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EXECUTIVE COMMITTEE TUESDAY, 12 FEBRUARY 2019

A MEETING of the EXECUTIVE COMMITTEE will be held in the COUNCIL CHAMBER, COUNCIL HEADQUARTERS, NEWTOWN ST BOSWELLS, TD6 0SA on TUESDAY, 12 FEBRUARY 2019 at 10.00 am

J. J. WILKINSON,
Clerk to the Council,

5 February 2019

BUSINESS		
1.	Apologies for Absence	
2.	Order of Business	
3.	Declarations of Interest	
4.	Minute (Pages 3 - 10) Minute of meeting of Executive held on 29 January 2019 to be approved and signed by the Chairman. (Copy attached).	5 mins
5.	Monitoring of the General Fund Revenue Budget 2018/19 (Pages 11 - 58) Consider report by the Chief Financial Officer providing budgetary control statements for the Council's General Fund. (Copy attached).	10 mins
6.	Balances at 31 March 2019 (Pages 59 - 68) Consider report by the Chief Financial Officer providing an analysis of the Council's balances as at 31 March 2018 and of the projected balances at 31 March 2019. (Copy attached).	10 mins
7.	Monitoring of the Capital Financial Plan 2018/19 (Pages 69 - 92) Consider report by the Chief Financial Officer. (Copy attached).	10 mins
8.	Our Plan and Your Part In It: SBC's Corporate Performance and Improvement Report (Quarter 3 2018-19) (Pages 93 - 166) Consider report by the Chief Executive presenting a high level summary of Scottish Borders Council's performance during Q3 2018/19 and presentation on the performance of the Community Action Team (CAT) during Q3 2018/19. (Copy attached).	40 mins
9.	Live Borders Performance Report (Quarter 2 2018/19) (Pages 167 - 188)	15 mins

	Consider report by the Executive Director presenting a high level summary of Live Borders performance during Q2 2018/19. (Copy attached)	
10.	Household Survey 2018 - Results (Pages 189 - 332) Consider report by the Service Director Customer & Communities presenting the results of the Scottish Borders Household Survey 2018. (Copy attached).	10 mins
11.	Any Other Items Previously Circulated	
12.	Any Other Items which the Chairman Decides are Urgent	

NOTES

1. **Timings given above are only indicative and not intended to inhibit Members' discussions.**
2. **Members are reminded that, if they have a pecuniary or non-pecuniary interest in any item of business coming before the meeting, that interest should be declared prior to commencement of discussion on that item. Such declaration will be recorded in the Minute of the meeting.**

Membership of Committee:- Councillors S. Haslam (Chairman), S. Aitchison (Vice-Chairman), G. Edgar, C. Hamilton, E. Jardine, T. Miers, S. Mountford, M. Rowley, R. Tatler, G. Turnbull and T. Weatherston

Please direct any enquiries to Eileen Graham Tel:- 01835 826585
Email:- eeagraham@scotborders.gov.uk

**SCOTTISH BORDERS COUNCIL
EXECUTIVE COMMITTEE**

MINUTE of Meeting of the EXECUTIVE COMMITTEE held in the Council Chamber, Council Headquarters, Newtown St Boswells, TD6 0SA on Tuesday, 29 January, 2019 at 10.00 am

Present:- Councillors M. Rowley (Chairman), S. Aitchison, G. Edgar, C. Hamilton, S. Haslam, E. Jardine, S. Mountford, R. Tatler, G. Turnbull and T. Weatherston

Apologies:- Councillor T. Miers

In Attendance:- Executive Director (R. Dickson), Chief Officer Economic Development, Clerk to the Council, Democratic Services Officer (F. Walling)

ECONOMIC DEVELOPMENT BUSINESS

Present:- Mr J Clark (Borders Chamber of Commerce)
Apologies:- Mr G Clark (Federation of Small Businesses)

CHAIRMAN

Councillor Rowley chaired the meeting for consideration of both the Economic Development and other business.

MEMBER

Councillor Aitchison joined the meeting during the following update.

1. ECONOMIC DEVELOPMENT UPDATE

- 1.1 With reference to paragraph 2 of the Minute of 6 November 2018, there had been circulated copies of a briefing note providing an update on recent Economic Development activities. The Chief Officer Economic Development, Mr McGrath, summarised the main points. With regard to business activity during the quarter, Business Gateway had assisted 35 business start-ups and 4 of these had met the new classification of "Early Stage" growth. The Scottish Borders Business Fund had received 5 applications between 16 October 2018 and 31 December 2018, and approved 4 grants valued at £14,585. These projects were forecast to create 9 jobs with a forecast economic impact of £141,208 GVA. In terms of regeneration activity, the Jedburgh CARS programme was ongoing and feedback was awaited regarding the Hawick Conservation Area Regeneration/CARS Proposal which had been submitted to Historic Environment Scotland. The Hawick Business Growth Project was underway with a planning application submitted for the demolition of the former Armstrong's Department store and two former churches to make way for redevelopment to create a new three-storey building providing a hub and office space for up to 17 small and start-up businesses. In response to a Member's question, Mr McGrath confirmed that the demand for this type of small 'incubator' office space in that area had been evidenced. A further initiative in Hawick was the establishment of a Textiles Training Centre for Excellence at Hawick High School, where Alistair Young had recently been appointed as Centre Manager. The aim of the new training centre was to tackle a critical skills shortage hampering textiles companies' efforts to boost their production and productivity. A funding commitment of £610,000 had been confirmed by the South of Scotland Economic Partnership to support the set up and delivery of the project for the first two years.

- 1.2 Members expressed disappointment with the result of the vote in Galashiels to reject a Business Improvement District (BID) in the town centre. The ballot had been positive in terms of number of votes but not in terms of Rateable Value. The Executive Director, Mr Dickson, confirmed that the Council would continue to work with Energise Galashiels and other organisations with the aim of taking forward the action plan which had been part of the BID process, thereby capitalising on the enthusiasm for ongoing regeneration within the town. In terms of European Funding Programmes, Mr McGrath advised that clarification from the UK and Scottish Governments had confirmed that applicants whose LEADER grant funding was agreed and contracted by June 2019 would be able to complete their projects, even if the work was scheduled to take place after leaving the EU. With regard to the Council's portfolio of leased industrial units yards and shops, the occupancy level for the last quarter was 89%. The 133 property enquiries included 19 enquiries to purchase plots. The sale of the last 2 available service plots at Pinnaclehill, Kelso was progressed in December 2018. In response to a question, Mr McGrath clarified that the plots referred to were Council-owned and that there were other plots still available at Pinnaclehill.
- 1.3 With regard to the South of Scotland Enterprise, the Council's evidence submission, as part of the consultation on the South of Scotland Enterprise Bill, had been submitted. Mr Dickson, Lead Officer for the South of Scotland Economic Partnership, gave a verbal update. Formal evidence was given at the Scottish Parliament's Rural Economy and Connectivity Committee which met in Dumfries on 14 January 2019 by Scottish Borders Council, Dumfries & Galloway Council and the South of Scotland Economic Partnership and evidence was also given at two subsequent workshops which also involved community groups and stakeholders. The main themes focussed on economic challenges around rurality within the South of Scotland, the most sparsely populated area of Scotland outside the Highlands and Islands. Mr Dickson drew attention in particular to the demographic projections in terms of population for the South of Scotland in comparison to other areas, which he believed were poorly understood and which had stark implications in terms of pressure on the working age population. In discussions about boundaries there had been no proposals for boundary changes from the Local Authorities concerned. In terms of economic growth it had been emphasised that support from the South of Scotland Agency for businesses and economic activity would be inclusive and span all areas. Initial proposals in terms of operation of the Agency were for a hub and spoke model with locality offices working through a nominated hub. The debate around Stage 1 of the Bill was due to close at the end of March 2019 with the aim of the new Agency being delivered by 1 April 2020.

DECISION

NOTED the update.

2. VISITSCOTLAND ICENTRE UPDATE

- 2.1 With reference to paragraph 3 of the Minute of 5 December 2017, there had been circulated copies of a report by the Executive Director giving an update on how VisitScotland was responding to new trends in the way visitors accessed information. Indications were that online usage for visitor information and booking would continue to rise. In line with this trend, Scottish Borders' VisitScotland iCentres had experienced a general decline in footfall in recent years. Melrose and Kelso iCentres had now closed and in Peebles the visitor numbers had decreased by 70% since 2006. VisitScotland operations would cease at the Peebles location at the end of February 2019. Conversely there had been a significant rise in website visits and digital referrals to Scottish Borders businesses. VisitScotland, in partnership with Scottish Borders Council and local tourism businesses, was aiming to provide more information, to more visitors through even more outlets than at present. VisitScotland was aiming for closer working with local businesses so that visitors could access good information from local experts. Since rolling out the VisitScotland Information Partner (VIP) Programme, 102 businesses in the Scottish Borders had become VIP accredited. A new partnership had been set up with Live Borders to identify key locations where visitors would seek out information, such as

libraries or museums. Heart of Hawick Visitor Information Centre would change hands and be fully operated by Live Borders by March 2019. One of the key elements of the VisitScotland strategy was the creation of 26 Regional Hubs across Scotland from the current network of iCentres. Having listened to the feedback from Scottish Borders Council and other local partners, VisitScotland had decided that the existing Jedburgh site would currently be the best location for the Regional Hub for the Scottish Borders.

- 2.2 In a discussion of the report Members welcomed the expansion of the VIP programme across the Borders, pointing out that the value of personal contact for visitors obtaining information from local businesses and other outlets should not be underestimated. In response to a question as to how to attract more tourists into the Borders from the Edinburgh area, Mr McGrath referred to the strong strategic approach and work being carried out by the business-led Midlothian and Borders Tourism Action Group (MBTAG) to tap into the Edinburgh tourist market via the Borders Railway. Councillor Haslam referred to the visitor information data provided within the report showing that the Peebles iCentre was busier than the Jedburgh iCentre and questioned why Jedburgh was thought to be the best location for the Scottish Borders Regional Hub. Mr McGrath emphasised that this was a VisitScotland decision but that there was a strong logic for the choice of Jedburgh: the town was close to the national border; the building was owned by VisitScotland; there was good availability of parking; and in consideration of the volume of coach traffic there was access on an arterial route from the Borderlands area. In terms of Peebles there were already 14 VIP Partners in the Tweeddale area, including Glentress Forest and Traquair House, which between them currently welcomed in excess of 350,000 visitors each year. VisitScotland was also pursuing a partnership agreement with Tweed Valley Tourist Consortium which would see an additional 60+ businesses from the Tweed Valley area join the VIP programme, as a collective. Members indicated their support for the identification of the Jedburgh site as the VisitScotland Regional Hub in the Scottish Borders. Councillor Haslam believed it should be located in Peebles and asked for this to be noted.

DECISION

AGREED to:-

- (a) **note the further changes made by VisitScotland to visitor information provision in the Scottish Borders;**
- (b) **welcome the increased involvement of local tourism businesses in the VisitScotland Information Partners (VIP) programme in the Scottish Borders; and**
- (c) **support the identification of the existing visitor information site in Jedburgh as the 'VisitScotland Regional Hub' in the Scottish Borders.**

3. SCOTTISH BORDERS COUNCIL EVENTS PLAN 2014-2020 - UPDATE

- 3.1 With reference to paragraph 4 of the Minute of 5 December 2017, there had been circulated copies of a report by the Executive Director providing an update on the Council's Events Plan 2014 – 2020 and highlighting key events and other progress made during 2018. The report explained that the Council successfully facilitated and supported the delivery of a wide range of regional, national and international events. This coordinated and targeted approach to promoting events in the Scottish Borders has had a significant impact on the economy, generating an estimated economic impact of almost £4 million in 2018. The updated Events Plan 2014-2020 set out in Appendices 1 and 2 to the report outlined the approach to prioritising event support activity and highlighted key achievements to date. Some of the key highlights in 2018 were: Melrose Rugby 7s where an Emerging Talent event allowed U15s to show off their skills and the main event included the University of Edinburgh side; Borders Book Festival which was now one of the top three literature festivals in Britain; Tweedlove Festival; the Scottish Blind Golf Championship at Cardrona; Riverside Rock in Jedburgh; and Doddie's Ride, a cycle event

in aid of the Doddie Weir Foundation. The report went on to summarise new or expanded events being delivered in 2019. The Council was also keen to explore the opportunity for event development across the South of Scotland and North of England with other event partners and stakeholders linked with funding opportunities through the South of Scotland Economic Partnership and the Borderlands Initiative.

- 3.2 Members were encouraged by the Events Plan and commented on the success of particular events in 2018 with specific reference being made to the Scottish Blind Golf Championship which involved international competitors. In a discussion of the events included in the Events Plan Members suggested there may be gaps in the areas of food and drink related events and also around music. With a traditional music culture unique to the Borderlands the concept of a Traditional Music Festival was appealing. Confirmation was given to Members that the Council offered advice and in-kind support to a range of local events although the focus was on national events which had a larger potential economic impact.

DECISION

AGREED to:-

- (a) note the achievements and progress made in relation to the Scottish Borders Council Events Plan 2014 – 2020;**
- (b) continue to support the events sector to maximise economic impact and sustainability through delivery of the Scottish Borders Council Events Plan 2014 – 2020; and**
- (c) encourage the opportunity for event development across the South of Scotland and North of England with other event partners and stakeholders linked with funding opportunities through the South of Scotland Economic Partnership and the Borderlands Initiative.**

4. SCOTTISH BORDERS CYCLE TOURISM STRATEGY - UPDATE

- 4.1 With reference to paragraph 6 of the Minute of 1 November 2016, there had been circulated copies of a report by the Executive Director providing an update on the activities achieved in 2018 in relation to the delivery of the Scottish Borders Cycle Tourism Strategy 2016-2021 and highlighting the opportunities for 2019. The aim of the Scottish Borders Cycle Tourism Strategy was to boost the Scottish Borders' economy, accelerating the growth of cycling from an events and tourism perspective. Whilst the area was already a recognised destination for cycling in the UK the aim would be to be seen as one of Britain's premier destinations for cycling by 2021. The details of the activities undertaken in 2018 were set out in Appendix 1 to the report. It was explained that continued interest was shown from event organisers in staging events in the area, both from within and outwith the Scottish Borders. Part of this was due to the area being seen as 'cycle friendly'. TweedLove and Tour o' the Borders remained as key events in the calendar. 2018 saw the return of the Tour de Lauder; Cross Border Sportive and the Selkirk Mountain Bike Marathon; Scottish Enduro Series along with cycling club events such as the Tour of Tweeddale; and also the Ken Laidlaw Sportive. The 2018 portfolio of events that were part of the TweedLove Festival generated an economic impact of £740k. 2018 also saw the inaugural Doddie's Ride take place to raise funds for the Doddie Weir Foundation. In a further move to support cycling activity across the area, freestanding bike repair stations were in the process of being installed in Hawick, Peebles, Tweedbank, Galashiels, Innerleithen and Kelso. Potential new events for 2019 included a weekend mountain biking festival, Transcend, which was a development of the TweedLove Festival. The European round of the Enduro World Series would return in May 2019 and discussions were already underway about the Tour of Britain (TOB) returning to the area in 2020.

- 4.2 Members welcomed the activities achieved in 2018 in relation to the Cycle Tourism Strategy and were enthusiastic about the opportunities presented in the report for further development of cycling in the Scottish Borders. As part of the marketing strategy for the area as a premier destination for cycling a suggestion was made that Tweeddale be developed as a 'National Park' for cycling. Members recognised the potential for further cycling projects and cross border initiatives if funding became available through the South of Scotland Enterprise Agency or the Borderlands Inclusive Growth Deal. In further discussion the observation was made that, in welcoming cyclists to the Borders, consideration must be given to the state of the road surfaces, over 40% of which required immediate attention. The issue of safety was also referred to, with a publicity campaign suggested particularly in respect of the visibility of cyclists on the Borders' roads.

DECISION

AGREED to:-

- (a) **note the achievements and progress in 2018 in relation to the Scottish Borders Cycle Tourism Strategy;**
- (b) **note the opportunities for cycle-related events and activities in 2019;
and**
- (c) **continue to support the cycle tourism sector and continue to encourage cycle events as part of the Scottish Borders Cycle Tourism Strategy.**

5. BREXIT RESPONSE TEAM

- 5.1 Corporate Policy Advisor, Mr Cook, was in attendance to give an update and presentation on the current actions being taken by the Council in relation to Brexit. He explained that the Council's Brexit Response Team (BRT) met on a weekly basis and pulled together Senior Officers from a wide range of services. Update reports from the BRT were a standing item on the Corporate Management Team weekly agenda. The attention of the BRT had been on eight key themes: Procurement and Market Impacts; Funding; People (Workforce/Customers/Citizens); Civil Contingencies; Establishing links to Community Planning Partners; Risk Assessment; Private Business and Economic Resilience; and Agriculture and Rural Development. Focus remained on anticipated and short-term impacts of Brexit, principally in respect of how they affected the Council's business, capacity to carry out its responsibilities and areas where the Council had a duty of care. The presentation went on to give more details for the themes listed, identifying the issues, providing up to date information where available and proposing possible mitigating actions. In terms of Business and Economy, Business Gateway and Scottish Enterprise were directing businesses to <https://www.prepareforbrexit.scot/>. The site had a planning tool, a list of actions to be carried out by each business and details of the main points affecting the businesses. Business Gateway in the Borders would be putting on a number of seminars once a direction of travel became clearer. Scottish Borders Council's Assistant Emergency Planning Officer gave Members more information about actions relating to Civil Contingencies. A multi-agency reporting mechanism was in place at local, regional and national level. In addition to twice weekly teleconference discussions a series of workshops were scheduled to link local and regional with national contingency planning (e.g. food supplies, fuel, transport, water treatment). Feedback from all the meetings was given to the Council's BRT.
- 5.2 Councillor Tatler expressed concern about the cost to the Council of the preparations for Brexit and enquired if there was any Scottish Government funding available toward this cost, particularly in view of the pressure on the budget. Councillor Aitchison, seconded by Councillor Tatler, moved a request which was unanimously agreed that the Leader write to both the UK and Scottish Governments to ask for additional resources or support to reimburse the Council for the additional costs incurred in its preparation for Brexit.

DECISION

- (a) **NOTED** the update.
- (b) **AGREED** to request that the Leader write to both the UK and Scottish Governments to ask for additional resources or support to reimburse the Council for the additional costs incurred in its preparation for Brexit.

URGENT BUSINESS

Under Section 50B(4)(b) of the Local Government (Scotland) Act 1973, the Chairman was of the opinion that the item dealt with in the following paragraph should be considered at the meeting as a matter of urgency, in view of the need to make an early decision.

MEMBER

Councillor Edgar left the meeting.

6. RESPONSE TO TRANSIENT VISITOR TAXES IN SCOTLAND

- 6.1 There had been circulated copies of a report by the Executive Director providing a draft formal response to the National Discussion Document published by Scottish Government on 23 November 2018 as 'Transient Visitor Taxes in Scotland: Supporting a National Discussion'. The report was urgent as, on 14 January 2019 Scottish Government set a deadline for submission of evidence of 25 January 2019 which, after a request from the Council, was subsequently extended to allow consideration by the Executive Committee of 29 January. The report explained that a number of local authorities and the Convention of Scottish Local Authorities (CoSLA) had called for the Scottish Government to grant the powers to allow them to levy a transient visitor tax, or tourist tax (TVT), in their areas, should local circumstances be supportive. Scottish Government had responded by initiating a national discussion about 'Transient Visitor Taxes in Scotland', and published a comprehensive Discussion Document to facilitate dialogue. The Discussion Document and the draft response from Scottish Borders Council were attached to the report as Appendices A and B respectively.
- 6.2 Corporate Policy Advisor, Mr Cook, explained that he and Councillors Mark Rowley, Carol Hamilton and Gordon Edgar had attended a meeting at Tweed Horizons on 19 December 2018, which was held to support the national discussion and chaired by the Cabinet Secretary for Communities and Local Government. The draft response appended to the report amplified the concerns verbally expressed at that meeting on behalf of the Council. There were three strands to this:
 - Any discussion about empowering local authorities to raise taxes locally, including transient visitor tax, should be seen as a strand of a wider discussion about the adequacy of the resources and the lack of fiscal powers available to councils in undertaking the broad range of functions for which they were responsible.
 - The Council had no plans to pursue a transient visitor tax within the Scottish Borders Council area. The Council considered that to do so would have a negative impact on the number and expenditure of visitors in the area, owing to price sensitivity.
 - The Council had concerns that a transient visitor tax may exacerbate the existing concentration of visitors and spend in Scotland. Such an approach would appear to run counter to the principles of inclusive economic growth, and self-defeating in providing new and improved facilities to draw yet more visitors to those areas with the greatest concentrations of visitors and spend already.

Members were supportive of the report and the views contained in the draft response to the Discussion Document. They emphasised the need for inclusive growth in the tourist

industry and expressed concern in particular about the additional burden which would be placed on accommodation providers should a tourist tax be put in place. Officers were thanked for preparing the report at short notice. Councillor Rowley proposed that the wording in point 3 of paragraph 4.3 of the report should also be included in the response and this was unanimously approved.

DECISION

APPROVED the draft response to the National Discussion on Transient Visitor Taxes in Scotland as detailed in Appendix B to the report, with the inclusion of the following wording - “The Council has concerns that a transient visitor tax may exacerbate the existing concentration of visitors and spend in Scotland. Such an approach would appear to run counter to the principles of inclusive economic growth, and self-defeating in providing new and improved facilities to draw yet more visitors to those areas with the greatest concentrations of visitors and spend already.”

OTHER BUSINESS

7. **MINUTE**

There had been circulated copies of the Minute of the meeting of 4 December 2018.

DECISION

APPROVED for signature by the Chairman.

The meeting concluded at 11.30 am

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MONITORING OF THE GENERAL FUND REVENUE BUDGET 2018/19

Report by the Chief Financial Officer EXECUTIVE COMMITTEE

12 February 2019

1 PURPOSE AND SUMMARY

- 1.1 This report provides the Executive Committee with budgetary control statements for the Council's General Fund based on actual expenditure and income to 31 December 2018 and explanations of the major variances between projected outturn expenditure/income and the current approved budget.**
- 1.2 The revenue monitoring position set out in this report is based on actual income and expenditure to the 31 December 2018. At this stage in the financial year the Council continues to experience considerable financial pressures, primarily in Assets & Infrastructure and Health & Social Care, attributable both to increased costs and to delays in the delivery of planned savings required by the revenue budget. The underlying pressure in the account indicates that these pressures could result in an adverse variance at the year-end of around £1m unless further action is taken. CMT has reviewed the position and taken action through a range of alternative measures to identify savings which, if delivered as intended, will offset this position and deliver a balanced budget by the 31st March 2019.
- 1.3 Compounding the service pressures are costs associated with national pay agreements for 2018/19. These costs are projected to be in the region of £2m in 2018/19, over and above the costs originally budgeted for. Of this total £1.019m of this total will attract assumed funding from the Scottish Government to fund additional teacher pay costs above the original Scottish Government pay offer. The remaining costs relate to the SJC / Chief Officers pay offer and will fall to the Council. These additional costs are based on best estimates of a complicated and currently still evolving position which does not yet have the agreement of the Trade Unions. The best estimates of the costs of the pay settlement are reflected in the outturn position.
- 1.4 It is increasingly evident that the Council is finding it more and more difficult to balance the revenue budget given the sustained service demands e.g. in the number and costs of care packages being commissioned by Adult Social Care, and the pressures associated with pay and price inflation. It is essential to ensure the financial sustainability of the council that the revenue budget is balanced and that this is achieved through the delivery of permanent savings in line with the timescales approved in the financial plan. CMT has recognised the need to enhance the delivery of service change and savings through a revised approach, which if approved will commence in 2019/20. This will be designed to deliver savings in a more cross cutting, permanent and sustainable way in the future.

- 1.5 As shown in Appendix 4 as at 31 December 2018 100% (£16.414m) of financial plan savings have now been delivered within the current year. This is a significant achievement requiring a complicated set of management and delivery arrangements and concerted action to control cost, improve efficiency and redesign services. Inevitably, in a change programme of this size some areas are lagging behind expectation or have been subject to revision requiring revision to original plans. The original plan for £3.3m of savings delivered temporarily in 2018/19 will now be addressed on a permanent basis from new proposals as part of the 2019/20 financial planning process. These revised plans will result in permanent cost reductions and as such they have been reflected as being delivered on a permanent basis in Appendix 4. The remaining £4.650m of planned permanent savings, which were delayed in the current year and required to be offset temporary measures, will now be delivered on a permanent basis in 2019/20.
- 1.6 Full details of pressures, risks and challenges and the significant majority of areas of the Council's operation where budget plans remain on track are detailed in Appendix 1 to this report.

2 RECOMMENDATIONS

2.1 It is recommended that the Executive Committee:-

- (a) notes the projected corporate monitoring position reported at 31 December 2018, the underlying cost drivers of this position and the identified areas of financial risk including the position reflected in Appendix 1;**
- (b) approves the virements attached as Appendix 2 & 3;**
- (c) notes the progress made in achieving Financial Plan savings in Appendix 4; and**
- (d) notes the Corporate Management team directive to ensure all managers continue to operate within agreed budgets therefore ensuring a balanced outturn position is delivered in 2018/19.**

3 PROJECTED OUTTURN

- 3.1 The Council continues to experience considerable financial pressures, primarily in Assets & Infrastructure and Health & Social Care, attributable both to increased costs and to delays in the delivery of planned savings required by the revenue budget. The underlying pressure in the account indicates that these pressures could result in an adverse variance at the year-end of around £1m unless further action is taken. CMT has therefore reviewed the position and taken action through a range of alternative measures to identify savings which, if delivered as intended, will offset this position and deliver a balanced budget by the 31st March 2019. CMT has issued a further instruction to all budget holders re-emphasising the importance of services operating within revised budgets for the remainder of the financial year.
- 3.2 It is increasingly evident that the Council is finding it more and more difficult to balance the revenue budget given the sustained service demands e.g. in the number and costs of care packages being commissioned by Adult Social Care, and the pressures associated with pay and price inflation. It is essential to ensure the financial sustainability of the council that the revenue budget is balanced and that this is achieved through the delivery of permanent savings in line with the timescales approved in the financial plan. CMT has recognised the need to enhance the delivery of service change and savings through a revised, cross cutting organisation wide approach which if approved will commence in 2019/20. This will be designed to deliver savings in a more joined up, permanent and sustainable way in the future.
- 3.3 Compounding the service pressures highlighted above are costs associated with national pay agreements for 2018/19. Pay in 2018/19 was budgeted for as per Scottish Government pay policy of:
- 3% for all staff earning up to £36,000
 - 2% for all staff earning £36,000 to £80,000
 - £1,600 for staff earning over £80,000.

Pay negotiations now included in the Council's forecast position are:

- 3.5% increase for all SJC staff from 1st April 2018
- 3% increase for all teaching posts from 1st April 2018
- A further 2% increase for all teachers associated with grade restructuring from August 2018.

These costs are projected to be in the region of £2m in 2018/19, over and above that budgeted for, with £1.019m assumed to be met by funding (SBC share of £49m nationally) from the Scottish Government. This additional funding from Scottish Government will fund additional teacher pay costs above the original Scottish Government pay offer although SJC / Chief Officer increases require to be managed and funded by the Council. These additional costs are reflected in the outturn position along with the additional assumed income. The summary included in Appendix 1 is projecting a balanced outturn position at 31 December 2018 following remedial action being identified. Any further upward movement in pay offers for 2018/19 could result in further financial pressures for the Council.

- 3.4 Appendix 4 sets out the progress made by the end of month 9 to deliver the savings approved in the Financial Plan in February 2018 plus prior year savings brought forward which were achieved temporarily during 2017/18. 100% (£16.414m) of the savings required have been delivered within the

current year (72%, (£11.764m) either on a permanent basis, or 28% (£4.650m) by alternative means on a temporary basis. £3.3m of savings delivered temporarily in 2018/19 have been addressed on a permanent basis as part of the 2019/20 financial planning process through revised proposals and as such the management team is confident these can be reflected as being delivered on a permanent basis in Appendix 4. The remaining £4.650m of planned permanent savings, which were delayed in the current year and offset by temporary measures, will now be delivered on a permanent basis in 2019/20.

3.5 All services below have been impacted by the pay award increases highlighted.

3.6 **Culture & Sport**

Culture and Sport are projecting a balanced position. A pressure has arisen through delays in delivery of financial plan savings planned from Corporate Commissioning of £0.232m.

3.7 **Assets & Infrastructure**

Assets & Infrastructure is experiencing net pressures of £0.275m primarily within Neighbourhood Services and Catering Services as a result of demand pressures in the services. These pressures include increases in salt prices following a re-tender of the Scotland Excel salt contract which have resulted in in-year pressures of £0.107m, lower income than budgeted of £0.134m and increases in vehicle repairs and maintenance costs of £0.147m. The Service has brought forward efficiency measures to mitigate these pressures where possible, although budget transfer from other Council Services is required to allow a balanced outturn position to be forecast as reflected in Appendix 1.

3.8 **Economic Development & Corporate Services**

There has been an acceleration of revenue costs from 2019/20 relating to the Great Tapestry of Scotland project which are being funded from budget transfer from elsewhere in the Council.

3.9 **Health & Social Care**

Health and Social Care continues to face budget pressures in Older Peoples Services and People with Physical Disabilities with a long term trend of demand for more complex and expensive packages of home-care. Service demand pressures of £0.264m along with pay and price inflation in SBCares of £0.209m require to be funded by the Council as per the contract resulting in an overall pressure of £0.473m. Pressures reported during 2018/19 will prevent SBCares delivering an operational surplus to the Council in 2019/20 and this has been factored into financial projections. To support the service, budget has been transferred into Health and Social Care from other services on a non-recurring basis.

3.10 **Children & Young People**

Children & Young People is forecasting a minor pressure of £0.092m but have delivered all required 2018/19 Financial Plan savings. As a result of active management of remaining budgets in this financial year the Service are containing the majority of pressures within the Service.

3.11 **Customer & Communities**

Customer & Communities is forecasting an underspend position with budget being available to support pressures across the Council. Members will recall the results of a balance sheet review undertaken during 2018/19 indicated that there has been an over accrual of Housing Benefit in previous years which was partially released at month 6 to support the revenue plan.

Further work to finesse the position with respect to Housing benefit has highlighted that previous estimates of the financial performance of the service in past financial years have been too pessimistic. The service costs £36m per annum. The work undertaken has now identified the previous accrual is not required and £0.604m (equivalent to 1.68% of annual spend) can now be released to assist with budget pressures. The full review of expenditure and income associated with Housing Benefit will be concluded as part of the 2018/19 year end process. This will ensure the budget for the service more accurately reflects actual activity levels moving forward.

