16	3.27%	Q4 2015/16	4.2%	Q1 2016/17	3.73%	Q2 2016/17	3.83%	Q3 2016/17	3.53%	3.53%	<p><b>Observations:</b> The average rate of young people claiming out of work benefits is now lower than it was at the end of 2015/16 and encouragingly, it is now lower than the national rate. This equates to 270 young people.</p>			Bryan McGrath
Quarter	Value (%)																	
Q3 2015/16	3.27%																	
Q4 2015/16	4.2%																	
Q1 2016/17	3.73%																	
Q2 2016/17	3.83%																	
Q3 2016/17	3.53%																	
Number of new Business Start Ups -Through Business Gateway	<p><b>CP01-P001dP How many new businesses has Business Gateway help create?</b></p> <table border="1"> <caption>How many new businesses has Business Gateway help create?</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>37</td> </tr> <tr> <td>Q4 2015/16</td> <td>85</td> </tr> <tr> <td>Q1 2016/17</td> <td>55</td> </tr> <tr> <td>Q2 2016/17</td> <td>55</td> </tr> <tr> <td>Q3 2016/17</td> <td>50</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 2015/16	37	Q4 2015/16	85	Q1 2016/17	55	Q2 2016/17	55	Q3 2016/17	50	50	<p><b>How are we performing:</b> Start-up advisers have worked with 50 business starts over the quarter, which is around average for the time of year as starts tend to slow during December. Indications in this quarter and throughout the year are that the businesses are more "lifestyle" than growth (this is shown by a decrease in the figures for potential and high value starts).</p> <p><b>Actions we are taking to improve/maintain performance:</b> The two Start-up advisers, who were appointed last quarter, continue to work hard to identify any growth potential but this is very dependent on the local economy.</p>			Bryan McGrath
Quarter	Value																	
Q3 2015/16	37																	
Q4 2015/16	85																	
Q1 2016/17	55																	
Q2 2016/17	55																	
Q3 2016/17	50																	

**Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)**

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Business supported through Business Gateway	<p><b>CP01-P001eP How many businesses has Business Gateway supported?</b></p> <table border="1"> <caption>Businesses supported through Business Gateway</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3-2015/16</td> <td>273</td> </tr> <tr> <td>Q4-2015/16</td> <td>315</td> </tr> <tr> <td>Q1-2016/17</td> <td>269</td> </tr> <tr> <td>Q2-2016/17</td> <td>283</td> </tr> <tr> <td>Q3-2016/17</td> <td>360</td> </tr> </tbody> </table>	Quarter	Value	Q3-2015/16	273	Q4-2015/16	315	Q1-2016/17	269	Q2-2016/17	283	Q3-2016/17	360	360	<p><b>How are we performing:</b> 360 individual businesses were supported during the period (monitored monthly within the service). Support may be anything from a meeting, attending a workshop or email and telephone support. This number is around the level we would expect with the number of advisers operating in Business Gateway.</p> <p><b>Actions we are taking to improve/maintain performance:</b> The locality focus for advisers continues to have a positive impact in terms of business engagement and provision of support</p>			Bryan McGrath
Quarter	Value																	
Q3-2015/16	273																	
Q4-2015/16	315																	
Q1-2016/17	269																	
Q2-2016/17	283																	
Q3-2016/17	360																	

**Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)**

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Scottish Borders Business Loan Fund - Number of loans	<p><b>CP01-P001fP How many loans to local businesses did we award?</b></p> <table border="1"> <caption>Data for CP01-P001fP</caption> <thead> <tr> <th>Quarter</th> <th>Number of Loans</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>3</td> </tr> <tr> <td>Q4 2015/16</td> <td>4</td> </tr> <tr> <td>Q1 2016/17</td> <td>1</td> </tr> <tr> <td>Q2 2016/17</td> <td>1</td> </tr> <tr> <td>Q3 2016/17</td> <td>2</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Number of Loans	Q3 2015/16	3	Q4 2015/16	4	Q1 2016/17	1	Q2 2016/17	1	Q3 2016/17	2	2	<p><b>Observations:</b> Two loans were approved in this Quarter from two applications.</p>			Bryan McGrath
Quarter	Number of Loans																	
Q3 2015/16	3																	
Q4 2015/16	4																	
Q1 2016/17	1																	
Q2 2016/17	1																	
Q3 2016/17	2																	
Scottish Borders Business Loan Fund - Value of loans	<p><b>CP01-P001gP How much money did those loans add up to?</b></p> <table border="1"> <caption>Data for CP01-P001gP</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>£57,504.00</td> </tr> <tr> <td>Q4 2015/16</td> <td>£72,000.00</td> </tr> <tr> <td>Q1 2016/17</td> <td>£11,250.00</td> </tr> <tr> <td>Q2 2016/17</td> <td>£20,000.00</td> </tr> <tr> <td>Q3 2016/17</td> <td>£40,000.00</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (£)	Q3 2015/16	£57,504.00	Q4 2015/16	£72,000.00	Q1 2016/17	£11,250.00	Q2 2016/17	£20,000.00	Q3 2016/17	£40,000.00	£40,000.00			Bryan McGrath	
Quarter	Value (£)																	
Q3 2015/16	£57,504.00																	
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Q3 2016/17	£40,000.00																	

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Scottish Borders Business Fund - Number of grants	<p><b>CP01-P001hP How many grants to local businesses did we award?</b></p> <table border="1"> <caption>Number of grants awarded</caption> <thead> <tr> <th>Quarter</th> <th>Number of grants</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>9</td> </tr> <tr> <td>Q4 2015/16</td> <td>10</td> </tr> <tr> <td>Q1 2016/17</td> <td>11</td> </tr> <tr> <td>Q2 2016/17</td> <td>13</td> </tr> <tr> <td>Q3 2016/17</td> <td>8</td> </tr> </tbody> </table>	Quarter	Number of grants	Q3 2015/16	9	Q4 2015/16	10	Q1 2016/17	11	Q2 2016/17	13	Q3 2016/17	8	8	<p><b>Observations:</b> 8 grants were awarded from 10 applications submitted in this Quarter.</p>			Bryan McGrath
Quarter	Number of grants																	
Q3 2015/16	9																	
Q4 2015/16	10																	
Q1 2016/17	11																	
Q2 2016/17	13																	
Q3 2016/17	8																	
Scottish Borders Business Fund - Value of grants	<p><b>CP01-P001iP How much money did those grants add up to?</b></p> <table border="1"> <caption>Value of grants awarded</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>£29,396.71</td> </tr> <tr> <td>Q4 2015/16</td> <td>£23,684.88</td> </tr> <tr> <td>Q1 2016/17</td> <td>£35,093.50</td> </tr> <tr> <td>Q2 2016/17</td> <td>£43,619.44</td> </tr> <tr> <td>Q3 2016/17</td> <td>£26,099.15</td> </tr> </tbody> </table>	Quarter	Value (£)	Q3 2015/16	£29,396.71	Q4 2015/16	£23,684.88	Q1 2016/17	£35,093.50	Q2 2016/17	£43,619.44	Q3 2016/17	£26,099.15	£26,099.15	The amount of grant awarded in this Quarter was down on the previous Quarter and also below the amount awarded in the corresponding Quarter in 2015-16.			Bryan McGrath
Quarter	Value (£)																	
Q3 2015/16	£29,396.71																	
Q4 2015/16	£23,684.88																	
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Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Number of Planning Applications Received	<p><b>CP01-P001JP How many planning applications do we receive?</b></p> <table border="1"> <caption>Number of Planning Applications Received</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>307</td> </tr> <tr> <td>Q4 2015/16</td> <td>300</td> </tr> <tr> <td>Q1 2016/17</td> <td>321</td> </tr> <tr> <td>Q2 2016/17</td> <td>327</td> </tr> <tr> <td>Q3 2016/17</td> <td>291</td> </tr> </tbody> </table>	Quarter	Value	Q3 2015/16	307	Q4 2015/16	300	Q1 2016/17	321	Q2 2016/17	327	Q3 2016/17	291	291	<p><b>Observations:</b> There has been a slight drop in the number of planning applications received since last quarter and compared to the same time last year.</p> <p>As the number of application is dependent on market conditions and actions by third party, the planning service has limited impact on increasing the number of applications received.</p>			Brian Frater
Quarter	Value																	
Q3 2015/16	307																	
Q4 2015/16	300																	
Q1 2016/17	321																	
Q2 2016/17	327																	
Q3 2016/17	291																	
Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)	<p><b>CP01-P001KP How long in weeks does it take on average to process all planning applications for major developments?</b></p> <table border="1"> <caption>Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2015/16</td> <td>0.0</td> </tr> <tr> <td>Q3 2015/16</td> <td>0.0</td> </tr> <tr> <td>Q4 2015/16</td> <td>49.9</td> </tr> <tr> <td>Q1 2016/17</td> <td>0.0</td> </tr> <tr> <td>Q2 2016/17</td> <td>0.0</td> </tr> </tbody> </table>	Quarter	Value	Q2 2015/16	0.0	Q3 2015/16	0.0	Q4 2015/16	49.9	Q1 2016/17	0.0	Q2 2016/17	0.0	0.0	<p><b>Observations:</b> There were no major applications determined in the second quarter of 2016/17.</p> <p>Note: One quarter lag in data</p>			Ian Aikman
Quarter	Value																	
Q2 2015/16	0.0																	
Q3 2015/16	0.0																	
Q4 2015/16	49.9																	
Q1 2016/17	0.0																	
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Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
<p>Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)</p>	<p><b>CP01-P001IP</b> How long in weeks does it take on average to process all planning applications for non-household developments?</p> <table border="1"> <caption>Data for CP01-P001IP</caption> <thead> <tr> <th>Quarter</th> <th>Value (wks)</th> </tr> </thead> <tbody> <tr> <td>Q2 2015/16</td> <td>19.2</td> </tr> <tr> <td>Q3 2015/16</td> <td>17.1</td> </tr> <tr> <td>Q4 2015/16</td> <td>14.8</td> </tr> <tr> <td>Q1 2016/17</td> <td>8.6</td> </tr> <tr> <td>Q2 2016/17</td> <td>7.0</td> </tr> </tbody> </table>	Quarter	Value (wks)	Q2 2015/16	19.2	Q3 2015/16	17.1	Q4 2015/16	14.8	Q1 2016/17	8.6	Q2 2016/17	7.0	7.0	<p><b>How are we performing:</b> There has been a further reduction in the time taken to determine this category of application. The Q2 figure of 7 weeks relates well to the Scottish national average for that quarter of 11 weeks.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Our performance is influenced heavily by the number of legal agreements required under the developer contributions policy but improvement action to streamline this process is now bringing clear improvements in performance.</p> <p>Note: One quarter lag in data</p>			Ian Aikman
Quarter	Value (wks)																	
Q2 2015/16	19.2																	
Q3 2015/16	17.1																	
Q4 2015/16	14.8																	
Q1 2016/17	8.6																	
Q2 2016/17	7.0																	
<p>Av.time (wks) taken to process all planning apps - Local Dev (householder) - ADJUSTED (cumulative)</p>	<p><b>CP01-P001mP</b> How long in weeks does it take on average to process all planning applications for household developments?</p> <table border="1"> <caption>Data for CP01-P001mP</caption> <thead> <tr> <th>Quarter</th> <th>Value (wks)</th> </tr> </thead> <tbody> <tr> <td>Q2 2015/16</td> <td>6.9</td> </tr> <tr> <td>Q3 2015/16</td> <td>6.5</td> </tr> <tr> <td>Q4 2015/16</td> <td>6.4</td> </tr> <tr> <td>Q1 2016/17</td> <td>6.5</td> </tr> <tr> <td>Q2 2016/17</td> <td>6.7</td> </tr> </tbody> </table>	Quarter	Value (wks)	Q2 2015/16	6.9	Q3 2015/16	6.5	Q4 2015/16	6.4	Q1 2016/17	6.5	Q2 2016/17	6.7	6.7	<p><b>How are we performing:</b> There has been a marginal increase in the time taken to determine householder applications this quarter to 6.7 weeks. The performance relates well to the Scottish national average for this category of application of 7.3 weeks.</p> <p><b>Actions we are taking to improve/maintain performance:</b> As above.</p> <p>Note: One quarter lag in data</p>			Ian Aikman
Quarter	Value (wks)																	
Q2 2015/16	6.9																	
Q3 2015/16	6.5																	
Q4 2015/16	6.4																	
Q1 2016/17	6.5																	
Q2 2016/17	6.7																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
% of Invoices paid within 30 days	<p><b>CP01-P001rP How many invoices, received by us, were paid within 30 days of receiving the invoice?</b></p> <table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>% of Invoices Paid</th> </tr> </thead> <tbody> <tr> <td>Q2-2015/16</td> <td>91%</td> </tr> <tr> <td>Q3-2015/16</td> <td>90%</td> </tr> <tr> <td>Q1-2016/17</td> <td>94%</td> </tr> <tr> <td>Q2-2016/17</td> <td>85%</td> </tr> <tr> <td>Q3-2016/17</td> <td>93%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	% of Invoices Paid	Q2-2015/16	91%	Q3-2015/16	90%	Q1-2016/17	94%	Q2-2016/17	85%	Q3-2016/17	93%	93%	<p><b>How are we performing:</b>                      Performance is now back on target, as a result of a 3 month plan to ensure suppliers are paid within 30 days</p> <p><b>Actions we are taking to improve/maintain performance:</b>                      Given the significant impact our performance in this area can have in the local economy, this is continuously monitored. However, with the introduction of new IT systems as part of the CGI contract, the whole invoice payment process is being examined to ensure that it is fit for purpose in the context of reducing resources.</p>			Lynn Mirley
Quarter	% of Invoices Paid																	
Q2-2015/16	91%																	
Q3-2015/16	90%																	
Q1-2016/17	94%																	
Q2-2016/17	85%																	
Q3-2016/17	93%																	

# IMPROVE ATTAINMENT AND ACHIEVEMENT LEVELS FOR ALL OUR CHILDREN AND YOUNG PEOPLE, ENSURING AN INCLUSIVE APPROACH

## HOW ARE WE DOING?

### Achievement of Curriculum for Excellence (CFE) LEVELS 2015/16: PRIMARY SCHOOL

#### PERCENTAGE OF PUPILS ACHIEVING EXPECTED LEVELS

READING		WRITING		LISTENING & TALKING		NUMERACY	
<b>PRIMARY 1 - EARLY LEVEL</b>							
<b>86%</b> Scottish Borders	<b>81%</b> Scotland	<b>82%</b> Scottish Borders	<b>78%</b> Scotland	<b>87%</b> Scottish Borders	<b>85%</b> Scotland	<b>86%</b> Scottish Borders	<b>84%</b> Scotland
<b>PRIMARY 4 - FIRST LEVEL</b>							
<b>81%</b> Scottish Borders	<b>75%</b> Scotland	<b>75%</b> Scottish Borders	<b>69%</b> Scotland	<b>86%</b> Scottish Borders	<b>81%</b> Scotland	<b>77%</b> Scottish Borders	<b>73%</b> Scotland
<b>PRIMARY 7 - SECOND LEVEL</b>							
<b>79%</b> Scottish Borders	<b>72%</b> Scotland	<b>74%</b> Scottish Borders	<b>65%</b> Scotland	<b>83%</b> Scottish Borders	<b>77%</b> Scotland	<b>74%</b> Scottish Borders	<b>68%</b> Scotland



These measures, released by Scottish Government in Dec 2016, cover primary pupils' achievement (based on Teachers Professional Judgements) in reading, writing, listening and talking and numeracy.

These are experimental statistics and are subject to review and development. (Data is also available up to S3 level but has not been included in this update). The measures will support individual children's progress and identify where improvement is needed at the earliest stage.