3.12 **Finance, IT & Procurement**

Finance IT and procurement is projecting a balanced budget. With respect to loans charges a reduced borrowing requirement due to favourable interest rates, tactical decisions to defer borrowing and reported delays in the delivery of the capital plan project allows a net £0.205m budget to be released to support corporate budget pressures.

3.13 **Human Resources**

Human Resources is projecting a balanced position with managed underspends in discretionary spend being used to support corporate pressures. Budget of £0.201m for ER/VS is being transferred from the Allocated Reserve to fund known commitments.

3.14 **Regulatory Services**

Regulatory Services are projecting a small underspend due to Planning fee income tracking strongly against the revised budget allowing available budget to be used to support pressures across the Council.

4 IMPLICATIONS

4.1 **Financial Recommendations**

There are no costs attached to any of the recommendations contained in this report its content being specifically related to the performance of the revenue budget in 2018/19.

4.2 **Risk and Mitigations**

There is a risk that further cost pressures may emerge as the year progresses which may impact on the outturn position. Every effort must continue to be made by Service Directors and their teams to contain projected spend within budget in the remainder of the year and to consider permanent effects on the Financial Plan.

4.3 It is imperative therefore that as many savings as possible identified within the 2018/19 and previous financial plans are delivered permanently to ensure affordability and budget sustainability.

The risks identified above are being managed and mitigated through:-

- (a) monthly reports of actual expenditure and income against approved budgets being made available to budget managers from the Council's Business World System.
- (b) review of budget variances and monitoring of management actions to control expenditure by Finance, Service staff and Service Directors and monthly reporting to CMT.
- (c) engagement with Departments and review of monthly management accounts by management teams.
- (d) supporting departmental corporate transformation projects to monitor and deliver the planned corporate transformation savings in the medium-term Financial Plan.

4.4 Equalities

It is anticipated there will be no adverse impact due to race, disability, gender, age, sexual orientation or religion/belief arising from the proposals contained in this report.

4.5 Acting Sustainably

There are no significant effects on the economy, community or environment.

4.6 Carbon Management

No effect on carbon emissions are anticipated from the recommendation of this report.

4.7 Rural Proofing

It is anticipated there will be no adverse impact on the rural area from the proposals contained in this report.

4.8 Changes to Scheme of Administration or Scheme of Delegation

No changes to either the Scheme of Administration or the Scheme of Delegation is required as a result of this report.

5 CONSULTATION

- 5.1 Service Directors and their relevant staff have been involved in and agreed the compilation of the budgetary control statements appended.

Approved by

David Robertson
Chief Financial Officer

Signature

Author(s)

Name	Designation and Contact Number
Suzy Douglas	Financial Services Manager 01835 824000 X 5881

Background Papers:
Previous Minute Reference:

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MONTHLY REVENUE MANAGEMENT REPORT
SCOTTISH BORDERS COUNCIL **2018/19** **AT END OF MONTH:** **Dec-18**



	Base Budget (£'000)	Actual to Date (£'000)	Revised Budget (£'000)	Projected Outturn (£'000)	Outturn Variance (£'000)	Proposed Virement (£'000)	Projected (over)/under spend	Summary Financial Commentary
Culture & Sport	5,749	4,481	5,784	5,979	(195)	195	0	Undeliverable Corporate Commissioning saving.
Asset & Infrastructure	29,475	22,491	30,713	30,503	210	(210)	0	Pressures across Asset & Infrastructure from the proposed increase in pay award. Pressures have also been identified within Neighbourhood Operations predominantly as a result of increased plant and vehicle costs, reduced income and additional salt costs due an increased price per tonne.
Economic Development & Corporate Services	583	185	606	605	1	(1)	0	Acceleration of revenue costs from 2019/20 for Great Tapestry of Scotland.
Health & Social Care	56,601	33,616	50,820	51,293	(473)	473	0	Continued demand pressures in service provision and delays in delivery of savings by SBCares as well as increased pay award assumption
Public Health	88	(7)	88	88	0	0	0	
Children & Young People	114,568	82,525	113,466	113,301	165	(165)	0	Key unmitigated pressures pertain to the Kelso High School Unitary Charge together with increased School Transport costs. A range of other pressures have been met temporarily or permanently from within the Directorate or through the allocation of additional Scottish Government funding including teachers pay.
Customer & Communities	12,188	(1,696)	13,407	13,149	258	(258)	0	To earmark underspend in Localities Fund into 2019/20 (£546k). Additional Revenue Support Grant to fund Discretionary Housing Payments (£751k) and loss of management fee within Housing Benefits (£185k).
Finance, IT & Procurement	35,644	27,627	34,016	34,334	(318)	318	0	Reduced borrowing requirement due to favourable interest rates (£350k), undeliverable grants top-slicing Financial Plan saving (£145k).
Human Resources	3,877	3,886	6,202	6,167	35	(35)	0	Drawdown from ERVS allocated Reserve (£201k). Underspend in Corporate Transformation budget to be earmarked into 2019/20 (£214k).
Regulatory Services	7,650	4,587	7,872	7,818	54	(54)	0	Pressure within Passenger Transport due to additional vehicle depreciation partially offset from savings within the department.
Total	266,423	177,694	262,974	263,238	(264)	264	0	
Financed by:								
Revenue Support Grant	(177,693)	(123,624)	(167,693)	(169,690)	1,997	(1,997)	0	Additional income for teachers pay award (£1,019k), Discretionary Housing Payments (£751k), Housing Benefits (£185k) and rollout of sanitary products in schools (£42k).
Non-Domestic Rates	(32,790)	(23,331)	(32,790)	(32,790)	0	0	0	
Council Tax	(60,077)	(60,134)	(59,977)	(59,698)	(279)	279	0	Projected under recovery due to increased exemptions/discounts.
Council Tax Reduction Scheme	6,242	5,154	5,507	5,203	304	(304)	0	Projected underspend offsetting under recovery in Council Tax (£279k) with balance to fund corporate pressures (£25k).
Reserves:								
Earmarked Balances from 2017/18	(2,782)	(5,434)	(9,934)	(9,934)	0	0	0	
Earmarked Balances for future years	0	0	2,500	4,459	(1,959)	1,959	0	To earmark budget into 2019/20 as per Appendix 3.
Transfers to/from Reserves	677	0	(587)	(788)	201	(201)	0	Drawdown from ERVS allocated reserve (£201k).
Total	(266,423)	(207,370)	(262,974)	(263,238)	264	(264)	0	

Culture & Sport	Base Budget (£'000)	Actual to Date (£'000)	Revised Budget (£'000)	Projected Outturn (£'000)	Outturn Variance (£'000)	Proposed Virement (£'000)	Projected (over)/under spend	Summary Financial Commentary
Cultural Services	3,669	2,648	3,673	3,639	34	(34)	0	Transfer projected underspend in rates budget to Children & Young People to part fund rates pressure for Kelso 3G pitch.
Sports Services	2,312	1,833	2,343	2,340	3	(3)	0	To earmark Hawick MUGA pitch replacement budget into 2019/20 (£64k). Transfer of budget from Loans Charges for depreciation and interest charges for Selkirk, Hawick and Kelso (£61k).
Corporate Savings	(232)	0	(232)	0	(232)	232	0	Delays in delivery of Corporate Commissioning saving (£232k) being met through corporate budget transfer.
Total	5,749	4,481	5,784	5,979	(195)	195	0	

Key Highlights, Challenges & Risks

A pressure has arisen through delays in delivery of financial plan savings planned from Corporate Commissioning.

Asset & Infrastructure	Base Budget (£'000)	Actual to Date (£'000)	Revised Budget (£'000)	Projected Outturn (£'000)	Outturn Variance (£'000)	Proposed Virement (£'000)	Projected (over)/under spend	Summary Financial Commentary
Property Management Services	4,008	2,604	4,017	3,737	280	(280)	0	Delayed Property Maintenance spend now to be funded from 19/20 budget (£280k) & reduced hired & contracted services (£4k), transferred towards Neighbourhoods Services Pressure. Additional pay award pressure (£4k) being met through corporate budget transfer.
Estates Management Services	438	253	361	345	16	(16)	0	Vacancy savings (£16k) & additional income (£2k) transferred towards Neighbourhood Services Pressure. Additional pay award pressure (£2k) being met through corporate budget transfer.
Catering Services	782	1,333	764	861	(97)	97	0	Additional pay award pressure (£15k), plus reduced net income from Primary Schools (£82k) being met through corporate budget transfer.
Cleaning & Facilities Management	1,516	2,938	1,903	1,940	(37)	37	0	Reduced Postages spend (£20k) & vacancy savings (£5k) transferred towards Neighbourhood Services Pressure. Additional pay award pressure (£20k) being met through corporate budget transfer. £42k virement from Central Schools for the roll out of free sanitary products in schools.
Design Services	226	(20)	181	198	(17)	17	0	Additional pay award (£6k) and reduced fee income due to delayed works (£11k) being met through corporate budget transfer.
Major Projects	129	(77)	17	32	(15)	15	0	Additional pay award (£2k), Staff turnover not achieved (£5k) and pressure resulting from centralisation of recharges (£8k) being met through corporate budget transfer.
Neighbourhood Operations	13,270	7,543	13,558	13,487	71	(71)	0	Transfer of Revenue budget to Capital for shared access paths (£25k) & transfer of revenue to capital for additional surfacing (£559k). £2k virement for dog fouling to Protective services (£25k permanently from 2019-20). £456k pressure due to reduction in Burial Income (£10k), increased repairs and maintenance costs (£147k), Training (£5k), Equipment (£8k), (£134k) reduction in income, (£107k) salt pressure, (£45k) additional pay award pressure. £400k budget transferred from across A&I to partially offset pressures. Earmarked balance into 2019-20, Bedding Plants (£10k) and Quality of life (£53k). Transfer from Education for Grounds Maintenance Budget (£122k). Pressure (£56k) being met through corporate budget transfer.
Network & Infrastructure Asset Management	1,287	855	1,496	1,465	31	(31)	0	Additional pay award pressure (£9k) being met through corporate budget transfer. £40k additional income, budget transferred towards Neighbourhood Services pressure.
SBCContracts	(549)	965	(699)	(699)	0	0	0	
Fleet Management Services	(295)	343	(296)	(296)	0	0	0	Vacancy savings within management structure (£6k) transferred towards Neighbourhood Services Pressure. Additional pay award pressure (£6k) being met through corporate budget transfer.
Pay Parking	0	(68)	45	45	0	0	0	
Waste Management Services	9,145	5,821	9,444	9,437	7	(7)	0	Underspends in supplies & services (£20k) and vacancy savings (£7k) transferred towards Neighbourhood Services Pressure. Additional pay award pressure (£20k) being met through corporate budget transfer.
Corporate Savings	(484)	0	(79)	(50)	(29)	29	0	Remainder of property rationalisation saving unachieved being met through corporate budget transfer.
Total	29,475	22,491	30,713	30,503	210	(210)	0	

Key Highlights, Challenges and Risks

A pressure of £591k has been identified within Asset & Infrastructure. This includes pressures relating to the additional proposed pay award across the department. Pressures exist within Catering Services relating to reduced net income within Primary Schools. Neighbourhood Operations have identified pressures within plant and vehicle costs and are also experiencing reduced income from both internal and external sources. The price per tonne for salt has increased by 20% on the award of the new procurement contract, this is causing an in year pressure. A budget increase has been proposed in the 2019/20 Financial Plan.

Work is ongoing to action the budget changes required following approval of the Roads Review paper which will split Neighbourhood Operations into two component parts; Roads and Environmental. The Roads element of the service will be aligned with SBC Contracts to form a new operational service which will perform all roads related operations.

Delivery of the SBC Contracts surplus can be influenced by market conditions, operational performance and contract tenders won forming key components of the routine financial monitoring processes.

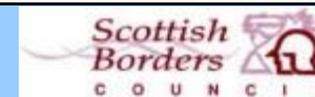
Waste Management Services is currently showing increased costs for leachate, should this position continue to year end there may be a requirement to drawdown from the adverse weather reserve. They continue to work on several key pieces of complex work including the development of the Waste Transfer Station, implementation of the kerbside collection review and the procurement of the residual waste contract.

MONTHLY REVENUE MANAGEMENT REPORT

SCOTTISH BORDERS COUNCIL

2018/19

AT END OF MONTH: Dec-18



Economic Development & Corporate Services	Base Budget (£'000)	Actual to Date (£'000)	Revised Budget (£'000)	Projected Outturn (£'000)	Outturn Variance (£'000)	Proposed Virement (£'000)	Projected (over)/under spend	Summary Financial Commentary
Corporate Policy	254	53	195	195	0	0	0	
Economic Development	1,413	1,621	1,456	1,459	(3)	3	0	Acceleration of revenue spend from 2019/20 relating to Great Tapestry of Scotland (including marketing, branding, interpretation and business planning costs) to be met through corporate budget transfer (£96k). To earmark remaining budget for enhanced tourism signage into 2019/20 (£93k).
Emergency Planning	160	98	139	135	4	(4)	0	Staff turnover savings (£4k).
Commercial Property Income	(1,244)	(1,587)	(1,184)	(1,184)	0	0	0	
Total	583	185	606	605	1	(1)	0	

Key Highlights, Challenges & Risks

Acceleration of revenue spend from 2019/20 relating to Great Tapestry of Scotland (including marketing, branding, interpretation and business planning costs).

Health & Social Care	Base Budget (£'000)	Actual to Date (£'000)	Revised Budget (£'000)	Projected Outturn (£'000)	Outturn Variance (£'000)	Proposed Virement (£'000)	Projected (over)/under spend	Summary Financial Commentary
Child Protection	181	106	181	175	6	(6)	0	Staff turnover savings.
Adult Protection	394	150	306	305	1	(1)	0	Staff turnover savings.
Emergency Duty Team	293	242	292	335	(43)	43	0	Over-establishment pressure assumed to continue due to demand pressures to be met through corporate budget transfer (£43k).
Business Support - Staff Development	255	128	282	215	67	(67)	0	Managed reduction in training commitment.
Quality Improvement	211	143	171	193	(22)	22	0	Staffing pressures including unbudgeted for stand-by payments to be met through corporate budget transfer (£22k).
Services in Criminal Justice System	1,123	56	45	45	0	(0)	0	
Safer Communities	721	225	770	732	38	(38)	0	Staff turnover savings
Older People	23,960	14,700	20,341	20,676	(335)	335	0	Pay award costs amounting to £168k relating to SB Cares staff, taking pay award to 3.5% in line with current SBC assumptions. Additional residential care placements amounting to £240k being off-set by reduced homecare and respite costs in localities. Pressure (£192k) to be met through corporate budget transfer.
Joint Learning Disability	16,644	12,556	17,436	17,589	(153)	153	0	Additional client pressure with increased number of expensive client packages, including increased forecast costs for supported living (£75k), waking night cover (£30k), homecare and respite costs (£24k) to be met through corporate budget transfer (£153k).
Joint Mental Health	2,108	1,628	2,170	2,189	(19)	19	0	Increased client commitments to be met through corporate budget transfer (£19k).
People with Physical Disabilities	5,831	2,708	3,593	3,676	(83)	83	0	Legal issues surrounding one tenancy at Station Court has led to additional costs relating to a void unit charge to be met through corporate budget transfer (£43k).
Generic Services	4,881	975	5,234	5,163	71	(71)	0	Planned delay in recruitment to vacancies in light of other departmental overspends resulting in £71k positive variance
Total	56,601	33,616	50,820	51,293	(473)	473	0	
Public Health	Base Budget (£'000)	Actual to Date (£'000)	Revised Budget (£'000)	Projected Outturn (£'000)	Outturn Variance (£'000)	Proposed Virement (£'000)	Projected (over)/under spend	
Public Health	88	(7)	88	88	0	0	0	
Total	88	(7)	88	88	0	0	0	

Key Highlights, Challenges and Risks

Health and Social Care continues to face budget pressures, primarily in the Joint Learning Disability and Older Peoples Services with a long term trend of more complex and expensive care packages. To mitigate some of these pressures a deliberate decision has been made to delay recruitment within Generic Services. Increased SB Cares pay award, to 3.5% in line with SBC assumptions and salary increments add a pressure of £209k. Increased SBC pay award assumptions of 3.5% rather than the budgeted 3% amount to an additional £40k pressure across the department. A potential pressure relating to additional equipment costs at the Borders Ability and Equipment store amounting to £70k has been identified but not included in the above as negotiations are ongoing through the Integrated Joint Board with NHS Borders regarding which organisation will cover this pressure. Additionally there is a risk of additional pressures relating to the recruitment of agency nursing at Buccleuch Care Home operated by St. Philips Care group who have made the decision to remove nursing care from the services they provide, this will potentially amount to £30k. Off-setting this is a potential reduction in homecare costs over the Christmas period; the impact this has will be reflected through the January month end process.

Children & Young People	Base Budget (£'000)	Actual to Date (£'000)	Revised Budget (£'000)	Projected Outturn (£'000)	Outturn Variance (£'000)	Proposed Virement (£'000)	Projected (over)/under spend	Summary Financial Commentary
Early Years	6,689	4,684	5,839	5,596	243	(243)	0	Reduction in uptake for ELC Partnership funding, rigorous application of a freeze on discretionary spend within the service and lower than assumed initial enrolment of expansion in 18/19 enables small surplus to be vired to meet wider NDR pressure across the directorate. Projected impact of draft Teachers Pay Award additional 2% from August 2018 and additional 0.5% SJC absorbed within service.
Primary Schools	30,377	22,987	32,883	32,838	45	(45)	0	Projected impact of draft Teachers Pay Award additional 2% from August 2018 £299k. Non-Domestic rates pressure in new schools £277k offset by contribution from ELC £243k and £34k contribution from Cultural Services . Transfer Grounds Maintenance budget to Property Management Services (£100k) Earmark PEF ring-fenced grant into 2019/20 (£522k). SJC Additional 0.5% Pav Award £4k.
Secondary Schools	39,588	31,104	41,370	41,845	(475)	475	0	Projected impact of draft Teachers Pay Award additional 2% from August 2018 £453k. £211k shortfall in new Kelso HS unitary charge. Pressure in new schools utilities and cleaning. Transfer Grounds Maintenance budget to Property Management Services (£20k). Earmark PEF ring-fenced grant into 2019/20 (£169k). SJC Additional 0.5% Pay Award £4k. Pressure (£94k) to be met through corporate budget transfer.
Additional Support Needs	10,505	7,322	10,137	10,204	(67)	67	0	Projected impact of draft Teachers Pay Award additional 2% from August 2018 £57k. SJC Additional 0.5% Pay Award £10k.
Children & Families Social Work	15,294	9,902	15,039	14,731	308	(308)	0	Earmark budget from 2018/19 into 2019/20 to continue to fund the at Aberlour residential unit project (£264k). Significant pressure within External Placements (£151k) offset by managed savings and removal of non-essential commitments. Transfer Grounds Maintenance budget to Property Management Services (£2k).
Educational Psychology	647	228	644	570	74	(74)	0	Outturn position relates to current vacancies within the service now projected to remain unfilled until 31.03.19. Additional pay award absorbed by service.
Central Schools	4,842	2,466	901	876	25	(25)	0	To allocate additional grant funding from Scottish Government £42k and transfer to Cleaning Services to support the roll out of free sanitary products to schools(£40k). To transfer further budget to Human Resources to fully fund dedicated HR Business Partner support £25k.
School Meals	1,782	869	1,782	1,655	127	(127)	0	Element of additional funding to cover ELC lunch costs unrequired in 2018/19 due to reduced expansion than previously planned.
School Transport	3,627	1,947	3,627	3,755	(128)	128	0	Projected pressure in School Transport partly due to special arrangements for pupils at Hawick HS and Peebles HS.
Community Learning & Development	1,219	1,015	1,244	1,232	12	(12)	0	Financial Plan savings met temporarily from vacancy management. £12k underspend due to delay in the delivery of language programme. Additional pay award absorbed by service.
Total	114,568	82,525	113,466	113,301	165	(165)	0	

Key Highlights Challenges & Risks

Pressure in Primary and Secondary Schools currently attributable to Utilities and cleaning under provision in new schools - Kelso HS, Langlee PS, Broomlands PS and Duns PS. Significant pressure arising from under provision in NDR has been met temporarily from a number of sources. Budget increase as part of the 2019/20 Financial Plan or in-year to mitigate this and wider utilities , cleaning and unitary charge pressures have/will be required.

Notification has been received of funding from Scottish Government in respect of Teacher Induction Scheme. The value has increased substantially from the indicative amount notified previously, eliminating concerns earlier in the year that costs would exceed any funding allocation.

Active management of remaining CYP budgets in this financial year the Service is contributing to supporting mitigation of pressures across other Directorates.

18/19 Financial Plan savings have been delivered in full, either permanently as planned or by alternative measures. Additionally, significant in-year savings continue to be delivered as a result of the implementation of the corporate freeze on discretionary spend.

Customer & Communities	Base Budget (£'000)	Actual to Date (£'000)	Revised Budget (£'000)	Projected Outturn (£'000)	Outturn Variance (£'000)	Proposed Virement (£'000)	Projected (over)/under spend	Summary Financial Commentary
Business Support	6,564	4,101	5,497	5,470	27	(27)	0	In-year savings due to vacancy management (£27k).
Business Planning Performance & Policy Development	1,033	597	781	769	12	(12)	0	Staff turnover savings (£12k).
Community Planning & Engagement	588	484	704	704	0	0	0	
Localities Fund	300	94	750	180	570	(570)	0	To earmark available budget into 2019/20 (£570k).
Customer Advice & Support Services	3,175	2,499	3,005	3,015	(10)	10	0	Administrative budget (£21k) transferred from Discretionary Housing Payments, vacancy management (£11k).
Democratic Services	1,386	1,047	1,400	1,416	(16)	16	0	Pressures within appeals, childrens' panel and reporters met from savings within Business Support (£16k).
Business Change & Programme Management	422	753	831	767	64	(64)	0	In-year savings due to vacancy management (£64k).
Discretionary Housing Payments	58	306	58	747	(689)	689	0	Additional Scottish Government Funding through RSG £751k. Transfer administrative budget to Customer Advice & Support Services (£21k). Underspend to be used to fund corporate pressures (£20k).
Housing Benefits	593	(3,075)	0	(419)	419	(419)	0	Additional Revenue Support Grant to cover loss (change) Management Fee (£185k). Use year end accrual balance to support corporate pressures (£604k).
Non Domestic Rates Relief	150	(8,585)	150	172	(22)	22	0	Projected pressure to be funded from underspend in Scottish Welfare Fund (£22k).
Scottish Welfare Fund	492	90	411	328	83	(83)	0	Projected lower level of claims than anticipated in year (£83k).
Corporate Savings	(2,572)	(7)	(180)	(0)	(180)	180	0	
Total	12,188	(1,696)	13,407	13,149	258	(258)	0	

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Key Highlights, Challenges & Risks

Reallocation of available budget within the service has allowed a corporate pressure from non-delivery of a reduction in grants budget to be addressed. Additional confirmed income has been reflected in the financial position. Further work to review the position with respect to Housing benefit has highlighted that previous estimates of the financial performance of the service, which costs £36m per annum, have been too pessimistic and previous accruals can now be released to support pressures across the Council. The work undertaken has identified £0.604 can be released to assist with budget pressures.

Finance, IT & Procurement	Base Budget (£'000)	Actual to Date (£'000)	Revised Budget (£'000)	Projected Outturn (£'000)	Outturn Variance (£'000)	Proposed Virement (£'000)	Projected (over)/under spend	Summary Financial Commentary
Chief Executive	392	245	309	309	0	0	0	
Finance	4,049	2,688	4,001	4,146	(145)	145	0	Unachievable balance relating to grants top-slicing Financial Plan saving (£145k).
Information Technology	11,332	7,430	11,347	11,347	0	0	0	
Capital Financed from Current Revenue	0	0	456	1,040	(584)	584	0	To capitalise revenue budget for shared access paths £25k) and additional surfacing works £559k).
Interest on Revenue Balances	(20)	0	(20)	0	(20)	20	0	
Loan Charges	20,467	16,977	18,267	17,836	431	(431)	0	Projected underspend due to less borrowing/favourable interest rates. Transfer budget to Culture & Sport to fund depreciation and interest charges for sports pitches (£61k). Balance of underspend (£205k) to be used to offset corporate pressures.
Provision for Bad Debts	125	287	290	290	0	0	0	
Recharge to Non-General Fund	(701)	0	(634)	(634)	0	0	0	
Total	35,644	27,627	34,016	34,334	(318)	318	0	

Key Highlights, Challenges & Risks

Reduced borrowing requirement due to favourable interest rates has allowed £350k to be transferred from Loans Charges to support corporate pressures within the department relating to grants top-slicing.

MONTHLY REVENUE MANAGEMENT REPORT

SCOTTISH BORDERS COUNCIL

2018/19

AT END OF MONTH: Dec-18



Human Resources	Base Budget (£'000)	Actual to Date (£'000)	Revised Budget (£'000)	Projected Outturn (£'000)	Outturn Variance (£'000)	Proposed Virement (£'000)	Projected (over)/under spend	Summary Financial Commentary
Human Resources	4,080	2,660	4,012	4,037	(25)	25	0	Transfer budget from Central Schools to fund additional dedicated HR Business Partner support for Children & Young People Department £25k).
Early Retiral/Voluntary Severance	67	312	302	503	(201)	201	0	Drawdown from ERVS allocated reserve based on actuals to date (£201k).
Communications & Marketing	466	397	526	548	(22)	22	0	Undeliverable Financial Plan savings to be funded from available Skills Development Scotland income within Employment Support Service.
Corporate Transformation	773	297	990	776	214	(214)	0	Underspend to be earmarked into 2019/20 (including £92k Railway Blueprint).
Employment Support Service	0	220	373	303	70	(70)	0	Projected over recovery of Skills Development Scotland income (£70k) to be used to fund pressures within Communications (£22k), Corporate Savings (£1k. Balance to offset corporate pressures (£47k).
Corporate Savings	(1,509)	0	(1)	0	(1)	1	0	
Total	3,877	3,886	6,202	6,167	35	(35)	0	

Key Highlights, Challenges & Risks

- A drawdown from the Allocated Reserve for ER/VS has been actioned to fund known redundancy commitments.
- Carry forward of underspend in Corporate Transformation to fund continuation and delivery of projects in 2019/20.

2018/19

Regulatory Services	Base Budget (£'000)	Actual to Date (£'000)	Revised Budget (£'000)	Projected Outturn (£'000)	Outturn Variance (£'000)	Proposed Virement (£'000)	Projected (over)/under spend	Summary Financial Commentary
Planning Services	648	(120)	1,028	997	31	(31)	0	Vacancy savings to be used to fund corporate pressures (£31k).
Assessor & Electoral Registration Services	658	371	565	558	7	(7)	0	Vacancy savings to be used to fund corporate pressures (£7k).
Passenger Transport	2,140	1,859	1,963	1,982	(19)	19	0	Budget transfer from Protective Services towards increased depreciation pressure (£19k)
Audit & Risk	332	273	331	337	(6)	6	0	Budget transfer from Protective services towards pressures; Impact of additional Pay Award (£4k) and staff turnover adjustment not achieved (£2k)
Legal Services	726	432	646	657	(11)	11	0	Budget transfer from Protective services towards pressure; Impact of additional Pay Award (£5k) and additional Legal expenses (£6k)
Protective Services	1,579	976	1,407	1,355	52	(52)	0	Vacancy savings (£54k), £2k budget virement from Neighbourhoods Services relating to dog fouling (£25k from 2019/20). Budget transfer to Passenger Transport (£19k), Audit & Risk (£6k) and Legal Services (£11k) towards service pressures. Underspend (£18k) to be used to fund corporate pressures.
Housing Strategy & Services	1,568	795	1,933	1,933	0	0	0	
Total	7,650	4,587	7,872	7,818	54	(54)	0	

Key Highlights, Challenges & Risks

Planning fee income is tracking strong against the revised budget however Building Standards fee income will need to be closely monitored over the remainder of the year.

Budget Virement Requirement

Corporate

No. of Virements 1

1 Virement is required from

Department	Regulatory Services	2018/19	2019/20	2020/21
Service	Planning Services	£	£	£
Budget Head	Employee Costs	(31,000)	0	0

Service	Assessor & Electoral Registration Services	£	£	£
Budget Head	Employee Costs	(7,000)	0	0

Service	Protective Services	£	£	£
Budget Head	Employee Costs	(18,000)	0	0

Department	Human Resources	2018/19	2019/20	2020/21
Service	Employment Support Service	£	£	£
Budget Head	Income	(47,000)	0	0

Department	Finance, IT & Procurement	2018/19	2019/20	2020/21
Service	Loan Charges	£	£	£
Budget Head	Capital Financing Costs	(205,000)	0	0

Department	Customer & Communities	2018/19	2019/20	2020/21
Service	Discretionary Housing Payments	£	£	£
Budget Head	Transfer Payments	(20,000)	0	0

Service	Housing Benefit	£	£	£
Budget Head	Transfer Payments	(604,000)	0	0

Department	Financed by	2018/19	2019/20	2020/21
Service	Revenue Support Grant	£	£	£
Budget Head	Income	(210,000)	0	0

Service	Council Tax Reduction Scheme	£	£	£
Budget Head	Transfer Payments	(25,000)	0	0

Total		(1,167,000)	0	0
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To

Department	Assets & Infrastructure	2018/19	2019/20	2020/21
Service	Property Management Service	£	£	£
Budget Head	Employee Costs	4,500	0	0
	Property Related Expenses	29,500	0	0

Service	Estates Management Service	£	£	£
Budget Head	Employee Costs	2,000	0	0

Service	Catering Services	£	£	£
Budget Head	Employee Costs	15,000	0	0
	Income	82,000	0	0

Service	Cleaning Services	£	£	£
Budget Head	Employee Costs	20,000	0	0

Service	Design Services	£	£	£
Budget Head	Employee Costs	6,000	0	0
	Income	11,000	0	0

Budget Virement Requirement Corporate No. of Virements 1

To

Service	Major Projects	£	£	£
Budget Head	Employee Costs	7,000	0	0
	Hired & Contracted Services	8,000	0	0
Service	Neighbourhood Operations	£	£	£
Budget Head	Employee Costs	45,000	0	0
	Hired & Contracted Services	11,000	0	0
Service	Network & Infrastructure Asset Management	£	£	£
Budget Head	Employee Costs	9,000	0	0
Service	Fleet Management	£	£	£
Budget Head	Employee Costs	6,000	0	0
Service	Waste management Services	£	£	£
Budget Head	Employee Costs	20,000	0	0
Department	Economic Development & Corporate Services	2018/19	2019/20	2020/21
Service	Economic Development	£	£	£
Budget Head	Supplies & Services	92,000	0	0
Department	Culture & Sport	2018/19	2019/20	2020/21
Service	Corporate Savings	£	£	£
Budget Head	Supplies & Services	232,000	0	0
Department	Children & Young People	2018/19	2019/20	2020/21
Service	Secondary Schools	£	£	£
Budget Head	Supplies & Services	94,000	0	0
Department	Health & Social Care	2018/19	2019/20	2020/21
Service	Emergency Duty Team	£	£	£
Budget Head	Employee Costs	43,000	0	0
Service	Quality Improvement	£	£	£
Budget Head	Employee Costs	22,000	0	0
Service	Older People	£	£	£
Budget Head	Third Party Payments	192,000	0	0
Service	Joint Learning Disability	£	£	£
Budget Head	Third Party Payments	153,000	0	0
Service	Joint Mental Health	£	£	£
Budget Head	Third Party Payments	19,000	0	0
Service	People with Physical Disabilities	£	£	£
Budget Head	Third Party Payments	44,000	0	0
	Total	1,167,000	0	0

Because

Reallocation of available budgets to address corporate pressures across the Council. Details can be found in the monitoring report.

Budget Virement Requirement

Culture & Sport

No. of Virements 1

1 Virement is required from

Department	Culture & Sport	2018/19	2019/20	2020/21
Service	Cultural Services	£	£	£
Budget Head	Premises Related	(34,000)	0	0

To

Department	Children & Young People	2018/19	2019/20	2020/21
Service	Primary Schools	£	£	£
Budget Head	Premises Related	34,000	0	0

Because

To transfer underspend in rates budget to fund rates pressure within Children & Young People.

Budget Virement Requirement Assets & Infrastructure No. of Virements 4

1 Virement is required from

Department	Asset & Infrastructure	2018/19	2019/20	2020/21
Service	Neighbourhood Operations	£	£	£
Budget Head	Third Party Payments	(2,000)	(25,000)	(25,000)

To

Department	Regulatory Services	2018/19	2019/20	2020/21
Service	Protective Services	£	£	£
Budget Head	Employee Costs	2,000	25,000	25,000

Because

Virement to Protective Services for Dog Fouling.

2 Virement is required from

Department	Asset & Infrastructure	2018/19	2019/20	2020/21
Service	Neighbourhood Operations	£	£	£
Budget Head	Supplies & Services	(25,000)	0	0

To

Department	Finance, IT & Procurement	2018/19	2019/20	2020/21
Service	Capital Financed by Current Revenue	£	£	£
Budget Head	Capital Financing Costs	25,000	0	0

Because

Transfer of revenue budget from Neighbourhood Operations for shared access paths.

3 Virement is required from

Department	Asset & Infrastructure	2018/19	2019/20	2020/21
Service	Neighbourhood Operations	£	£	£
Budget Head	Supplies & Services	(558,878)	0	0

To

Department	Finance, IT & Procurement	2018/19	2019/20	2020/21
Service	Capital Financed by Current Revenue	£	£	£
Budget Head	Capital Financing Costs	558,878	0	0

Because

Transfer of revenue budget from Neighbourhood Operations to Roads & Bridges Capital Block for additional surfacing works.

4 Virement is required from

Department	Asset & Infrastructure	2018/19	2019/20	2020/21
Service	Property Management Services	£	£	£
Budget Head	Premises Related Expenditure	(280,000)	0	0
	Supplies & Services	(2,300)	0	0
	Hired & Contracted Services	(1,200)	0	0
Service	Estates Management	£	£	£
Budget Head	Employee Costs	(16,000)	0	0
	Income	(2,400)	0	0
Service	Cleaning	£	£	£
Budget Head	Supplies & Services	(19,700)	0	0
	Employee Costs	(5,000)	0	0
Service	Infrastructure & Asset Management	£	£	£
Budget Head	Income	(40,000)	0	0
Service	Fleet Management	£	£	£
Budget Head	Employee costs	(6,100)	0	0
Service	Waste Management	£	£	£
Budget Head	Supplies & Services	(20,100)	0	0
	Employee Costs	(7,000)	0	0
	Total	(399,800)	0	0

To

Department	Asset & Infrastructure	2018/19	2019/20	2020/21
Service	Neighbourhood Services	£	£	£
Budget Head	Employee Related Expenditure	5,000	0	0
	Supplies & Services	104,000		
	Transport Related Expenses	146,800	0	0
	Income	144,000	0	0
	Total	399,800	0	0

Because

Transfer of underspends across A&I towards Neighbourhood Services Pressures.
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Budget Virement Requirement Economic Development & Corporate Services No. of Virements 1

1 Virement is required from

Department	Economic Development & Corporate Services	2018/19	2019/20	2020/21
Service	Emergency Planning	£	£	£
Budget Head	Employee Costs	(4,000)	0	0

To

Department	Economic Development & Corporate Services	2018/19	2019/20	2020/21
Service	Economic Development	£	£	£
Budget Head	Third Party Payments	4,000	0	0

Because

Staff turnover savings in Emergency Planning through delayed recruitment to be used to part fund acceleration of Great Tapestry of Scotland revenue spend (£4k).
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Budget Virement Requirement

Children & Young People

No. of Virements 5

1 Virement is required from

Department	Children & Young People	2018/19	2019/20	2020/21
Service	Central Schools	£	£	£
Budget Head	Employee Costs	(25,000)	0	0

To

Department	Human Resources	2018/19	2019/20	2020/21
Service	Human Resources	£	£	£
Budget Head	Employee Costs	25,000	0	0

Because

To transfer further budget from Central Schools to Human Resources to fully fund additional dedicated HR Business Partner support for Children & Young People Service.

2 Virement is required from

Department	Children & Young People	2018/19	2019/20	2020/21
Service	Central Schools	£	£	£
Budget Head	Supplies & Services	(42,000)	0	0

To

Department	Asset & Infrastructure	2018/19	2019/20	2020/21
Service	Cleaning Services	£	£	£
Budget Head	Supplies & Services	42,000	0	0

Because

To allocate additional Scottish Government funding to support the rollout of free sanitary products to schools to Cleaning Services who will provide the products and deliver the service.

3 Virement is required from

Department	Children & Young People	2018/19	2019/20	2020/21
Service	Early Years	£	£	£
Budget Head	Employee Costs	(243,432)	0	0

To

Department	Children & Young People	2018/19	2019/20	2020/21
Service	Primary Schools	£	£	£
Budget Head	Premises Related Expenditure	243,432	0	0

Because

To temporarily meet underprovided Non-Domestic Rates pressures in Langlee, Burnfoot and Duns Primary and Kelso High School.

4 Virement is required from

Department	Children & Young People	2018/19	2019/20	2020/21
Service	Primary Schools	£	£	£
Budget Head	Premises Related Expenditure	(99,945)	(99,945)	(99,945)
Service	Secondary Schools	£	£	£
Budget Head	Premises Related Expenditure	(19,923)	(19,923)	(19,923)
Service	Children & Families	£	£	£
Budget Head	Premises Related Expenditure	(2,470)	(2,470)	(2,470)
Total		(122,338)	(122,338)	(122,338)

To

Department	Asset & Infrastructure	2018/19	2019/20	2020/21
Service	Neighbourhood Services	£	£	£
Budget Head	Premises Related Expenditure	122,338	122,338	122,338

Because

To permanently transfer Grounds Maintenance budgets to Neighbourhood Services in line with 2018/19 Financial Plan proposals.

5 Virement is required from

Department	Children & Young People	2018/19	2019/20	2020/21
Service	Children & Families Social Work	£	£	£
Budget Head	Third Party Payments	(42,000)	0	0
Service	Educational Psychology	£	£	£
Budget Head	Employee Costs	(74,000)	0	0
Service	School Meals	£	£	£
Budget Head	Supplies & Services	(127,000)	0	0
Service	Community Learning and Development	£	£	£
Budget Head	Employee Costs	(12,000)	0	0
Total		(255,000)	0	0

To

Department	Children & Young People	2018/19	2019/20	2020/21
Service	Secondary Schools	£	£	£
Budget Head	Supplies & Services	117,000	0	0
Service	Additional Support Needs	£	£	£
Budget Head	Employee Costs	10,000	0	0
Service	School Transport	£	£	£
Budget Head	Transport Related Expenditure	128,000	0	0
Total		255,000	0	0

Because

To reallocate budgets to reflect departmental pressures and underspends

Budget Virement Requirement

Health & Social Care

No. of Virements 1

1 Virement is required from

Department	Health & Social Care	2018/19	2019/20	2020/21
Service	Business Support - Staff Development	£	£	£
Budget Head	Employee Costs	(40,000)	0	0
Service	Child Protection	£	£	£
Budget Head	Supplies & Services	(3,000)		
	Third Party Payments	(3,482)	0	0
Service	Adult Protection	£	£	£
Budget Head	Third Party Payments	(1,018)	0	0
Service	Business Support - Staff Development	£	£	£
Budget Head	Employee Costs	(26,651)	0	0
Service	Safer Communities	£	£	£
Budget Head	Third Party Payments	(37,895)	0	0
Service	Generic Adult Services	£	£	£
Budget Head	Employee Costs	(70,970)	0	0
	Total	(183,016)	0	0

To

Department	Health & Social Care	2018/19	2019/20	2020/21
Service	People with Physical Disabilities	£	£	£
Budget Head	Hired & Contracted Services	40,000	0	0
Service	Older People	£	£	£
Budget Head	Transfer Payments	143,016	0	0
	Total	183,016	0	0

Because

Transfer of projected underspends to off-set in-year pressures within Older Peoples services. Also agreed reduction in mental health training to offset overspend in People with Physical Disabilities.

Budget Virement Requirement

Customer & Communities

No. of Virements 3

1 Virement is required from

Department	Customer & Communities	2018/19	2019/20	2020/21
Service	Business Support	£	£	£
Budget Head	Employee Costs	(27,108)	0	0

To

Department	Customer & Communities	2018/19	2019/20	2020/21
Service	Democratic Service	£	£	£
Budget Head	Employee Costs	1,300	0	0
	Supplies & Services	7,200	0	0
	Third Party Payments	7,500	0	0

Service	Corporate Savings	£	£	£
Budget Head	Employee Costs	11,108	0	0

Total		27,108	0	0
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Because

In-year savings due to vacancy management to be used to offset balance of digital transformation savings (£11k) and pressures in Democratic Services from Children's Panel, Appeal and Reporters costs (£16k).

2 Virement is required from

Department	Customer & Communities	2018/19	2019/20	2020/21
Service	Discretionary Housing Payments	£	£	£
Budget Head	Transfer Payments	(21,000)	0	0

To

Department	Customer & Communities	2018/19	2019/20	2020/21
Service	Customer Advice & Support Services	£	£	£
Budget Head	Employee Costs	21,000	0	0

Because

Transfer Discretionary Housing Payments (DHP) administrative budget to Customer Advice & Support Services for delivery.

3 Virement is required from

Department	Customer & Communities	2018/19	2019/20	2020/21
Service	Business Change & Programme Management	£	£	£
Budget Head	Employee Costs	(64,000)	0	0

Service	Scottish Welfare Fund	£	£	£
Budget Head	Transfer Payments	(83,000)	0	0

Service	Business Planning Performance & Policy Development	£	£	£
Budget Head	Employee Costs	(12,000)	0	0

Service	Customer Advice & Support Services	£	£	£
Budget Head	Employee Costs	(11,000)	0	0

Service	Customer Advice & Support Services	£	£	£
Budget Head	Discretionary Housing Payments	(21,000)	0	0

Total		(191,000)	0	0
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To

Department	Customer & Communities	2018/19	2019/20	2020/21
Service	Non Domestic Rates Relief	£	£	£
Budget Head	Third Party Payments	22,000	0	0

Service	Corporate Savings	£	£	£
Budget Head	Supplies & Services	169,000	0	0

Total		191,000	0	0
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Because

In-year savings due to vacancy management within Business Change (£64k), Business Planning (£12k) and Customer Advice (£11k), projected lower level of SWF claims than anticipated (£83k), underspend in Discretionary Housing Payments (£21k), to be used to fund pressures within Non Domestic Rates Relief (£22k) and undeliverable Financial Plan savings relating to grants (£169k).

Budget Virement Requirement

Finance, IT & Procurement

No. of Virements 2

1 Virement is required from

Department	Finance, IT & Procurement	2018/19	2019/20	2020/21
Service	Loan Charges	£	£	£
Budget Head	Capital Financing Costs	(81,000)	0	0

To

Department	Finance, IT & Procurement	2018/19	2019/20	2020/21
Service	Interest on Revenue Balances	£	£	£
Budget Head	Income	20,000	0	0

Department	Culture & Sport	2018/19	2019/20	2020/21
Service	Sports Services	£	£	£
Budget Head	Capital Financing Costs	61,000	0	0

Total		81,000	0	0
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Because

Transfer available Loan Charges budget to offset unachievable interest target (£20k) and to fund depreciation and interest charges for sports pitches (£61k).

2 Virement is required from

Department	Finance, IT & Procurement	2018/19	2019/20	2020/21
Service	Loan Charges	£	£	£
Budget Head	Capital Financing Costs	(145,000)	0	0

To

Department	Finance, IT & Procurement	2018/19	2019/20	2020/21
Service	Finance	£	£	£
Budget Head	Supplies & Services	145,000	0	0

Because

Projected underspend in Loan Charges due to less borrowing/favourable interest rates (£145k) to be used to offset undeliverable grants top-slicing Financial Plan saving.

Budget Virement Requirement

Human Resources

No. of Virements 1

1 Virement is required from

Department	Human Resources	2018/19	2019/20	2020/21
Service	Employment Support Service	£	£	£
Budget Head	Income	(22,000)	0	0

To

Department	Human Resources	2018/19	2019/20	2020/21
Service	Communications & Marketing	£	£	£
Budget Head	Employee Costs	22,000	0	0

Because

Delays in delivery of Financial Plan savings to be met from additional Skills Development Scotland income.
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Budget Virement Requirement

Regulatory Services

No. of Virements 1

1 Virement is required from

Department	Regulatory Services	2018/19	2019/20	2020/21
Service	Protective Services	£	£	£
Budget Head	Employee Costs	(36,000)	0	0

To

Department	Regulatory Services	2018/19	2019/20	2020/21
Service	Passenger Transport	£	£	£
Budget Head	Transport Related Expenses	19,000	0	0

Service	Audit & Risk	£	£	£
Budget Head	Employee Related Expenses	6,000	0	0

Service	Legal Services	£	£	£
Budget Head	Employee Related Expenses	5,000	0	0
	Hired & Contracted Services	6,000	0	0

Total		36,000	0	0
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Because

Transfer budget relating to underspends in Protective services towards pressures in Passenger Transport, Audit & Risk and Legal Services.

Budget Virement Requirement **Financed by** **No. of Virements** **6**

1 Virement is required from

Department	Financed by	2018/19	2019/20	2020/21
Service	Revenue Support Grant	£	£	£
Budget Head	Income	(42,000)	0	0

To

Department	Children & Young People	2018/19	2019/20	2020/21
Service	Central Schools	£	£	£
Budget Head	Supplies & Services	42,000	0	0

Because

To allocate additional Scottish Government funding to support the rollout of free sanitary products to schools. This will be subsequently vired to Property Management Services who will provide the products and deliver the service.

2 Virement is required from

Department	Financed by	2018/19	2019/20	2020/21
Service	Revenue Support Grant	£	£	£
Budget Head	Income	(809,000)	0	0

To

Department	Children & Young People	2018/19	2019/20	2020/21
Service	Primary Schools	£	£	£
Budget Head	Employee Costs	299,000	0	0

Service	Secondary Schools	£	£	£
Budget Head	Employee Costs	453,000	0	0

Service	Additional Support Needs	£	£	£
Budget Head	Employee Costs	57,000	0	0

Total		809,000	0	0
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Because

Grossing up of projected Scottish Government funding to cover draft additional 2% teachers pay award assumption from August 2018.

3 Virement is required from

Department	Financed by	2018/19	2019/20	2020/21
Service	Reserves	£	£	£
Budget Head	Capital Financing Costs	(201,000)	0	0

To

Department	Human Resources	2018/19	2019/20	2020/21
Service	Early Retiral/Voluntary Severance	£	£	£
Budget Head	Employee Costs	201,000	0	0

Because

Drawdown from ER/VS allocated reserve to fund current known redundancy commitments.

4 Virement is required from

Department	Financed by	2018/19	2019/20	2020/21
Service	Revenue Support Grant	£	£	£
Budget Head	Capital Financing Costs	(751,117)	0	0

To

Department	Customer & Communities	2018/19	2019/20	2020/21
Service	Discretionary Housing Payments	£	£	£
Budget Head	Transfer Payments	751,117	0	0

Because

To allocate additional Revenue Support Grant funding to Discretionary Housing Payments (DHP).

5 Virement is required from

Department	Financed by	2018/19	2019/20	2020/21
Service	Revenue Support Grant	£	£	£
Budget Head	Capital Financing Costs	(185,000)	0	0

To

Department	Customer & Communities	2018/19	2019/20	2020/21
Service	Housing Benefits	£	£	£
Budget Head	Transfer Payments	185,000	0	0

Because

To allocate additional Revenue Support Grant funding to Housing Benefits to cover loss of management fee.

6 Virement is required from

Department	Financed by	2018/19	2019/20	2020/21
Service	Council Tax Reduction Scheme	£	£	£
Budget Head	Transfer Payments	(279,000)	0	0

To

Department	Financed by	2018/19	2019/20	2020/21
Service	Council Tax	£	£	£
Budget Head	Income	279,000	0	0

Because

Projected under recovery in Council Tax due to increased exemptions/discounts (£279k) to be offset by subsequent projected underspend in Council Tax Reduction Scheme.

Budget Virement Requirement

Culture & Sport

No. of Virements 1

1 Virement is required from

Department	Culture & Sport	2018/19	2019/20	2020/21
Service	Sports Trusts	£	£	£
Budget Head	Third Party Payments	(64,000)	64,000	0

To

Department		2018/19	2019/20	2020/21
Service		£	£	£
Budget Head	General Fund Reserve - Earmarked Balances	64,000	(64,000)	0

Because

To earmark Hawick MUGA pitch replacement budget into 2019/20 (£64k).

Budget Virement Requirement

Assets & Infrastructure

No. of Virements 2

1 Virement is required from

Department	Assets & Infrastructure	2018/19	2019/20	2020/21
Service	Neighbourhood Operations	£	£	£
Budget Head	Third Party Payments	(53,345)	53,345	0

To

Department		2018/19	2019/20	2020/21
Service		£	£	£
Budget Head	General Fund Reserve - Earmarked Balances	53,345	(53,345)	0

Because

To earmark unallocated Quality of Life budget into 2019/20.

2 Virement is required from

Department	Assets & Infrastructure	2018/19	2019/20	2020/21
Service	Neighbourhood Operations	£	£	£
Budget Head	Supplies & Services	(10,000)	10,000	0

To

Department		2018/19	2019/20	2020/21
Service		£	£	£
Budget Head	General Fund Reserve - Earmarked Balances	10,000	(10,000)	0

Because

To earmark unallocated Supplies & Services specifically allocated to funding for bedding plants to be purchased in 2019/20.

Budget Virement Requirement **Economic Development & Corporate Services** **No. of Virements** 1

1 Virement is required from

Department	Economic Development & Corporate Services	2018/19	2019/20	2020/21
Service	Economic Development	£	£	£
Budget Head	Third Party Payments	(93,000)		0

To

Department		2018/19	2019/20	2020/21
Service		£	£	£
Budget Head	General Fund Reserve - Earmarked Balances	93,000	0	0

Because

To earmark remaining budget approved as part of the 2017/18 Financial Plan for enhanced tourism signage into 2019/20.

Budget Virement Requirement

Children & Young People

No. of Virements 2

1 Virement is required from

Department	Children & Young People	2018/19	2019/20	2020/21
Service	Children & Families Social Work	£	£	£
Budget Head	Third Party Payments	(264,028)	264,028	0

To

Department		2018/19	2019/20	2020/21
Service		£	£	£
Budget Head	General Fund Reserve - Earmarked Balances	264,028	(264,028)	0

Because

To earmark budget from 2018/19 into 2019/20 (as detailed in the 2018/19 financial plan) to continue to support the pilot at Aberlour residential unit until September 2019.

2 Virement is required from

Department	Children & Young People	2018/19	2019/20	2020/21
Service	Primary Schools	£	£	£
Budget Head	Employee Costs	(521,505)	521,505	0

Service	Secondary Schools	£	£	£
Budget Head	Employee Costs	(168,975)	168,975	0

Total		(690,480)	690,480	0
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To

Department		2017/18	2018/19	2019/20
Service		£	£	£
Budget Head	General Fund Reserve - Earmarked Balances	690,480	(690,480)	0

Because

To earmark projected Pupil Equity ring-fenced funding (PEF) from 2018/19 into 2019/20 in line with the Academic Year.

Budget Virement Requirement

Customer & Communities

No. of Virements 1

1 Virement is required from

Department	Customer & Communities	2018/19	2019/20	2020/21
Service	Localities Fund	£	£	£
Budget Head	Supplies & Services	(570,000)	570,000	0

To

Department		2018/19	2019/20	2020/21
Service		£	£	£
Budget Head	General Fund Reserve - Earmarked Balances	570,000	(570,000)	0

Because

To earmark Localities Bid Fund budget for allocation in 2019/20 (£570k) to match the current bid process.

Budget Virement Requirement

Human Resources

No. of Virements 1

1 Virement is required from

Department	Human Resources	2018/19	2019/20	2020/21
Service	Corporate Transformation	£	£	£
Budget Head	Third Party Payments	(214,000)	214,000	0

To

Department		2018/19	2019/20	2020/21
Service		£	£	£
Budget Head	General Fund Reserve - Earmarked Balances	214,000	(214,000)	0

Because

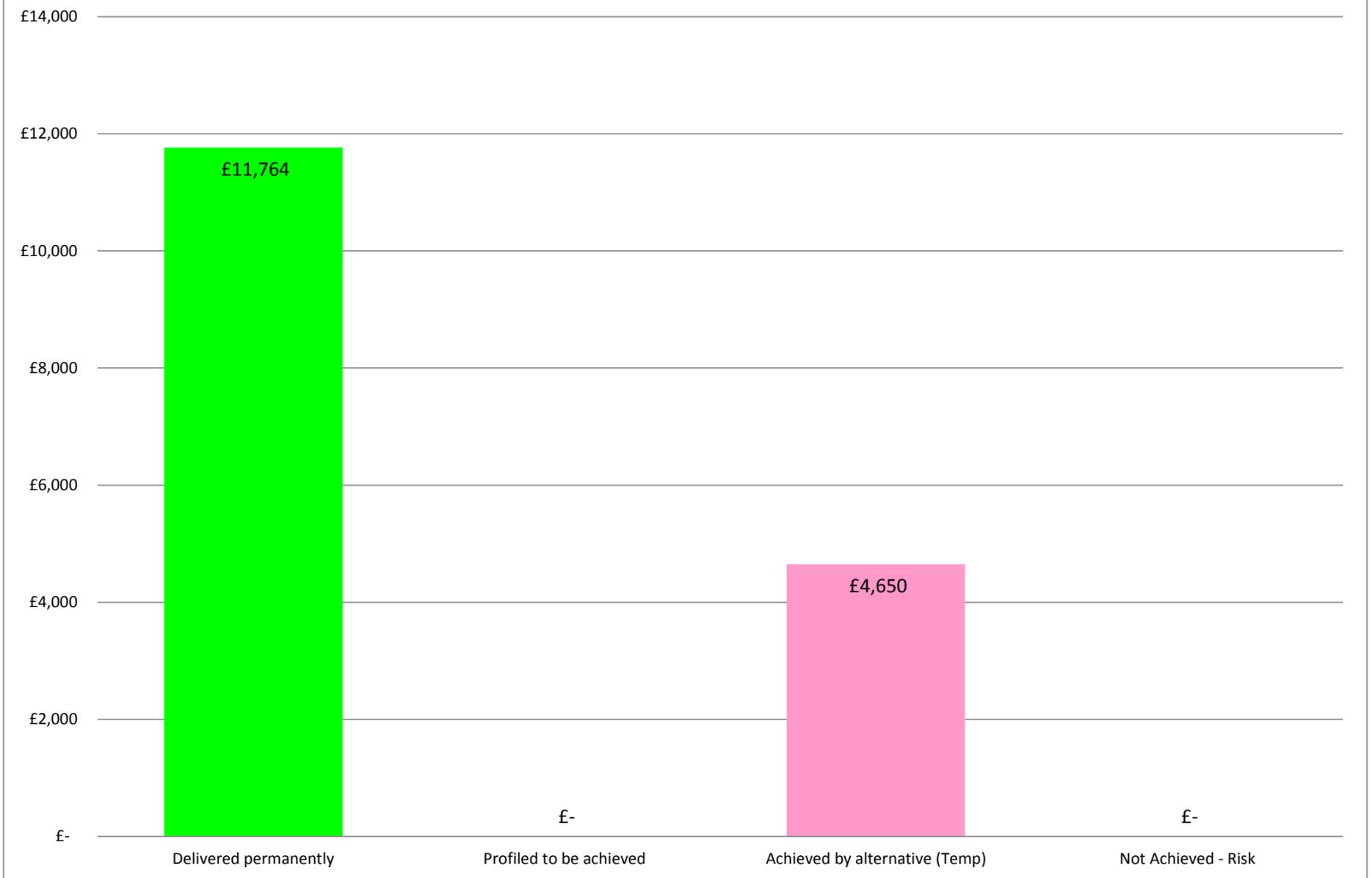
To earmark budget into 2019/20 to support Corporate Transformation (£122k). Carry forward budget from Corporate Transformation due to the timing of the Railway Blueprint project delivery (£92k), into 2019/20 to allow further development of land and destinations surrounding the Borders Railway.

FINANCIAL PLAN EFFICIENCY PROGRESS 2018/19

SBC Total

Status	Saving £'000	Saving %
Delivered permanently	£ 11,764	72%
Profiled to be achieved	£ -	0%
Achieved by alternative (Temp)	£ 4,650	28%
Not Achieved - Risk	£ -	0%
	16,414	100%

SBC (Total) Efficiency Savings Progress £'000



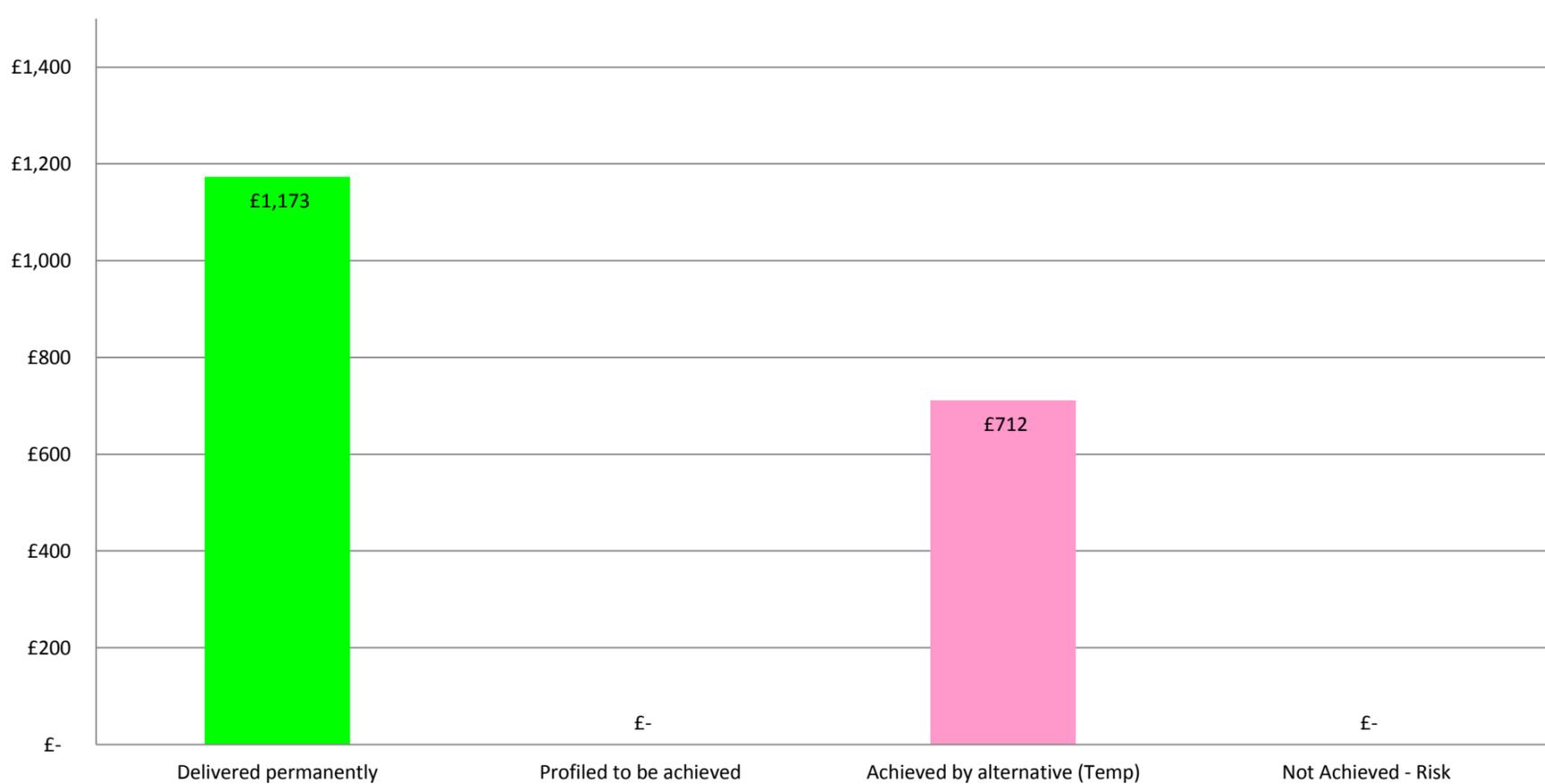
FINANCIAL PLAN EFFICIENCY PROGRESS 2018/19

CONTRACTED SERVICES

Savings :

	£'000	Delivered as per FP	Profiled to be achieved	Achieved by alternative (Temp)	Not Achieved
Brought Forward Savings					
SBCares - 2016/17 Contribution increase not delivered permanently	236	236			
SBCares - 2017/18 Contribution increase not delivered permanently	177	177			
2018/19 Savings:					
SB Cares Contribution to SBC General Fund per Original Business Case	162	162			
SB Cares Structure Review	100			100	
Implement relief staff management tool	80			80	
Offer new relief bank of staff agency service for other Borders providers at commercial rate.	20	20			
Implement equitable support worker structure in Care Homes	20	10		10	
Review of how Sleep-Ins are provided	80	40		40	
Review of Finance System – use Business World as an alternative - Licence & Maintenance Fee Saving	20	20			
Increase pool car fleet in homecare	20			20	
Review provision of fleet across all services	10			10	
Brokerage service – Management fee for promoting services – Community provision e.g. Care & Repair	10	10			
East Lothian collaboration for the provision of Alarms Service	250	50		200	
Review of Bordercare and Community Equipment Service delivery structures	80	60		20	
Management Fee Reduction to Live Borders	388	388			
Corporate Commissioning	232			232	
	1,885	1,173	0	712	0