The Scottish Government has made data available down to individual school level which you can access via the following [link](#).

inclusion • attainment • achievement • leadership • inclusion • attainment • achievement • leadership

### Our performance during Q2 2016/17

#### ATTENDANCE (OCT-DEC 2016/17 SCHOOL YEAR)

**94.98%**  
pupils **attended** their  
**primary school**

Scottish average for 14/15 = 95.1%

**92%**  
pupils **attended** their  
**secondary school**



Scottish average for 14/15 = 91.8%

#### EXCLUSIONS (OCT-DEC 2016/17 SCHOOL YEAR)

**12** Primary  
**65** Secondary



Oct-Dec 15/16 3 Primary  
37 Secondary



**Priority 2: Improving attainment & achievement levels – Executive Quarterly PIs**

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By
What % of primary and secondary school pupils attend school?	<p>CP02-P24P What % of primary and secondary school pupils attend school?</p>	93.3%	<p><b>Observations</b> Attendance across Primary and Secondary Schools saw a slight drop in Q3, which is in line with the previous years' trend.</p>			Donna Manson
What % of primary school pupils attend school?	<p>CP02-P11aP What % of primary school pupils attend school? (CP02-P11aP)</p>	94.98%	<p><b>How are we performing:</b> Only a slight decline in primary attendance during Q3. This is a similar trend seen in past years and was anticipated.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Schools will continue to work with families to ensure attendance rates increase.</p>			Donna Manson
What % of secondary school pupils attend school?	<p>CP02-P11bP What % of secondary school pupils attend school? (CP02-P11bP)</p>	92%	<p><b>How are we performing:</b> There was a decline in secondary pupil attendance during the third quarter. Historically this has always been the case and could be attributed to the holiday season.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Schools will continue to work with families to ensure attendance rates increase and are maintained during this winter term, especially when pupils are preparing for prelims early in the new year.</p>			Donna Manson

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By																				
How many primary and secondary school pupils were excluded?	<p>CP02-P25P How many primary and secondary school pupils were excluded?</p> <table border="1"> <caption>CP02-P25P Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>58</td> <td>55</td> <td>60</td> <td>92</td> </tr> <tr> <td>2015/16</td> <td>45</td> <td>40</td> <td>38</td> <td>62</td> </tr> <tr> <td>2016/17</td> <td>42</td> <td>65</td> <td>78</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	58	55	60	92	2015/16	45	40	38	62	2016/17	42	65	78	-	77	<p><b>How are we performing:</b> The total number of pupils excluded during Q3 has increased slightly since last quarter. However, when the <i>rate per 1000 pupils</i> is examined over the longer term (4 years), there has been significant improvement. (Rates for <u>primary</u> and <u>secondary</u> have been provided below, demonstrating the long term improvement).</p> <p><b>Actions we are taking to improve/maintain performance:</b> Significant progress was made during 2015/16 to bring exclusions down to their lowest levels in over 4 years. However, given the recent increases, there will be a re-focus on consistent application of our policies around excluding pupils, and an ongoing focus on inclusion. Data at individual school level is examined on a monthly basis in order that support can be provided to ensure this continued focus on inclusion, and the provision of appropriate support within schools to improve outcomes for young people.</p>			Donna Manson
Year	Q1	Q2	Q3	Q4																						
2014/15	58	55	60	92																						
2015/16	45	40	38	62																						
2016/17	42	65	78	-																						
How many primary school pupils were excluded?	<p>CP02-P09aP How many primary school pupils were excluded? (CP02-P09aP)</p> <table border="1"> <caption>CP02-P09aP Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>15</td> <td>12</td> <td>10</td> <td>12</td> </tr> <tr> <td>2015/16</td> <td>12</td> <td>5</td> <td>3</td> <td>6</td> </tr> <tr> <td>2016/17</td> <td>9</td> <td>14</td> <td>12</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	15	12	10	12	2015/16	12	5	3	6	2016/17	9	14	12	-	12	<p><b>How are we performing:</b> There has been a small decrease since last quarter in the number of primary school pupils excluded during quarter 3. As numbers are low, a small fluctuation can have a significant impact on trends. Over the last 4 years, the <i>rate per 1000 pupils</i> has decreased significantly:</p> <ul style="list-style-type: none"> <li>• Rate per 1000 in Dec 2016 = <b>0.7</b></li> <li>• Rate per 1000 in Dec 2012 = <b>1.8</b></li> </ul> <p><b>Actions we are taking to improve/maintain performance:</b> See above</p>			Donna Manson
Year	Q1	Q2	Q3	Q4																						
2014/15	15	12	10	12																						
2015/16	12	5	3	6																						
2016/17	9	14	12	-																						

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By																				
How many secondary school pupils were excluded?	<p>CP02-P09bP How many secondary school pupils were excluded? (CP02-P09bP)</p> <table border="1"> <caption>CP02-P09bP Data</caption> <thead> <tr> <th>Quarter</th> <th>2014/15</th> <th>2015/16</th> <th>2016/17</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>43</td> <td>33</td> <td>32</td> </tr> <tr> <td>Q2</td> <td>57</td> <td>22</td> <td>50</td> </tr> <tr> <td>Q3</td> <td>61</td> <td>34</td> <td>65</td> </tr> <tr> <td>Q4</td> <td>80</td> <td>57</td> <td>65</td> </tr> </tbody> </table>	Quarter	2014/15	2015/16	2016/17	Q1	43	33	32	Q2	57	22	50	Q3	61	34	65	Q4	80	57	65	65	<p><b>How are we performing:</b>                      There has been an increase since last quarter in the number of secondary pupils excluded from school, although monthly data for December indicates a reduction once again in the number of pupils excluded.                      Over the last 4 years, <i>the rates per 1000 pupils</i> has decreased significantly:</p> <ul style="list-style-type: none"> <li>• Rate per 1000 in Dec 2016 = <b>2</b></li> <li>• Rate per 1000 in Dec 2012 = <b>6.2</b></li> </ul> <p><b>Actions we are taking to improve/maintain performance:</b></p> <p>See above</p>			Donna Manson
Quarter	2014/15	2015/16	2016/17																							
Q1	43	33	32																							
Q2	57	22	50																							
Q3	61	34	65																							
Q4	80	57	65																							
Number of Schools/Nurseries inspected per Quarter	<p>CP02-P21P How many schools/nurseries in the Scottish Borders were inspected?</p> <table border="1"> <caption>CP02-P21P Data</caption> <thead> <tr> <th>Quarter</th> <th>2014/15</th> <th>2015/16</th> <th>2016/17</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>Q2</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q3</td> <td>2</td> <td>2</td> <td>2</td> </tr> <tr> <td>Q4</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Quarter	2014/15	2015/16	2016/17	Q1	0	0	1	Q2	0	0	0	Q3	2	2	2	Q4	0	0	0	2	<p><b>Observations:</b>                      There were two inspections undertaken during Q3.</p> <ul style="list-style-type: none"> <li>• Gordon Primary School received a full inspection</li> <li>• St Josephs RC Primary School received a follow up inspection which is considered as "continuing engagement".</li> </ul> <p>Gordon Primary School Report was positive overall and the follow up report at St Josephs RC Primary School highlighted the improvements made, with an overall positive outcome.</p> <p><a href="#">Education Scotland/Care Inspectorate Report</a></p>	n/a		Donna Manson
Quarter	2014/15	2015/16	2016/17																							
Q1	0	0	1																							
Q2	0	0	0																							
Q3	2	2	2																							
Q4	0	0	0																							

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

## HOW ARE WE DOING?

October 2016 - December 2016:



<b>SELF-DIRECTED SUPPORT APPROACH</b> <b>50%</b> of adults are using the <b>Self-Directed Support approach</b> (at end Dec 2016)	<b>DOMESTIC ABUSE</b> <b>653</b> reported incidents of <b>domestic abuse</b>	<b>CRIMES AND OFFENCES</b> <b>2284</b> <b>group 1-5 crimes and offences</b> were recorded	<b>WELFARE BENEFITS SERVICE</b> <b>698</b> people contacted our <b>Welfare Benefits Service</b> receiving <b>over £2.4m in additional benefits</b>
Q3 15/16      15.8%	SB Q3 15/16      646	SB Q3 15/16      2280	SB Q3 15/16      594

### Reducing Reoffending in the Scottish Borders

The Community Justice (Scotland) Act 2016 has been introduced to reduce reoffending by addressing the underlying causes of offending behaviour. Factors that are known to have a positive influence are suitable accommodation, health care, employment and training, and relationships. A Community Justice Board chaired by the Chief Social Work Officer has been set up to oversee arrangements in the Scottish Borders. The Board has responsibility for planning and making the necessary changes to how services are designed, delivered and accessed by people who have an offending history. A three year plan has been developed to support prevention, reduce further offending and result in fewer victims of crime.

support • independence • joined-up care • health • support • independence • joined-up care • health

### Our performance during Q3 2016/17

<b>CARE AT HOME</b> <b>76%</b> of <b>adults (aged 65yrs+)</b> received <b>care at home</b> compared to a care home /residential setting (at end Dec 2016) (above our target of 70%)	<b>LOOKED AFTER CHILDREN</b> <b>236</b> looked after <b>children</b> (at end Dec 2016)  (up from 215 at Q3 2015/16)	<b>ADULT PROTECTION</b> During Q3 2016/17 <b>52</b> <b>concerns</b> were raised (up from 44 Q3 2015/16)	<b>CHILD PROTECTION</b> <b>165</b> <b>inter-agency discussions</b> (Initial Referrals Discussions) concerning the <b>safety of a child held</b> (up from 127 from Q3 2015/16)
<b>NEW SERVICE USERS</b> <b>97%</b> of <b>new service users</b> received a service <b>within 6 weeks of assessment</b> (at end Dec 2016) (up from 93% at Q3 2015/16)	<b>86%</b> of <b>looked after children</b> (across all ages) were <b>living within a community family-based placement</b> (at end Dec 2016) (up from 84% at Q3 2015/16)	<b>25</b> <b>investigations</b> were carried out (up from 7 Q3 2015/16)	<b>66</b> <b>children</b> on the <b>Child Protection Register</b> (at end Dec 2016)  (up from 16 at Q3 2015/16)
		<b>2</b> <b>case conferences</b> were held (no change compared to Q3 15/16)	



**Priority 3: Care, Support and protection– Executive Quarterly PIs**

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
% of Adults 65+ receiving care at home to sustain an independent quality of life as part of the community compared to those in a care home.	<p><b>CP03-P02bP % of Adults 65+ receiving care at home to sustain an independent quality of life as part of the community compared to those in a care home.</b></p> <table border="1"> <caption>Data for CP03-P02bP</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>70%</td> </tr> <tr> <td>Q4 2015/16</td> <td>72%</td> </tr> <tr> <td>Q1 2016/17</td> <td>73%</td> </tr> <tr> <td>Q2 2016/17</td> <td>76%</td> </tr> <tr> <td>Q3 2016/17</td> <td>76%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q3 2015/16	70%	Q4 2015/16	72%	Q1 2016/17	73%	Q2 2016/17	76%	Q3 2016/17	76%	76%	<p><b>How are we performing:</b> This quarter has seen a stabilisation in the number of adults over 65 being able to remain at home compared to those in a care home/residential setting.</p> <p><b>Actions we are taking to improve/maintain performance:</b> We continue to assess clients under the Self Directed Support (SDS) approach and review their needs which ensure they are able to remain within the community.</p>			Elaine Torrance
Quarter	Value (%)																	
Q3 2015/16	70%																	
Q4 2015/16	72%																	
Q1 2016/17	73%																	
Q2 2016/17	76%																	
Q3 2016/17	76%																	
Percentage of Clients using the Self Directed Support (SDS) approach based on Finance Commitment Records	<p><b>CP03-P04bP Percentage of Clients using the SDS approach based on Finance Commitment Records</b></p> <table border="1"> <caption>Data for CP03-P04bP</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>15.8%</td> </tr> <tr> <td>Q4 2015/16</td> <td>20.6%</td> </tr> <tr> <td>Q1 2016/17</td> <td>31.2%</td> </tr> <tr> <td>Q2 2016/17</td> <td>41.8%</td> </tr> <tr> <td>Q3 2016/17</td> <td>50.0%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q3 2015/16	15.8%	Q4 2015/16	20.6%	Q1 2016/17	31.2%	Q2 2016/17	41.8%	Q3 2016/17	50.0%	50%	<p><b>How are we performing:</b> Continuing increase in existing and new clients being assessed using the SDS approach. This is shown as the rate of individuals using SDS arrangements per 1,000 population increases.</p> <p><b>Actions we are taking to improve/maintain performance:</b> A briefing paper has been provided for the Executive Committee to further explain the shift to SDS and how SBC will achieve the ambitious target (<b>Appendix 1a</b>; Quarterly Performance Report Q3 2016/17)</p>			Elaine Torrance
Quarter	Value (%)																	
Q3 2015/16	15.8%																	
Q4 2015/16	20.6%																	
Q1 2016/17	31.2%																	
Q2 2016/17	41.8%																	
Q3 2016/17	50.0%																	



## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Adults with self-directed care arrangements per 1,000 population	<p><b>CP03-P04 Adults with self-directed care arrangements per 1,000 population</b></p> <table border="1"> <caption>CP03-P04 Adults with self-directed care arrangements per 1,000 population</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>6.5</td> </tr> <tr> <td>Q4 2015/16</td> <td>7.5</td> </tr> <tr> <td>Q1 2016/17</td> <td>10.0</td> </tr> <tr> <td>Q2 2016/17</td> <td>12.5</td> </tr> <tr> <td>Q3 2016/17</td> <td>20.49</td> </tr> </tbody> </table>	Quarter	Value	Q3 2015/16	6.5	Q4 2015/16	7.5	Q1 2016/17	10.0	Q2 2016/17	12.5	Q3 2016/17	20.49	20.49	<p><b>Observations:</b> As clients move to the SDS approach the expectation that this PI will continue to rise.</p>			Elaine Torrance
Quarter	Value																	
Q3 2015/16	6.5																	
Q4 2015/16	7.5																	
Q1 2016/17	10.0																	
Q2 2016/17	12.5																	
Q3 2016/17	20.49																	
Proportion of new service users who receive a service within 6 weeks of assessment (year to date)	<p><b>CP03-P28P What % of people contacting Social Work receive a service within 6 weeks of their assessment?</b></p> <table border="1"> <caption>CP03-P28P What % of people contacting Social Work receive a service within 6 weeks of their assessment?</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>93%</td> </tr> <tr> <td>Q4 2015/16</td> <td>95%</td> </tr> <tr> <td>Q1 2016/17</td> <td>98%</td> </tr> <tr> <td>Q2 2016/17</td> <td>97%</td> </tr> <tr> <td>Q3 2016/17</td> <td>97%</td> </tr> </tbody> </table>	Quarter	Value	Q3 2015/16	93%	Q4 2015/16	95%	Q1 2016/17	98%	Q2 2016/17	97%	Q3 2016/17	97%	97%	<p><b>How are we performing:</b> With new process embedded and methods of recording assessment understood this indicator has shown a steady recovery and is now maintained above the target of 95%.</p> <p><b>Actions we are taking to improve/maintain performance:</b> We are continuing to train and update the process to ensure we meet and exceed the 6 week target.</p>			Elaine Torrance
Quarter	Value																	
Q3 2015/16	93%																	
Q4 2015/16	95%																	
Q1 2016/17	98%																	
Q2 2016/17	97%																	
Q3 2016/17	97%																	
Adult protection - Number of Concerns	<p><b>CP03-P149 Adult protection - Number of Concerns</b></p> <table border="1"> <caption>CP03-P149 Adult protection - Number of Concerns</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>45</td> </tr> <tr> <td>Q4 2015/16</td> <td>40</td> </tr> <tr> <td>Q1 2016/17</td> <td>48</td> </tr> <tr> <td>Q2 2016/17</td> <td>65</td> </tr> <tr> <td>Q3 2016/17</td> <td>52</td> </tr> </tbody> </table>	Quarter	Value	Q3 2015/16	45	Q4 2015/16	40	Q1 2016/17	48	Q2 2016/17	65	Q3 2016/17	52	52	<p><b>Observations:</b> Minor fluctuation in the number of concerns reported. However overall upward trend in the numbers.</p>	n/a		Elaine Torrance
Quarter	Value																	
Q3 2015/16	45																	
Q4 2015/16	40																	
Q1 2016/17	48																	
Q2 2016/17	65																	
Q3 2016/17	52																	