Contracted Services Savings £000's

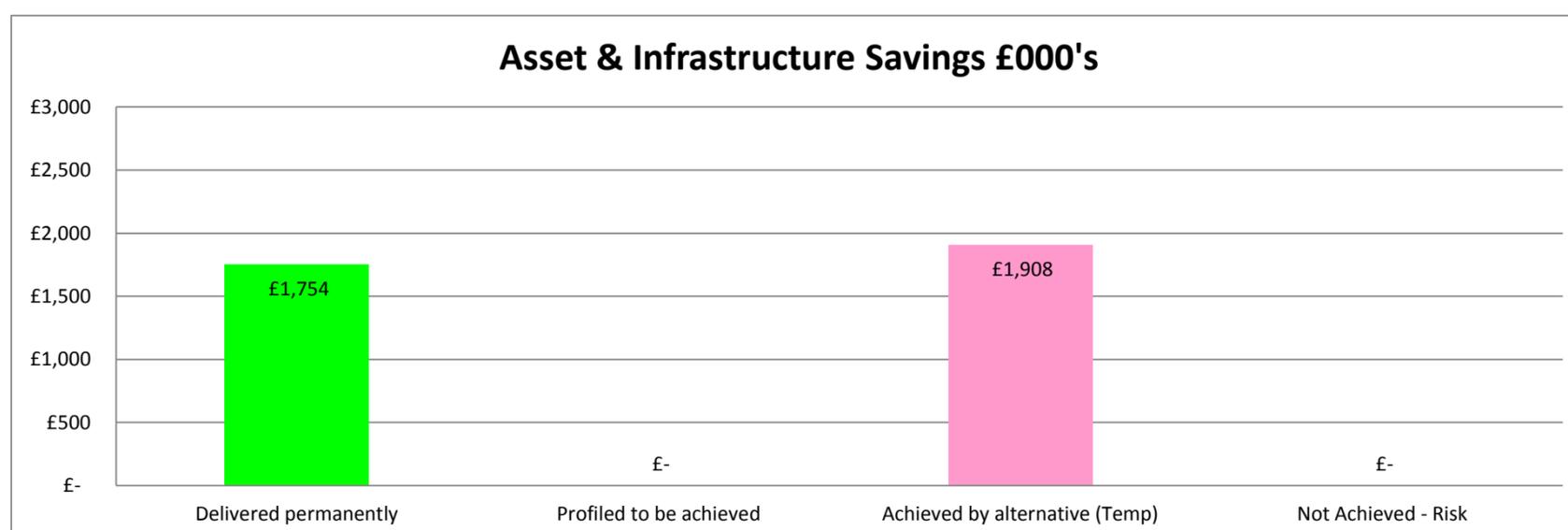


FINANCIAL PLAN EFFICIENCY PROGRESS 2018/19

ASSETS & INFRASTRUCTURE

Savings :

	£'000	Delivered as per FP	Profiled to be achieved	Achieved by alternative (Temp)	Not Achieved
Brought Forward Savings					
Roads review savings	444	203		241	
Cleaning Services Rationalisation (inc Janitor, crossings)	260	182		78	
More efficient property and asset portfolio	120	20		100	
Review of Street Lighting provision (SLEEP project)	62	62			
Increase in minimum rental charge (property & allotments)	20			20	
Develop an Integrated Waste Plan	234			234	
New delivery model for Public Toilet provision	144	144			
Place Fees & Charges	111	111			
Charge Estate Management time	25	25			
Modernise Winter operations	100			100	
Neighbourhoods home to work mileage	20			20	
Janitorial Review	50	50			
Energy Efficiency Project	34	34			
2018/19 Savings:					
Energy Efficiency Project	119	119			
PPP - Savings in contract utility costs	100			100	
Staff Canteen Efficiency	60	60			
Catering - increased income from expansion of nursery hours	71	71			
Catering - increased income from higher Secondary Schools meals uptake.	75	75			
Catering - Marketing budget reduction	20	20			
Cleaning Service Rationalisation	20			20	
Cleaning - Review of School Crossing Patrol provision	60	60			
Projects - Feasibility budget reduction	30	30			
Review of Winter working patterns / overtime	50			50	
Neighbourhoods - Grass cutting, Biodiversity, Floral Detail, Access	345	144		201	
Education Grounds Maintenance	20	20			
Roads Review savings	100			100	
Increased surplus from Fleet Management	56	56			
Waste : Kerbside Collection Review	175			175	
Waste : Leachate Management budget reduction	100	100			
Waste : Community Recycling Centres	40			40	
Waste Fees & Charges	105	105			
Additional Income across A&I	8	8			
Corporate - Property & Assets	284	5		279	
Corporate - Vehicle Tracking and Scheduling	100	50		50	
Corporate Landlord	100			100	
	3,662	1,754	0	1,908	0

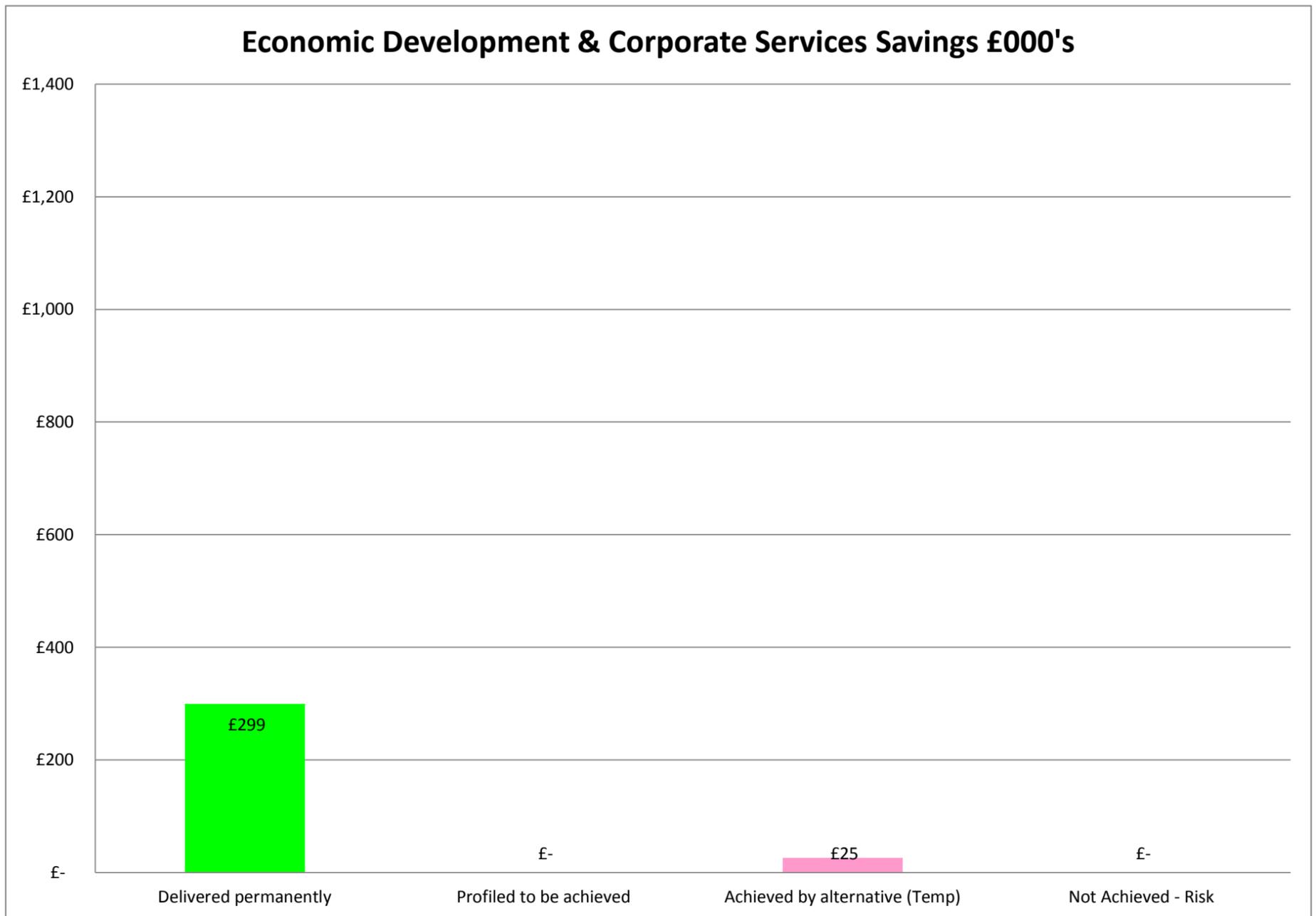


FINANCIAL PLAN EFFICIENCY PROGRESS 2018/19

ECONOMIC DEVELOPMENT & CORPORATE SERVICES

Savings :

	£'000	Delivered as per FP	Profiled to be achieved	Achieved by alternative (Temp)	Not Achieved
Brought Forward Savings					
SBConnect Advertising	50	50			
Reduction in external printing costs	25	25			
Reduction in printing contract through contract renewal	30	16		14	
Savings in Housing Strategy & Services	11			11	
2018/19 Savings:					
Shared Service opportunities with Dumfries & Galloway	150	150			
Business Gateway	10	10			
Housing Strategy savings	30	30			
Commercial Rent income	0				
Travel in Emergency Planning	4	4			
Resilient Communities materials budget	5	5			
Communications Web and Digital Media post	9	9			
	324	299	0	25	0



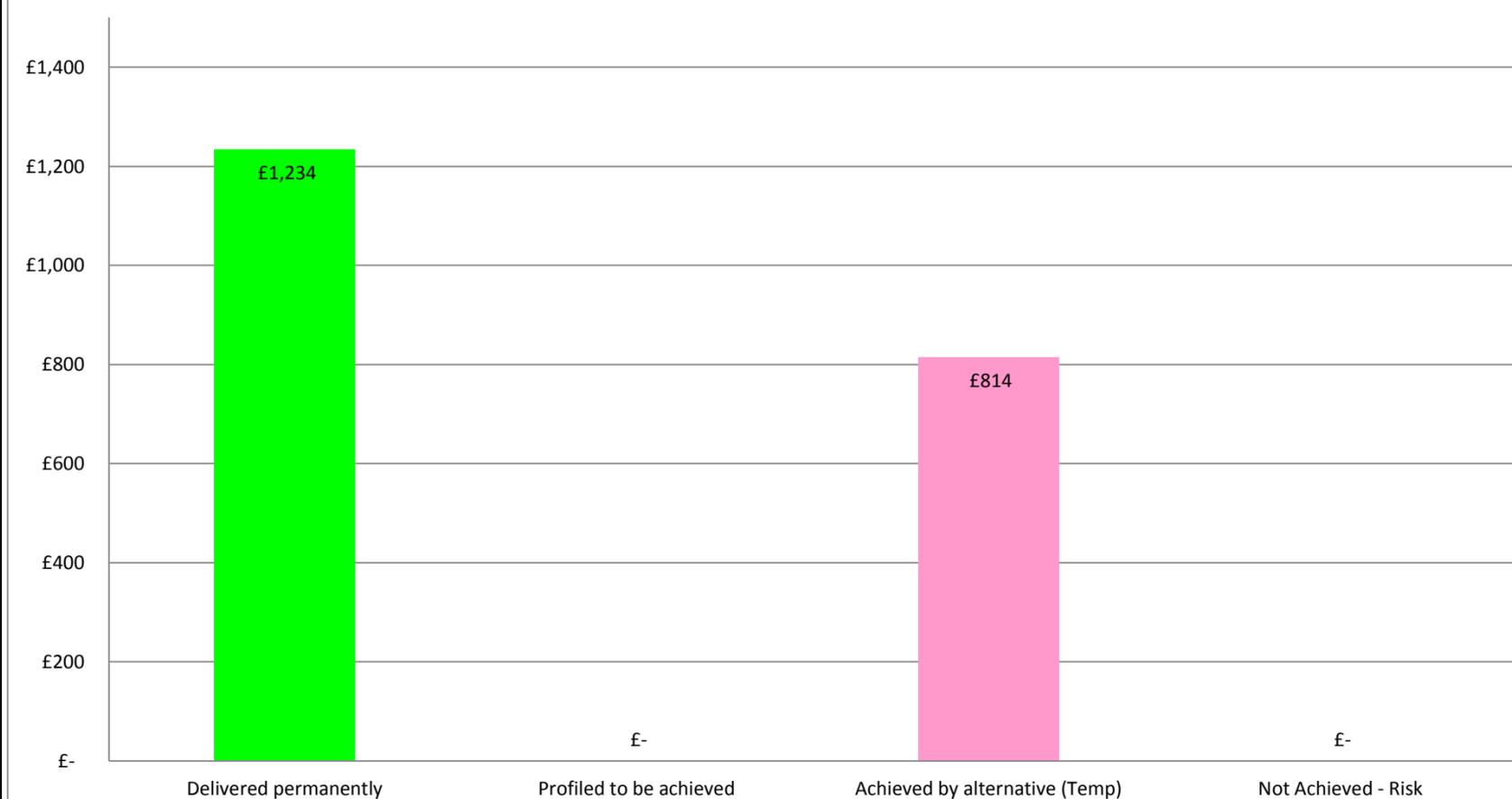
FINANCIAL PLAN EFFICIENCY PROGRESS 2018/19

HEALTH & SOCIAL CARE

Savings :

	£'000	Delivered as per FP	Profiled to be achieved	Achieved by alternative (Temp)	Not Achieved
Brought Forward Savings	£'000				
Review of Business Management & Specialist posts	53	53			
Review of Commissioning arrangements	597	597			
2018/19 Savings:					
Purchase Criminal Justice Service (CJS) training (e.g. Health and Safety) from Scottish Borders Council instead of an external provider	2	2			
Review of Day Services (Older People and Learning Disability)	290	212		78	
Review of non-day service functions from SB Cares	100	100			
Review and recommission of Specialist Care and Support Services (Older People)	250			250	
Review the Shopping Service (Older People)	41	23		18	
Review Commissioned Services including SB Cares within Learning Disability Service	100	100			
Decommission Learning Disability Services with new alternatives.	76	63		13	
Reduction in Night-Time Support (note the wider context of a future strategic review of Night-Time Support) (Learning Disability)	74			74	
Decommission Learning Disability Services delivered by Borders College	24	24			
Decommission a specific Adults with Learning Disability contract	10			10	
Decommission 2 Mental Health services with identified alternatives	53			53	
Greater Use of Technology	100			100	
Undertake a productivity review programme across Adult Social Work services	88			88	
Review management arrangements across all Adult social work services	60	60			
Review Community Based Services (considering posts / skill mix) covering Occupational Therapy and Social Work	110			110	
Review all small grants, contributions to communities and payments to 3rd sector organisations	20			20	
	2,048	1,234	0	814	0

Health & Social Care Savings £000's

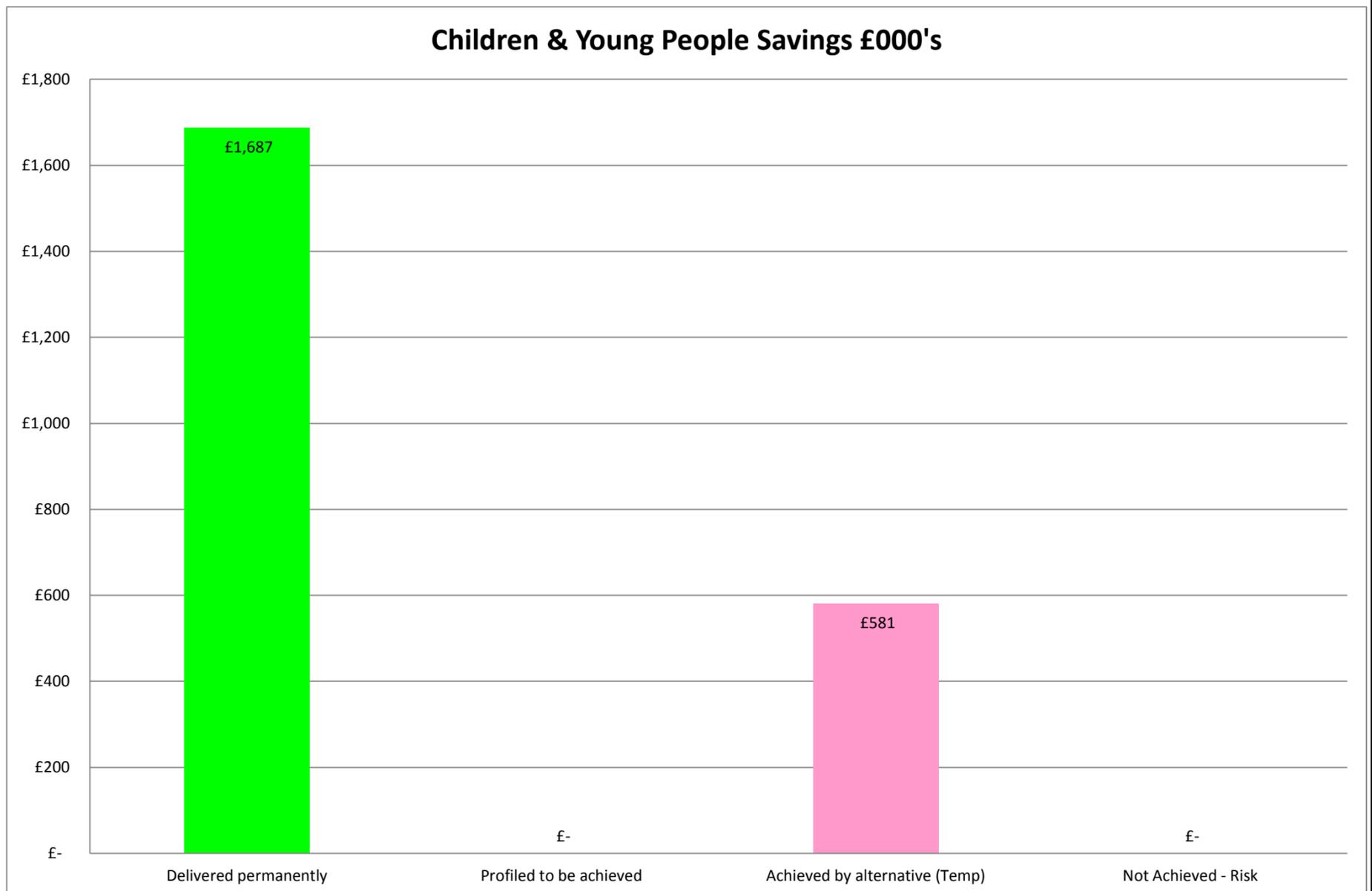


FINANCIAL PLAN EFFICIENCY PROGRESS 2018/19

CHILDREN & YOUNG PEOPLE

Savings :

	£'000	Delivered as per FP	Profiled to be achieved	Achieved by alternative (Temp)	Not Achieved
Brought Forward Savings					
School Library Review	125			125	
Review Outdoor Education Service	55	55			
2018/19 Savings:					
Review of Early Years Service aligning budget with 2017/18 service delivery	320	320			
Reduction in Teacher Numbers	230	230			
School Estate Review	85	85			
Music Tuition Review	50			50	
Outdoor Education Review	55	35		20	
School Library Review	75			75	
Central Schools Review	476	476			
ASN Passenger Transport Review	200	200			
Children & Families Social Work – reduce external placements	400	249		151	
Review of Children & Families Social Work service	100			100	
Reduce the Social Work team by 1 FTE	42			42	
Increased Fees & Charges	5	5			
Review of Community Learning & Development (CLD) service (Adults & Youth)	50	32		18	
	2,268	1,687	0	581	0

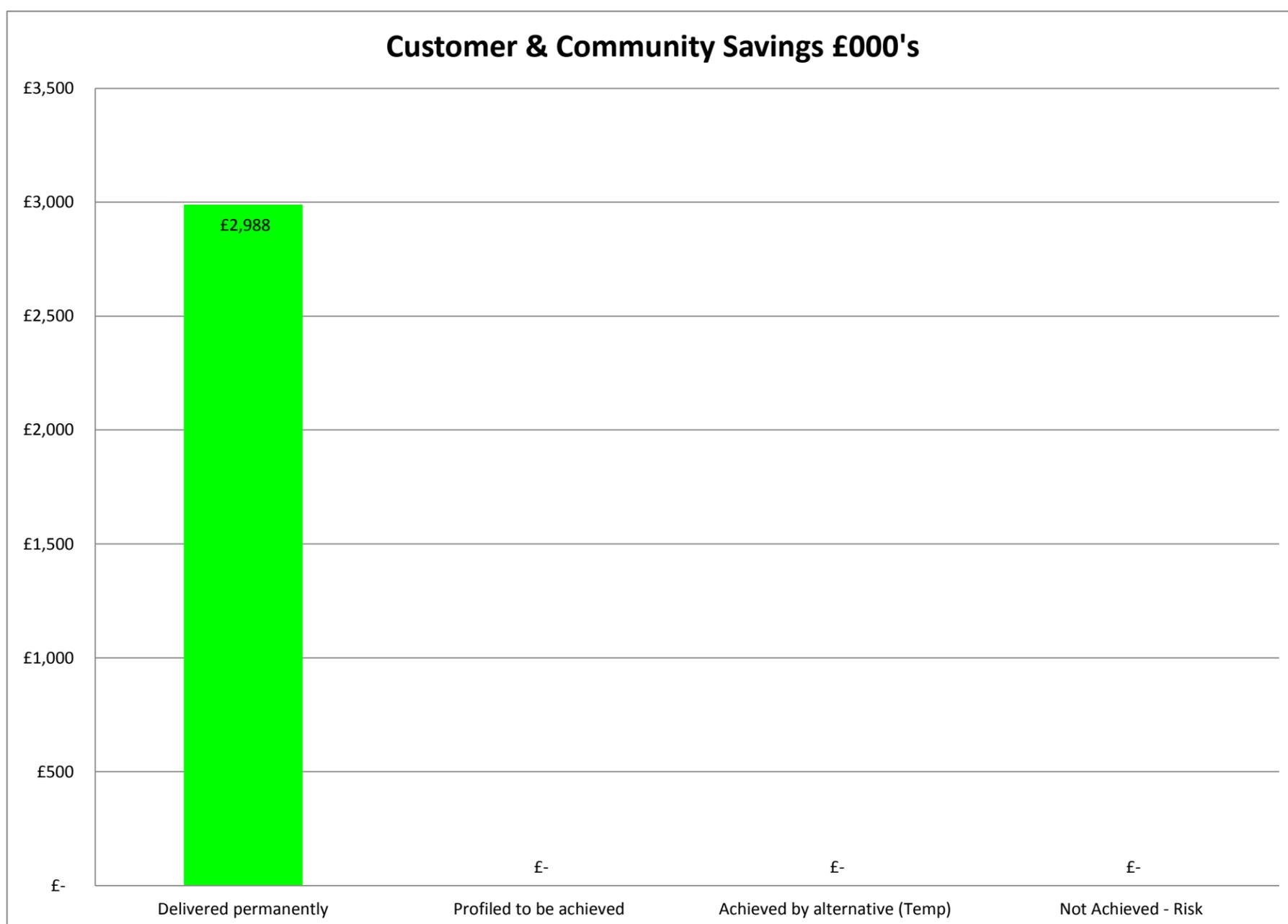


FINANCIAL PLAN EFFICIENCY PROGRESS 2018/19

CUSTOMER & COMMUNITIES

Savings :

	£'000	Delivered as per FP	Profiled to be achieved	Achieved by alternative (Temp)	Not Achieved
Brought Forward Savings					
Review commissioning arrangements (Grants)	200	200			
Register New Properties	22	22			
Corporate - Digital Transformation	1180	1,180			
2018/19 Savings:					
Maximise funding opportunities from partners	100	100			
Performance Team: Grade 8 to Modern Apprentice	15	15			
Integrated Customer Services Model	161	161			
Housing Benefits overpayment	0				
Democratic Services vacancy	35	35			
Corporate - Digital Transformation	1,175	1175			
Corporate - Council Tax Reduction Scheme	100	100			
	2,988	2,988	0	0	0

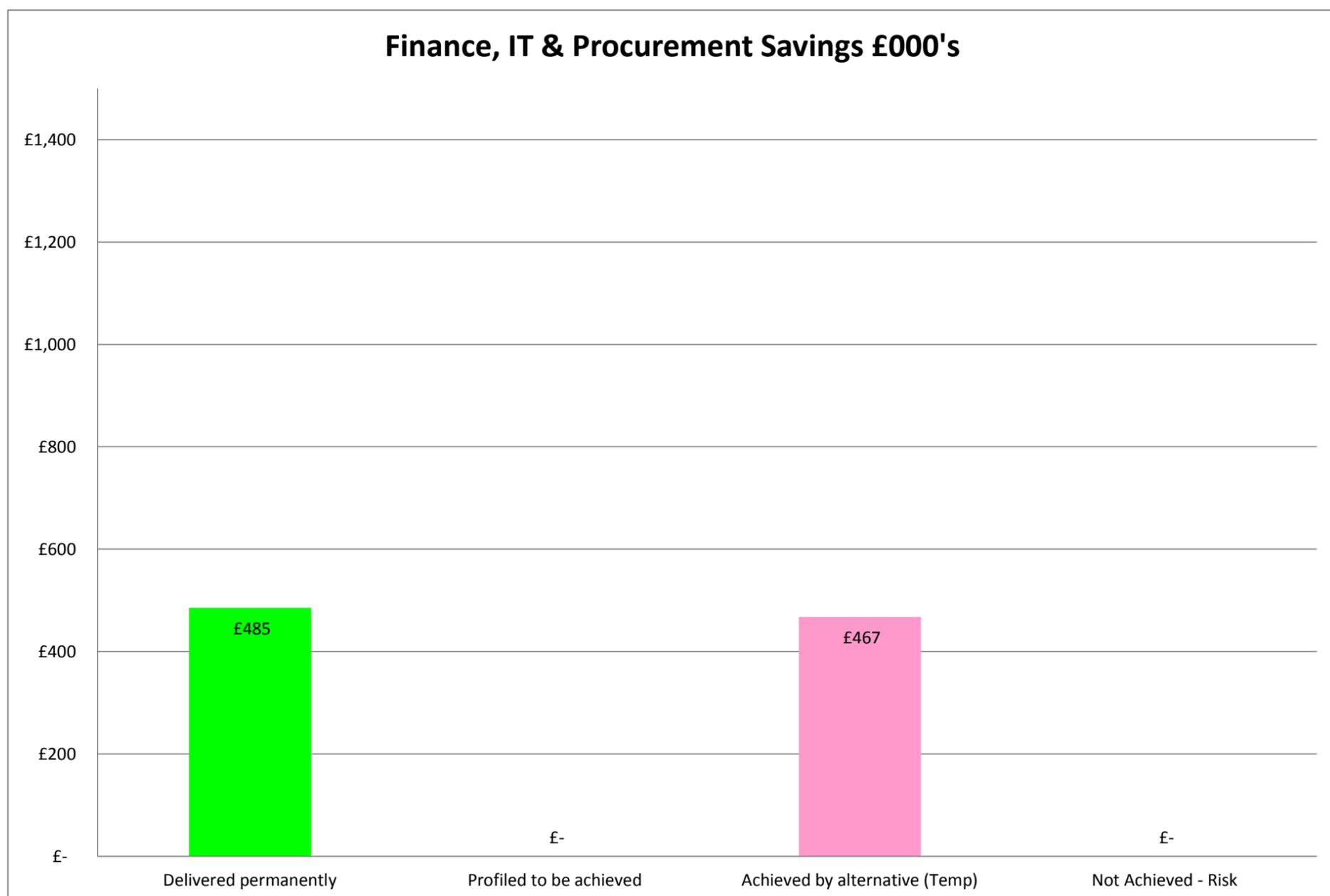


FINANCIAL PLAN EFFICIENCY PROGRESS 2018/19

FINANCE, IT & PROCUREMENT

Savings :

	£'000	Delivered as per FP	Profiled to be achieved	Achieved by alternative (Temp)	Not Achieved
Brought Forward Savings					
Corporate - Procurement savings across all departments	120	120			
2018/19 Savings:					
Self insurance approach	0				
Common Good Grants	27	27			
IT Licensing	10	10			
NHS Borders IT disaster recovery	15	15			
Corporate - Top slice external grants received	500	54		446	
Corporate - Mobile phone contracts	30	15		15	
Corporate - Procurement savings across all departments	250	244		6	
	952	485	0	467	0