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Adult protection - Number of Investigations	<p><b>CP03-P150 Adult protection - Number of Investigations</b></p> <table border="1"> <caption>CP03-P150 Adult protection - Number of Investigations</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>7</td> </tr> <tr> <td>Q4 2015/16</td> <td>9</td> </tr> <tr> <td>Q1 2016/17</td> <td>27</td> </tr> <tr> <td>Q2 2016/17</td> <td>40</td> </tr> <tr> <td>Q3 2016/17</td> <td>25</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q3 2015/16	7	Q4 2015/16	9	Q1 2016/17	27	Q2 2016/17	40	Q3 2016/17	25	25	<p><b>Observations:</b> Drop in the number of investigations during the third quarter however 2016/17 is running higher than the previous two years.</p>	n/a		Elaine Torrance
Quarter	Value																	
Q3 2015/16	7																	
Q4 2015/16	9																	
Q1 2016/17	27																	
Q2 2016/17	40																	
Q3 2016/17	25																	
Adult protection - Number of Case Conferences	<p><b>CP03-P151 Adult protection - Number of Case Conferences</b></p> <table border="1"> <caption>CP03-P151 Adult protection - Number of Case Conferences</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>2</td> </tr> <tr> <td>Q4 2015/16</td> <td>4</td> </tr> <tr> <td>Q1 2016/17</td> <td>3</td> </tr> <tr> <td>Q2 2016/17</td> <td>7</td> </tr> <tr> <td>Q3 2016/17</td> <td>2</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q3 2015/16	2	Q4 2015/16	4	Q1 2016/17	3	Q2 2016/17	7	Q3 2016/17	2	2	<p><b>Observations:</b> Continuing fluctuations in the number of case conferences held.</p>	n/a		Elaine Torrance
Quarter	Value																	
Q3 2015/16	2																	
Q4 2015/16	4																	
Q1 2016/17	3																	
Q2 2016/17	7																	
Q3 2016/17	2																	
Looked After Children (aged 12+) in family-based placements compared to those in residential placements	<p><b>CP03-P06P What % of children (aged 12+) are accommodated with family rather than residential placements?</b></p> <table border="1"> <caption>CP03-P06P What % of children (aged 12+) are accommodated with family rather than residential placements?</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>71%</td> </tr> <tr> <td>Q4 2015/16</td> <td>72%</td> </tr> <tr> <td>Q1 2016/17</td> <td>75%</td> </tr> <tr> <td>Q2 2016/17</td> <td>76%</td> </tr> <tr> <td>Q3 2016/17</td> <td>76%</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 2015/16	71%	Q4 2015/16	72%	Q1 2016/17	75%	Q2 2016/17	76%	Q3 2016/17	76%	76%	<p><b>Observations:</b> The % of Looked After Children, age 12+, in a family based placement still remains below the ambitious target at 76% (target = 80%) but is seeing steady improvement over the longer term;</p>			Ann Blackie
Quarter	Value (%)																	
Q3 2015/16	71%																	
Q4 2015/16	72%																	
Q1 2016/17	75%																	
Q2 2016/17	76%																	
Q3 2016/17	76%																	

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By																				
Looked After Children (All ages) in family-based placements compared to those in residential placements	<p><b>CP03-P06bP Looked After Children in family-based placements compared to those in residential placements</b></p> <table border="1"> <caption>CP03-P06bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2015/16</td> <td>84%</td> </tr> <tr> <td>Q3 2015/16</td> <td>85%</td> </tr> <tr> <td>Q1 2016/17</td> <td>87%</td> </tr> <tr> <td>Q2 2016/17</td> <td>86%</td> </tr> <tr> <td>Q3 2016/17</td> <td>86%</td> </tr> </tbody> </table> <p>Legend: Blue bars = Quarters; Red square = Target (Quarters); Red line = Family Group (previous yr) - Av.; Orange line = SBC (previous yr) - Av.; Green line = Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q2 2015/16	84%	Q3 2015/16	85%	Q1 2016/17	87%	Q2 2016/17	86%	Q3 2016/17	86%	86%	<p><b>Observations:</b> The % remains the same as previous quarter (above target) and is higher than it was at the same time last year.</p> <p>Evidence shows that in general children and young people's social, emotional and educational outcomes are better in family based placements (foster care) in their own communities.</p>			Ann Blackie								
Quarter	Value (%)																									
Q2 2015/16	84%																									
Q3 2015/16	85%																									
Q1 2016/17	87%																									
Q2 2016/17	86%																									
Q3 2016/17	86%																									
Number of Looked After Children (LAC)	<p><b>CP03-P83P Number of Looked After Children (LAC)</b></p> <table border="1"> <caption>CP03-P83P Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>~180</td> <td>~180</td> <td>~180</td> <td>~180</td> </tr> <tr> <td>2015/16</td> <td>~200</td> <td>~210</td> <td>~210</td> <td>~210</td> </tr> <tr> <td>2016/17</td> <td>~180</td> <td>~180</td> <td>~236</td> <td>~236</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	~180	~180	~180	~180	2015/16	~200	~210	~210	~210	2016/17	~180	~180	~236	~236	236	<p><b>Observations:</b> Continuing fluctuation in the number of Looked After Children (LAC), and a slight increase this quarter, when compared to Q2 and the same time last year.</p> <p>Looked After Children include children and young people in foster care, residential care, kinship care and those Looked After at Home. All Looked After Children are placed on a statutory basis.</p>	n/a		Ann Blackie
Year	Q1	Q2	Q3	Q4																						
2014/15	~180	~180	~180	~180																						
2015/16	~200	~210	~210	~210																						
2016/17	~180	~180	~236	~236																						
Number of Inter-agency Discussions (IRDs) held about a child	<p><b>CP03-P85P Number of Inter-agency Discussions (IRDs) held</b></p> <table border="1"> <caption>CP03-P85P Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>~90</td> <td>~80</td> <td>~80</td> <td>~80</td> </tr> <tr> <td>2015/16</td> <td>~125</td> <td>~135</td> <td>~135</td> <td>~135</td> </tr> <tr> <td>2016/17</td> <td>~80</td> <td>~90</td> <td>~165</td> <td>~165</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	~90	~80	~80	~80	2015/16	~125	~135	~135	~135	2016/17	~80	~90	~165	~165	165	<p><b>Observations:</b> There has been a further increase in both the number of inter-agency referral discussions (IRD) held (where there is a concern about a child) and the number of children on the Child Protection Register when compared to Quarter 2. Following a review of the process, a change to the way in which IRDs are recorded was introduced in September 2016 which means that IRDs are now more robustly recorded and there is increased integrity in the data. IRDs remain the main method of discussion around the child where there are child protection concerns;</p>	n/a		Ann Blackie
Year	Q1	Q2	Q3	Q4																						
2014/15	~90	~80	~80	~80																						
2015/16	~125	~135	~135	~135																						
2016/17	~80	~90	~165	~165																						

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By								
Number of children on Child Protection Register	<p>CP03-P86P Number of children on Child Protection Register</p> <table border="1"> <caption>CP03-P86P Number of children on Child Protection Register</caption> <thead> <tr> <th>Year</th> <th>Q3 Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>14</td> </tr> <tr> <td>2015/16</td> <td>28</td> </tr> <tr> <td>2016/17</td> <td>66</td> </tr> </tbody> </table>	Year	Q3 Value	2014/15	14	2015/16	28	2016/17	66	66	<p><b>Observations:</b> Throughout Q2 the number of children on the register has remained in the mid 60s. With the increase in IRDs it is expected that these levels will be maintained.</p>	n/a		Ann Blackie
Year	Q3 Value													
2014/15	14													
2015/16	28													
2016/17	66													
No. of People Referred to Welfare Benefits	<p>CP03-P35 No. of People Referred to Welfare Benefits</p> <table border="1"> <caption>CP03-P35 No. of People Referred to Welfare Benefits</caption> <thead> <tr> <th>Year</th> <th>Q3 Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>590</td> </tr> <tr> <td>2015/16</td> <td>680</td> </tr> <tr> <td>2016/17</td> <td>698</td> </tr> </tbody> </table>	Year	Q3 Value	2014/15	590	2015/16	680	2016/17	698	698	<p><b>Observations:</b> The gains remain high (over £2m again this quarter which is an increase on last year's Q3 figure). While some of the gains are a result of challenging incorrect decisions, a good deal of work is through promoting benefit take up and maximising income.</p> <p>Cases include a combination of appeals, mandatory reconsiderations, assistance with new claims and resolution of complex benefits issues. Welfare reform has undoubtedly brought in a significant number of changes across a wide</p>			Cathie Fancy
Year	Q3 Value													
2014/15	590													
2015/16	680													
2016/17	698													

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By																				
Welfare Benefit - Monetary Gain	<p>CP03-P36 Welfare Benefit - Monetary Gain</p> <table border="1"> <caption>CP03-P36 Welfare Benefit - Monetary Gain</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>~£1,000,000</td> <td>~£1,750,000</td> <td>~£1,750,000</td> <td>~£1,650,000</td> </tr> <tr> <td>2015/16</td> <td>~£2,150,000</td> <td>~£2,000,000</td> <td>~£1,650,000</td> <td>~£2,900,000</td> </tr> <tr> <td>2016/17</td> <td>~£2,000,000</td> <td>~£2,200,000</td> <td>~£2,450,000</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	~£1,000,000	~£1,750,000	~£1,750,000	~£1,650,000	2015/16	~£2,150,000	~£2,000,000	~£1,650,000	~£2,900,000	2016/17	~£2,000,000	~£2,200,000	~£2,450,000	-	£2,434,069.00	<p>range of benefits with some families or individuals often being affected by more than one at any time. The system is complex and even the more able customers are often uncertain as how to resolve situations. Jobcentre Plus no longer offer benefits advice to customers (now focused on job coaching). Complexities of the system now means that it's only trained specialists that can give accurate advice and work is ongoing to train a range of SBC and NHS staff.</p>			Cathie Fancy
Year	Q1	Q2	Q3	Q4																						
2014/15	~£1,000,000	~£1,750,000	~£1,750,000	~£1,650,000																						
2015/16	~£2,150,000	~£2,000,000	~£1,650,000	~£2,900,000																						
2016/17	~£2,000,000	~£2,200,000	~£2,450,000	-																						
Number of reported incidents of domestic abuse (cumulative)	<p>CP03-P37P How many incidents of domestic abuse are reported to Police Scotland? (cumulative)</p> <table border="1"> <caption>CP03-P37P How many incidents of domestic abuse are reported to Police Scotland? (cumulative)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>~230</td> <td>~440</td> <td>~680</td> <td>~900</td> </tr> <tr> <td>2015/16</td> <td>~180</td> <td>~430</td> <td>~650</td> <td>~900</td> </tr> <tr> <td>2016/17</td> <td>~220</td> <td>~450</td> <td>~660</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	~230	~440	~680	~900	2015/16	~180	~430	~650	~900	2016/17	~220	~450	~660	-	653	<p><b>Where we are currently</b> A seven incident increase for the year to date when compared to the same time period in 2015/16 which equates to a 1.1% increase.</p> <p><b>Our Successes/Our Issues</b></p> <ul style="list-style-type: none"> <li>- Domestic abuse services continue to ensure that calling the police is central to all safety planning with victims.</li> <li>- Domestic Abuse Advocacy Support service (DAAS) now receive referrals directly from the Police Scotland's Vulnerable Persons Database, thus decreasing the delay in contacting victims after an incident. However this has meant that the on call service on a Sunday morning has had to be suspended as no VPD referrals can be accessed at a weekend, therefore all VPD referrals come to DAAS on a Monday morning.</li> </ul> <p><b>What we are doing</b> We continue to ensure that all services are aware of DAAS/DACS and the wider Pathway services including MARAC through engagement with service providers, updates at team meetings and new leaflets.</p>			Graham Jones
Year	Q1	Q2	Q3	Q4																						
2014/15	~230	~440	~680	~900																						
2015/16	~180	~430	~650	~900																						
2016/17	~220	~450	~660	-																						

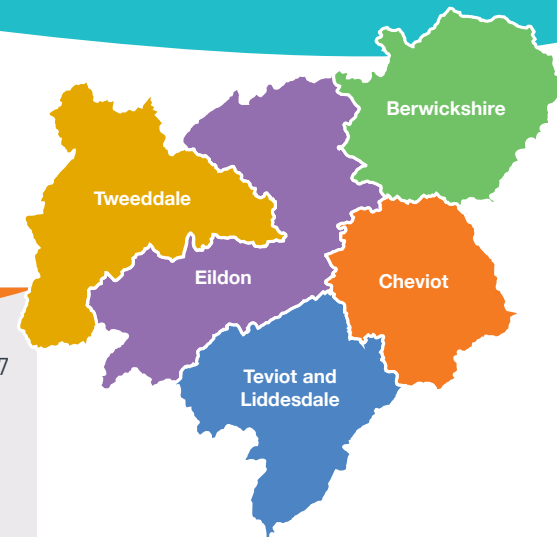
Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By																				
			<p><b>Service Update</b>                      The future of the service is secured to 31st March 2017, with contributions from Scottish Government and partner agencies. The "Pathway 2" Project Board has now agreed the Stage 2 application to Big Lottery, this was submitted on 21st December. The assessment process has started, and we can expect a decision from Big Lottery in April. The Scottish Government funding will not be available till at least May 2017.</p>																							
<p>Number of Group 1-5 recorded crimes and offences (cumulative)</p>	<p>CP03-P39P How many crimes and offences are recorded by Police Scotland? (cumulative)</p> <table border="1"> <caption>Data for CP03-P39P: Cumulative Crimes and Offences</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>~750</td> <td>~1,600</td> <td>~2,350</td> <td>~3,150</td> </tr> <tr> <td>2015/16</td> <td>~750</td> <td>~1,550</td> <td>~2,300</td> <td>~2,900</td> </tr> <tr> <td>2016/17</td> <td>~750</td> <td>~1,600</td> <td>~2,300</td> <td>2,284</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	~750	~1,600	~2,350	~3,150	2015/16	~750	~1,550	~2,300	~2,900	2016/17	~750	~1,600	~2,300	2,284	<p>2,284</p>	<p><b>Where we are currently</b>                      A 0.9% increase in crimes in the year to date when compared to the same time period in 2015/16. This equates to 21 additional victims.</p> <p><b>Our Successes/Our Issues</b>                      - There continues to be a local focus on high-volume, low-level crime with the result that vandalism offences are 2.7% lower in the year to date when compared to 2015/16.                      - There has been an increase in sexual crimes and crimes of dishonesty in the year to date that have resulted in the overall small increase in crime rates.</p> <p><b>What we are doing</b>                      Introduction of prevention and tackling inequalities model by Police Scotland to streamline crime prevention activities.</p>			<p>Graham Jones</p>
Year	Q1	Q2	Q3	Q4																						
2014/15	~750	~1,600	~2,350	~3,150																						
2015/16	~750	~1,550	~2,300	~2,900																						
2016/17	~750	~1,600	~2,300	2,284																						

# BUILD THE CAPACITY AND RESILIENCE OF OUR COMMUNITIES AND VOLUNTARY SECTOR

## HOW ARE WE DOING?

April 2016 - December 2016:



### TWEEDDALE

The following funding has been awarded in 16/17

**£131.5k** National Lottery  
**£19,832** Quality of Life Fund

**£27.0k** Community Grants Scheme  
**£54,175** Neighbourhood Small Schemes Fund

**15** projects currently in development

### EILDON

The following funding has been awarded in 16/17

**£42.3k** National Lottery  
**£13,289** Quality of Life Fund

**£27.8k** Community Grants Scheme  
**£71,973** Neighbourhood Small Schemes Fund

**19** projects currently in development

### CHEVIOT

The following funding has been awarded in 16/17

**£453.2k** National Lottery  
**£17,632** Quality of Life Fund

**£12.2k** Community Grants Scheme  
**£31,793** Neighbourhood Small Schemes Fund

**14** projects currently in development

### NEWLANDS RURAL BUSINESS UNITS

Newlands Community Development Trust (NCDT) has, through a public land asset transfer, delivered the Newlands Centre. The group are now close to completion of the Newlands Rural Business Units project which has been created from the full modernisation and remodelling of the old Newlands Memorial Hall.