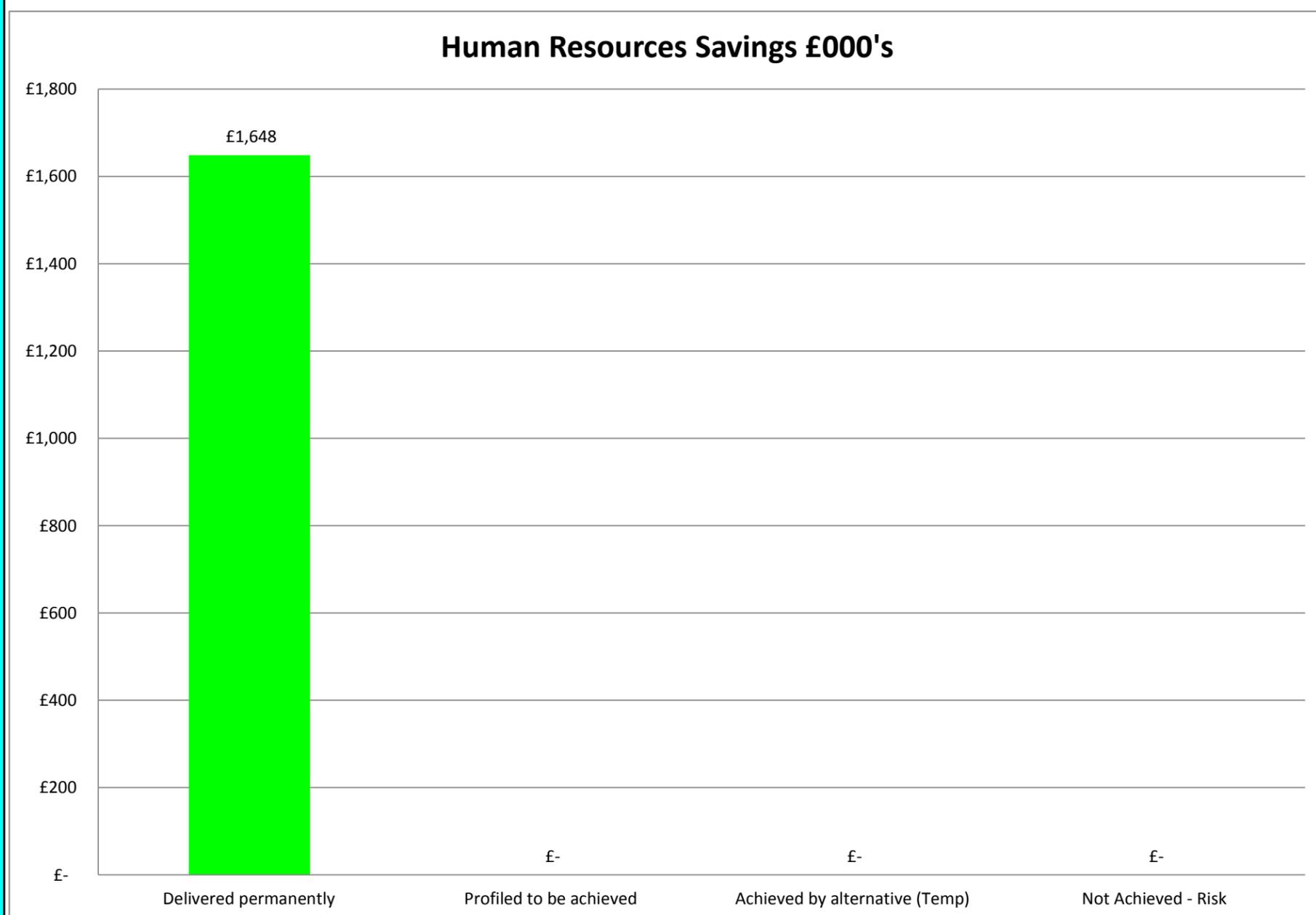


FINANCIAL PLAN EFFICIENCY PROGRESS 2018/19

HUMAN RESOURCES

Savings :

	£'000	Delivered as per FP	Profiled to be achieved	Achieved by alternative (Temp)	Not Achieved
Brought Forward Savings					
HR - Reduction occupational health	30	30			
Organisational Efficiencies (C Hepburn)	390	390			
2018/19 Savings:					
Human Resources, HRSS Discretionary spend	10	10			
Reduce Subscription for Licenses	5	5			
Apprenticeship Levy income assumption	50	50			
Salary Sacrifice income assumption	14	14			
Organisational Efficiencies	601	601			
Changes to working practices	548	548			
	1,648	1,648	0	0	0

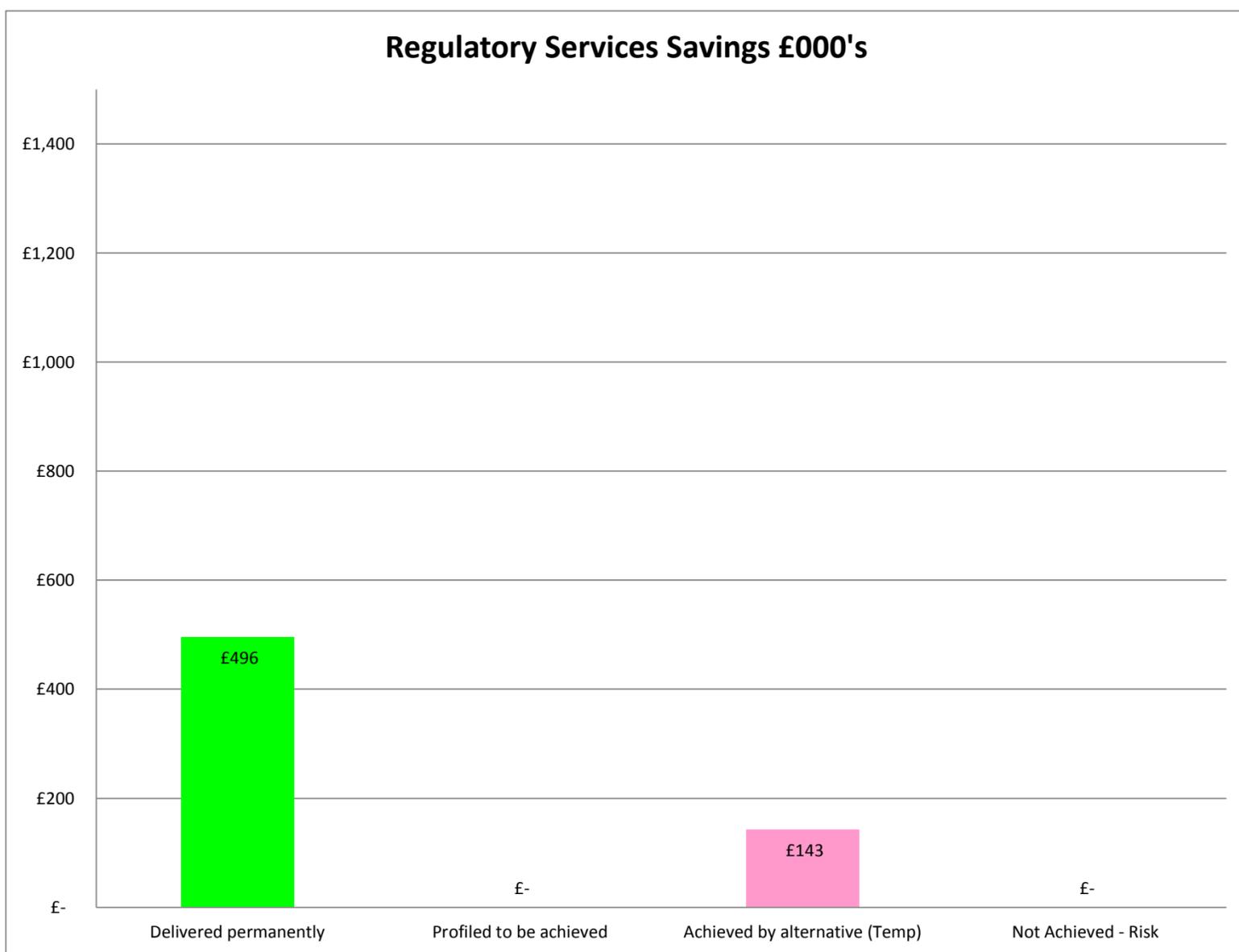


FINANCIAL PLAN EFFICIENCY PROGRESS 2018/19

REGULATORY SERVICES

Savings :

	£'000	Delivered as per FP	Profiled to be achieved	Achieved by alternative (Temp)	Not Achieved
Brought Forward Savings					
Regulated Bus Fares	58	58			
2018/19 Savings:					
Planning Fee Income	100			100	
Phase 2 staffing reductions within Planning Service	50	50			
Additional income from Pre-Planning advice	10	10			
SESPLAN Payment Reduction	35	35			
Assessors - reduction in canvasser numbers	22	22			
Assessors - bulk printing savings	10	10			
Regulated Bus Fares	40	40			
Transport Review Savings	200	200			
Provision of shared Audit Service with Mid-Lothian	34	34			
Legal Subscriptions	3	3			
Shared "on call" service for Environmental Health incidents	4	4			
Provision of an Animal Feed Service for other Local Authorities	30	30			
Protective Services Staffing	43			43	
	639	496	0	143	0



BALANCES AT 31 MARCH 2019

Report by Chief Financial Officer

EXECUTIVE COMMITTEE

12 February 2019

1 PURPOSE AND SUMMARY

- 1.1 This report provides the Executive Committee with an analysis of the Council's balances as at 31 March 2018 and advises Members of the projected balances at 31 March 2019.**
- 1.2 The unaudited Council's General Fund useable reserve (non-earmarked) balance was £6.672m at 31 March 2017. The monitoring position reported to the Executive Committee in November 2018 reflected a balance of £6.315m in line with the approved Financial Strategy. The projected balance as at 31st March 2019 remains £6.315m.
- 1.3 The Council's allocated reserve balance was £5.058m at 31 March 2018. The projected balance in the allocated reserve at 31st March 2019 is £2.627m as a result of approved planned draw downs during 2018/19.
- 1.4 The total of all useable balances, excluding developer contributions, at 31 March 2019 is projected to be £21.071m, compared to £28.793 at 31 March 2018.
- 1.5 The projected balance on the Capital Fund of £4.975m will be affected by any further capital receipts, developer contributions, interest credited and any expenditure authorised to be financed from the Fund during the remainder of the financial year.

2 RECOMMENDATIONS

- 2.1 It is recommended that the Executive Committee:**
 - (a) Notes the projected revenue balances as at 31 March 2019 as per Appendices 1 & 2;**
 - (b) Notes that any shortfall associated with pay award negotiations may require to be drawn down from reserves in 2018/19; and**
 - (c) Notes the projected balance in the Capital Fund as per Appendix 3.**

3 ACCOUNTS AND FUNDS OPERATED BY THE COUNCIL

3.1 Income and expenditure relating to the Council's services are accounted for and financed through the following funds (as required or permitted by statute):

- (a) General Fund
- (b) Corporate Property Repairs & Renewals Fund
- (c) Insurance Fund
- (d) Plant & Vehicles renewals Fund
- (e) Capital Fund

3.2 The projections of balances on these Funds are shown in the statements attached in Appendices 1, 2 and 3 and are based on actual expenditure and income to 31 December 2018. These balances represent the Council's useable reserves which are projected at 31 March 2019 as follows:

BALANCES	31/03/19 projection £m
Earmarked Balances (non DSM)	3.740
Earmarked Balances (DSM)	0.690
Allocated Balances	2.627
General Fund (Unallocated Reserve)	6.315
Corporate Property Repairs & Renewals Fund	0
Insurance Fund	1.119
Plant & Vehicles Renewals Fund	5.415
Capital Fund (exc. Developer Contributions)	1.165
	21.071

4 BALANCES AT 31 MARCH 2019

4.1 UNALLOCATED BALANCES

Appendix 1 summarises the projected transactions and resultant projected balances at 31 March 2019 on the General Fund and Appendix 2 shows the projected non-General Fund balances. The net effect is the useable General Fund balance after earmarked funds and allocated reserves is projected to be **£6.315m** at 31 March 2019 which is in line with the recommended level included in the Financial Strategy approved by Council.

4.2 RISKS

The Corporate Financial Risk Register was considered at the Council Meeting on 20 February 2018 and identifies potential risks which include failure to control budgets within approved limits, severe weather events, the economic downturn, potential contractual claims and unplanned emergencies. The accumulated financial risk in the Risk Register is assessed to be at £11.063m and the projected useable General Fund balance, at £6.315m, is sufficient to cover 57% of risks identified at that time. £6.315m is the recommended level of General Fund Reserve identified in the Financial Strategy approved by Council on 20 February 2018. The general fund reserve will continue to be monitored through the Corporate Financial Risk Register on a regular basis.

4.3 ALLOCATED BALANCES

Allocated balances were £2.828m at the last reporting and are now projected to be £2.627m based on the draw down of a further £201k of the ER/VS balance in line with current commitments. All movements during 2018/19 are set out below:

ALLOCATED BALANCES	31st March 2018 £m	Increase during 2018/19 £m	Released during 2018/19 £m	31st March 2019 £m
General Financial Plan	2.000		(2.000)	0
CFCRs not yet applied to capital	0.135	0	(0.135)	0
IT transformation	1.030	0	0	1.030
Municipal Mutual	0.242	0	0	0.242
Adverse Weather (including flood)	1.000	0	0	1.000
Approved contribution to Energy Efficiency & Change Fund	0.300	0	0	0.300
ER/VS	0.351	0.140	(0.436)	0.055
Total	5.058	0.140	(2.571)	2.627

4.4 Appendix 3 details the balances currently held in the Capital Fund. These balances are temporarily held in the Loans Fund and will attract interest at the end of the financial year. The Fund can only be used for capital purposes or to repay external debt.

5 IMPLICATIONS

5.1 Financial

There are no financial implications beyond those contained in the report and appendices.

5.2 Risk and Mitigations

The major risks associated with this report are that the level of projected balances proves to be insufficient. Service budget pressures plus unexpected liabilities are the most likely sources of pressure on reserves. Current pressures being highlighted through the 2018/19 revenue monitoring process increase the likelihood of a draw down from reserves being required in 2018/19. These risks are being managed through regular monitoring of financial activity in all funds of the Council, including regular revenue and capital budgetary control reports to the Executive Committee. In addition the Corporate Financial Risk Register is regularly reviewed by senior Finance staff.

5.3 Equalities

There are no adverse equality issues arising from the report.

5.4 Acting Sustainably

There are no economic, social or environmental effects associated with this

report.

5.5 Carbon Management

There are no effects on carbon emissions associated with this report.

5.6 Rural Proofing

This report does not relate to a new or amended policy or strategy and as a result rural proofing is not an applicable consideration.

5.7 Changes to Scheme of Administration or Scheme of Delegation

There are no changes to the Schemes of Administration or Delegation as a result of this report.

6 CONSULTATION

6.1 The Corporate Management Team have been consulted and any comments have been reflected in the report. Any comments from the Monitoring Officer, the Chief Legal Officer, the Chief Officer Audit & Risk, the Chief Officer HR, and the Clerk to the Council will be communicated at the Executive Committee meeting.

Approved by

David Robertson
Chief Financial Officer

Signature

Author(s)

Suzy Douglas	Financial Services Manager 01835 824000 X5881
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Background Papers:

Previous Minute Reference: 20 November 2018

Note – You can get this document on tape, in Braille, large print and various computer formats by contacting the address below. Treasury & Capital Team can also give information on other language translations as well as providing additional copies.

SCOTTISH BORDERS COUNCIL
GENERAL FUND BALANCES AT 31 MARCH 2019

	GENERAL FUND £'000's	GENERAL FUND (DSM) £'000's	GENERAL FUND (EAR-MARKED) £'000's	ALLOCATED RESERVES £'000's	TOTAL £'000's
Balance at 1 April 2018	6,672	2,442	5,556	5,058	19,728
Projected Income (RSG, NDR, Council Tax)	261,518				261,518
Projected Net Revenue Expenditure	(267,874)				(267,874)
Earmarked Balances from previous year	7,934	(2,442)	(5,492)		0
Earmarked Balances to future years	(4,366)	690	3,676		0
Allocation of statutory adjustment balance to ER/VS	(5)			5	0
Funding allocated Financial Plan Revenue	2,000			(2,000)	0
Transfer allocated reserve from CFCR to ER/VS				(135)	(135)
Transfer allocated reserve from CFCR to ER/VS				135	135
Drawdown from ERVS Allocated Reserve	436			(436)	0
Projected Balance at 31 March 2019	6,315	690	3,740	2,627	13,372

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SCOTTISH BORDERS COUNCIL
REVENUE FUND BALANCES AT 31 MARCH 2019
(EXCLUDING GENERAL FUND)

	CORPORATE PROPERTY REPAIRS & RENEWALS FUND £'000's	PLANT & VEHICLES RENEWAL FUND £'000's	INSURANCE FUND £'000's	TOTAL £'000's
Balance at 1 April 2018	426	5,982	1,063	7,471
Projected Income	<u>2,222</u>	<u>2,295</u>	<u>1,738</u>	<u>6,255</u>
	2,648	8,277	2,801	13,726
Projected Expenditure	2,598	2,862	1,682	7,142
Contribution to Reserves				-
Transfer to/from General Fund	<u>50</u>			<u>50</u>
Projected Balance at 31 March 2019	-	5,415	1,119	6,534

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SUMMARY OF CAPITAL FUND

	Balance as at 31/03/18 £'000	Balance as at 31/03/19 £'000
DEVELOPER CONTRIBUTIONS		
Waverley Railway	-	-
Technical Services	505	401
Education & Lifelong Learning	1,874	2,220
Planning & Economic Development	-	
Social Work - Affordable Housing	707	676
Accrued Interest	514	514
Sub Total Developer Contributions	<u>3,600</u>	<u>3,810</u>
Capital Receipts	1,599	1,165
Total	<u><u>5,199</u></u>	<u><u>4,975</u></u>

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MONITORING OF THE CAPITAL FINANCIAL PLAN 2018/19

Report by Chief Financial Officer

EXECUTIVE COMMITTEE

12 February 2019

1 PURPOSE AND SUMMARY

- 1.1 This report updates the Executive Committee on the progress of the 2018/19 Capital Financial Plan, seeks approval for projected outturns and associated virements, and the reallocation of funds.**
- 1.2 The monitoring tables in Appendix 1 report on actual expenditure to 31 December 2018. Key issues identified in these tables are summarised within the main report.
- 1.3 The tables identify a projected net variance of £1.52m against the approved budget. The net in year budget decrease of £1.52m is partly due to net budget timing movements to future years of £2.722m, the most significant of which are Reston Station £0.600m, Depot enhancement £0.297m, Play Areas and Outdoor Community Spaces £0.267m, Jim Clark Museum £0.244m, Hawick Regeneration £0.200m, Energy Efficiency £0.200m and Asset Rationalisation £0.200m. These timing movements are offset by budget increases of £1.2m primarily relating to £0.738m in Roads and Bridges, £0.225m Wilton Lodge Park and £0.153m Electric Vehicles.
- 1.4 Appendix 2 contains a list of the block allocations approved for this year and the various approved and proposed projects to be allocated from them within the 2018/19 Capital Plan.
- 1.5 Appendix 3 contains a list of estimated whole project capital costs for single projects which will not be completed in the current financial year.

2 RECOMMENDATIONS

- 2.1 It is recommended that the Executive Committee:**
 - (a) Agrees the projected outturns in Appendix 1 as the revised capital budget and approves the virements required;**
 - (b) Notes the budget virements previously approved by the Chief Financial Officer and Service Director Assets & Infrastructure detailed in Appendix 2 under delegated authority;**
 - (c) Notes the list of block allocations detailed in Appendix 2; and**
 - (d) Notes the list of whole project costs detailed in Appendix 3.**

3 BACKGROUND

- 3.1 The Council approved the Capital Plan for the period 2018/19 to 2027/28 on 20 February 2018, which has subsequently been updated to reflect budget adjustments, associated timing movements and other approvals. The movements to the total available budget since the Council meeting is as follows:

	£000s	£000s
Capital Plan 2018/19 as approved at Council 20 February 2018		43,912
In Year Budget Movements		21,271
Latest Approved Capital Plan 2018/19 at 31 December 2018		65,183

- 3.2 The presentation of the monitoring tables in Appendix 1 focuses on the three year Operational Plan of the approved 10 year Capital Financial Plan. The first section of the tables in Appendix 1 focuses in detail on the 2018/19 position; there are three columns each for 2019/20 and 2020/21 and then three columns for the 7 year strategic plan 2021/22 to 2027/28. For 2018/19 the variance between the latest approved budget and the projected outturn is analysed between timing movements between financial years and absolute changes in costs (budget movements). For 2019/20 and 2020/21 the table presents the impact of the total variance projected between the latest approved budget and projected outturn. Below the tables, a narrative is provided where appropriate.
- 3.3 This report is the third monitoring report in the planned reporting schedule for 2018/19.

4 MONITORING THE PLAN

- 4.1 Appendix 1 to this report contains the budget monitoring tables. The actual expenditure to 31 December 2018 is shown together with the projected outturn for the full financial year and where appropriate contains an explanation of budget movements. Appendix 2 also contains any budget and timing movements approved by the Chief Financial Officer and Service Director Assets & Infrastructure under the Financial Regulations approved in November 2018.
- 4.2 The actual expenditure to 31 December 2018 has been adjusted for any credit balances for accrued expenses from 2017/18 which have not yet been invoiced.
- 4.3 Appendix 2 contains a summary for each block allocation within the 2018/19 Capital Plan of approved and proposed proposals for various projects and programmes.
- 4.4 Appendix 3 contains a list of estimated whole project capital costs for single projects where the project will not be completed in the current financial year.

5 SPECIFIC ISSUES

- 5.1 The following sections identify the other key areas of note within the Appendix 1 tables.
- 5.2 **Reston Station**

£0.600m timing movement to 2019/20 due to the coordination of Transport Scotland programme of works.

5.3 Depot Enhancement

£0.297m timing movement to 2019/20 required due to further consideration of a wider depot rationalisation project.

5.4 Play Areas and Outdoor Community Spaces

£0.267m timing movement to 2019/20 relating primarily to delays in the procurement process for work being carried out at Sheddon Park in Kelso and Wilton Lodge Pump Track.

5.5 Jim Clark Museum

£0.244m timing movement to align with project timescales.

The table below provides an update on the projected position of the Emergency & Unplanned Schemes:

	£000s
Budget as Approved at Council 20 February 2018	300
Previous Year Timing Movement	(35)
Allocation as per Appendix 1 (Selkirk Streetscape)	(75)
Allocation as per Appendix 1 (Market Place Jedburgh)	(20)
Projected Balance	170

6 IMPLICATIONS

6.1 Financial

- (a) There are no financial implications beyond those contained in the report and appendices.
- (b) Any capital borrowing requirements associated with these changes will be managed in line with the approved Treasury Strategy from approved budgets. The principal part of the capital financial plan is funded by long term loans and the resultant loan charges are reported within the revenue monitoring reports.

6.2 Risk and Mitigations

- (a) At the end of December 2018, actual expenditure totalled £33.417m which represents 52% of the projected outturn, excluding the impact of large accruals. There is a risk of timing movements this financial year some of which has already been highlighted in narrative in Appendix 1. It is vital that capital budgets continue to be monitored carefully through the Project Managers and that their outturn projections are as accurate as possible.
- (b) Key risks associated with individual projects have been identified within the narrative and the individual project managers are undertaking the appropriate work to manage these.

6.3 Equalities

No Equalities Impact Assessment has been carried out in relation to the Capital Monitoring report; it is, however, expected that for individual projects this work will have been undertaken by the relevant project manager/budget holder prior to budget being approved.

6.4 Acting Sustainably

There are no direct economic, social or environmental issues with this report although there may be within individual projects and these will be identified and addressed as appropriate as part of their specific governance arrangements.

6.5 Carbon Management

There are no direct carbon emissions impacts as a result of this monitoring report; however, there may be within individual projects and these will be identified and addressed as appropriate as part of their specific governance arrangements.

6.6 Rural Proofing

This report does not relate to new or amended policy or strategy and as a result rural proofing is not an applicable consideration.

6.7 Changes to Scheme of Administration or Scheme of Delegation

No changes to the Scheme of Administration or Delegation are required as a result of this report.

7 CONSULTATION

- 7.1 The Corporate Management Team have been consulted with any comments incorporated into the report. Any comments from the Monitoring Officer, the Chief Legal Officer, the Chief Officer Audit and Risk, the Chief Officer HR and the Clerk to the Council will be reported at the Executive Committee meeting.
- 7.2 The Service Director Assets & Infrastructure has been consulted in the preparation of this report and the content of the detailed appendices and any comments incorporated.

Approved by

David Robertson
Chief Financial Officer

Signature

Author(s)

Name	Designation and Contact Number
Suzy Douglas	Financial Services Manager 01835 824000 X 5881

Background Papers: None

Previous Minute Reference: None

Note – You can get this document on tape, in Braille, large print and various computer formats by contacting the Author. Information on other language translations as well as additional copies can also be provided.

Scottish Borders Council
Capital Financial Plan

SUMMARY

	2018/19				2019/20			2020/21			2021/22 - 2027/28		
	Actual to 31/12/18	Projected Outturn	Latest Approved Budget	Variance	Latest Approved Budget	Variance	Projected Budget	Latest Approved Budget	Variance	Projected Budget	Latest Approved Budget	Variance	Projected Budget
	£000		£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
Plant & Vehicle Fund	1,291	2,000	2,000	0	2,000	0	2,000	2,000	0	2,000	14,000	0	14,000
Non Plant & Vehicle Fund - Other Fleet - Electric Vehicles	85	153	0	153	0	0	0	0	0	0	0	0	0
Non Plant & Vehicle Fund - Other Fleet - Electric Vehicles - Infra	2	195	195	0	0	0	0	0	0	0	0	0	0
Non Plant & Vehicle Fund - Waste Collection Vehicles	641	1,100	1,100	0	300	0	300	0	0	0	600	0	600
Flood & Coastal Protection	3,631	5,158	5,163	(5)	13,396	5	13,401	16,586	0	16,586	12,067	0	12,067
Land and Property Infrastructure	12,322	16,289	17,117	(828)	5,929	1,073	7,002	4,559	0	4,559	21,943	0	21,943
Road & Transport Infrastructure	6,636	11,260	11,027	233	8,649	600	9,249	8,789	0	8,789	60,920	0	60,920
Waste Management	2,099	5,026	5,026	0	1,667	0	1,667	200	0	200	365	0	365
Total Assets & Infrastructure	26,707	41,181	41,628	(447)	31,941	1,678	33,619	32,134	0	32,134	109,895	0	109,895
Corporate	0	2,839	2,839	0	529	0	529	646	0	646	3,922	0	3,922
Total Other Corporate Services	0	2,839	2,839	0	529	0	529	646	0	646	3,922	0	3,922
School Estate	4,446	13,195	13,195	0	5,958	0	5,958	4,404	0	4,404	37,172	0	37,172
Total Children & Young People	4,446	13,195	13,195	0	5,958	0	5,958	4,404	0	4,404	37,172	0	37,172
Sports Infrastructure	10	382	412	(30)	666	30	696	290	0	290	6,028	0	6,028
Culture & Heritage	407	1,324	1,716	(392)	765	391	1,156	1,858	0	1,858	99	0	99
Total Culture & Sport	417	1,706	2,128	(422)	1,431	421	1,852	2,148	0	2,148	6,127	0	6,127
Economic Regeneration	1,504	3,789	4,320	(531)	12,296	531	12,827	170	0	170	1,044	0	1,044
Housing Strategy & Services	275	526	526	0	375	0	375	400	0	400	2,975	0	2,975
Total Economic Development & Corporate Services	1,779	4,315	4,846	(531)	12,671	531	13,202	570	0	570	4,019	0	4,019
Emergency & Unplanned Schemes	0	170	190	(20)	300	0	300	300	0	300	2,100	0	2,100
Total Emergency & Unplanned Schemes	0	170	190	(20)	300	0	300	300	0	300	2,100	0	2,100
Social Care Infrastructure	68	260	357	(97)	4,953	97	5,050	254	0	254	707	0	707
Total Health & Social Care	68	260	357	(97)	4,953	97	5,050	254	0	254	707	0	707
Planned Programming Adjustments	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Planned Programming Adjustments	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Scottish Borders Council	33,417	63,666	65,183	(1,517)	57,783	2,727	60,510	40,456	0	40,456	163,942	0	163,942

Scottish Borders Council
Capital Financial Plan

		2018/19				2019/20			2020/21			2021/22 - 2027/28		
	R A G	Actual to 31/12/18 £000	Projected Outturn £000	Latest Approved Budget £000	Variance £000	Latest Approved Budget £000	Variance £000	Projected Budget £000	Latest Approved Budget £000	Variance £000	Projected Budget £000	Latest Approved Budget £000	Variance £000	Projected Budget £000
Plant & Vehicle Fund														
Plant & Vehicle Replacement - P&V Fund	G	1,291	2,000	2,000	0	2,000	0	2,000	2,000	0	2,000	14,000	0	14,000
		1,291	2,000	2,000	0	2,000	0	2,000	2,000	0	2,000	14,000	0	14,000
Non-Plant & Vehicle Fund														
Other Fleet - Electric Vehicles	A	85	153	0	153	0	0	0	0	0	0	0	0	0
Other Fleet - Electric Vehicles - Infrastructure	G	2	195	195	0	0	0	0	0	0	0	0	0	0
Waste Collection Vehicles - Non P&V Fund	G	641	1,100	1,100	0	300	0	300	0	0	0	600	0	600
		728	1,448	1,295	153	300	0	300	0	0	0	600	0	600
Flood & Coastal Protection														
Flood Studies	G	115	452	452	0	365	0	365	350	0	350	2,450	0	2,450
General Flood Protection Block	A	10	140	175	(35)	424	5	429	200	0	200	1,400	0	1,400
Hawick Flood Protection	G	3,371	4,402	4,402	0	12,607	0	12,607	16,036	0	16,036	8,217	0	8,217
Selkirk Flood Protection	A	135	164	134	30	0	0	0	0	0	0	0	0	0
		3,631	5,158	5,163	(5)	13,396	5	13,401	16,586	0	16,586	12,067	0	12,067
Land and Property Infrastructure														
Asset Rationalisation	A	203	777	977	(200)	2,070	200	2,270	750	0	750	750	0	750
Bannerfield Play Area	G	0	3	3	0	0	0	0	0	0	0	0	0	0
Building Upgrades	G	314	780	780	0	730	0	730	730	0	730	5,350	0	5,350
Cleaning Equipment Replacement Block	G	18	50	50	0	50	0	50	50	0	50	350	0	350
Combined Depot Enhancements	A	1	1	298	(297)	0	297	297	0	0	0	0	0	0
Commercial Property Upgrades	G	6	80	80	0	50	0	50	50	0	50	350	0	350
Contaminated Land Block	A	17	67	170	(103)	52	103	155	52	0	52	364	0	364
Public Conveniences	G	0	45	45	0	0	0	0	0	0	0	0	0	0
Drainage - Parks and Open Spaces Block	A	0	0	6	(6)	0	6	6	0	0	0	0	0	0
Energy Efficiency Works	A	528	2,208	2,408	(200)	1,045	200	1,245	1,045	0	1,045	7,315	0	7,315
Health and Safety Works	G	452	854	854	0	835	0	835	835	0	835	5,845	0	5,845
Parks & Open Spaces - Upgrades	A	285	315	322	(7)	0	0	0	0	0	0	0	0	0
Play Facilities	G	0	45	45	0	0	0	0	0	0	0	0	0	0
Play Areas & Outdoor Community Spaces	A	60	489	749	(260)	1,097	267	1,364	1,047	0	1,047	1,619	0	1,619
Market Place/High Street Jedburgh	A	0	50	30	20	0	0	0	0	0	0	0	0	0
Tweedbank Development	G	10,210	10,226	10,226	0	0	0	0	0	0	0	0	0	0
Wilton Lodge Park	A	228	299	74	225	0	0	0	0	0	0	0	0	0
		12,322	16,289	17,117	(828)	5,929	1,073	7,002	4,559	0	4,559	21,943	0	21,943

Scottish Borders Council
Capital Financial Plan

		2018/19				2019/20			2020/21			2021/22 - 2027/28		
	R A G	Actual	Projected	Latest	Variance	Latest	Variance	Projected	Latest	Variance	Projected	Latest	Variance	Projected
		to 31/12/18	Outturn	Approved Budget		Approved Budget		Budget	Approved Budget		Budget	Approved Budget		Budget
		£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000

Scottish Borders Council
Capital Financial Plan

		2018/19				2019/20			2020/21			2021/22 - 2027/28		
	R	Actual to 31/12/18	Projected Outturn	Latest Approved Budget	Variance	Latest Approved Budget	Variance	Projected Budget	Latest Approved Budget	Variance	Projected Budget	Latest Approved Budget	Variance	Projected Budget
	A	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
	G													
Road & Transport Infrastructure														
A72 Dirtpot Corner - Road Safety Works	G	343	1,995	1,995	0	120	0	120	0	0	0		0	0
Accident Investigation Prevention Schemes Block	G	10	62	62	0	50	0	50	50	0	50	350	0	350
Cycling Walking & Safer Streets	A	204	289	319	(30)	207	0	207	199	0	199	1,649	0	1,649
Engineering Minor Works	G	0	0	0	0	14	0	14	0	0	0	0	0	0
Galashiels Developments	G	0	0	0	0	200	0	200	0	0	0	0	0	0
Innerleithen to Walkerburn - Shared Access Route	A	336	355	315	40	0	0	0	0	0	0	0	0	0
Lighting Asset Management Plan	A	150	254	254	0	300	0	300	200	0	200	1,400	0	1,400
Peebles Bridge	G	0	0	0	0	0	0	0	0	0	0	420	0	420
Reston Station Contribution	A	0	0	600	(600)	500	600	1,100	600	0	600	640	0	640
Roads & Bridges -inc. RAMP, Winter Damage & Slopes	A	5,185	7,180	6,357	823	6,420	0	6,420	7,410	0	7,410	56,461	0	56,461
Selkirk Town Centre (Streetscape works)	G	0	111	111	0	0	0	0	0	0	0	0	0	0
Street Lighting Energy Efficiency Project	G	387	650	650	0	435	0	435	70	0	70	0	0	0
Union Chain Bridge	G	21	364	364	0	403	0	403	260	0	260	0	0	0
		6,636	11,260	11,027	233	8,649	600	9,249	8,789	0	8,789	60,920	0	60,920
Waste Management														
CRC - Bulky Waste Adjustments	A	15	188	110	78	157	0	157	0	0	0	0	0	0
CRC - Improved Skip Infrastructure	A	0	0	20	(20)	146	0	146	0	0	0	0	0	0
Easter Langlee Cell 3 Leachate Pumping System	A	2	2	10	(8)	0	0	0	0	0	0	0	0	0
Easter Langlee Cell Provision	G	0	0	0	0	550	0	550	110	0	110	0	0	0
Easter Langlee Leachate Management Facility	G	3	95	95	0	377	0	377	42	0	42	0	0	0
New Easter Langlee Waste Transfer Station	G	2,031	4,693	4,693	0	389	0	389	0	0	0	0	0	0
Waste Transfer Stations- Health & Safety Works	A	0	0	50	(50)	0	0	0	0	0	0	0	0	0
Waste Containers	G	48	48	48	0	48	0	48	48	0	48	365	0	365
		2,099	5,026	5,026	0	1,667	0	1,667	200	0	200	365	0	365
Total Assets & Infrastructure		26,707	41,181	41,628	(447)	31,941	1,678	33,619	32,134	0	32,134	109,895	0	109,895

Plant & Vehicle Fund	
Plant & Vehicle Replacement - P&V Fund	Fully funded by Plant & Vehicle Replacement Fund
Waste Collection Vehicles - Non P&V Fund	
Other Fleet - Electric Vehicles Waste Collection Vehicles - Non P&V Fund	
Flood & Coastal Protection	
General Flood Protection Block	Small timing movement to 2019/20 and reallocation in year of £30K to Selkirk Flood Protection Scheme.
Land and Property Infrastructure	
Asset Rationalisation Building Upgrades Combined Depot Enhancements Contaminated Land Block	Timing movement of £200k to 2019/20. Revised scheme currently being costed. Therefore revised start time will be 2019/20 Reallocation of block required as detailed in Appendix 2. Timing movement of £297k to 2019/20 due to final decisions on a wider depot rationalisation project. Timing movement of £103k sought to 2019/20. Project timescales delayed due to further investigations required at one of the sites.
Drainage - Parks and Open Spaces Block	Timing movement of £6k to 2019/20. Further budget required for proposed works, therefore revised start time will be 2019/20
Energy Efficiency Works	Timing movement of £200k to 2019/20. Projects being cancelled due to financial viability - when costs established financial return not sufficient to justify spend.
Health and Safety Works	Reallocation of block required as detailed in Appendix 2.
Parks & Open Spaces - Upgrades	Reallocation of £7k to Children's Play area at Harestanes, Jedburgh
Play Areas & Outdoor Community Spaces	Timing movement of £248k Shedden Park, Kelso & £19k Wilton Lodge Pump Track to 2019/20. Reallocation of £7k from Galashiels Parks & Open Spaces
Wilton Lodge Park	Gross up income that will be received from HLF for additional expenditure incurred 18/19.
Road & Transport Infrastructure	
Cycling Walking & Safer Streets	Reallocation of block required as detailed in Appendix 2.
Innerleithen to Walkerburn - Shared Access Route	Gross up of additional funding from SUTRANS (£40k) for completion of scheme.
Lighting Asset Management Plan	Reallocation of block required as detailed in Appendix 2.
Reston Station Contribution	Timing movement to 2019/20.
Roads & Bridges -inc. RAMP, Winter Damage & Slopes	Reallocation of block required as detailed in Appendix 2. Virement from Cycling Walking Safer Streets and virement from revenue to fund capital.
Waste Management	
CRC - Bulky Waste Adjustments	Virement from other areas of Waste Management to fund the capital delivery at Eshiels & planned works at Hawick.
CRC - Improved Skip Infrastructure	Reallocation to CRC Bulky Waste Adjustments
Easter Langlee Cell 3 Leachate Pumping System	Reallocation to CRC Bulky Waste Adjustments
Easter Langlee Cell Provision	Reallocation to CRC Bulky Waste Adjustments
Waste Transfer Stations- Health & Safety Works	Reallocation to CRC Bulky Waste Adjustments

Scottish Borders Council
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		2018/19				2019/20			2020/21			2021/22 - 2027/28		
	R	Actual to 31/12/18	Projected Outturn	Latest Approved Budget	Variance	Latest Approved Budget	Variance	Projected Budget	Latest Approved Budget	Variance	Projected Budget	Latest Approved Budget	Variance	Projected Budget
	A	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
	G													
School Estate														
Broomlands Primary School	G	362	367	367	0	0	0	0	0	0	0	0	0	0
Complex Needs - Central Education Base	G	34	34	34	0	0	0	0	0	0	0	0	0	0
Duns Primary School & Locality Support Centre	G	8	3	3	0	0	0	0	0	0	0	0	0	0
Earlston MUGA	G	0	0	0	0	0	0	0	0	0	0	0	0	0
Early Learning and Childcare	G	851	4,551	4,551	0	0	0	0	0	0	0	0	0	0
Kelso High School	G	10	17	17	0	0	0	0	0	0	0	0	0	0
Langlee Primary School	G	34	41	41	0	0	0	0	0	0	0	0	0	0
Jedburgh Learning Campus	G	1,395	2,991	2,991	0	667	0	667	0	0	0	0	0	0
School Estate Block	G	1,752	5,191	5,191	0	4,551	0	4,551	2,070	0	2,070	24,655	0	24,655
School Estate Review	G	0	0	0	0	740	0	740	2,334	0	2,334	12,517	0	12,517
		4,446	13,195	13,195	0	5,958	0	5,958	4,404	0	4,404	37,172	0	37,172
Total Children & Young People		4,446	13,195	13,195	0	5,958	0	5,958	4,404	0	4,404	37,172	0	37,172

School Estate	
Broomlands Primary School	Additional spend on completed project to be funded from School Estate Block
Duns Primary School and Locality Support Centre	Additional spend on completed project to be funded from School Estate Block
Early Learning and Childcare	2018/19 funding has been programmed to deliver the next stage of the ELC expansion to 1140 hours.
Langlee Primary School	Additional spend on completed project to be funded from School Estate Block
Complex Needs - Central Education Base	Provision for Final Certificates was underestimated in 2017/18 resulting in an additional requirement in 2018/19.
Kelso High School	Additional spend on completed project to be funded from School Estate Block
Jedburgh Learning Campus	Financial Close on Phase 2 has now been completed. Bullet payment in respect of Phase 1 preliminary works capital outlay now received. Phase 1 capital works now complete and project now moves to Design, Build, Finance and Maintain (DBFM) stage.
School Estate Block	2018/19 block allocation as detailed in Appendix 2

Scottish Borders Council
Capital Financial Plan

		2018/19				2019/20			2020/21			2021/22 - 2027/28		
	R A G	Actual to 31/12/18 £000	Projected Outturn £000	Latest Approved Budget £000	Variance £000	Latest Approved Budget £000	Variance £000	Projected Budget £000	Latest Approved Budget £000	Variance £000	Projected Budget £000	Latest Approved Budget £000	Variance £000	Projected Budget £000
Sports Infrastructure														
Culture & Sports Trusts - Plant & Services	A	1	362	392	(30)	290	30	320	290	0	290	2,030	0	2,030
Hawick 3G Synthetic Pitch	G	0	5	5	0	0	0	0	0	0	0	0	0	0
Synthetic Pitch Replacement Fund	G	9	15	15	0	376	0	376	0	0	0	3,998	0	3,998
		10	382	412	(30)	666	30	696	290	0	290	6,028	0	6,028
Culture & Heritage														
Jim Clark Museum	A	297	1,106	1,350	(244)	5	244	249	0	0	0	0	0	0
Public Hall Upgrades	A	0	92	118	(26)	0	26	26	208	0	208	99	0	99
Sir Walter Scott Court House - Phase 1	A	105	106	107	(1)	0	0	0	0	0	0	0	0	0
Sir Walter Scott Court House - Phase 2	A	5	20	141	(121)	760	121	881	1,590	0	1,590	0	0	0
Trimontium, Melrose	G	0	0	0	0	0	0	0	60	0	60	0	0	0
		407	1,324	1,716	(392)	765	391	1,156	1,858	0	1,858	99	0	99
Total Culture & Sport		417	1,706	2,128	(422)	1,431	421	1,852	2,148	0	2,148	6,127	0	6,127

Sports Infrastructure		
Culture & Sports Trusts - Plant & Services		Timing movement to 19/20
Culture & Heritage		
Jim Clark Museum		Timing movement to 19/20 to align with project timescales.
Public Hall Upgrades		Timing movement to 19/20.
Sir Walter Scott Court House - Phase 1		Gross down common good funding to match report to Exec.
Sir Walter Scott Court House - Phase 2		Timing movement to 19/20 to align with project timescales.

Scottish Borders Council
Capital Financial Plan

		2018/19				2019/20			2020/21			2021/22 - 2027/28		
	R A G	Actual to 31/12/18 £000	Projected Outturn £000	Latest Approved Budget £000	Variance £000	Latest Approved Budget £000	Variance £000	Projected Budget £000	Latest Approved Budget £000	Variance £000	Projected Budget £000	Latest Approved Budget £000	Variance £000	Projected Budget £000
Emergency & Unplanned Schemes														
Emergency & Unplanned Schemes	G	0	170	190	(20)	300	0	300	300	0	300	2,100	0	2,100
		0	170	190	(20)	300	0	300	300	0	300	2,100	0	2,100
Total Emergency & Unplanned Schemes		0	170	190	(20)	300	0	300	300	0	300	2,100	0	2,100

Scottish Borders Council
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		2018/19				2019/20			2020/21			2021/22 - 2027/28		
	R A G	Actual to 31/12/18 £000	Projected Outturn £000	Latest Approved Budget £000	Variance £000	Latest Approved Budget £000	Variance £000	Projected Budget £000	Latest Approved Budget £000	Variance £000	Projected Budget £000	Latest Approved Budget £000	Variance £000	Projected Budget £000
Scottish Borders Council														
Upper Langlee Masterplanning	G	36	36	36	0	0	0	0	0	0	0	0	0	0
Lawfield/Beanburn Ayton Masterplanning	G	0	0	0	0	0	0	0	0	0	0	0	0	0
Older Persons Housing Strategy	G	4	4	4	0	0	0	0	0	0	0	0	0	0
Housing Needs and Aspirations of Young People	G	30	30	25	5	0	0	0	0	0	0	0	0	0
		70	70	65	5	0	0	0	0	0	0	0	0	0
Scottish Borders Council - Funding														
Developer Contributions	G	(70)	(70)	(65)	(5)	0	0	0	0	0	0	0	0	0
		(70)	(70)	(65)	(5)	0	0	0	0	0	0	0	0	0

Scottish Borders Council	Actual expenditure fully funded from Developer Contributions
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		2018/19				2019/20			2020/21			2021/22 - 2027/28		
	R A G	Actual to 31/12/18 £000	Projected Outturn £000	Latest Approved Budget £000	Variance £000	Latest Approved Budget £000	Variance £000	Projected Budget £000	Latest Approved Budget £000	Variance £000	Projected Budget £000	Latest Approved Budget £000	Variance £000	Projected Budget £000
Social Care Infrastructure														
Adult Services Facilities Upgrades	G	35	150	150	0	200	0	200	200	0	200	293	0	293
Care Inspectorate Requirements & Upgrades	G	14	91	91	0	53	0	53	54	0	54	414	0	414
Residential Care Home Upgrade Block	G	16	16	16	0	0	0	0	0	0	0	0	0	0
Residential Dementia Care	A	3	3	100	(97)	4,700	97	4,797	0	0	0	0	0	0
		68	260	357	(97)	4,953	97	5,050	254	0	254	707	0	707
Total Health & Social Care		68	260	357	(97)	4,953	97	5,050	254	0	254	707	0	707

Scottish Borders Council
Capital Financial Plan

		2018/19			2019/20			2020/21			2021/22 - 2027/28		
		Latest Projected	Latest Approved	Variance	Latest Approved	Variance	Projected	Latest Approved	Variance	Projected	Latest Approved	Variance	Projected
		Outturn	Budget		Budget		Budget	Budget		Budget	Budget		Budget
		£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
CAPITAL FINANCING													
	C9001 - Capital - General Capital Grant												
	Capital - General Capital Grant	(14,432)	(14,432)	0	(15,392)	0	(15,392)	(14,000)	0	(14,000)	(98,000)	0	(98,000)
	C9002 - Scottish Government Specific Capital Grant												
	Other Fleet - Electric Vehicles	(153)	0	(153)	0	0	0	0	0	0	0	0	0
	Other Fleet - Electric Vehicles - Infrastructure	(195)	(195)	0	0	0	0	0	0	0	0	0	0
	Flood Studies	(452)	(452)	0	(365)	0	(365)	(350)	0	(350)	(2,450)	0	(2,450)
	Hawick Flood Protection	(3,158)	(3,158)	0	(9,686)	0	(9,686)	(12,829)	0	(12,829)	(6,327)	0	(6,327)
	Selkirk Flood Protection	(107)	(107)	0	0	0	0	0	0	0	0	0	0
	Cycling Walking & Safer Streets	(156)	(156)	0	(207)	0	(207)	(199)	0	(199)	(1,649)	0	(1,649)
	Selkirk Town Centre (Streetscape works)	0	0	0	0	0	0	0	0	0	0	0	0
	Galashiels Masterplanning	0	0	0	0	0	0	0	0	0	0	0	0
	Energy Efficiency Works	(175)	(175)	0	0	0	0	0	0	0	0	0	0
	Early Learning and Childcare	(4,551)	(4,551)	0	0	0	0	0	0	0	0	0	0
	Early Learning and Childcare (Langlee PS)	0	0	0	0	0	0	0	0	0	0	0	0
	School Estate Review	0	0	0	0	0	0	0	0	0	0	0	0
	Hawick Regeneration	(681)	(881)	200	(2,017)	(200)	(2,217)	0	0	0	0	0	0
		(9,628)	(9,675)	47	(12,275)	(200)	(12,475)	(13,378)	0	(13,378)	(10,426)	0	(10,426)
	C9003 - Other Grants & Contributions - Capital												
	Hawick Flood Protection	(424)	(424)	0	(500)	0	(500)	(80)	0	(80)	0	0	0
	Roads & Bridges -inc. RAMP, Winter Damage & Slopes	(1,142)	(962)	(180)	0	0	0	0	0	0	0	0	0
	Selkirk Town Centre (Streetscape works)	(20)	(20)	0	0	0	0	0	0	0	0	0	0
	Innerleithen to Walkerburn - Shared Access Route	(165)	(125)	(40)	0	0	0	0	0	0	0	0	0
	Cycling Walking & Safer Streets	(133)	(163)	30	0	0	0	0	0	0	0	0	0
	Sustrans (various Roads & Transport projects)	0	0	0	0	0	0	0	0	0	0	0	0
	Parks & Open Spaces - Upgrades	(110)	(110)	0	0	0	0	0	0	0	0	0	0
	Play Areas & Outdoor Community Spaces	0	(19)	19	0	(19)	(19)	0	0	0	(133)	0	(133)
	Wilton Lodge Park	(245)	(20)	(225)	0	0	0	0	0	0	0	0	0
	Jedburgh Learning Campus (3G Pitch)	(300)	(300)	0	0	0	0	0	0	0	0	0	0
	Jim Clark Museum	(486)	(699)	213	0	(213)	(213)	0	0	0	0	0	0
	Sir Walter Scott- Phase 2	0	0	0	(460)	0	(460)	(1,540)	0	(1,540)	0	0	0
	Sir Walter Scott Court House - Phase 1	(51)	(52)	1	0	0	0	0	0	0	0	0	0
	Great Tapestry of Scotland - Building	(1,278)	(1,278)	0	(1,500)	0	(1,500)	0	0	0	0	0	0
	Galashiels Town Centre Regeneration	(37)	(133)	96	0	(96)	(96)	0	0	0	0	0	0
	Central Borders Business Park	(1,000)	(1,000)	0	0	0	0	0	0	0	0	0	0
		(5,391)	(5,305)	(86)	(2,460)	(328)	(2,788)	(1,620)	0	(1,620)	(133)	0	(133)

C9004 - Capital Funded from Current Revenue (CFCR)													
Projects funded from Revenue Land and Property	G	0	0	0	0	0	0	0	0	0	0	0	0
Bannerfield Play Area	G	(3)	(3)	0	0	0	0	0	0	0	0	0	0
ICT Transformation	G	0	0	0	0	0	0	0	0	0	0	0	0
ICT Projects Funded from Revenue	G	0	0	0	0	0	0	0	0	0	0	0	0
Wilton Lodge Park	G	0	0	0	0	0	0	0	0	0	0	0	0
Complex Needs - Central Education Base	G	0	0	0	0	0	0	0	0	0	0	0	0
Earlston MUGA	G	0	0	0	0	0	0	0	0	0	0	0	0
Synthetic Pitch Replacement Fund	G	(15)	(15)	0	(12)	0	(12)	0	0	0	0	0	0
Drainage - Parks and Open Spaces Block	G	0	(6)	6	0	(6)	(6)	0	0	0	0	0	0
Play Facilities	G	(33)	(33)	0	0	0	0	0	0	0	0	0	0
Play Areas & Outdoor Community Spaces	G	0	0	0	0	0	0	0	0	0	0	0	0
Parks & Open Spaces - Upgrades	G	(175)	(182)	7	0	0	0	0	0	0	0	0	0
Roads & Bridges -inc. RAMP, Winter Damage & Slopes	G	(608)	(25)	(583)	0	0	0	0	0	0	0	0	0
Innerleithen to Walkerburn - Shared Access Route	G	(113)	(113)	0	0	0	0	0	0	0	0	0	0
		(947)	(377)	(570)	(12)	(6)	(18)	0	0	0	0	0	0
C9005 - Developer Contributions													
Peebles Bridge	G	0	0	0	0	0	0	0	0	0	0	0	0
Roads & Bridges Block	G	(110)	(80)	(30)	0	0	0	0	0	0	0	0	0
Reston Station Contribution	G	0	0	0	0	0	0	0	0	0	0	0	0
Play Facilities	G	(12)	(12)	0	0	0	0	(15)	0	(15)	(7)	0	(7)
Play Areas & Outdoor Community Spaces		0	0	0	(53)	0	(53)	0	0	0	0	0	0
Engineering Minor Works	G	0	0	0	(14)	0	(14)	0	0	0	0	0	0
Broomlands Primary School	G	0	0	0	0	0	0	0	0	0	0	0	0
School Estate Block	G	(100)	(100)	0	(100)	0	(100)	(100)	0	(100)	(700)	0	(700)
		(222)	(192)	(30)	(167)	0	(167)	(115)	0	(115)	(707)	0	(707)
C9006 - Capital Receipts													
Capital Receipts	G	(1,165)	(2,300)	1,135	(1,760)	(1,135)	(2,895)	(300)	0	(300)	0	0	0
						0			0	0	0	0	0
C9007 - Plant & Vehicle Fund													
Plant & Vehicle Replacement - P&V Fund	G	(2,800)	(2,800)	0	(2,000)	0	(2,000)	(2,000)	0	(2,000)	(14,000)	0	(14,000)
Synthetic Pitch Replacement Fund	G	0	0	0	(364)	0	(364)	0	0	0	(3,338)	0	(3,338)
		(2,800)	(2,800)	0	(2,364)	0	(2,364)	(2,000)	0	(2,000)	(17,338)	0	(17,338)
C9008 - Capital Borrowing													
	G	(29,081)	(30,102)	1,021	(23,353)	(1,058)	(24,411)	(9,043)	0	(9,043)	(37,338)	0	(37,338)
TOTAL CAPITAL FUNDING		(63,666)	(65,183)	1,517	(57,783)	(2,727)	(60,510)	(40,456)	0	(40,456)	(163,942)	0	(163,942)

	CFO/ Service Dir Asset&Infr Approval	Latest approved budget £000's	Proposed Move- ment	Projected Outturn	Actuals to 31/12/2018
Assets & Infrastructure					
Flood & Coastal Protection					
General Flood Protection Block					
Bonnington Road, Peebles		5	(5)	0	0
Romanno Bridge Flood Bank		20	0	20	0
Crowbyres Flood Bund		20	0	20	0
Duns Golf Course		10	(5)	5	0
Community Resilience Management Fees		10	(5)	5	2
Still Burn Fountainhall		30	0	30	0
Minor Works		5	0	5	0
Bankend North, Jedburgh		31	(11)	20	0
Rachan Farm		25	0	25	0
Denholm Flood Grill		6	0	6	6
Virement to Selkirk Flood Protection Scheme		4	0	4	2
Unallocated		9	(9)	0	0
Timing movement to 2019/20			5		
		175	0	140	10
Flood Studies					
Peebles, Innerleithen, Broughton Flood Scheme		106	0	106	55
Earlston Flood Scheme		47	0	47	34
Newcastleton Flood Scheme		47	0	47	26
Hawick NFM Scheme Preparation		88	0	88	0
Surface Water Management Plans		85	0	85	0
Galashiels NFM Scheme Preparation		0	0	0	0
Eyemouth Coastal Flood Scheme		40	0	40	0
Peebles Surface Water Flooding		40	0	40	0
Unallocated		0	0	0	0
		453	0	453	115
Land and Property Infrastructure					
Health and Safety Works					
School toilet refurbishments		88	0	88	44
Lift control upgrade		0	0	0	0
Legionella works/upgrade water tanks		22	0	22	0
Haylodge Park boundary wall upgrade		11	0	11	0
Industrial unit fabric upgrade		51	0	51	28
Asbestos works		44	1	45	45
Council HQ upgrade car park		6	0	6	0
SBCares property upgrades		0	0	0	0
St Peters PS accessible Window Replacement		35	0	35	35
Jedburgh Castle Gaol wall upgrade		11	1	12	12
Linglie Mill Gutters		30	0	30	0
Bongate Units Surface Upgrade		20	0	20	0
Knowepark PS Toilet Upgrade		20	0	20	0
Philiphaugh PS Toilet Upgrade		8	0	8	0
Tweedbank PS Toilet Upgrade		50	7	57	57
School Security Works		50	0	50	0
Wilton PS Toilet Upgrades		24	10	34	34
Ayton PS structural walling works - cladding		29	0	29	4
Boston Memorial Hall walling works - protective coating		6	0	6	6
Burgh PS window upgrade - steel crittal windows		44	(7)	37	37
Cemetery wall upgrades - Eddleston/Glenholm/Drumelzier		20	0	20	4
Chirside PS structural works to tower block		40	5	45	45
Cultural Services property upgrades		30	0	30	0
Denholm PS replacement of external facias		33	0	33	0
Drumlanrig PS hall floor upgrade		17	(2)	15	15
Greenlaw PS roof & windows upgrade - Phase 1		50	(9)	41	37
Hawick Old Baths roof upgrade		17	0	17	0
Rosetta Road office replacement flooring to communal areas		11	1	12	12
Waverly RHE rainwater goods upgrade		7	7	14	7
Wellogate Cemetery		11	0	11	5
Cuddyside Path upgrade		8	0	8	0
Stirches PS External Drainage Works		4	32	36	18
Council HQ Main Generator Upgrades		10	0	10	7
Eddleston PS Security Fence		3	(3)	0	0
Unallocated Balance		44	(43)	1	0
		0	854	0	854
				854	452

	CFO/ Service Dir Asset&Infr Approval	Latest approved budget	Proposed Move- ment	Projected Outturn	Actuals to 31/12/2018
Building Upgrades					
Industrial Unit heating system upgrade		0	0	0	0
Gala AC roof works (small)		6	0	6	0
Trinity PS window upgrade		33	(1)	32	32
Deanfield RHE roof upgrade		10	0	10	0
Selkirk HS electrical upgrade		64	0	64	15
Broughton PS electrical upgrade		35	0	35	33
Electrical infrastructure upgrade		33	0	33	0
Edenside PS window upgrade		18	1	19	19
Morebattle PS window upgrade		22	0	22	11
Council HQ roof upgrade		20	0	20	0
Rosetta Road roof upgrade (leadwork)		12	0	12	12
St Ronan's PS window upgrade (final)		20	0	20	20
Hawick High School boiler upgrade		16	0	16	16
Rosetta Road boiler upgrade		22	0	22	0
Langlee Centre services upgrade		55	0	55	0
Grove RHE boiler/generator upgrade		22	0	22	0
Eyemouth CC roof upgrade (first)		55	0	55	0
Saltgreens RHE window upgrade (first)		35	0	35	18
Ayton PS roof upgrade		55	(5)	50	50
Langlee Centre window upgrade (screens)		40	0	40	0
Coldstream PS Boiler Room Upgrade		11	0	11	9
Selkirk HS Window Upgrade		7	(7)	0	0
Sir Walter Scott Courthouse Roof Upgrade		15	(15)	0	0
Eyemouth Ind Estate Door/Window Upgrade		15	0	15	0
Council HQ Kitchen Upgrades		11	0	11	0
Reston PS Boiler Upgrade		6	0	6	0
Galashiels Volunteer Hall Toilet Upgrade		26	0	26	0
HQ Main Building Upgrades		29	0	29	0
ST Margaret's PS Flat Roof Deck Works		6	0	6	0
Drumlanrig PS Hall Heating		36	13	49	49
Cemetary walls - Roxburghshire area (Morebattle, Lilliesleaf, Nenthorn, Kirk Yetholm)		0	10	10	9
Emergency electrical upgrading works to Edenside PS					17
Tweedbank PS Heating Upgrade					3
Unallocated Balance		45	4	49	0
		<u>0</u>	<u>780</u>	<u>0</u>	<u>780</u>
					<u>313</u>
Cleaning Equipment Replacement Block					
Cleaning Equipment		50	0	50	18
Unallocated		0	0	0	0
		<u>0</u>	<u>50</u>	<u>0</u>	<u>50</u>
					<u>18</u>
Combined Depot Enhancements					
Duns Depot		28	(28)	0	0
Easter Langlee Depot		40	(40)	0	0
Reiver Complex Depot		28	(28)	0	0
Lower Mansfield Combined Depot		55	(55)	0	1
Eshiels Depot		55	(54)	1	0
Kelso Combined Depot		28	(28)	0	0
Wheatlands Depot, Galashiels		53	(53)	0	0
Unallocated		11	(11)	0	0
Timing movement to 2019/20			297		
		<u>0</u>	<u>298</u>	<u>0</u>	<u>1</u>
					<u>1</u>
Contaminated Land Block					
1 - Current - 09/00059/PIIA - Ongoing		67	0	67	17
09/00038/PIIA		55	(55)	0	0
Unallocated		48	(48)	0	0
Timing movement			103		
		<u>0</u>	<u>170</u>	<u>0</u>	<u>67</u>
					<u>17</u>
Play Facilities					
Eyemouth Play Park		11	0	11	0
Clovenfords Play Park		1	0	1	0
Cannongate Play Area, Jedburgh		33	0	33	0
		<u>0</u>	<u>45</u>	<u>0</u>	<u>45</u>
					<u>0</u>

	CFO/ Service Dir Asset&Infr Approval	Latest approved budget	Proposed Move- ment	Projected Outturn	Actuals to 31/12/2018
Drainage - Parks and Open Spaces Block					
Gavinton Playing Fields		6	(6)	0	0
Timing Movement to 2019/20			6		
	0	6	0	0	0
Parks & Open Spaces - Upgrades					
Public Park Stow		30	0	30	0
Public Park, Galashiels		292	(7)	285	285
Virement to Play Areas & Outdoor Community Spaces			7		
	0	322	0	315	285
Play Areas & Outdoor Community Spaces					
Children's Play - Oxton		60	0	60	60
Children's Play - Croft Park , Kelso - Shedden Park		248	(248)	0	0
Children's Play - Jedburgh - Harestanes		315	7	322	0
Pump Track/Skateboarding - Hawick - Wilton Lodge Pump Track		19	(19)	0	0
Fitness/Youth Shelter - Jedburgh - Harestanes		27	0	27	0
3G Pitch Greenyards, Melrose		80	0	80	0
Virement from Parks & Open Spaces - Upgrades			(7)		
Timing Movement to 2019/20			267		
	0	749	0	489	60
Asset Rationalisation					
Galashiels Office Moves		80	0	80	0
Langlee Complex		10	0	10	0
Canteen Rationalisation		383	(200)	183	82
Old Canteen Demolition & Surfacing Works		10	0	10	0
Property Rationalisation/Agile Working		20	0	20	6
Redundant School Building Demolition		365	0	365	115
Unallocated		109	0	109	0
Timing Movement to 2019/20			200		
	0	977	0	777	203
Energy Efficiency Works					
Energy Efficiency Works		2,408	(200)	2,208	528
Timing Movement to 2019/20			200		
	0	2,408	0	2,208	528
Road & Transport Infrastructure					
Roads & Bridges -inc. RAMP, Winter Damage & Slopes					
Surface Dressing		1,400	(200)	1,200	1,181
Patching		500	200	700	469
Resurfacing/Overlays		1,879	60	1,939	1,207
Walls & Structures		155	0	155	66
Footways		458	200	658	394
Drainage		125	0	125	45
Masonry Refurbishment		342	5	347	293
Melrose (Lowood) Bridge		353	0	353	330
STTS Funded Schemes		1,065	0	1,065	850
New Easter Langlee Roundabout		80	0	80	0
Resurfacing/patching additional		0	558	558	350
CFCR to Surfacing (TBC)			(558)		
CFCR to Footways			(25)		
Additional funding from Sustrans for Footways			(180)		
Virement from Cycling Walking Safer Streets			(30)		
Virement for Developer Contributions			(30)		
Unallocated		0	0	0	
	6,357	0	7,180	5,185	
Lighting Asset Management Plan					
Fenwick Park, Hawick		40	0	40	28
Kingsmeadows Road, Peebles		40	0	40	6
Main Street, Earlston		40	13	53	53
Talisman Avenue, Galashiels		30	0	30	15
Main Road, Heiton		30	0	30	19
Whitefield Crescent, Newtown St Boswells		30	0	30	22
Wilton Glebe, Hawick		20	0	20	1
Corroded Columns		24	(13)	11	6
	254	0	254	150	