### ENERGISE GALASHIELS

Energise Galashiels is a group that aims to provide a focus for engaging with the community, to develop a vision for and deliver actions to improve Galashiels and create a more vibrant, welcoming and confident community. They have delivered a number of innovative projects, events and promoted shop front improvements in Galashiels as well as encouraging positive marketing of businesses and events in the area.



### JEDBURGH COMMUNITY AREA REGENERATION SCHEME (CARS) BID

A CARS bid to Historic Environment Scotland which if successful will support regeneration in the heart of the town including key buildings around the Market Place and prominent locations at the top end of the High Street. Enhance the Abbey Ramparts and Canongate Bridge, support the development of the Category A listed Port House and deliver a range of heritage based education and traditional skills training



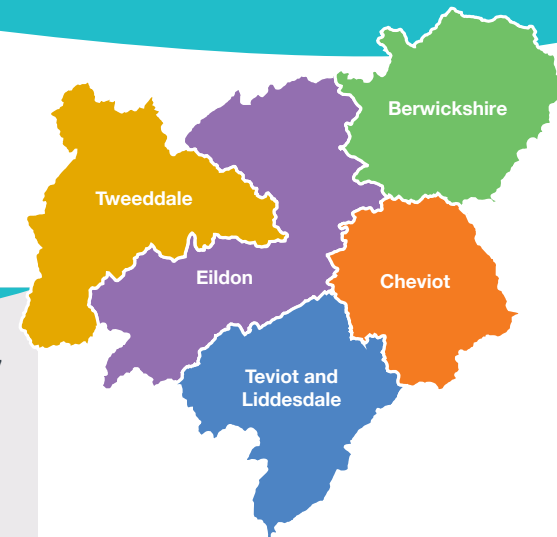
This quarter we are highlighting some of the great community projects, initiatives and funding applications that we are supporting across the Scottish Borders.

Officers across SBC are currently working closely with over 150 Community Groups, Trusts and Enterprises, assisting and enabling them to access funding, build capacity, skills and expertise that will enhance community development and regeneration.

# BUILD THE CAPACITY AND RESILIENCE OF OUR COMMUNITIES AND VOLUNTARY SECTOR

## HOW ARE WE DOING?

**April 2016 - December 2016:**



### BERWICKSHIRE

The following funding has been awarded in 16/17

**£439.3k**  
National Lottery

**£7,883**  
Quality of Life Fund

**£22.1k**  
Community Grants Scheme

**£18,860**  
Neighbourhood Small Schemes Fund

**17** projects currently in development

### TEVIOT & LIDDESDALE

The following funding has been awarded in 16/17

**£37.8k**  
National Lottery

**£17,632**  
Quality of Life Fund

**£18.8k**  
Community Grants Scheme

**£31,793**  
Neighbourhood Small Schemes Fund

**11** projects currently in development

### BORDERS WIDE PROJECTS

The following funding has been awarded in 16/17

**£466k**  
National Lottery

**£10.8k**  
Community Grants Scheme

**17** projects currently in development

### COLDSTREAM COMMUNITY DEVELOPMENT TRUST

In 1998 the Coldstream community formed the Trust, purchased St Cuthbert's church and over the next ten years raised over £250k of grant funding to convert it into a Community Centre. This hub provides a wide range of opportunities in a small rural town where access to services was limited. In 2017 the Trust aims to develop current services to become self-sustaining, and to secure grant funding to extend the range of services.



### NEWCASTLETON HUB AND COMMUNITY FUEL PROJECT

A Regeneration Capital Grant Fund application to Scottish Government which if successful will support the delivery of the Newcastleton Hub and Community Fuel Pump Project comprising of an unmanned forecourt fuel service and a small Community Hub which will provide a range of community services, business units and a focal point to support community development.



This quarter we are highlighting some of the great community projects, initiatives and funding applications that we are supporting across the Scottish Borders.

Officers across SBC are currently working closely with over 150 Community Groups, Trusts and Enterprises, assisting and enabling them to access funding, build capacity, skills and expertise that will enhance community development and regeneration.



**Priority 4: Communities– Executive PIs (Quarterly)**

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
SB Alert - No. of people registered	<p><b>CP04-P001nP How many people have registered for SB Alert?</b></p> <table border="1"> <caption>SB Alert - No. of people registered</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3-2015/16</td> <td>3,279</td> </tr> <tr> <td>Q4-2015/16</td> <td>3,788</td> </tr> <tr> <td>Q1-2016/17</td> <td>3,863</td> </tr> <tr> <td>Q2-2016/17</td> <td>3,863</td> </tr> <tr> <td>Q3-2016/17</td> <td>4,147</td> </tr> </tbody> </table>	Quarter	Value	Q3-2015/16	3,279	Q4-2015/16	3,788	Q1-2016/17	3,863	Q2-2016/17	3,863	Q3-2016/17	4,147	4147	<p><b>Observations:</b> The number of people registered with SB Alert remains below the ambitious growth target at 4147 (target = 4600) but is showing steady improvement over the longer term.</p>			Jim Fraser
Quarter	Value																	
Q3-2015/16	3,279																	
Q4-2015/16	3,788																	
Q1-2016/17	3,863																	
Q2-2016/17	3,863																	
Q3-2016/17	4,147																	
Landfill Communities Fund - Number awarded	<p><b>CP04-P001gP How many grants did we award from the Landfill Communities Fund?</b></p> <table border="1"> <caption>Landfill Communities Fund - Number awarded</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3-2015/16</td> <td>0</td> </tr> <tr> <td>Q4-2015/16</td> <td>0</td> </tr> <tr> <td>Q1-2016/17</td> <td>0</td> </tr> <tr> <td>Q2-2016/17</td> <td>6</td> </tr> <tr> <td>Q3-2016/17</td> <td>3</td> </tr> </tbody> </table>	Quarter	Value	Q3-2015/16	0	Q4-2015/16	0	Q1-2016/17	0	Q2-2016/17	6	Q3-2016/17	3	3	<p><b>How are we performing:</b> Transition of the UK Landfill Communities Fund into the new Scottish Landfill Communities Fund is now complete and fully operational. To date 28 initial enquiry forms have been sent out with 23 being returned and of those 21 have been invited to submit a Full Application.  12 applicants to date have completed and submitted the 'Full' form along with accompanying documents. Overall, 9 have been</p>			Shona Smith
Quarter	Value																	
Q3-2015/16	0																	
Q4-2015/16	0																	
Q1-2016/17	0																	
Q2-2016/17	6																	
Q3-2016/17	3																	

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Landfill Communities Fund - Value of funds awarded	<p><b>CP04-P001HP What was the value of the Landfill Communities Fund grants awarded?</b></p> <table border="1"> <caption>CP04-P001HP: Value of Landfill Communities Fund grants awarded</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q3-2015/16</td> <td>0</td> </tr> <tr> <td>Q4-2015/16</td> <td>0</td> </tr> <tr> <td>Q1-2016/17</td> <td>0</td> </tr> <tr> <td>Q2-2016/17</td> <td>110,000</td> </tr> <tr> <td>Q3-2016/17</td> <td>67,500</td> </tr> </tbody> </table>	Quarter	Value (£)	Q3-2015/16	0	Q4-2015/16	0	Q1-2016/17	0	Q2-2016/17	110,000	Q3-2016/17	67,500	£67,500	<p>offered and accepted awards to date.</p> <p><b>Actions we are taking to improve/maintain performance:</b></p> <p>Although the new fund is operating well we will continue to work hard at maintaining the level of consistency and the positive relationship with Berwickshire Community Councils' Forum (BCCF) Environmental Group who are now responsible for all administration and decision-making processes in regard to this Fund.</p>			Shona Smith
Quarter	Value (£)																	
Q3-2015/16	0																	
Q4-2015/16	0																	
Q1-2016/17	0																	
Q2-2016/17	110,000																	
Q3-2016/17	67,500																	
Landfill Communities Fund - Total Project Cost	<p><b>CP04-P001IP What was the total value of the projects the Landfill Communities Fund money contributed to?</b></p> <table border="1"> <caption>CP04-P001IP: Total value of projects the Landfill Communities Fund money contributed to</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q3-2015/16</td> <td>0</td> </tr> <tr> <td>Q4-2015/16</td> <td>0</td> </tr> <tr> <td>Q1-2016/17</td> <td>0</td> </tr> <tr> <td>Q2-2016/17</td> <td>828,014</td> </tr> <tr> <td>Q3-2016/17</td> <td>290,900</td> </tr> </tbody> </table>	Quarter	Value (£)	Q3-2015/16	0	Q4-2015/16	0	Q1-2016/17	0	Q2-2016/17	828,014	Q3-2016/17	290,900	£290,900				Shona Smith
Quarter	Value (£)																	
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Community Grant - No. of grants awarded	<p><b>CP04-P001aP How many grants did we award from the Community Grant Scheme?</b></p> <table border="1"> <caption>CP04-P001aP: Number of grants awarded from the Community Grant Scheme</caption> <thead> <tr> <th>Quarter</th> <th>Number of Grants</th> </tr> </thead> <tbody> <tr> <td>Q3-2015/16</td> <td>8</td> </tr> <tr> <td>Q4-2015/16</td> <td>15</td> </tr> <tr> <td>Q1-2016/17</td> <td>43</td> </tr> <tr> <td>Q2-2016/17</td> <td>9</td> </tr> <tr> <td>Q3-2016/17</td> <td>10</td> </tr> </tbody> </table>	Quarter	Number of Grants	Q3-2015/16	8	Q4-2015/16	15	Q1-2016/17	43	Q2-2016/17	9	Q3-2016/17	10	10	<p><b>How are we performing:</b></p> <p>Normally, project activity slows down leading up to the Christmas holiday period, but the number of applications in Q3 2016/17 has risen in comparison to Q3 2015/16. Until new budgets become available in April 2017/18, the level of activity will likely remain as is.</p> <p>The value of awards in Q3 2016/17 is approx. £10,000 higher than Q3 in 2015/16. This is due to 2 more applications being received and slightly higher requests in comparison to Q3 in 2015/16.</p>			Shona Smith
Quarter	Number of Grants																	
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**Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)**