	CFO/ Service Dir Asset&Infr Approval	Latest approved budget	Proposed Move- ment	Projected Outturn	Actuals to 31/12/2018
Accident Investigation Prevention Schemes Block					
AIP Schemes (Road Safety)		50	0	50	0
Traffic Calming Measures		8	0	8	6
Design fees		4	0	4	4
		62	0	62	10
Cycling Walking & Safer Streets					
Unallocated					
Cycle Related Activities		169	(24)	145	93
Walking Related Activities		50	24	74	62
Rural Traffic Calming		100	(30)	70	49
Virement to Roads & Bridges Block			30		
		319	0	289	204
Waste Management					
CRC - Improved Skip Infrastructure					
Galashiels Community Recycling Centre		0	0	0	0
Unallocated		20	(20)	0	0
Reallocation of budget to CRC - Bulky Waste Adjustments			20		
		20	0	0	0
Children & Young People					
School Estate					
Early Learning and Childcare					
Unallocated Balance - Early Years Block					
Duns Primary School		68	112	180	2
Swinton			300	300	0
Stow			150	150	0
Stirches Primary School		83	267	350	0
Yetholm Primary School		45	35	80	0
Burgh Primary School		150	0	150	99
St Margaret's Primary School		300	(50)	250	205
Chirnside Primary School		300	(140)	160	120
St Boswells Primary School Extension		131	324	455	321
St Ronans Primary School Extension		691	(241)	450	0
Galashiels New Build School		73	0	73	0
Hawick New Build School		122	0	122	0
Priorsford School		188	0	188	0
Coldstream ELCC				3	3
Wilton Primary School ELCC				5	4
Unallocated Balance - Early Years Block		2,400		1,635	97
		4,551	757	4,551	851
School Estate Block					
<i>Improve and enhance school environments:</i>					
Burnfoot Primary School		51	172	223	222
Stirches Primary School		250	0	250	164
Chirnside Primary School		100	0	100	0
St Margaret's Primary School (Galashiels)		150	0	150	89
School Toilets - Upgrade		75	(25)	50	8
Hawick HS Window & Classroom Refurbishment		200	0	200	0
High School Social Areas (including Selkirk HS previously approved)		200	150	350	280
Earlston PS - Initial Design Study		1,100	(250)	850	53
Eyemouth PS - Initial Design Study		25	0	25	8
St Ronans Primary Refurbishment		25	0	25	0
Coldstream Refurbishment Work		75	(75)	0	0
			100	100	0
			0		
<i>Ensure school security, health and safety and legislative obligations are met:</i>		75	(5)	70	69
B/F School Security, Health & Safety, Legal Obligations		300	(300)	0	0
Chirnside Primary School - Kitchen Upgrade		75	(5)	70	66
Burnfoot Primary School - Kitchen & Dining Upgrade		100	0	100	83
Edenside Primary School - Secure Reception		50	(50)	0	0
Eddleston Primary School - Secure Reception		50	(10)	40	2
Newlands Primary School - Secure Reception		50	(22)	28	27
Reston Primary School - Secure Reception		50	20	70	2
Burgh Primary School - Secure Reception		50	0	50	0
Melrose PS Security Legal Obligations			30	30	20
Galashiels Academy Legal Obligations		350	0	350	33
Earlston PS Legal Obligations			3	3	3
Newcastleton Security Works			10	10	0
Lauder Security Works			10	10	0
Knowepark Primary School Secure Reception		100	(40)	60	0
			0		
<i>Enhancement to ASN provision in specialist resources:</i>		5	(5)	0	0
Wilton Support Centre, Hawick		500	(500)	0	0
Berwickshire HS Adaptations			100	100	0
ASN Enhancements Galashiels Academy		655	0	655	591
Halyrude Primary School Sensory Room		40	(15)	25	24
			0		
<i>Respond to urgent issues arising unexpectedly in response to inspections by</i>		400	(400)	0	0
Eyemouth Primary School - Increased Capacity		80	0	80	8
Priorsford Primary School - Increased Capacity		20	1,072	1,092	0
			0		
Unallocated Balance		0	25	25	0
Transferred to Major Projects		(10)	10		
		5,191	0	5,191	1,752

	CFO/ Service Dir Asset&Infr Approval	Latest approved budget	Proposed Move- ment	Projected Outturn	Actuals to 31/12/2018
Culture & Sport					
Sports Infrastructure					
Culture & Sports Trusts - Plant & Services					
Business Development		100	(30)	70	1
Plant/Compliance		128	0	128	0
Disability Works		25	0	25	0
Pool Covers		25	0	25	0
Jedburgh Leisure Trust Allocation		82	0	82	0
Berwickshire Sports Trust		32	0	32	0
Unallocated Balance		0	0	0	0
		392	(30)	362	1
Public Hall Upgrades					
Sound and Lighting Desks		0	0	0	0
Selkirk Victoria Halls Elec Upgrade		0	0	0	0
Galashiels Volunteer Hall Toilet Refurb		30	(25)	5	0
Hawick Toilet Refurbishment		40	0	40	0
Victoria Halls Kitchen/Toilets		47	0	47	0
Unallocated		0	0	0	0
		117	(25)	92	0
Economic Development					
Economic Regeneration					
Hawick Regeneration					
Former Armstrong/Almstrong Building		455	(200)	255	50
Galalaw Business Park		465	0	465	357
Tower Mill, Heart of Hawick		0	0	0	0
Unallocated					
		920	(200)	720	407
Borders Town Centre Regeneration Block					
Hawick Feasibility Study Work		40	0	40	0
Sir Walter Scotts Court House Phase 1 - additional stonework		60	0	60	52
Unallocated		100	0	100	0
		200	0	200	52
Health & Social Care					
Social Care Infrastructure					
Residential Care Home Upgrade Block					
TOPS Waverley Gala		16	0	16	16
		16	0	16	16
Adult Services Facilities Upgrades					
Fire Safety		20	0	20	3
Florence		0	15	15	0
Telecare investment and connectivity		20	(15)	5	0
Saltgreens, Eyemouth		70	0	70	31
Grove House, Kelso		20	0	20	1
Deanfield, Hawick		20	0	20	0
		150	0	150	35
Care Inspectorate Requirements & Upgrades					
Environmental		22	0	22	2
Fire Safety		21	0	21	0
CM2000 Armed		0	15	15	0
Telecare investment and connectivity		20	(15)	5	0
Deanfield, Hawick		13	0	13	12
Grove House, Kelso		10	0	10	0
Saltgreens, Eyemouth		0	0	0	0
Waverly, Galashiels		5	0	5	0
Unallocated		0	0	0	0
		91	0	91	14

Scottish Borders Council
Project Net Expenditure Summary

	2018/19					2019/20			2020/21			2021/22 - 2027/28			Total Project Cost
	Previous Years Life to Date	Actual to 31/10/18	Latest Approved Budget	Variance	Projected Outturn	Latest Approved Budget	Variance	Projected Budget	Latest Approved Budget	Variance	Projected Budget	Latest Approved Budget	Variance	Projected Budget	
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	
Flood & Coastal Protection															
01-C00223 - Hawick Flood Protection	3,453	3,371	4,402	0	4,402	12,607	0	12,607	16,036	0	16,036	8,217	0	8,217	44,715
Road & Transport Infrastructure															
01-C00147 - A72 Dirtpot Corner - Road Safety Works	143	343	1,995	0	1,995	120	0	120	0	0	0	0	0	0	2,258
01-C00185 - Innerleithen to Walkerburn - Shared Access Route	324	336	315	40	355	0	0	0	0	0	0	0	0	0	679
01-C00062 - Peebles Bridge	0	0	0	0	0	0	0	0	0	0	0	420	0	420	420
01-C00183 - Reston Station Contribution	500	0	600	(600)	0	500	600	1,100	600	0	600	640	0	640	2,840
01-C00162 - Union Chain Bridge	233	21	364	0	364	403	0	403	260	0	260	0	0	0	1,260
Corporate															
01-C00296 - ICT Transformation	6,586	0	2,481	0	2,481	449	0	449	566	0	566	3,362	0	3,362	13,444
Waste Management															
01-C00235 - Easter Langlee Cell Provision	494	0	0	0	0	550	0	550	110	0	110	0	0	0	1,154
01-C00234 - Easter Langlee Leachate Management Facility	201	3	95	0	95	377	0	377	42	0	42	0	0	0	715
01-C00237 - New Easter Langlee Waste Transfer Station	529	2,031	4,693	0	4,693	389	0	389	0	0	0	0	0	0	5,611
School Estate															
01-C00203 - Broomlands Primary School	9,430	362	367	0	367	0	0	0	0	0	0	0	0	0	9,797
01-C00202 - Langlee Primary School	10,914	34	41	0	41	0	0	0	0	0	0	0	0	0	10,955
Jedburgh Learning Campus	1,377	1,395	2,991	0	2,991	667	0	667	0	0	0	0	0	0	5,035
01-C00252 - School Estate Review	50	0	0	0	0	740	0	740	2,334	0	2,334	12,517	0	12,517	15,641
Culture & Heritage															
01-C00179 - Jim Clark Museum	147	297	1,350	(244)	1,106	5	244	249	0	0	0	0	0	0	1,502
01-C00122 - Sir Walter Scott- Phase 2	239	5	141	(121)	20	760	121	881	1,590	0	1,590	0	0	0	2,730
Economic Regeneration															
01-C00204 - Great Tapestry of Scotland - Building	891	260	1,280	0	1,280	4,479	0	4,479	50	0	50	0	0	0	6,700
01-C00205 - Central Borders Business Park	321	682	1,335	0	1,335	4,554	0	4,554	0	0	0	0	0	0	6,210
01-C00123 - Newtown St Boswells Regeneration	0	0	16	(16)	0	20	16	36	20	0	20	344	0	344	400
01-C1000 - Eyemouth Regeneration	0	89	286	(169)	117	513	169	682	0	0	0	0	0	0	799



OUR PLAN AND YOUR PART IN IT: SBC's CORPORATE PERFORMANCE AND IMPROVEMENT REPORT (QUARTER 3 2018/19)

Report by Chief Executive

EXECUTIVE COMMITTEE

12 February 2019

1 PURPOSE AND SUMMARY

- 1.1 **This report presents a high level summary of Scottish Borders Council's performance during Quarter 3 2018/19, with details contained within Appendices 1a, 1b, and 2. The report includes reporting on the progress of change and improvement projects across SBC, replacing what was the separate Corporate Transformation report.**
- 1.2 SBC approved a revised Corporate Plan ([Our Plan and Your Part in it 2018-2023](#)) in February 2018, with four corporate themes. In order to monitor progress against the four themes, a review of performance and context information will be undertaken quarterly and presented to Executive Committee.
- 1.3 Section 4 references examples of Change and Improvement projects, with further information is contained in **Appendix 1a**. Change and Improvement Projects are monitored on a weekly basis by Corporate Management Team (CMT) and through the SBC Financial Plan and associated monitoring.
- 1.4 Section 5 sets out any additions or changes to SBC performance indicators in this report, followed by a high level summary of performance in Section 6, with details provided in **Appendix 1b**
- 1.5 To reflect the significant investment made by SBC during 2018/19, an overview of the work and impact of Police Scotland's Community Action Team is provided at Section 7 and within **Appendix 2**.
- 1.6 The information contained within this report and appendices is also made available on the SBC website using the public facing part of SBC's Performance Management software (Pentana). This can be accessed at www.scotborders.gov.uk/performance

2 RECOMMENDATIONS

2.1 I recommend that the Committee:-

- (a) Notes the progress update relating to Change and Improvement Projects, referenced in Section 4 and detailed further in Appendix 1a;**
- (b) Notes the changes to performance indicators outlined in Section 5 of this report;**
- (c) Acknowledges and notes the performance summarised in Sections 6 and 7, and detailed within Appendices 1 and 2 and the action that is being taken within services to improve or maintain performance.**

3 BACKGROUND TO SBC PERFORMANCE REPORTING

- 3.1 SBC approved a revised Corporate Plan in February 2018 (Our Plan and Your Part in it 2018-2023). Against a continued challenging external context, the Plan presented how Scottish Borders Council will focus Services for our communities, set across four corporate themes:
- Our Services For You
 - Independent, Achieving People
 - A Thriving Economy, With Opportunities For Everyone
 - Empowered, Vibrant Communities.
- 3.2 In order to ensure that corporate themes are addressed effectively, SBCs Performance Management Framework (PMF) was updated and presented to Council on 30th August 2018. This revised PMF set out how SBC would strengthen its performance management across both SBC Services and Commissioned services.
- 3.3 The **Appendices** reflect the quarterly reporting format structured around the four corporate themes, and uses a mixture of narrative, highlights, performance and context indicators.

4 CHANGE & IMPROVEMENT PROJECTS – UPDATE

- 4.1 All Change and Improvement projects (including those projects that previously formed the Corporate Transformation Programme) are now managed and monitored collectively under the 4 corporate themes. These projects are delivered in support of SBC's Corporate Plan, the SBC Financial Plan and the Health and Social Care Strategic Plan.
- 4.2 The scale of Change & Improvement taking place across Scottish Borders Council is significant and will continue to be so in order to meet greater financial constraints and increasing statutory obligations. CMT has recognised the need to enhance the delivery of service change and savings through a revised approach which if approved will commence in 2019/20. This will be designed to deliver savings in a more joined up, permanent and sustainable way in the future. Monitoring will be provided to Executive through both Financial and Performance Quarterly reporting.
- 4.3 Significant highlights are reported within Appendix 1a. This quarter, we highlight the following:
- A review of the savings achieved through the implementation of the **pool car fleet**.
 - An update on the **Public Protection Unit**.
 - A summary of the impact of the **Garden View** and **Transitional Care** facilities.
 - Progress achieved with **Online Services for Parents/Guardians** through the **ParentPay** and **Parents Evening Booking System** approach.

5 ADDITIONS/CHANGES TO SBC PERFORMANCE INDICATORS (PI)

- 5.1 Quarter 4 2017/18 remains the most up to date 'Adjusted' Planning determination time information available. From 2018-19 Scottish Government will be providing this information on a less frequent basis. We hope to be able to commence reporting 2018/19 performance in next quarter's report.
- 5.2 Performance indicators have been included for both 'Bed days associated with delayed discharges' and also 'Bed days associated with Emergency Admissions' (both are rate per 1,000 population aged 75+).
- 5.3 A number of reported figures have been revised/corrected for prior quarters, including:
- Complaints – 'average times to respond' and 'performance against timescales' (for Q1 and Q2).
 - Mediation – 'referrals' (Q3 17/18) and '% of Cases showing agreement/improvement' (Q1 & Q2).
 - 'New Modern Apprentices employed by SBC' (Q2).
 - Community Grant – 'award' and 'total project cost' (Q1 & Q2) based on final payment awards and final project costings.

6 CURRENT PERFORMANCE AGAINST THE COUNCIL'S CORPORATE THEMES

6.1 Performance measures – summary of key successes

(a) **Energy Use - Quarter 3 2018-19**

Compared to Quarter 3 last year, across our 26 key sites, energy consumption (kWh) in Q3 2018-19 saw an overall decrease of 8% (electricity -3%, gas -11%). However, higher tariffs contributed to an overall cost (£) increase of 8% (electricity +11%, gas +1%). Our Energy Efficiency Programme is focussed on delivering cost effective energy reductions that represent best value for money while reducing our energy consumption and costs as much as possible. Initiatives include LED upgrades, solar panel installation (12 sites), upgrading aging storage heaters and commencing installation of £1.5m of energy efficiency works including renewable energy and heating projects.

Full Year 2017-18

Annual 2017-18 figures covering **all sites** are now available:

Energy consumption in 2017-18 was 1.0% higher than the previous year. Consumption (kWh) of heating fuels increased by 4.1% whilst electricity consumption (kWh) reduced by 3.6%. Overall costs (£) increased by 1.0% with a general increase in energy tariffs contributing to this. (Heating fuels are gas, oil, LPG, and Biomass. Electricity for heating cannot be separated.)

Cold weather during the final part of 2017-18 led to an increase in heating requirement of 6.2%. Normalising our energy consumption for this would see an adjusted overall annual energy reduction (kWh) of 2.6% and a cost reduction (£) of 0.8%.

- (b) Performance for Housing Benefit and Council Tax Reduction new claims (average days to process) is within target for the quarter at 22.89 days (target 23.00 days). Timescales are improving for Housing Benefit but have decreased for Council Tax Reduction following a national trend due to the delays in receiving Universal Credit information from Department of Work and Pensions.
- (c) Average times (in days) to respond to complaints are within target for Quarter 3. Performance at Stage One was 4.5 days (target 5), Stage Two 18.7 days (target 20) and Escalated Stage 15.4 days (target 20).
The percentage of complaints responded to within target timescale remained challenging. Stage One was 77.6% within 5 days, Stage Two 60% within 20 days and Escalated Stage 60% within 20 days.
- (d) The number of pupils excluded from schools was significantly lower in Quarter 3 at 50 overall vs 77 during Q3 2017-18. Schools continue to focus on reducing exclusions and providing a more inclusive education.
- (e) The % of new Social Work service users receiving a service within 6 weeks of assessment climbed to 95% in Quarter 3.
- (f) The % of Mediation cases showing agreement/improvement after mediation was high at 93.6% in Quarter 3. SBC has increased integration of the mediation service into the daily operations of the Anti-Social Behaviour Unit and are raising awareness of the service.
- (g) Occupancy Rates of Industrial and Commercial Units (owned by the Council) increased to 89% in Quarter 3. The highest % by Locality was 100% in Tweeddale, however Berwickshire was lower at 78%.
- (h) The number of people registered with SB Alert increased by 154 over the previous quarter following an article in the SB Connect newsletter encouraging people to register.

6.2 Performance measures – summary of challenges

- (a) There has been a further fall in Quarter 3 2018 in recycling rates for both Households and Community Recycling Centres (CRC). The rolling average annual household recycling rate reduced from 39.00% in Q2 to 38.36 in Q3 2018 (Q3 2017 was 39.74%). CRC annual average recycling rates reduced to 58.21% in Q3 from 59.19% in Q2 (Q3 2017 was 57.91%). Rates may be impacted by variation in tonnages across types of waste.
- (b) The % of Freedom of Information (FOI) Requests Completed on Time reduced slightly to 85% in Quarter 3 (Target 100%). Completion times have been impacted by volume (347 in quarter) and complexity of requests.
- (c) The % of Looked After Children in family based placements compared to residential placements has reduced in Quarter 3 to 65% in the 12+ age group and 83% overall. In August 2017, legislation was implemented to allow young people who are looked after (age 16–21) to change their legal status to 'Continuing Care' as opposed to 'Looked After' but remain in the same care placement. Indicators are under review in light of this aspect. Fostering recruitment activity

has included recruitment days, the annual Foster Care event and evening presentations to church and community groups. Short Breaks for carers for children affected by disability is also to be focussed upon. SBC are also looking at how perceived barriers to fostering can be overcome.

- (d) The quarterly occupied bed day rates for emergency admissions in Scottish Borders residents aged 75+ (rate per 1,000 population) increased to 1,032 in Quarter 2 2018-19. This nationally-derived measure does not include bed-days in the four Borders' Community Hospitals.
- (e) The % of invoices paid within 30 days has reduced to 83% in Quarter 3 from 85% in Quarter 2 although the overall trend remains steady. SBC performance on this measure is historically strong however there was a dip during the introduction of Business World, as expected with a change of this nature. 2017-18 saw significant recovery and continuous improvement work remains ongoing and it is expected to see further improvement during the early part of 2019.
- (f) The number of new business start-ups through Business Gateway reduced to 35 in Quarter 3 from 67 in Quarter 2. A new start-up adviser is being trained and activity levels are expected to increase in Quarter 4.

7 COMMUNITY ACTION TEAM – SUMMARY OF ACTIVITY AND IMPACT

7.1 Year to date (Quarters 1, 2 & 3) there have been 2,650 recorded group 1-5 crimes and offences, a 2.9% decrease on the previous year. SBC is investing £282k during 2018/19 in a Community Action Team (CAT), working closely with Police Scotland to respond to local issues and concerns. An infographic summary is provided at Appendix 2.

During Quarter 3 the CAT has:

- Issued 172 parking tickets;
- Carried out 94 hours of High Visibility foot patrols and 173 hours of mobile patrols;
- Carried out 59 Person Drug searches (37.3% positive) and 22 Premises Drug searches (77.3% positive);
- Carried out 21 static road checks and provided education and advice to motorists;
- Issued 4 Road Traffic Fixed Penalties;
- Engaged with young people over the Halloween/Bonfire Night period, some of whom were involved in antisocial behaviour. Several had alcohol seized and drugs recoveries were made;
- During December liaising with local businesses and shops, visitors and locals, across the Borders, ensuring a visible police presence curtailed any shoplifting opportunities.

7.2 Examples of "Tasking" in Q3 included:

- Antisocial behaviour, drug related issues and suspicious vehicles in the Berwickshire locality;
- Reassurance visits in the aftermath of a robbery in the Cheviot locality;
- Antisocial driving and youth issues in the Eildon locality;
- Youth issues and parking issues in the Teviot locality;
- Thefts, housebreaking and youth issues in the Tweeddale locality;

8 IMPLICATIONS

8.1 Financial

There are no costs attached to any of the recommendations contained in this report.

8.2 Risk and Mitigations

Effective performance management arrangements will ensure that services, and those providing services on behalf of SBC, are aware of any weaknesses and can take corrective action in a timely manner, therefore mitigating any risks more effectively. The Council's Risk Management Policy and framework ensures that all services, and services delivered by third parties, identify and manage risks to the achievement of their objectives, with senior management providing appropriate levels of oversight. Performance should be enhanced by having robust risk management arrangements in place.

8.3 Equalities

There are no adverse equality/diversity implications. Performance reporting may help the Council to identify and address any equality / diversity issues and improve processes and procedures.

8.4 Acting Sustainably

Economic, social and environmental impact of SBC actions can be monitored more effectively if there is effective performance reporting arrangements in place.

8.5 Carbon Management

There are no significant effects on carbon emissions arising from the proposals contained in this report.

8.6 Rural Proofing

This report does not relate to new or amended policy or strategy and as a result rural proofing is not an applicable consideration.

8.7 Changes to Scheme of Administration or Scheme of Delegation

There are no changes to be made to either the Scheme of Administration or the Scheme of Delegation as a result of the proposals contained in this report.

9 CONSULTATION

- 9.1 The Chief Financial Officer, the Monitoring Officer, the Chief Legal Officer, the Chief Officer Audit and Risk, the Service Director HR, and the Clerk to the Council have been consulted and their comments have been incorporated into the final report.
- 9.2 Corporate Communications have been consulted and their comments incorporated into this report.

Approved by

Tracey Logan
Chief Executive

Signature

Author(s)

Name	Designation and Contact Number
Alasdair Collison	Senior Business Services Officer Tel: 01835 824000 Ext 8023

Background Papers:

Previous Minute Reference: 20 November 2018

Note – You can get this document on tape, in Braille, large print and various computer formats by contacting the address below. Alasdair Collison can also give information on other language translations as well as providing additional copies.

Contact us at Alasdair Collison, Scottish Borders Council Headquarters, Newtown St Boswells, Melrose, Tel 01835 824000 Ext 8023, Alasdair.Collison@scotborders.gov.uk

Appendix 1a
Executive Performance Report
2018/19: Quarter 3

Highlights

OUR PLAN for 2018-2023 and your part in it

HIGHLIGHTS DURING QUARTER 3 OCTOBER to DECEMBER 2018

OUR SERVICES FOR YOU



INDEPENDENT, ACHIEVING PEOPLE



A THRIVING ECONOMY, WITH OPPORTUNITIES FOR EVERYONE



EMPOWERED, VIBRANT COMMUNITIES



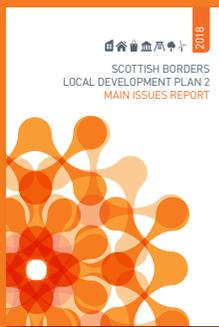
PUBLIC CONSULTATION ON KEY PLANNING DOCUMENT

Where new homes and businesses can be built and how further town centre regeneration can take place are just two of the questions Borderers were asked as part of a recent consultation.

As part of the development of a new Local Development Plan in 2021, SBC produced and approved a 'Main Issues Report' which was subject to a 12-week consultation period (ending 31 January 2019).

The [Main Issues Report](#) identified key development and land use issues which the next Local Development Plan must address, setting out what are considered to be our preferred options, including the identification of new sites for future development and suggesting reasonable alternatives.

As part of the consultation a series of drop in and workshop events took place. An online consultation was also available. The responses received will all be considered as part of the new Local Development Plan.



FOSTER CARERS AND YOUNG PEOPLE CELEBRATED AT ANNUAL FOSTERING CONFERENCE

The hard work and commitment of long serving foster carers has been acknowledged at the annual fostering conference.

Foster carers with between five and 25 years' service with the Council were presented with a certificate in recognition of their dedication and support toward the children and young people of the region.

Now in its third year the conference also formed part of the our Year of Young People 2018 programme, with care experienced young people involved in planning for the event and delivering some of the workshops.

The Council has an ongoing need for anyone interested in becoming a carer to get in touch. To find out more, contact the Family Placement Team on 01896 662799 or visit our [website](#)



QUALITY IMPROVEMENT AWARDS SUCCESS

Scottish Borders Council has been named winner of the Achieving Results at Scale category at the national Quality Improvement Awards which are held annually by the Scottish Government and Healthcare Improvement Scotland. SBC were top in Scotland with staff teams from Earlston Cluster of Children and Young People's Services nominated for their approach to closing the attainment gap in numeracy.

Further success saw Attainment Officer, Amanda Hamilton make it to the top three of the Quality Improvement Champion category for transformational work with schools on improving outcomes for young people using improvement methodology.



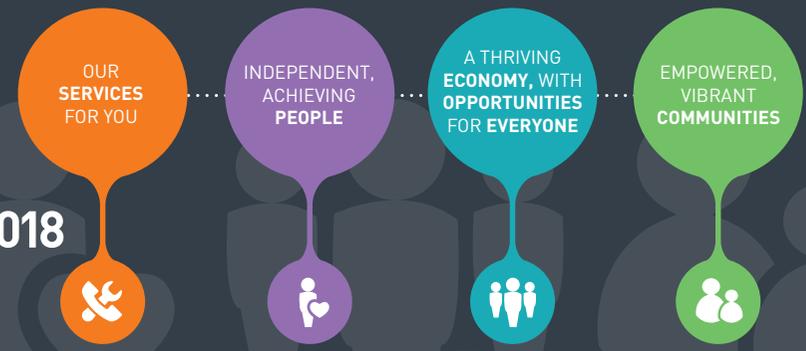
PARTNERSHIP PROJECT RECOGNISED AT NATIONAL AWARDS

A joint programme to help young and unemployed people gain construction skills has been recognised at a national awards ceremony. The Construction Sector Work Academy was highly commended at GO Awards Scotland 2018.

The project is delivered through ourselves, Borders College and JobCentre Plus and enables people to get their Construction Skills Certification Scheme card and provides work placements through ongoing contracts.

CHANGE AND IMPROVEMENT

HIGHLIGHTS DURING QUARTER 3 OCTOBER to DECEMBER 2018
Programmes & projects that will impact on performance



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PLANNING PERMISSION PROCESSING	
CUSTOMER ADVICE AND SUPPORT	
SCOTTISH BORDERS COUNCIL ENERGY USE	
WASTE RECYCLING	
COMPLAINTS TO SCOTTISH BORDERS COUNCIL	
SUPPLIER INVOICES	
HELPING BUSINESSES	
OCCUPANCY OF SCOTTISH BORDERS COUNCIL PROPERTIES	
CAPITAL PROJECTS PROGRESS	

POOL CARS

A trial pool car fleet of 15 vehicles, based at Council Headquarters, was introduced in Summer 2017 following a reduction in the travel budget as a result of 'Changes to Working Practices' Financial Plan saving. The aim of the trial was to examine the viability of a pool car fleet at Scottish Borders Council and enable options to be developed for the expansion of such a fleet beyond the trial period, both at Council Headquarters and across the main Borders towns.

A reduction in business mileage of 24% was seen at Council Headquarters during the first 8 months of operation of the pilot, it is assumed that the introduction of pool cars contributed to and enabled this significant reduction, alongside changes to working practices. A cultural and behavioural change is apparent at Council Headquarters for the period the trial pool cars have been in operation. Based on these cultural and behavioural changes to business mileage, £77k (annualised) of mileage claims were avoided. The pool car trial was fully funded from existing travel budgets.

The majority of business travel (65%) is undertaken by staff based out-with Council Headquarters.



After the successful trial, an expanded 55 car fleet has now been rolled out across the Borders, with additional cars at Council Headquarters. The anticipated 12 month saving for the expanded fleet, based upon the same cultural and behavioural changes of the trial period, this is expected to contribute to and enable savings of a further £250k per annum. This assumes that the success during the trial can be replicated to the same extent. The comparatively smaller number of vehicles available in Border towns and differences in roles, such as supply teaching, may impact this saving. Income from community use of the fleet would be in addition to this.

The Employee Travel & Mileage Policy, which includes a business travel decision maker, was published in October 2016 and forms the policy foundation to reduce business mileage expenses and drive efficient and effective business travel decision making.

The expanded fleet will also be available for community use and will generate associated income for the Council.