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By																	
			Total value of project costs is significantly higher than in Q3 2015/16. This is due to Community Grant Scheme being required to match fund a major development project (£250,000). The total value and project costs of the Community Grant Scheme will continue to fluctuate as it meets community demand for both large and small scale projects.																				
Community Grant - Value of funding granted	<p><b>Exec - Community Grant Scheme: Grants / Total Project Value</b></p> <table border="1"> <caption>Community Grant Scheme: Grants / Total Project Value</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P001b</th> <th>CP04-P001c</th> </tr> </thead> <tbody> <tr> <td>Q3-2015/16</td> <td>£14,654</td> <td>£18,072</td> </tr> <tr> <td>Q3-2015/16</td> <td>£36,869</td> <td>£95,235</td> </tr> <tr> <td>Q3-2016/17</td> <td>£88,627</td> <td>£255,558</td> </tr> <tr> <td>Q2-2016/17</td> <td>£30,130</td> <td>£324,277</td> </tr> <tr> <td>Q3-2016/17</td> <td>£24,246</td> <td>£287,069</td> </tr> </tbody> </table>	Quarter	CP04-P001b	CP04-P001c	Q3-2015/16	£14,654	£18,072	Q3-2015/16	£36,869	£95,235	Q3-2016/17	£88,627	£255,558	Q2-2016/17	£30,130	£324,277	Q3-2016/17	£24,246	£287,069	£24,246.00			
Quarter		CP04-P001b	CP04-P001c																				
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Community Grant Award - Total Project Cost	£287,069.00																						
National Lottery Funds - Overall Award Total	<p><b>CP04-P001P What was the total value of National Lottery Funding received in the Scottish Borders?</b></p> <table border="1"> <caption>National Lottery Funding received in the Scottish Borders</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2015/16</td> <td>£880,483.00</td> </tr> <tr> <td>Q3-2015/16</td> <td>£619,846.00</td> </tr> <tr> <td>Q1-2016/17</td> <td>£886,024.00</td> </tr> <tr> <td>Q2-2016/17</td> <td>£484,659.00</td> </tr> <tr> <td>Q3-2016/17</td> <td>£229,637.00</td> </tr> </tbody> </table> <p>■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value	Q2-2015/16	£880,483.00	Q3-2015/16	£619,846.00	Q1-2016/17	£886,024.00	Q2-2016/17	£484,659.00	Q3-2016/17	£229,637.00	£229,637.00	<p><b>How are we performing:</b> Awards total is lower in Q3 2016/17 than in Q3 2015/16. This is due to 2 major projects being awarded over £300,000 each (Interest Link Borders and Seton Care Limited) in Q3 2015/16 as opposed to 2 awards under £100,000 each in Q3 2016/17. However there are currently applications awaiting decision estimated at around £2.5m.</p> <p><b>Actions we are taking to improve/maintain performance:</b></p>			Shona Smith					
Quarter	Value																						
Q2-2015/16	£880,483.00																						
Q3-2015/16	£619,846.00																						
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## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
National Lottery Fund - Total Awards made up to £10,000	<p><b>CP04-P001dP How much National Lottery Funding (grants up to £10,000) was received in the Scottish Borders?</b></p> <table border="1"> <caption>National Lottery Funding (grants up to £10,000)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q3-2015/16</td> <td>153,804</td> </tr> <tr> <td>Q4-2015/16</td> <td>53,114</td> </tr> <tr> <td>Q1-2016/17</td> <td>114,045</td> </tr> <tr> <td>Q2-2016/17</td> <td>121,782</td> </tr> <tr> <td>Q3-2016/17</td> <td>102,331</td> </tr> </tbody> </table>	Quarter	Value (£)	Q3-2015/16	153,804	Q4-2015/16	53,114	Q1-2016/17	114,045	Q2-2016/17	121,782	Q3-2016/17	102,331	£102,331.00	We continue to promote external funding schemes along with Community Grant Scheme to maximise leverage of funding into Scottish Borders. There are currently 97 pipeline projects both over and under £10k at present.			Shona Smith
Quarter	Value (£)																	
Q3-2015/16	153,804																	
Q4-2015/16	53,114																	
Q1-2016/17	114,045																	
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National Lottery Fund - Total Awards made over £10,000	<p><b>CP04-P001eP How much National Lottery Funding (grants over £10,000) was received in the Scottish Borders?</b></p> <table border="1"> <caption>National Lottery Funding (grants over £10,000)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q3-2015/16</td> <td>726,679</td> </tr> <tr> <td>Q4-2015/16</td> <td>566,732</td> </tr> <tr> <td>Q1-2016/17</td> <td>771,979</td> </tr> <tr> <td>Q2-2016/17</td> <td>332,877</td> </tr> <tr> <td>Q3-2016/17</td> <td>127,306</td> </tr> </tbody> </table>	Quarter	Value (£)	Q3-2015/16	726,679	Q4-2015/16	566,732	Q1-2016/17	771,979	Q2-2016/17	332,877	Q3-2016/17	127,306	£127,306.00				Shona Smith
Quarter	Value (£)																	
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By										
Quality of Life Fund – Total value of funds awarded (cumulative)	<p><b>CP04-P001j Quality of Life Fund - Total value of funds awarded (cumulative)</b></p> <table border="1"> <caption>Quality of Life Fund - Total value of funds awarded (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>73,024.00</td> </tr> <tr> <td>Q1 2016/17</td> <td>32,397.00</td> </tr> <tr> <td>Q2 2016/17</td> <td>63,334.00</td> </tr> <tr> <td>Q3 2016/17</td> <td>76,626.00</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (£)	Q4 2015/16	73,024.00	Q1 2016/17	32,397.00	Q2 2016/17	63,334.00	Q3 2016/17	76,626.00	£76,626.00	<p><b>Observations:</b> In Q3 2016/17 the <u>Quality of Life</u> fund aided 23 projects with total awards of £13,292 being made.</p>	n/a		Jason Hedley
Quarter	Value (£)															
Q4 2015/16	73,024.00															
Q1 2016/17	32,397.00															
Q2 2016/17	63,334.00															
Q3 2016/17	76,626.00															
Neighbourhood Small Schemes Fund – Total value of funds awarded (cumulative)	<p><b>CP04-P001k Neighbourhood Small Schemes Fund - Total value of funds awarded (cumulative)</b></p> <table border="1"> <caption>Neighbourhood Small Schemes Fund - Total value of funds awarded (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>122,587.00</td> </tr> <tr> <td>Q1 2016/17</td> <td>112,773.00</td> </tr> <tr> <td>Q2 2016/17</td> <td>152,348.00</td> </tr> <tr> <td>Q3 2016/17</td> <td>212,203.00</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (£)	Q4 2015/16	122,587.00	Q1 2016/17	112,773.00	Q2 2016/17	152,348.00	Q3 2016/17	212,203.00	£212,203.00	<p><u>Neighbourhood Small Schemes</u> awarded funds of £59,855 from 27 projects in Q3 16/17.</p> <p>As these PIs have only been reported on for four quarters, no long term trend can be established yet</p>	n/a		Jason Hedley
Quarter	Value (£)															
Q4 2015/16	122,587.00															
Q1 2016/17	112,773.00															
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## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By																		
No. of Active community resilience plans (cumulative)	<p><b>Exec - Community Resilience Plans - Active and Progressing</b></p> <table border="1"> <caption>Exec - Community Resilience Plans - Active and Progressing</caption> <thead> <tr> <th>Quarter</th> <th>Active Plans (CP04-P001)</th> <th>Progressing Plans (CP04-P001m)</th> </tr> </thead> <tbody> <tr> <td>Q3-2015/16</td> <td>32</td> <td>21</td> </tr> <tr> <td>Q4-2015/16</td> <td>35</td> <td>15</td> </tr> <tr> <td>Q1-2016/17</td> <td>35</td> <td>17</td> </tr> <tr> <td>Q2-2016/17</td> <td>37</td> <td>13</td> </tr> <tr> <td>Q3-2016/17</td> <td>38</td> <td>12</td> </tr> </tbody> </table>	Quarter	Active Plans (CP04-P001)	Progressing Plans (CP04-P001m)	Q3-2015/16	32	21	Q4-2015/16	35	15	Q1-2016/17	35	17	Q2-2016/17	37	13	Q3-2016/17	38	12	38	<p><b>Observations:</b> Since last quarter Newcastleton and District are now "active" with Manor, Stobo and Lyne awaiting their equipment before progressing to active.</p>	👍		Jim Fraser
Quarter		Active Plans (CP04-P001)	Progressing Plans (CP04-P001m)																					
Q3-2015/16	32	21																						
Q4-2015/16	35	15																						
Q1-2016/17	35	17																						
Q2-2016/17	37	13																						
Q3-2016/17	38	12																						
No. of Progressing community resilience plans (cumulative)	13	📉		Jim Fraser																				
The number of people carrying out volunteer work with SBC	<p><b>CP04-P001oP The number of people carrying out volunteer work with SBC</b></p> <table border="1"> <caption>CP04-P001oP The number of people carrying out volunteer work with SBC</caption> <thead> <tr> <th>Quarter</th> <th>Volunteers</th> </tr> </thead> <tbody> <tr> <td>Q3-2015/16</td> <td>476</td> </tr> <tr> <td>Q4-2015/16</td> <td>286</td> </tr> <tr> <td>Q1-2016/17</td> <td>82</td> </tr> <tr> <td>Q2-2016/17</td> <td>93</td> </tr> <tr> <td>Q3-2016/17</td> <td>85</td> </tr> </tbody> </table> <p>Legend: Quarters (blue), Target (Quarters) (red), Family Group (previous yr) - Av. (pink), SBC (previous yr) - Av. (orange), Scotland (previous yr) - Av. (green)</p>	Quarter	Volunteers	Q3-2015/16	476	Q4-2015/16	286	Q1-2016/17	82	Q2-2016/17	93	Q3-2016/17	85	85	<p><b>Observations:</b> 85 people volunteered with SBC during Q3 of 2016/17, which equated to 583 hours. Economic benefit can be calculated at £7,083.69.</p> <p>Volunteer figures show a slight drop compared to last quarter due to a project in the Jedburgh Learning community finishing.</p> <p><b>Notes:</b> Community Learning and Development (CLD) volunteers: 17, working 166 hours Walk it volunteers: 68, working 417 hours</p>	n/a		Shona Smith						
Quarter	Volunteers																							
Q3-2015/16	476																							
Q4-2015/16	286																							
Q1-2016/17	82																							
Q2-2016/17	93																							
Q3-2016/17	85																							

# MAINTAIN AND IMPROVE OUR HIGH QUALITY ENVIRONMENT

## HOW ARE WE DOING?

July 2016 - September 2016:

<p><b>HOUSEHOLD WASTE</b></p> <p><b>37.22%</b></p> <p>of our household waste, on average, was recycled over the last 12 months</p> 	<p><b>HOUSEHOLD WASTE</b></p> <p><b>62.52%</b></p> <p>of our household waste was sent to landfill, on average, over the last 12 months</p>	<p><b>HOUSEHOLD WASTE</b></p> <p><b>0.27%</b></p> <p>of our household waste required 'other' treatment, on average, over the last 12 months</p>	<p><b>ROAD SAFETY</b></p> <p>Q3 data not yet available</p> <p>people were <b>killed on our roads</b> in Q2 2016</p> 	<p><b>ROAD SAFETY</b></p> <p>Q3 data not yet available</p> <p>people were <b>seriously injured on our roads</b> in Q2 2016</p> 
SB Q3 2015      36.91%	SB Q3 2015      62.82%	SB Q3 2015      0.28%	SB Q2 2015      3	SB Q2 2015      16

• waste • spend to save • low carbon • waste • spend to save • low carbon • waste • spend to save •

### Our performance during Q3 2016

**COMMUNITY RECYCLING CENTRES**

**56.46%**

of waste was recycled at SBC Community Recycling Centres, on average, over the last 12 months

(up from 50.65% at Q3 2015)

### Drivewise Borders

Nationally, novice drivers constitute the highest risk group on UK roads. Drivers in the 17 - 24 age range are likely to have a 1 in 5 probability of a collision in the first 12 months on the road. A further 20% of serious injury or fatal road collisions are caused by drivers over 65.

Drivewise Borders is a partnership scheme funded by Transport Scotland and aims to reduce accidents and promote road safety through three schemes.

- An off road environment has been identified for under 17s and is intended to develop road skills, such as hazard perception, positive attitudes and behaviours;
- for 17 - 25 year olds practice and theory training is given in aspects of advanced driving; and
- Over 65s can participate in a bespoke theory session and refresh their skills with a qualified driving instructor.

**Information on how to access these courses will be made available April 2017.**



**Priority 5: High Quality Environment – Executive Quarterly PIs**

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Annual Household Recycling Rate (%) - UNVERIFIED (cumulative rolling average)	<p>CP05-P001cP How much of our household waste is recycled (%) - UNVERIFIED (cumulative rolling average)</p> <table border="1"> <caption>Annual Household Recycling Rate (%) Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2015</td> <td>36.91</td> </tr> <tr> <td>Q4 2015</td> <td>37.51</td> </tr> <tr> <td>Q1 2016</td> <td>38.03</td> </tr> <tr> <td>Q2 2016</td> <td>37.53</td> </tr> <tr> <td>Q3 2016</td> <td>37.22</td> </tr> </tbody> </table>	Quarter	Value (%)	Q3 2015	36.91	Q4 2015	37.51	Q1 2016	38.03	Q2 2016	37.53	Q3 2016	37.22	37.22	<p><b>Observations:</b> The annual rolling average recycling, landfill and "other" treatment rates continue to fluctuate only slightly from quarter to quarter and compare well when looked at against other rural local authorities similar to us (see red line on graph).  SBC is currently reviewing its longer term Waste management plan to ensure than our approach is sustainable and fit for the purpose, responding to both national legislation and local need.</p>			Ross Sharp-Dent
Quarter	Value (%)																	
Q3 2015	36.91																	
Q4 2015	37.51																	
Q1 2016	38.03																	
Q2 2016	37.53																	
Q3 2016	37.22																	
Annual Household Waste Landfilled Rate (%) - UNVERIFIED (cumulative rolling average) CP05-P62ub	<p>CP05-P001dP How much of our household waste goes to landfill (%) - UNVERIFIED (cumulative rolling average)</p> <table border="1"> <caption>Annual Household Waste Landfilled Rate (%) Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2015</td> <td>62.82</td> </tr> <tr> <td>Q4 2015</td> <td>62.22</td> </tr> <tr> <td>Q1 2016</td> <td>61.70</td> </tr> <tr> <td>Q2 2016</td> <td>62.20</td> </tr> <tr> <td>Q3 2016</td> <td>62.52</td> </tr> </tbody> </table>	Quarter	Value (%)	Q3 2015	62.82	Q4 2015	62.22	Q1 2016	61.70	Q2 2016	62.20	Q3 2016	62.52	62.52			Ross Sharp-Dent	
Quarter	Value (%)																	
Q3 2015	62.82																	
Q4 2015	62.22																	
Q1 2016	61.70																	
Q2 2016	62.20																	
Q3 2016	62.52																	
Annual Household Waste 'Other Treatment' Rate (%) - UNVERIFIED (cumulative rolling average) CP05-P62uc	<p>CP05-P001eP How much of our household waste requires other treatment (%) - UNVERIFIED (cumulative rolling average)</p> <table border="1"> <caption>Annual Household Waste 'Other Treatment' Rate (%) Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2015</td> <td>0.28</td> </tr> <tr> <td>Q4 2015</td> <td>0.27</td> </tr> <tr> <td>Q1 2016</td> <td>0.27</td> </tr> <tr> <td>Q2 2016</td> <td>0.27</td> </tr> <tr> <td>Q3 2016</td> <td>0.27</td> </tr> </tbody> </table>	Quarter	Value (%)	Q3 2015	0.28	Q4 2015	0.27	Q1 2016	0.27	Q2 2016	0.27	Q3 2016	0.27	0.27			Ross Sharp-Dent	
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**Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)**

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Annual Average Community Recycling Centre (CRC) Recycling Rate (%) (cumulative rolling ave) CP05-P63	<p><b>CP05-P001P How much of our waste do we recycle at Community Recycling Centres?</b></p> <table border="1"> <caption>Annual Average Community Recycling Centre (CRC) Recycling Rate (%)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2015</td> <td>50.65</td> </tr> <tr> <td>Q3 2015</td> <td>51.06</td> </tr> <tr> <td>Q1 2016</td> <td>52.41</td> </tr> <tr> <td>Q2 2016</td> <td>54.74</td> </tr> <tr> <td>Q3 2016</td> <td>56.46</td> </tr> </tbody> </table>	Quarter	Value (%)	Q2 2015	50.65	Q3 2015	51.06	Q1 2016	52.41	Q2 2016	54.74	Q3 2016	56.46	56.46	<p><b>Observations:</b> Encouragingly, recycling rates at our Community Recycling Rates are slowly increasing. Work is ongoing within each centre to ensure that materials are sorted and measured accurately.</p>			Ross Sharp-Dent
Quarter	Value (%)																	
Q2 2015	50.65																	
Q3 2015	51.06																	
Q1 2016	52.41																	
Q2 2016	54.74																	
Q3 2016	56.46																	
Number of people killed on Border Roads	<p><b>CP05-P001aP How many people are killed on our roads?</b></p> <table border="1"> <caption>Number of people killed on Border Roads</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2015</td> <td>3</td> </tr> <tr> <td>Q3 2015</td> <td>2</td> </tr> <tr> <td>Q4 2015</td> <td>1</td> </tr> <tr> <td>Q1 2016</td> <td>2</td> </tr> <tr> <td>Q2 2016</td> <td>7</td> </tr> </tbody> </table>	Quarter	Value	Q2 2015	3	Q3 2015	2	Q4 2015	1	Q1 2016	2	Q2 2016	7	Q3 not available	<p><b>Observations:</b> Q3 Data has not currently been made available by Police Scotland.</p>			Colin Ovens
Quarter	Value																	
Q2 2015	3																	
Q3 2015	2																	
Q4 2015	1																	
Q1 2016	2																	
Q2 2016	7																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Number of people seriously injured on Border Roads	<p><b>CP05-P001bP How many people are seriously injured on our roads?</b></p> <table border="1"> <caption>Data for CP05-P001bP</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2015</td> <td>16</td> </tr> <tr> <td>Q3-2015</td> <td>24</td> </tr> <tr> <td>Q4-2015</td> <td>17</td> </tr> <tr> <td>Q1-2016</td> <td>12</td> </tr> <tr> <td>Q2-2016</td> <td>21</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value	Q2-2015	16	Q3-2015	24	Q4-2015	17	Q1-2016	12	Q2-2016	21	Q3 not available				Colin Ovens
Quarter	Value																	
Q2-2015	16																	
Q3-2015	24																	
Q4-2015	17																	
Q1-2016	12																	
Q2-2016	21																	

# DEVELOP OUR WORKFORCE HOW ARE WE DOING?

## SBC Modern Apprentices 2016/17



### The Modern Apprentice

The MA scheme has provided me the invaluable experience of what it is like to work with colleagues in a real workplace, as well as learning and working towards a qualification. I really feel as part of my team, as opposed to working for the team. The support I get from the team means that I feel encouraged and supported in the work that I do. As an MA within the organisation I have been able to earn while I learn skills and knowledge that I can use to progress my career.

### The Line Manager

Although I was apprehensive at first, I can honestly say that I am an advocate of the Work Opportunities Scheme and the benefits that it brings to both the individual and the organisation. The Communities and Partnership's team employed a Modern Apprentice in August 2016 and the whole team has benefited from his enthusiasm, refreshing outlook, point of view and skills that he has brought to the team.

Seeing things from the perspective of a young person has added value to our work and we are learning as much from him.


I think in that order for the experience to be a good one, for both parties, the work given to the MA has to be both worthwhile and stimulating. Not only has our MA been

contributing to the work of the team but he has shown a real flair for using different types of media to promote what we do and why we do it. He is very much a full team member, and not seen as a junior, and I think that is important for the scheme to be successful.



• benefits • communication • staff development • flexibility • benefits • communication • staff development •

## Our performance during Q3 2016/17

<p><b>SBC ABSENCE RATE</b> <b>3.8%</b> of <b>working days were lost</b>, on average, <b>due to absence</b> as of Dec 2016 <b>(down from 4.1% in Q3 15/16)</b></p>	<p><b>WORK OPPORTUNITIES</b> <b>52</b> <b>work opportunities</b> are being supported by SBC through our <b>"Work Opportunities Policy"</b> as of Q3 2016/17 <b>(down from 65 in Q3 15/16)</b></p> 	<p><b>SBC STAFF BENEFIT SCHEME</b> <b>40.76%</b> of <b>employees</b> have registered their discount card on the <b>Employee Benefit Scheme website</b> since December 2015</p>
<p><b>E-LEARNING COMPLETIONS</b> <b>2,091</b> <b>e-learning completions</b> were achieved using our <b>in-house e-learning tool, SBLearn</b>, in Q3 2016/17 <b>(down from 8,104 in Q3 15/16)</b></p>	<p><b>APPRENTICESHIPS</b> <b>36</b> <b>apprentices</b> are <b>employed with SBC</b> as of Q3 2016/17 <b>(down from 40 in Q3 15/16)</b></p>	<p><b>APPRENTICESHIPS</b> <b>67% male 33% female</b> <b>across various departments</b> such as Human Resources, Engineering, Finance</p>
		<p><b>57</b> <b>applications</b> have been <b>approved</b> for the <b>Car Salary Sacrifice Scheme</b> since December 2015</p> <p><b>686</b> <b>applications</b> have been <b>approved</b> for the <b>Technology Salary Sacrifice Scheme</b> since December 2015</p>



**Priority 6: Developing our Workforce – Executive Quarterly PIs**

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Percentage of Working Days Lost - Council Average	<p><b>CP06-P14P What % of working days are lost due to absence?</b></p> <table border="1"> <caption>CP06-P14P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>4.1%</td> </tr> <tr> <td>Q4 2015/16</td> <td>4.1%</td> </tr> <tr> <td>Q1 2016/17</td> <td>4.1%</td> </tr> <tr> <td>Q2 2016/17</td> <td>4.2%</td> </tr> <tr> <td>Q3 2016/17</td> <td>3.8%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q3 2015/16	4.1%	Q4 2015/16	4.1%	Q1 2016/17	4.1%	Q2 2016/17	4.2%	Q3 2016/17	3.8%	3.80%	<p><b>How are we performing:</b> The % of working days that are lost due to absence fell to 3.8% this quarter from 4.2% in Q2 and now sits below the 4% target for the first time since Q3 2014/15;</p> <p><b>Actions we are taking to improve/maintain performance:</b> 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>			Ian Angus
Quarter	Value (%)																	
Q3 2015/16	4.1%																	
Q4 2015/16	4.1%																	
Q1 2016/17	4.1%																	
Q2 2016/17	4.2%																	
Q3 2016/17	3.8%																	
Number of e-learning completions – All Departments	<p><b>CP06-P07 Number of e-learning completions - All Depts</b></p> <table border="1"> <caption>CP06-P07 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>8,000</td> </tr> <tr> <td>Q4 2015/16</td> <td>3,500</td> </tr> <tr> <td>Q1 2016/17</td> <td>4,000</td> </tr> <tr> <td>Q2 2016/17</td> <td>10,000</td> </tr> <tr> <td>Q3 2016/17</td> <td>2,000</td> </tr> </tbody> </table>	Quarter	Value	Q3 2015/16	8,000	Q4 2015/16	3,500	Q1 2016/17	4,000	Q2 2016/17	10,000	Q3 2016/17	2,000	2091	<p><b>How are we performing:</b> During Q3 2016/17 there were 2,091 e-learning completions, which shows a significant drop compared to last quarter. This drop is due to the majority of mandatory e-learning modules being completed in Q2, leaving less modules to be completed during Q3.</p> <p><b>Actions we are taking to improve/maintain performance:</b> PC users continue to receive “pop ups” about any mandatory training when logging on to their computer. This is so we can work towards 100% of PC users completing mandatory modules. The introduction of the Councils’ new procurement, finance and HR system (Business World) in April 2017 will see SB Learn being used for some of the training required for the new system.</p>			Clair Hepburn
Quarter	Value																	
Q3 2015/16	8,000																	
Q4 2015/16	3,500																	
Q1 2016/17	4,000																	
Q2 2016/17	10,000																	
Q3 2016/17	2,000																	

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
CP06-P46 Percentage of staff with a registered Vectis card on the Scottish Borders Staff Benefits website	<p><b>CP06-P46 Percentage of staff with a registered Vectis card on the Scottish Borders Staff Benefits website</b></p> <table border="1"> <caption>Data for CP06-P46</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3-2015/16</td> <td>30%</td> </tr> <tr> <td>Q4-2015/16</td> <td>33%</td> </tr> <tr> <td>Q1-2016/17</td> <td>35%</td> </tr> <tr> <td>Q2-2016/17</td> <td>40%</td> </tr> <tr> <td>Q3-2016/17</td> <td>45.25%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Percentage	Q3-2015/16	30%	Q4-2015/16	33%	Q1-2016/17	35%	Q2-2016/17	40%	Q3-2016/17	45.25%	40.76%	<p><b>Observations:</b> Registration to our employee benefit scheme continues to grow with 45.25% of employees with a discount card registering the card on the Scottish Borders Employee Benefit Scheme website representing a very positive 4.5% increase since Q2. 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"> <li>• Car Salary Sacrifice Scheme – 64 applications approved (up from 57 in Q2 16/17).</li> <li>• Technology Salary Sacrifice Scheme – 557 applications approved since inception (up from 375 in Q2 16/17)</li> </ul>			Ian Angus
Quarter	Percentage																	
Q3-2015/16	30%																	
Q4-2015/16	33%																	
Q1-2016/17	35%																	
Q2-2016/17	40%																	
Q3-2016/17	45.25%																	
CP06-P45 Work Opportunities Scheme - Current Total Work Opportunities (incl. ESS supported employees)	<p><b>CP06-P45P How many people do we currently employ through our Work Opportunities Scheme? (CP06-P45P)</b></p> <table border="1"> <caption>Data for CP06-P45P</caption> <thead> <tr> <th>Quarter</th> <th>Number of Employees</th> </tr> </thead> <tbody> <tr> <td>Q3-2015/16</td> <td>56</td> </tr> <tr> <td>Q4-2015/16</td> <td>56</td> </tr> <tr> <td>Q1-2016/17</td> <td>59</td> </tr> <tr> <td>Q2-2016/17</td> <td>51</td> </tr> <tr> <td>Q3-2016/17</td> <td>52</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Number of Employees	Q3-2015/16	56	Q4-2015/16	56	Q1-2016/17	59	Q2-2016/17	51	Q3-2016/17	52	52	<p><b>Observations:</b> There are currently 52 opportunities being provided within SBC through the Work Opportunities Policy.</p> <p>(Note that the total of 52 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	Number of Employees																	
Q3-2015/16	56																	
Q4-2015/16	56																	
Q1-2016/17	59																	
Q2-2016/17	51																	
Q3-2016/17	52																	

**Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)**

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By																																				
CP06-P31 Work Opportunities Scheme - Current Employability Fund Posts	<p><b>Executive - Supported Employment excl. ESS</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>CP06-P31P</th> <th>CP06-P32P</th> <th>CP06-P37P</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>0</td> <td>7</td> <td>40</td> </tr> <tr> <td>Q4 2015/16</td> <td>0</td> <td>10</td> <td>37</td> </tr> <tr> <td>Q1 2016/17</td> <td>1</td> <td>9</td> <td>42</td> </tr> <tr> <td>Q2 2016/17</td> <td>1</td> <td>7</td> <td>36</td> </tr> <tr> <td>Q3 2016/17</td> <td>0</td> <td>10</td> <td>36</td> </tr> </tbody> </table>	Quarter	CP06-P31P	CP06-P32P	CP06-P37P	Q3 2015/16	0	7	40	Q4 2015/16	0	10	37	Q1 2016/17	1	9	42	Q2 2016/17	1	7	36	Q3 2016/17	0	10	36	0	<b>Observations:</b> 2 individuals have benefited from an Employability Fund work placement within SBC this year. Other Employability Fund placements are delivered externally within large and small businesses throughout the Scottish Borders.			Cathie Fancy												
Quarter		CP06-P31P	CP06-P32P	CP06-P37P																																						
Q3 2015/16		0	7	40																																						
Q4 2015/16		0	10	37																																						
Q1 2016/17	1	9	42																																							
Q2 2016/17	1	7	36																																							
Q3 2016/17	0	10	36																																							
CP06-P32 Work Opportunities Scheme - Current Student Placements	10	<b>Observations:</b> Students continue to look for work experience within SBC during the summer break and throughout the year as part of their studies. SBC have assisted in supporting 26 students this year and are currently trying to identify SBC departments who can accommodate students.			Cathie Fancy																																					
CP06-P37 Work Opportunities Scheme - Current Modern Apprentices employed within SBC	36	<b>Observations:</b> There are currently 24 male and 12 female apprentices employed by SBC.			Cathie Fancy																																					
CP06-P44 Work Opportunities Scheme - Current Other SBC opportunities	<p><b>CP06-P44P How many other work opportunities do we currently have? (CP06-P44P)</b></p> <table border="1"> <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 2015/16</td> <td>3</td> <td>3</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q4 2015/16</td> <td>3</td> <td>3</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q1 2016/17</td> <td>1</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q2 2016/17</td> <td>1</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q3 2016/17</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Family Group (previous yr) - Av.	SBC (previous yr) - Av.	Scotland (previous yr) - Av.	Q3 2015/16	3	3	0	0	0	Q4 2015/16	3	3	0	0	0	Q1 2016/17	1	1	0	0	0	Q2 2016/17	1	1	0	0	0	Q3 2016/17	0	0	0	0	0	0	<b>Observations:</b> There has been little demand for short work experience and job taster placements through the Work Opportunities Scheme within SBC.	n/a		Cathie Fancy
Quarter	Quarters	Target (Quarters)	Family Group (previous yr) - Av.	SBC (previous yr) - Av.	Scotland (previous yr) - Av.																																					
Q3 2015/16	3	3	0	0	0																																					
Q4 2015/16	3	3	0	0	0																																					
Q1 2016/17	1	1	0	0	0																																					
Q2 2016/17	1	1	0	0	0																																					
Q3 2016/17	0	0	0	0	0																																					

# DEVELOP OUR ASSETS AND RESOURCES

## HOW ARE WE DOING?

October 2016 - December 2016:

<p><b>CAPITAL RECEIPTS</b></p> <p><b>£481,516</b></p> <p>was <b>received</b> from <b>selling our fixed assets</b> such as buildings in Q3 2016/17</p>	<p><b>OCCUPANCY RATES</b></p> <p><b>89%</b></p> <p>of <b>industrial and commercial properties</b> owned by the council were <b>occupied</b> as of June to December 2016</p>	<p><b>Asset Transfer Legislation</b></p> <p>On 23rd January legislation under Part 5 of the Community Empowerment (Scotland) Act 2016 came into force meaning community groups that meet certain criteria can request to buy, lease or use any land or buildings owned by Scottish Borders Council, NHS Borders or Police Scotland.</p> <p>Each public authority is required to publish a register of all their assets. For ease of use the asset register for Scottish Borders Council has been split into five areas (Berwickshire, Cheviot, Eildon, Teviot &amp; Liddesdale and Tweeddale).</p> <p>There is a history of successful asset transfers in the Borders with successful community groups in Chirnside, Melrose and Coldingham among those that have bought, or are leasing property, from the Council.</p> <p>More information, including the assets registers are available at <a href="http://www.scotborders.gov.uk/assettransfer">www.scotborders.gov.uk/assettransfer</a></p>
<p>SB Q3 2015/16      £433,489</p>	<p>SB Q3 2015/16      93%</p>	

• buildings • energy efficiency • capital investment • buildings • energy efficiency • capital investment • buildings •

### Our performance during Q3 2016/17

<p><b>COUNCIL PROPERTIES</b></p> <p><b>21</b> properties are no longer required </p> <p><b>7</b> properties are advertised for sale</p> <p><b>10</b> properties are currently under offer</p> <p><a href="http://www.scotborders.gov.uk/sale_lets">http://www.scotborders.gov.uk/sale_lets</a></p>	<p><b>COUNCIL TAX</b></p> <p><b>82.72%</b> of Council Tax due was collected in Q3 2016/17</p> <p style="background-color: #f8bbd0;">(down from 83.46% in Q3 15/16)</p> <p><b>CAPITAL PROJECTS</b></p> <p><b>99</b> number of projects ongoing across the council of which</p> <p><b>95</b> are on target</p> <p><b>4</b> are slightly behind target</p> <p><b>0</b> is not on target</p>	<p><b>ENERGY CONSUMPTION* Q3 16/17</b></p> <p>we used <b>2,670,976</b> kilowatt hours of electricity at a cost of <b>£0.312m</b> </p> <p style="background-color: #fff9c4;">(up from 2,639,327 in Q3 15/16)</p> <p style="background-color: #fff9c4;">(up from £0.299m in Q3 15/16)</p>	<p><b>ENERGY CONSUMPTION* Q3 16/17</b></p> <p>we used <b>4,059,455</b> kilowatt hours of gas at a cost of <b>£0.083m</b> </p> <p style="background-color: #fff9c4;">(up from 3,867,106 in Q3 15/16)</p> <p style="background-color: #fff9c4;">(down from £0.106m in Q3 15/16)</p>
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\*The energy consumption figures are based on 26 sites across the council which account for approximately 50% of the energy used across the council, and is therefore representative of the energy use across the council as a whole.



**Priority 7: Assets and Resources– Executive Quarterly PIs**

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By																				
Council Tax - In Year Collection Level	<p>CP07-P001aP How much Council Tax is collected in a particular year?</p> <table border="1"> <caption>CP07-P001aP Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>~32%</td> <td>~32%</td> <td>~32%</td> <td>~32%</td> </tr> <tr> <td>2015/16</td> <td>~58%</td> <td>~58%</td> <td>~58%</td> <td>~58%</td> </tr> <tr> <td>2016/17</td> <td>~83%</td> <td>~83%</td> <td>82.72%</td> <td>~83%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	~32%	~32%	~32%	~32%	2015/16	~58%	~58%	~58%	~58%	2016/17	~83%	~83%	82.72%	~83%	82.72%	<p><b>How are we performing:</b> Collection is 0.96% down on 2016/17 target.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Customer Services continue to analyse the payment profile and are confident that the end of year figures will be equivalent to 2015/16. Staff are monitoring the situation closely and work is ongoing to meet the expected target.</p> <p>With customers now able to pay over 12 months (instead of 10), and Council Tax increasing next year, targets for 2017/18 will be revised to reflect this change in payment profile for council tax, which is a hugely important source of income for the ongoing provision of high quality services</p>			Jenni Craig
Year	Q1	Q2	Q3	Q4																						
2014/15	~32%	~32%	~32%	~32%																						
2015/16	~58%	~58%	~58%	~58%																						
2016/17	~83%	~83%	82.72%	~83%																						
Occupancy Rates of Industrial and Commercial Units	<p>CP07-P001bP What % of industrial &amp; commercial properties, owned by the Council, are occupied?</p> <table border="1"> <caption>CP07-P001bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Occupancy Rate</th> </tr> </thead> <tbody> <tr> <td>Q3-2015/16</td> <td>93%</td> </tr> <tr> <td>Q4-2015/16</td> <td>93%</td> </tr> <tr> <td>Q1-2016/17</td> <td>90.6%</td> </tr> <tr> <td>Q2-2016/17</td> <td>86%</td> </tr> <tr> <td>Q2-2016/17</td> <td>89%</td> </tr> </tbody> </table>	Quarter	Occupancy Rate	Q3-2015/16	93%	Q4-2015/16	93%	Q1-2016/17	90.6%	Q2-2016/17	86%	Q2-2016/17	89%	89%	<p><b>Observations:</b> Occupancy rates increased from last quarter with 9 new leases being made lifting the occupancy rate above target to 89%.</p> <p>A breakdown by locality is shown below to give a better understanding of where the availability is.</p> <ul style="list-style-type: none"> <li><b>Berwickshire: 79.7%</b> (12 units currently vacant at Meeks Yard, Eyemouth)</li> <li><b>Cheviot: 92.9%</b> (Premises under offer, awaiting change of use application being approved)</li> <li><b>Eildon: 93.1%</b></li> <li><b>Teviot &amp; Liddesdale: 81.3%</b> (two premises currently under offer, waiting to agree a date of entry)</li> <li><b>Tweddale: 96.7%</b></li> </ul>			Bryan McGrath								
Quarter	Occupancy Rate																									
Q3-2015/16	93%																									
Q4-2015/16	93%																									
Q1-2016/17	90.6%																									
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Q2-2016/17	89%																									



**Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)**

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By																								
Capital Receipts Generated (cumulative)	<p><b>CP07-P001cP How much has the Council received for selling its fixed assets (e.g. buildings), shares or debt? (cumulative)</b></p> <table border="1"> <caption>Capital Receipts Generated (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>493,489.00</td> </tr> <tr> <td>Q4 2015/16</td> <td>847,711.00</td> </tr> <tr> <td>Q1 2016/17</td> <td>140,300.00</td> </tr> <tr> <td>Q2 2016/17</td> <td>173,000.00</td> </tr> <tr> <td>Q3 2016/17</td> <td>481,516.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Q3 2015/16	493,489.00	Q4 2015/16	847,711.00	Q1 2016/17	140,300.00	Q2 2016/17	173,000.00	Q3 2016/17	481,516.00	£481,516.00	<p><b>How are we performing:</b> A total of four properties have been sold over the reporting period resulting in additional receipts generated for the third quarter of £308,516.</p> <p><b>Actions we are taking to improve/maintain performance:</b> We continue to review the market with our selling agents to ensure surplus assets are marketed extensively. Our Solicitors continue to pursue conclusions to properties under offer.</p>			Neil Hastie												
Quarter	Value (£)																													
Q3 2015/16	493,489.00																													
Q4 2015/16	847,711.00																													
Q1 2016/17	140,300.00																													
Q2 2016/17	173,000.00																													
Q3 2016/17	481,516.00																													
Total no. of properties surplus to requirements (CP07-P23)	<p><b>Executive - Properties no longer required</b></p> <table border="1"> <caption>Executive - Properties no longer required</caption> <thead> <tr> <th>Quarter</th> <th>CP07-P001dP</th> <th>CP07-P001eP</th> <th>CP07-P001fP</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>28</td> <td>21</td> <td>11</td> </tr> <tr> <td>Q4 2015/16</td> <td>26</td> <td>7</td> <td>12</td> </tr> <tr> <td>Q1 2016/17</td> <td>26</td> <td>7</td> <td>14</td> </tr> <tr> <td>Q2 2016/17</td> <td>26</td> <td>8</td> <td>14</td> </tr> <tr> <td>Q3 2016/17</td> <td>21</td> <td>7</td> <td>10</td> </tr> </tbody> </table>	Quarter	CP07-P001dP	CP07-P001eP	CP07-P001fP	Q3 2015/16	28	21	11	Q4 2015/16	26	7	12	Q1 2016/17	26	7	14	Q2 2016/17	26	8	14	Q3 2016/17	21	7	10	21	<p><b>How are we performing:</b> Four properties are surplus subject to title checks. Seven properties are currently being marketed. A further ten properties are under offer, three to Community Groups. Settlement dates have been set for three of these in the next reporting period which should generate receipts to meet the 2016/17 forecast target.</p> <p><b>Actions we are taking to improve/maintain performance:</b> Two properties are currently in the process of being declared surplus with a view to marketing in the very near future. A further two are being prepared for the market. In addition the rationalisation of the estate will also add to potential further properties being declared surplus and brought to the market.</p>	n/a		Neil Hastie
Quarter		CP07-P001dP	CP07-P001eP	CP07-P001fP																										
Q3 2015/16		28	21	11																										
Q4 2015/16	26	7	12																											
Q1 2016/17	26	7	14																											
Q2 2016/17	26	8	14																											
Q3 2016/17	21	7	10																											
Total no. of properties actively being marketed (CP07-P24)	7	n/a																												
Total no. of properties under offer (CP07-P25)	10	n/a																												

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By																				
Electricity Consumption (KWh) – Quarterly	<p><b>CP07-P001gP How much electricity in kilowatt hours does the Council use? - Quarterly</b></p> <table border="1"> <caption>Electricity Consumption (KWh) - Quarterly</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>2,100,000</td> <td>1,600,000</td> <td>2,800,000</td> <td>3,500,000</td> </tr> <tr> <td>2015/16</td> <td>2,000,000</td> <td>1,550,000</td> <td>2,650,000</td> <td>3,250,000</td> </tr> <tr> <td>2016/17</td> <td>1,950,000</td> <td>1,400,000</td> <td>2,700,000</td> <td>2,700,000</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	2,100,000	1,600,000	2,800,000	3,500,000	2015/16	2,000,000	1,550,000	2,650,000	3,250,000	2016/17	1,950,000	1,400,000	2,700,000	2,700,000	2,670,976	<p><b>Observations:</b> Q3 was significantly cooler than the previous year, and when reviewing Degree Day Data Q3 16/17 was found to be <b>over 17% cooler than Q3 15/16</b>. When comparing Q3 15/16 to 16/17, an increase in both gas and electricity consumption has been experienced. Electricity consumption rose by around 1% and gas consumption rose by around 5%. Due to a lower unit price for Gas when compared to the same period last year despite consumption increasing, costs have actually reduced by a little under 3%.</p>			Martin Joyce
Year	Q1	Q2	Q3	Q4																						
2014/15	2,100,000	1,600,000	2,800,000	3,500,000																						
2015/16	2,000,000	1,550,000	2,650,000	3,250,000																						
2016/17	1,950,000	1,400,000	2,700,000	2,700,000																						
Electricity Consumption Cost (£) – Quarterly	<p><b>CP07-P001hP How much does the Council spend on electricity? - Quarterly</b></p> <table border="1"> <caption>Electricity Consumption Cost (£) - Quarterly</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>£230,000</td> <td>£190,000</td> <td>£295,000</td> <td>£300,000</td> </tr> <tr> <td>2015/16</td> <td>£230,000</td> <td>£190,000</td> <td>£295,000</td> <td>£295,000</td> </tr> <tr> <td>2016/17</td> <td>£220,000</td> <td>£185,000</td> <td>£310,000</td> <td>£295,000</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	£230,000	£190,000	£295,000	£300,000	2015/16	£230,000	£190,000	£295,000	£295,000	2016/17	£220,000	£185,000	£310,000	£295,000	£311,939	<p>It is however likely that we are seeing the benefit of the energy efficiency works that have been undertaken prior to this period, given that it has been colder, and expect that these reductions will be evident on an ongoing basis.</p> <p><b>Cumulatively we are still showing a reduction overall for the first 9 months of 16/17 compared to 15/16</b> with reductions of :</p> <ul style="list-style-type: none"> <li>• 3% in electricity consumption</li> <li>• 1.5% in gas consumption</li> </ul>			Martin Joyce
Year	Q1	Q2	Q3	Q4																						
2014/15	£230,000	£190,000	£295,000	£300,000																						
2015/16	£230,000	£190,000	£295,000	£295,000																						
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By																				
Gas Consumption (KWh) – Quarterly	<p><b>CP07-P001IP How much gas in kilowatt hours does the Council use? - Quarterly</b></p> <table border="1"> <caption>Gas Consumption (KWh) - Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>2014/15</th> <th>2015/16</th> <th>2016/17</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>2,000,000</td> <td>2,500,000</td> <td>2,300,000</td> </tr> <tr> <td>Q2</td> <td>800,000</td> <td>900,000</td> <td>700,000</td> </tr> <tr> <td>Q3</td> <td>4,300,000</td> <td>3,900,000</td> <td>4,100,000</td> </tr> <tr> <td>Q4</td> <td>6,100,000</td> <td>5,600,000</td> <td>-</td> </tr> </tbody> </table>	Quarter	2014/15	2015/16	2016/17	Q1	2,000,000	2,500,000	2,300,000	Q2	800,000	900,000	700,000	Q3	4,300,000	3,900,000	4,100,000	Q4	6,100,000	5,600,000	-	4,059,455	<ul style="list-style-type: none"> <li>a little over 6% in associated costs.</li> </ul>			Martin Joyce
Quarter	2014/15	2015/16	2016/17																							
Q1	2,000,000	2,500,000	2,300,000																							
Q2	800,000	900,000	700,000																							
Q3	4,300,000	3,900,000	4,100,000																							
Q4	6,100,000	5,600,000	-																							
Gas Consumption Cost (£) – Quarterly	<p><b>CP07-P001JP How much does the Council spend on gas? - Quarterly</b></p> <table border="1"> <caption>Gas Consumption Cost (£) - Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>2014/15</th> <th>2015/16</th> <th>2016/17</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>70,000</td> <td>75,000</td> <td>58,000</td> </tr> <tr> <td>Q2</td> <td>40,000</td> <td>40,000</td> <td>35,000</td> </tr> <tr> <td>Q3</td> <td>125,000</td> <td>108,000</td> <td>85,000</td> </tr> <tr> <td>Q4</td> <td>165,000</td> <td>145,000</td> <td>-</td> </tr> </tbody> </table>	Quarter	2014/15	2015/16	2016/17	Q1	70,000	75,000	58,000	Q2	40,000	40,000	35,000	Q3	125,000	108,000	85,000	Q4	165,000	145,000	-	£83,412				Martin Joyce
Quarter	2014/15	2015/16	2016/17																							
Q1	70,000	75,000	58,000																							
Q2	40,000	40,000	35,000																							
Q3	125,000	108,000	85,000																							
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**Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)**

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By																								
Number of Capital Projects where RAG status is "Green"	<table border="1"> <caption>Executive - Capital Projects</caption> <thead> <tr> <th>Quarter</th> <th>Green (CP07-P0011P)</th> <th>Amber (CP07-P0011P)</th> <th>Red (CP07-P001mP)</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>107</td> <td>13</td> <td>2</td> </tr> <tr> <td>Q4 2015/16</td> <td>108</td> <td>16</td> <td>1</td> </tr> <tr> <td>Q1 2016/17</td> <td>99</td> <td>1</td> <td>1</td> </tr> <tr> <td>Q2 2016/17</td> <td>95</td> <td>3</td> <td>0</td> </tr> <tr> <td>Q3 2016/17</td> <td>95</td> <td>4</td> <td>0</td> </tr> </tbody> </table>	Quarter	Green (CP07-P0011P)	Amber (CP07-P0011P)	Red (CP07-P001mP)	Q3 2015/16	107	13	2	Q4 2015/16	108	16	1	Q1 2016/17	99	1	1	Q2 2016/17	95	3	0	Q3 2016/17	95	4	0	95	<p><b>Observations:</b></p> <p>Of the 99 capital projects currently being managed by SBC, only 4 have been assessed as Amber in terms of progress being made to deliver the project on time and on budget. These 4 are:</p> <ul style="list-style-type: none"> <li>• <b>Combined Depot Enhancements</b> – a variety of service reviews and service rationalisation aimed at achieving best value has impacted on the programme delivery. Expected delivery now 2017/18.</li> <li>• <b>Telecare</b> – Currently four potential options being explored</li> <li>• <b>Sir Walter Scott Court House – Phase 1</b> – In order to allow stakeholder engagement on revised proposals project timing moved to 2017/18</li> <li>• <b>Council IT Projects</b> – Relates to minor IT projects out with the scope of the councils contract with CGI that are due to be taken forward during the next year.</li> </ul>	n/a		Paul Frankland; Steven Renwick
Quarter		Green (CP07-P0011P)	Amber (CP07-P0011P)	Red (CP07-P001mP)																										
Q3 2015/16		107	13	2																										
Q4 2015/16	108	16	1																											
Q1 2016/17	99	1	1																											
Q2 2016/17	95	3	0																											
Q3 2016/17	95	4	0																											
Number of Capital Projects where RAG status is "Amber"	4			Paul Frankland; Steven Renwick																										
Number of Capital Projects where RAG status is "Red"	0			Paul Frankland; Steven Renwick																										

# ENSURE EXCELLENT, ADAPTABLE, COLLABORATIVE AND ACCESSIBLE PUBLIC SERVICES

## HOW ARE WE DOING?

October 2016 - December 2016:

<b>CUSTOMER INTERACTIONS</b> <b>36,848</b> interactions with the public were handled by our <b>Customer Service staff</b> via <b>email, face to face contact, phonecalls</b> and <b>mail</b> in Q3 2016/17	<b>FREEDOM OF INFORMATION REQUESTS (FOI)</b> <b>303</b> requests for information under the <b>Freedom of Information Act</b> were received in Q3 2016/17	<b>COMPLAINTS</b> <b>130</b> customer complaints were handled by <b>SBC</b> in Q3 2016/17	<b>SOCIAL WORK SERVICE COMPLAINTS</b> <b>30</b> complaints received regarding the <b>Social Work service</b> in Q3 2016/17
SBC Q3 15/16      44,338	SBC Q3 15/16      256	SBC Q3 15/16      123	SB Q3 15/16      11

### Learning from Complaints Improving Road Signage





A customer complained after driving a stretch of road near Jedburgh. They were stopped by road operatives laying hot tar and advised that they could not continue their journey and should follow the diversion signs. The customer explained there were no road closed or diversion signs erected with the operative unable to help.

The complaint was investigated and it was found that advance warning signage should have been put in place prior to works commencing.

Further process improvements implemented will ensure that appropriate signage is erected prior to any road works commencing with additional consultation undertaken with local residents and businesses where necessary ahead of planned road works.

ICT    customer focus    online services    partnership    ICT    customer focus    online services    partnership

### Our performance during Q3 2016/17

<b>CUSTOMER INTERACTIONS</b> <b>13,659</b> face to face interactions were logged by our <b>Contact Centres</b> during Q3 2016/17 	<b>FREEDOM OF INFORMATION</b> <b>95%</b> of <b>FOI requests</b> were <b>completed on time</b> in Q3 2016/17	<b>COMPLAINTS</b> Our average response times for complaints for Q3 2016/17 were as follows: <b>Stage 1</b> complaints <b>3.8 days</b> (up from 3.7 in Q3 15/16)	In Q3 2016/17 we closed: <b>87.5%</b> of <b>complaints at stage 1</b> within <b>5 working days</b> (up from 84.7% in Q3 15/16)
<b>21,657</b> phone interactions were logged by our <b>Contact Centres</b> in Q3 2016/17 	<b>SOCIAL MEDIA</b> The number of engagements during Q3 2016/17.  <b>31,980</b>  <b>17,543</b>	<b>Stage 2</b> complaints <b>15.3 days</b> (up from 14.5 in Q3 15/16)	<b>94.7%</b> of <b>complaints at stage 2</b> within <b>20 working days</b> (up from 76.9% in Q3 15/16)
(down from 14,644 in Q3 15/16)	(down from 96% in Q3 15/16)	(up from 18.8 in Q3 15/16)	(figure same as in Q3 15/16)



**Priority 8: Excellent Public Services– Executive Quarterly PIs**

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By																		
Total number of interactions (taken through CRM) by Customer Services	<p><b>CP08-P066P How many transactions were logged as handled by Customer Services staff?</b></p> <table border="1"> <caption>CP08-P066P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>39,450</td> </tr> <tr> <td>Q4 2015/16</td> <td>46,672</td> </tr> <tr> <td>Q1 2016/17</td> <td>46,042</td> </tr> <tr> <td>Q2 2016/17</td> <td>44,665</td> </tr> <tr> <td>Q3 2016/17</td> <td>36,848</td> </tr> </tbody> </table>	Quarter	Value	Q3 2015/16	39,450	Q4 2015/16	46,672	Q1 2016/17	46,042	Q2 2016/17	44,665	Q3 2016/17	36,848	36,848	<p><b>How we are performing:</b> There has been a decrease in the number of interactions for Quarter 3 by 7817 compared to Quarter 2 and a decrease of 2602 compared to the same period last year.</p> <p><b>Actions we are taking to improve/maintain performance:</b> 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.</p>			Les Grant						
Quarter	Value																							
Q3 2015/16	39,450																							
Q4 2015/16	46,672																							
Q1 2016/17	46,042																							
Q2 2016/17	44,665																							
Q3 2016/17	36,848																							
Face-to-Face interactions (taken through CRM) by Customer Services (CP08-P63)	<p><b>Exec - Customer Services Interactions logged on CRM</b></p> <table border="1"> <caption>Exec - Customer Services Interactions Data</caption> <thead> <tr> <th>Quarter</th> <th>CP08-P063P</th> <th>CP08-P065P</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>14,644</td> <td>23,639</td> </tr> <tr> <td>Q4 2015/16</td> <td>16,709</td> <td>28,266</td> </tr> <tr> <td>Q1 2016/17</td> <td>16,051</td> <td>28,603</td> </tr> <tr> <td>Q2 2016/17</td> <td>16,575</td> <td>26,625</td> </tr> <tr> <td>Q3 2016/17</td> <td>13,659</td> <td>21,657</td> </tr> </tbody> </table>	Quarter	CP08-P063P	CP08-P065P	Q3 2015/16	14,644	23,639	Q4 2015/16	16,709	28,266	Q1 2016/17	16,051	28,603	Q2 2016/17	16,575	26,625	Q3 2016/17	13,659	21,657	13,659	<p><b>Observations:</b> There has been a decrease of 2,916 in the number of Face-to-Face interactions taken through CRM than the previous quarter.</p> <p>In comparison to quarter 3 of 2015/16 there has been a reduction of 985 Face-to-Face interactions.</p> <p>Work is on-going to move our services on-line</p>			Les Grant
Quarter	CP08-P063P	CP08-P065P																						
Q3 2015/16	14,644	23,639																						
Q4 2015/16	16,709	28,266																						
Q1 2016/17	16,051	28,603																						
Q2 2016/17	16,575	26,625																						
Q3 2016/17	13,659	21,657																						
Voice interactions (taken through CRM) by Customer Services (CP08-P65)	<table border="1"> <caption>Voice Interactions Data</caption> <thead> <tr> <th>Quarter</th> <th>CP08-P063P</th> <th>CP08-P065P</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>14,644</td> <td>23,639</td> </tr> <tr> <td>Q4 2015/16</td> <td>16,709</td> <td>28,266</td> </tr> <tr> <td>Q1 2016/17</td> <td>16,051</td> <td>28,603</td> </tr> <tr> <td>Q2 2016/17</td> <td>16,575</td> <td>26,625</td> </tr> <tr> <td>Q3 2016/17</td> <td>13,659</td> <td>21,657</td> </tr> </tbody> </table>	Quarter	CP08-P063P	CP08-P065P	Q3 2015/16	14,644	23,639	Q4 2015/16	16,709	28,266	Q1 2016/17	16,051	28,603	Q2 2016/17	16,575	26,625	Q3 2016/17	13,659	21,657	21,657	<p><b>Observations:</b> The number of voice interactions in Quarter 3 has decreased by 1982 over the number taken in Quarter 3 2015/16.</p> <p><b>Actions we are taking to improve/maintain performance:</b> 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 on-going. We are also working to channel shift customers to on-line self-service options.</p>			Les Grant
Quarter	CP08-P063P	CP08-P065P																						
Q3 2015/16	14,644	23,639																						
Q4 2015/16	16,709	28,266																						
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## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Number of Social Work Statutory Complaints Received	<p><b>CP08-P030P How many complaints were received by our Social Work service?</b></p> <table border="1"> <caption>CP08-P030P: Social Work Statutory Complaints Received</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3-2015/16</td> <td>11</td> </tr> <tr> <td>Q4-2015/16</td> <td>20</td> </tr> <tr> <td>Q1-2016/17</td> <td>29</td> </tr> <tr> <td>Q2-2016/17</td> <td>10</td> </tr> <tr> <td>Q3-2016/17</td> <td>30</td> </tr> </tbody> </table>	Quarter	Value	Q3-2015/16	11	Q4-2015/16	20	Q1-2016/17	29	Q2-2016/17	10	Q3-2016/17	30	30	<p><b>Observations:</b> Increase in the number of complaints received within social work during quarter three. 9 of these complaints are for SB Cares which are being dealt with in accordance with SBC Social Work procedures.</p>			Sylvia Mendham
Quarter	Value																	
Q3-2015/16	11																	
Q4-2015/16	20																	
Q1-2016/17	29																	
Q2-2016/17	10																	
Q3-2016/17	30																	
Number of Complaints Closed - All (excl. invalid & statutory Social Work)	<p><b>CP08-P010P How many complaints did we investigate to completion?</b></p> <table border="1"> <caption>CP08-P010P: Complaints Investigated to Completion</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2-2015/16</td> <td>123</td> </tr> <tr> <td>Q3-2015/16</td> <td>145</td> </tr> <tr> <td>Q4-2015/16</td> <td>175</td> </tr> <tr> <td>Q1-2016/17</td> <td>146</td> </tr> <tr> <td>Q2-2016/17</td> <td>130</td> </tr> </tbody> </table>	Quarter	Value	Q2-2015/16	123	Q3-2015/16	145	Q4-2015/16	175	Q1-2016/17	146	Q2-2016/17	130	130	<p><b>Observations:</b> In Q3 the majority of complaints were classified as 'Failure to Deliver Service' at 43%, followed by 'Employee Attitude' at 18% and 'Policy' at 16%.</p>			Les Grant;
Quarter	Value																	
Q2-2015/16	123																	
Q3-2015/16	145																	
Q4-2015/16	175																	
Q1-2016/17	146																	
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## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Average times: the average time in working days to respond to complaints at stage one (SPSO-04a)	<p><b>SPSO-04aP How long in working days does it take on average to respond to a complaint at stage one?</b></p> <table border="1"> <caption>SPSO-04aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Days)</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>3.7</td> </tr> <tr> <td>Q4 2015/16</td> <td>4.1</td> </tr> <tr> <td>Q1 2016/17</td> <td>3.6</td> </tr> <tr> <td>Q2 2016/17</td> <td>3.7</td> </tr> <tr> <td>Q3 2016/17</td> <td>3.8</td> </tr> </tbody> </table>	Quarter	Average Time (Days)	Q3 2015/16	3.7	Q4 2015/16	4.1	Q1 2016/17	3.6	Q2 2016/17	3.7	Q3 2016/17	3.8	3.8	<p><b>How are we performing:</b> There has been an increase in the average number of days taken to respond to complaints at stage one for the same quarter last year but are well within target.</p> <p>Average time in working days to respond to complaints at stage one per department: Chief Executive - 2.5 days People - 5.4 days Place - 3.6 days</p> <p><b>Actions we are taking to improve/maintain performance:</b> 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 Time (Days)																	
Q3 2015/16	3.7																	
Q4 2015/16	4.1																	
Q1 2016/17	3.6																	
Q2 2016/17	3.7																	
Q3 2016/17	3.8																	
Average times: the average time in working days to respond to complaints at stage two (SPSO-04b)	<p><b>SPSO-04bP How long in working days does it take on average to respond to a complaint at stage two?</b></p> <table border="1"> <caption>SPSO-04bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Days)</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>14.8</td> </tr> <tr> <td>Q4 2015/16</td> <td>16.9</td> </tr> <tr> <td>Q1 2016/17</td> <td>15.7</td> </tr> <tr> <td>Q2 2016/17</td> <td>15.1</td> </tr> <tr> <td>Q3 2016/17</td> <td>15.3</td> </tr> </tbody> </table>	Quarter	Average Time (Days)	Q3 2015/16	14.8	Q4 2015/16	16.9	Q1 2016/17	15.7	Q2 2016/17	15.1	Q3 2016/17	15.3	15.3	<p><b>How are we performing:</b> Q3 2016/17 There has been an increase in the average number of days taken to respond to complaints at stage two for the same quarter last year but are well within target.</p> <p>Average time in working days to respond to complaints at stage two per department: Chief Executive - 19.4 days People - 13.7 days Place - 15.0 days</p> <p><b>Actions we are taking to improve/maintain performance:</b> 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 Time (Days)																	
Q3 2015/16	14.8																	
Q4 2015/16	16.9																	
Q1 2016/17	15.7																	
Q2 2016/17	15.1																	
Q3 2016/17	15.3																	



Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
<p>Average times: the average time in working days to respond to complaints after escalation (SPSO-04c)</p>	<p><b>SPSO-04cP How long in working days does it take on average to respond to a complain that has been escalated?</b></p> <table border="1"> <caption>SPSO-04cP Average Response Times</caption> <thead> <tr> <th>Quarter</th> <th>Average Response Time (Working Days)</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>18</td> </tr> <tr> <td>Q4 2015/16</td> <td>19.7</td> </tr> <tr> <td>Q1 2016/17</td> <td>11</td> </tr> <tr> <td>Q2 2016/17</td> <td>16.5</td> </tr> <tr> <td>Q3 2016/17</td> <td>12.3</td> </tr> </tbody> </table>	Quarter	Average Response Time (Working Days)	Q3 2015/16	18	Q4 2015/16	19.7	Q1 2016/17	11	Q2 2016/17	16.5	Q3 2016/17	12.3	12.3	<p><b>How are we performing:</b> There were 3 stage two complaints that were escalated, all within the Place department. The average time taken to respond to the customer has decreased compared to the previous quarter.</p> <p><b>Actions we are taking to improve/maintain performance:</b> 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 Response Time (Working Days)																	
Q3 2015/16	18																	
Q4 2015/16	19.7																	
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Q3 2016/17	12.3																	
<p>Performance against timescales: the number of complaints closed at stage one within 5 working days as % of total number of stage one complaints (SPSO-05a)</p>	<p><b>SPSO-05aP How many complaints at stage one are closed within five working days (as a percentage of all stage one complaints)?</b></p> <table border="1"> <caption>SPSO-05aP Percentage of Stage One Complaints Closed Within 5 Working Days</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>84.7%</td> </tr> <tr> <td>Q4 2015/16</td> <td>85.5%</td> </tr> <tr> <td>Q1 2016/17</td> <td>86.2%</td> </tr> <tr> <td>Q2 2016/17</td> <td>87.7%</td> </tr> <tr> <td>Q3 2016/17</td> <td>87.5%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 2015/16	84.7%	Q4 2015/16	85.5%	Q1 2016/17	86.2%	Q2 2016/17	87.7%	Q3 2016/17	87.5%	87.5%	<p><b>How are we performing:</b> There has been a slight increase of 2.8% in comparison to the same quarter last year, however overall the figure has remained fairly consistent.</p> <p><b>Actions we are taking to improve/maintain performance:</b> 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 2015/16	84.7%																	
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Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By
<p>Performance against timescales: the number of complaints closed at stage two within 20 working days as % of total number of stage two complaints (SPSO-05b)</p>	<p><b>SPSO-05bP How many complaints at stage two are closed within 20 working days (as a percentage of all stage two complaints)?</b></p>	94.7%	<p><b>How are we performing:</b> There has been an increase of 17.8% in comparison to the same period last year.</p> <p><b>Actions we are taking to improve/maintain performance:</b> We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
<p>Performance against timescales: the number of escalated complaints closed within 20 working days as a % of total number of escalated stage two complaints (SPSO-05c)</p>	<p><b>SPSO-05cP How many escalated complaints are closed within 20 working days (as a percentage of all escalated complaints)?</b></p>	66.7%	<p><b>How are we performing:</b> There were 3 complaints within stage two that were escalated, all were within Place. There was 1 escalated complaint that did not meet the 20 day timeframe.</p> <p><b>Actions we are taking to improve/maintain performance:</b> We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
FOI Requests Received	<p><b>CP08-P053P How many requests for information, under the Freedom of Information Act, did we receive?</b></p> <table border="1"> <caption>FOI Requests Received Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2015/16</td> <td>256</td> </tr> <tr> <td>Q3 2015/16</td> <td>326</td> </tr> <tr> <td>Q1 2016/17</td> <td>250</td> </tr> <tr> <td>Q2 2016/17</td> <td>321</td> </tr> <tr> <td>Q3 2016/17</td> <td>303</td> </tr> </tbody> </table> <p>■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value	Q2 2015/16	256	Q3 2015/16	326	Q1 2016/17	250	Q2 2016/17	321	Q3 2016/17	303	303	<p><b>Observations:</b> The number of Freedom of Information requests made to SBC between October and December (Q3) was slightly lower than Q2 but higher than the same time last year.</p>			Nuala McKinlay
Quarter	Value																	
Q2 2015/16	256																	
Q3 2015/16	326																	
Q1 2016/17	250																	
Q2 2016/17	321																	
Q3 2016/17	303																	
% of FOI Requests Completed on Time	<p><b>CP08-P054P What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?</b></p> <table border="1"> <caption>% of FOI Requests Completed on Time Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2015/16</td> <td>95%</td> </tr> <tr> <td>Q3 2015/16</td> <td>84%</td> </tr> <tr> <td>Q1 2016/17</td> <td>91%</td> </tr> <tr> <td>Q2 2016/17</td> <td>92%</td> </tr> <tr> <td>Q3 2016/17</td> <td>95%</td> </tr> </tbody> </table> <p>■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value	Q2 2015/16	95%	Q3 2015/16	84%	Q1 2016/17	91%	Q2 2016/17	92%	Q3 2016/17	95%	95%	<p><b>How are we performing:</b> SBC has made good progress this quarter, and steady progress over the longer term. Whilst we strive to reach 100%, many of the requests are very complex, and require information held across a number of departments.</p> <p><b>Actions we are taking to improve/maintain performance:</b> All staff must undergo training on dealing with FOIs, and the streamlining of processes within departments, as well as the availability of information on SBC's new website, means that we can respond to the majority of FOI requests quickly and efficiently</p>			Nuala McKinlay
Quarter	Value																	
Q2 2015/16	95%																	
Q3 2015/16	84%																	
Q1 2016/17	91%																	
Q2 2016/17	92%																	
Q3 2016/17	95%																	

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By
Number of Facebook Engagements	<p><b>CP08-P159 Number of Facebook Engagements</b></p> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	31,980	<p><b>Observations:</b> On Facebook, SBC posts reached an estimated 262,685 people, with 31,980 engaging (liking, commenting, sharing) with posts). The number of Facebook followers has increase this quarter from 12,759 to 13,151.</p>	n/a		Tracey Graham
Number of Twitter Engagements	<p><b>CP08-P160 Number of Twitter Engagements</b></p> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	17,543	<p><b>Observations:</b> During the quarter, Twitter post links were clicked 17,543 times. The number of followers at the end of Q3 was 9,555 (+284 since end Q2).</p>	n/a		Tracey Graham