PUBLIC PROTECTION UNIT

The Scottish Borders Public Protection Unit (PPU) is co-located at Langlee (Galashiels) and includes Adult Protection, Child Protection and Police Scotland staff.

Workshops held with staff in 2018 explored options and ideas for the most effective structure for Scottish Borders Public Protection. This included discussion on a number of areas such as risk assessment, self-evaluation, training, outcomes and resource. Two key themes emerging from the workshops were the benefits of a co-located service and a 'family-approach' to public protection.

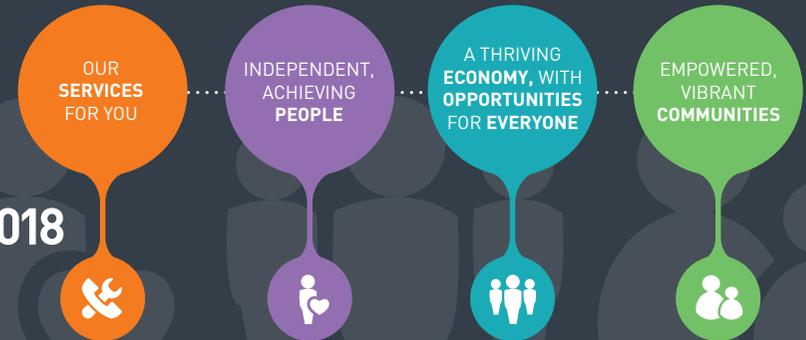
With regard to a 'family-approach' an example could arise whereby a household may have a mother with borderline learning difficulties who misuses alcohol/drugs and be a victim of domestic abuse with children at risk within the home. Currently this could result in a number of agencies being involved with the family – and therefore a number separate assessments undertaken, each one focussing on a different aspect of the problem.

To move forward, the Critical Services Oversight Group (CSOG) approved that work be progressed to take forward a co-located public protection service, incorporating a range of services, with a focus on the family. This work is progressing and follow up report will be presented to CSOG by Spring 2019.

SCHOOLS	
LOOKED AFTER CHILDREN	
DELAYED DISCHARGES FROM HOSPITAL	
SOCIAL CARE	
MEDIATION SERVICE	
COMMUNITY RESILIENCE	
COMMUNITY ACTION TEAM	
COMMUNITY EMPOWERMENT AND ENGAGEMENT	

CHANGE AND IMPROVEMENT

HIGHLIGHTS DURING QUARTER 3 OCTOBER to DECEMBER 2018
Programmes & projects that will impact on performance



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PLANNING PERMISSION PROCESSING	
CUSTOMER ADVICE AND SUPPORT	
SCOTTISH BORDERS COUNCIL ENERGY USE	
WASTE RECYCLING	
COMPLAINTS TO SCOTTISH BORDERS COUNCIL	
SUPPLIER INVOICES	
HELPING BUSINESSES	
OCCUPANCY OF SCOTTISH BORDERS COUNCIL PROPERTIES	
CAPITAL PROJECTS PROGRESS	

GARDEN VIEW & TRANSITIONAL CARE FACILITY

The Discharge to Assess unit based at Garden View (Tweedbank) provides a maximum 23-bed capacity outwith Borders General Hospital to assess patients prior to them moving home or into supported accommodation. Over the period December 2017 to December 2018, 174 patients were accommodated at Garden View, with an average stay of 16 days, resulting in close to 3,000 occupied bed days being made available at BGH.

Waverley Care Home in Galashiels provides 10 long-stay residential beds and also 16 short-stay transitional care beds. These transitional beds deliver rehabilitation and reablement, for up to 6 weeks, for individuals who no longer need to be in hospital, but who do require some additional support to regain their independence before ideally returning home. The average age of individual's



admitted to transitional care is 81 and over the duration of the transitional care service, the average length of stay has been 34 days. Over 80% of people who have been gone through transitional care have been discharged to their own homes with either no package of care or a reduced package of care, with the remainder of individuals moving to supported accommodation or being readmitted to Borders General Hospital. The transitional care facility has provided over 7,300 bed days, which like Garden View has made a significant contribution to improving the flow of patients through the hospital and in delivering improved outcomes for patients and their families.

ONLINE SERVICES FOR PARENTS/GUARDIANS

ParentPay is a web-based system that enables parents/guardians to pay online for all goods and services supplied by schools including school meals.

The system was introduced in 2015/2016 and delivers efficiencies including:

- automated payment processes
- reduced cash-handling
- freeing-up staff time
- improved audit trail
- improved digital experience for parents/carers

ParentPay reduces the stigma and opportunities for bullying associated with poverty and hard-ship by creating anonymity for children in receipt of free school meals. It also reduces the risks associated with children taking cash to school.

Plans for the future include the use of ParentPay for greater management of school trips, online shops and out of school clubs.

A Parents Evening Booking System (PEBS) was launched in October 2017 which enables booking of parents' evening appointments online. The system has produced significant efficiencies by automating manual processes, freeing-up staff time and removing the need for paper and printing. After a year of operation 84% of parents are booking appointments directly through PEBS, with some schools showing 100% attendance. This high take-up reflects increasing demand for digital service.

SCHOOLS	
LOOKED AFTER CHILDREN	
DELAYED DISCHARGES FROM HOSPITAL	
SOCIAL CARE	
MEDIATION SERVICE	
COMMUNITY RESILIENCE	
COMMUNITY ACTION TEAM	
COMMUNITY EMPOWERMENT AND ENGAGEMENT	



OUR SERVICES FOR YOU

OUR PERFORMANCE DURING Q3 OCTOBER to DECEMBER 2018

PLANNING PERMISSION # MAJOR DEVELOPMENTS



13.7 weeks – average time to process **Major Developments**

Note: figure relates to Q4 17/18

PLANNING PERMISSION # LOCAL – NON HOUSEHOLDER



7.2 weeks – average time to determine **Local Developments - Non Householder**

Note: figure relates to Q4 17/18

PLANNING PERMISSION # LOCAL – HOUSEHOLDER



6.8 weeks – average time to determine **Local Developments - Householder**

Note: figure relates to Q4 17/18

WASTE RECYCLING # HOUSEHOLD RECYCLING



38.36% of our household waste on average, was recycled over the last 12 months

Down from 39.74% in Q3 2017

WASTE RECYCLING # HOUSEHOLD 'OTHER' TREATMENT



0.34% of our household waste required 'other' treatment, on average over the last 12 months

In line with 0.34% in Q3 2017

ENERGY USE (26 key sites) ELECTRICITY



2,394,301 kilowatt hours or **Electricity used** at a cost of **£0.303m**

Down from 2,473,088 Kwh in Q3 2017/18
Up from £0.273m in Q3 2017/18

WASTE RECYCLING # HOUSEHOLD LANDFILLED



61.31% of our household waste on average, was sent to Landfill over the last 12 months

Up from 59.92% in Q3 2017

WASTE RECYCLING # COMMUNITY RECYCLING CENTRES



58.21% of waste was recycled at SBC **Community Recycling Centres**, on average, over the last 12 months

Up from 57.91% in Q3 2017

ENERGY USE (26 key sites) GAS



3,728,774 kilowatt hours or **Gas used** at a cost of **£0.093m**

Down from 4,176,892 Kwh in Q3 2017/18
In line with £0.093m in Q3 2017/18

CONTEXT INDICATORS UPDATE OUR SERVICES FOR YOU

INDICATOR	THIS PERIOD	LAST PERIOD	CHANGE
Planning Applications	319	348	↓
Killed on Borders Roads	6	1	↑
Seriously injured on Borders Roads	23	15	↑
Capital Receipts Cumulative **	£181.8k	£114.9k	n/a
Properties surplus	29	30	↓
Properties marketed	5	5	-
Properties under offer	14	16	↓

KEY # 1 quarter lag ** Cumulative in year ↑ Increased ↓ Reduced

Context Indicators are indicators where Scottish Borders Council has indirect influence (e.g. crime figures) or can include the context within which the council is operating (e.g. employment rate)



OUR SERVICES FOR YOU

OUR PERFORMANCE DURING Q3 OCTOBER to DECEMBER 2018

<p>WELFARE BENEFITS</p> <p>275 people contacted us for Welfare Benefits advice receiving over £1.156m in additional benefits</p> <p>Down from 315 in Q3 17/18 Down from £2.022m in Q3 17/18</p>	<p>HOUSING BENEFIT & COUNCIL TAX REDUCTION – NEW CLAIMS </p> <p>22.89 days – average time to process New Claims</p> <p>Down from 25.04 days in Q3 17/18</p>	<p>HOUSING BENEFIT & COUNCIL TAX REDUCTION – CHANGE EVENTS </p> <p>9.89 days – average time to process Change Events</p> <p>Up from 8.63 days in Q3 17/18</p>
<p>CUSTOMER CALLS </p> <p>20,602 phone interactions were logged by our Contact Centres</p> <p>Down from 21,855 in Q3 17/18</p>	<p>COUNCIL TAX</p> <p>82.64% of Council Tax due was collected</p> <p>Down from 82.93% in Q3 17/18</p>	<p>FREEDOM OF INFORMATION REQUESTS (FOI) </p> <p>85% of FOI requests were completed on time</p> <p>Down from 93% in Q3 17/18</p>
<p>CUSTOMER COMPLAINTS STAGE ONE </p> <p>Our average response times for complaints was 4.5 days at stage one</p> <p>Up from 4.1 days in Q3 17/18</p>	<p>CUSTOMER COMPLAINTS STAGE TWO </p> <p>Our average response times for complaints was 18.7 days at stage two</p> <p>Up from 17.1 days in Q3 17/18</p>	<p>CUSTOMER COMPLAINTS ESCALATED COMPLAINTS </p> <p>Our average response times for escalated complaints was 15.4 days</p> <p>Down from 29 days in Q3 17/18</p>
<p>We closed 77.6% of complaints at stage one within 5 working days</p> <p>Down from 84.8% in Q3 17/18</p>	<p>We closed 60% of complaints at stage two within 20 working days</p> <p>Down from 70% in Q3 17/18</p>	<p>We closed 60% of escalated complaints within 20 working days</p> <p>Up from 0% in Q3 17/18</p>

CONTEXT INDICATORS UPDATE OUR SERVICES FOR YOU

INDICATOR	THIS PERIOD	LAST PERIOD	CHANGE
Face to Face Interactions (CRM) by Customer Services	12,707	15,734	↓
Total logged customer contact with SBC	35,415	42,965	↓
Complaints Closed	112	148	↓
FOIs requests received	347	356	↓
Facebook Engagements	59,073	66,041	↓
Twitter Engagements	5,792	10,821	↓

KEY # 1 quarter lag ** Cumulative in year ↑ Increased ↓ Reduced

Context Indicators are indicators where Scottish Borders Council has indirect influence (e.g. crime figures) or can include the context within which the council is operating (e.g. employment rate)



INDEPENDENT, ACHIEVING PEOPLE

OUR PERFORMANCE DURING Q3 OCTOBER to DECEMBER 2018

<p>SCHOOL ATTENDANCE PRIMARY SCHOOLS </p> <p>95.54% of pupils attended their primary school</p> <p>Up from 94.69% in Q3 17/18</p>	<p>SCHOOL EXCLUSIONS PRIMARY SCHOOLS </p> <p>8 exclusions from primary school</p> <p>Down from 13 in Q3 17/18</p>	<p>LOOKED AFTER CHILDREN AGED 12+ </p> <p>65% of looked after children (aged 12+) in a community family based placement (end of Dec-18)</p> <p>Down from 72% at end of Q3 17/18</p>
<p>SCHOOL ATTENDANCE SECONDARY SCHOOLS </p> <p>91.28% of pupils attended their secondary school</p> <p>Up from 90.34% in Q3 17/18</p>	<p>SCHOOL EXCLUSIONS SECONDARY SCHOOLS </p> <p>42 exclusions from secondary school</p> <p>Down from 64 in Q3 17/18</p>	<p>LOOKED AFTER CHILDREN ALL AGES </p> <p>83% of looked after children (all ages) in a community family based placement (end of Dec-18)</p> <p>Down from 84% at end of Q3 17/18</p>
<p>SCHOOL ATTENDANCE OVERALL </p> <p>93.4% of pupils attended school overall</p> <p>Up from 92.5% in Q3 17/18</p>	<p>SCHOOL EXCLUSIONS OVERALL </p> <p>50 exclusions from primary and secondary schools</p> <p>Down from 77 in Q3 17/18</p>	

CONTEXT INDICATORS UPDATE INDEPENDENT, ACHIEVING PEOPLE

INDICATOR	THIS PERIOD	LAST PERIOD	CHANGE
Schools/Nurseries inspections	2	1	↑
Looked After Children	199	212	↓
Inter-agency Referral Discussions - child	142	138	↑
Child Protection Register	53	53	-
New Modern Apprentices employed this year	30	30	-
Modern Apprentices securing employment with SBC after MA	6	3	↑
Number of Current Modern Apprentices	37	46	↓

KEY # 1 quarter lag ** Cumulative in year ↑ Increased ↓ Reduced

Context Indicators are indicators where Scottish Borders Council has indirect influence (e.g. crime figures) or can include the context within which the council is operating (e.g. employment rate)



INDEPENDENT, ACHIEVING PEOPLE

OUR PERFORMANCE DURING Q3 OCTOBER to DECEMBER 2018

SOCIAL CARE CARE AT HOME



77% of adults (aged 65yrs+) received care at home compared to a care home/residential setting (end Dec-18)

In line with 77% at end of Q3 17/18

MEDIATION SERVICE

93.6% of cases showing agreement or improvement after mediation

Up from 92.1% at end of Q3 17/18



SOCIAL CARE SELF DIRECTED SUPPORT

82.3% of adults are using the Self Directed Support approach (end Dec-18)

Up from 74.1% in Q3 17/18

BED DAYS ASSOCIATED WITH EMERGENCY ADMISSIONS



1,032 bed days associated with emergency admissions, aged 75+ (rate per 1000 population)

DELAYED DISCHARGES FROM HOSPITAL



175 bed days associated with delayed discharges in residents aged 75+ (rate per 1000 population)

SOCIAL CARE NEW SERVICE USERS

95% of new service users received a service within 6 weeks of assessment (end Dec-18)

Down from 97% at end of Q3 17/18



CONTEXT INDICATORS UPDATE INDEPENDENT, ACHIEVING PEOPLE

INDICATOR	THIS PERIOD	LAST PERIOD	CHANGE
Adult self-directed care per 1,000 pop	20.36	20.59	↓
Adult protection - Concerns	74	77	↓
Adult protection - Investigations	31	45	↓
Reported incidents of domestic abuse **	767	528	n/a
Referrals To Domestic Abuse Services **	552	370	n/a
ASB Incidents **	11,719	7,961	n/a
ASB Early Interventions *	690	468	n/a
Monitored for ASB **	1,175	820	n/a
Referrals to mediation **	88	74	n/a
Group 1-5 recorded crimes and offences **	2,650	1,735	n/a

KEY # 1 quarter lag ** Cumulative in year ↑ Increased ↓ Reduced

Context Indicators are indicators where Scottish Borders Council has indirect influence (e.g. crime figures) or can include the context within which the council is operating (e.g. employment rate)



A THRIVING ECONOMY, WITH OPPORTUNITIES FOR EVERYONE

OUR PERFORMANCE DURING Q3 OCTOBER to DECEMBER 2018

BUSINESS GATEWAY NEW BUSINESSES



35 new businesses were created with our help

Down from 54 in Q3 17/18

BUSINESS GATEWAY BUSINESSES SUPPORTED



336 businesses were supported

Down from 371 in Q3 17/18

INVOICES PAID



83% of invoices, on average were paid within 30 days

Down from 85% in Q3 17/18

OCCUPANCY RATES



89% of industrial and commercial properties owned by the council were occupied (end Dec-18)

Up from 87.2% in Q3 17/18

TOP CAPITAL PROJECTS



Of the **top major projects** ongoing across the council (end Dec-18)

17 are on target

Down from 18 in Q3 17/18

1 is slightly behind target

Down from 3 in Q3 17/18

0 are not on target

In line with 0 in Q3 17/18



For more on performance visit www.scotborders.gov.uk/performance or email performance@scotborders.gov.uk
 Correct at time of publication: 05 February 2019. # Performance indicators with a quarter lag in data.

CONTEXT INDICATORS UPDATE A THRIVING ECONOMY, WITH OPPORTUNITIES FOR EVERYONE

INDICATOR	THIS PERIOD	LAST PERIOD	CHANGE
16 - 64 Employment rate #	75%	74.1%	↑
16 - 64 Claimant Count	2%	1.73%	↑
18 - 24 Claimant Count	3.8%	3.73%	↑
SB Business Loan Fund - loans	0	1	↓
SB Business Loan Fund - loans £	0	£20.0k	↓
SB Business Fund - grants	6	3	↑
SB Business Fund - grants £	£20.8k	£9.3k	↑

KEY # 1 quarter lag ** Cumulative in year ↑ Increased ↓ Reduced

Context Indicators are indicators where Scottish Borders Council has indirect influence (e.g. crime figures) or can include the context within which the council is operating (e.g. employment rate)



EMPOWERED VIBRANT COMMUNITIES

OUR PERFORMANCE DURING Q3 OCTOBER to DECEMBER 2018

SCOTTISH BORDERS COUNCIL
COMMUNITY ACTION TEAM
(WITH POLICE SCOTLAND)

94
hours of **High Visibility**
foot patrols



173
hours of **mobile patrols**



172
parking tickets issued



59
person Drug searches
(37.3% positive) and



22
premises Drug searches
(77.3% positive)



21
static road checks



4
Road Traffic Fixed Penalties



S safer
B communities
partnership

ASSET TRANSFER REQUESTS

0 asset transfer requests were
Received

Down from 1 in Q3 17/18

1 asset transfer request was
Agreed

Up from 0 in Q3 17/18

0 asset transfer requests were
Refused

In line with 0 in Q3 17/18

COMMUNITY RESILIENCE SB ALERT REGISTRATIONS

5,233 people were
registered for SB Alert



Up from 4,712 in Q3 17/18

COMMUNITY PARTICIPATION

1 participation request was
Received

In line with 1 in Q3 17/18

0 participation requests were
Agreed

In line with 0 in Q3 17/18

0 participation requests were
Refused

In line with 0 in Q3 17/18



CONTEXT INDICATORS UPDATE EMPOWERED VIBRANT COMMUNITIES

INDICATOR	THIS PERIOD	LAST PERIOD	CHANGE
Active community resilience plans	47	42	↑
Progressing community resilience plans	6	12	↓
Community Grant – grants	4	14	↓
Community Grant – grants £	£16.8k	£45.0k	↓
Community Grant – total project cost £	£109.7k	£134.4k	↓
Quality of Life Fund – £ **	£89.8k	£52.5k	n/a
Neighbourhood Small Schemes Fund – £ **	£106.9k	£47.5k	n/a
Volunteer work with SBC	216	186	↑

KEY # 1 quarter lag ** Cumulative in year ↑ Increased ↓ Reduced

Context Indicators are indicators where Scottish Borders Council has indirect influence (e.g. crime figures) or can include the context within which the council is operating (e.g. employment rate)

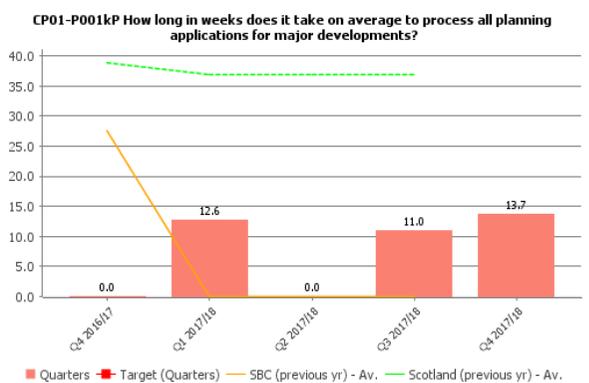
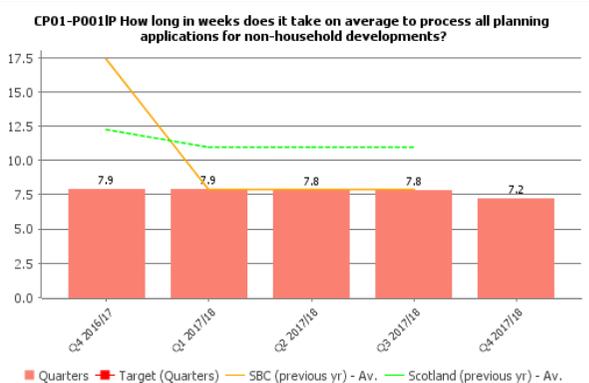
Appendix 1b
Executive Performance Report
2018/19: Quarter 3

Performance & Context Indicators

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

KEY	 Indicator is:	 Indicator is:	 Indicator is:
	<ul style="list-style-type: none"> On target and as forecast, <i>or</i> In line with national trend, <i>or</i> Showing a long term positive trend 	<ul style="list-style-type: none"> Just off target /off forecast, <i>or</i> Showing longer term trends that need to be watched 	<ul style="list-style-type: none"> Off target & not as forecast, <i>or</i> Out of line with national trends, <i>or</i> Showing longer term negative trends

Our Services for You: PERFORMANCE Indicators

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By
CP01-P001kP Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)		13.7 (Q4 17/18)	<i>Note: 2018/19 figures not yet available. The timescale for receiving adjusted figures from Scottish Government has been changed for 2018/19. Future provision of adjusted data is anticipated to be 6 monthly.</i>	N/A	Ian Aikman
CP01-P001IP Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)		7.2 (Q4 17/18)	<i>Note: 2018/19 figures not yet available. The timescale for receiving adjusted figures from Scottish Government has been changed for 2018/19. Future provision of adjusted data is anticipated to be 6 monthly.</i>	N/A	Ian Aikman

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By												
CP01-P001mP Av.time (wks) taken to process all planning apps - Local Dev (householder) - ADJUSTED (cumulative)	<p>CP01-P001mP How long in weeks does it take on average to process all planning applications for household developments?</p> <table border="1"> <caption>Chart Data: Average weeks to process planning applications</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2018/18</td> <td>6.5</td> </tr> <tr> <td>Q1 2017/18</td> <td>6.9</td> </tr> <tr> <td>Q2 2017/18</td> <td>6.8</td> </tr> <tr> <td>Q3 2017/18</td> <td>6.7</td> </tr> <tr> <td>Q4 2017/18</td> <td>6.8</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2018/18	6.5	Q1 2017/18	6.9	Q2 2017/18	6.8	Q3 2017/18	6.7	Q4 2017/18	6.8	6.8 (Q4 17/18)	<p><i>Note: 2018/19 figures not yet available. The timescale for receiving adjusted figures from Scottish Government has been changed for 2018/19. Future provision of adjusted data is anticipated to be 6 monthly.</i></p>	N/A	Ian Aikman
Quarter	Value																
Q4 2018/18	6.5																
Q1 2017/18	6.9																
Q2 2017/18	6.8																
Q3 2017/18	6.7																
Q4 2017/18	6.8																

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By												
CP05-P001cP 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"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3-2017</td> <td>39.74</td> </tr> <tr> <td>Q4-2017</td> <td>39.88</td> </tr> <tr> <td>Q1-2018</td> <td>39.52</td> </tr> <tr> <td>Q2-2018</td> <td>39.00</td> </tr> <tr> <td>Q3-2018</td> <td>38.36</td> </tr> </tbody> </table>	Quarter	Value (%)	Q3-2017	39.74	Q4-2017	39.88	Q1-2018	39.52	Q2-2018	39.00	Q3-2018	38.36	38.36	<p>Observations:</p> <p><u>Recycling Rate</u> There has been a slight decrease in the recycling rate. Some of this will be due to natural variation in the tonnages - for example a decrease in collected dry mixed recyclate as well as green waste and Waste Electrical & Electronic Equipment (WEEE) at the Community Recycling Centre (CRC) sites.</p> <p><u>Landfill Rate</u> As the recycling rate has decreased slightly, the landfill rate has increased. This could be due to natural variation in the tonnages collected from year to year and month to month.</p> <p><u>Other Treatment</u> This is a small percentage and is related to material that was sent off for recycling but which identified as contamination through the sorting process.</p> <p><i>Note: Quarters are "Calendar" year basis.</i></p>	N/A	Ross Sharp-Dent
Quarter	Value (%)																
Q3-2017	39.74																
Q4-2017	39.88																
Q1-2018	39.52																
Q2-2018	39.00																
Q3-2018	38.36																
CP05-P001dP Annual Household Waste Landfilled Rate (%) - UNVERIFIED (cumulative rolling average)	<p>CP05-P001dP How much of our household waste goes to landfill (%) - UNVERIFIED (cumulative rolling average)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3-2017</td> <td>59.92</td> </tr> <tr> <td>Q4-2017</td> <td>59.76</td> </tr> <tr> <td>Q1-2018</td> <td>60.13</td> </tr> <tr> <td>Q2-2018</td> <td>60.66</td> </tr> <tr> <td>Q3-2018</td> <td>61.31</td> </tr> </tbody> </table>	Quarter	Value (%)	Q3-2017	59.92	Q4-2017	59.76	Q1-2018	60.13	Q2-2018	60.66	Q3-2018	61.31	61.31	N/A	Ross Sharp-Dent	
Quarter	Value (%)																
Q3-2017	59.92																
Q4-2017	59.76																
Q1-2018	60.13																
Q2-2018	60.66																
Q3-2018	61.31																
CP05-P001eP Annual Household Waste 'Other Treatment' Rate (%) - UNVERIFIED (cumulative rolling average)	<p>CP05-P001eP How much of our household waste requires other treatment (%) - UNVERIFIED (cumulative rolling average)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3-2017</td> <td>0.34</td> </tr> <tr> <td>Q4-2017</td> <td>0.35</td> </tr> <tr> <td>Q1-2018</td> <td>0.35</td> </tr> <tr> <td>Q2-2018</td> <td>0.34</td> </tr> <tr> <td>Q3-2018</td> <td>0.34</td> </tr> </tbody> </table>	Quarter	Value (%)	Q3-2017	0.34	Q4-2017	0.35	Q1-2018	0.35	Q2-2018	0.34	Q3-2018	0.34	0.34	N/A	Ross Sharp-Dent	
Quarter	Value (%)																
Q3-2017	0.34																
Q4-2017	0.35																
Q1-2018	0.35																
Q2-2018	0.34																
Q3-2018	0.34																

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By												
CP05-P001FP Annual Average Community Recycling Centre (CRC) Recycling Rate (%) (cumulative rolling ave)	<p>CP05-P001FP How much of our waste do we recycle at Community Recycling Centres?</p> <table border="1"> <caption>Quarterly Recycling Rates at Community Recycling Centres</caption> <thead> <tr> <th>Quarter</th> <th>Recycling Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q2-2017</td> <td>57.91</td> </tr> <tr> <td>Q3-2017</td> <td>58.54</td> </tr> <tr> <td>Q1-2018</td> <td>58.67</td> </tr> <tr> <td>Q2-2018</td> <td>59.19</td> </tr> <tr> <td>Q2-2018</td> <td>58.21</td> </tr> </tbody> </table>	Quarter	Recycling Rate (%)	Q2-2017	57.91	Q3-2017	58.54	Q1-2018	58.67	Q2-2018	59.19	Q2-2018	58.21	58.21	<p>Observations:</p> <p>The recycling centre rate recycling rate has decreased. There has been a decrease in green waste at Community Recycling Centre (CRC) sites, this is thought to be due to seasonal variation / weather conditions. There has also been a slight decrease in Waste Electrical & Electronic Equipment (WEEE) and dry mixed recycle.</p> <p><i>Note: Quarters are "Calendar" year basis.</i></p>	N/A	Ross Sharp-Dent
Quarter	Recycling Rate (%)																
Q2-2017	57.91																
Q3-2017	58.54																
Q1-2018	58.67																
Q2-2018	59.19																
Q2-2018	58.21																
CP06-P14P Percentage of Working Days Lost - Council Average			<p>Note: Reporting on absence from Business World is being further developed and tested, and regular reporting will recommence as soon as possible. This remains a key area of focus for SBC at this time.</p>		Ian Angus												

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Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By
<i>Note: Quarterly Energy indicators reflect consumption and costs across 26 key sites.</i>					
CP07-P001gP Electricity Consumption (KWh) – Quarterly	<p>CP07-P001gP How much electricity in kilowatt hours does the Council use? - Quarterly</p>	2,394,301	See comments below	N/A	Martin Joyce
Page 116 CP07-P001hP Electricity Consumption Cost (£) – Quarterly	<p>CP07-P001hP How much does the Council spend on electricity? - Quarterly</p>	£302,753		N/A	Martin Joyce

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																				
CP07-P001iP Gas Consumption (KWh) – Quarterly	<p>CP07-P001iP How much gas in kilowatt hours does the Council use? - Quarterly</p> <table border="1"> <caption>CP07-P001iP Gas Consumption (KWh) - Quarterly</caption> <thead> <tr> <th>Quarter</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~2,300,000</td> <td>~2,000,000</td> <td>~2,000,000</td> </tr> <tr> <td>Q2</td> <td>~800,000</td> <td>~1,000,000</td> <td>~1,000,000</td> </tr> <tr> <td>Q3</td> <td>~4,000,000</td> <td>~4,200,000</td> <td>~3,700,000</td> </tr> <tr> <td>Q4</td> <td>~4,800,000</td> <td>~5,500,000</td> <td>-</td> </tr> </tbody> </table>	Quarter	2016/17	2017/18	2018/19	Q1	~2,300,000	~2,000,000	~2,000,000	Q2	~800,000	~1,000,000	~1,000,000	Q3	~4,000,000	~4,200,000	~3,700,000	Q4	~4,800,000	~5,500,000	-	3,728,774		N/A	Martin Joyce
Quarter	2016/17	2017/18	2018/19																						
Q1	~2,300,000	~2,000,000	~2,000,000																						
Q2	~800,000	~1,000,000	~1,000,000																						
Q3	~4,000,000	~4,200,000	~3,700,000																						
Q4	~4,800,000	~5,500,000	-																						
CP07-P001jP Gas Consumption Cost (£) – Quarterly	<p>CP07-P001jP How much does the Council spend on gas? - Quarterly</p> <table border="1"> <caption>CP07-P001jP Gas Consumption Cost (£) - Quarterly</caption> <thead> <tr> <th>Quarter</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~£55,000</td> <td>~£50,000</td> <td>~£60,000</td> </tr> <tr> <td>Q2</td> <td>~£30,000</td> <td>~£35,000</td> <td>~£40,000</td> </tr> <tr> <td>Q3</td> <td>~£80,000</td> <td>~£90,000</td> <td>~£90,000</td> </tr> <tr> <td>Q4</td> <td>~£95,000</td> <td>~£115,000</td> <td>-</td> </tr> </tbody> </table>	Quarter	2016/17	2017/18	2018/19	Q1	~£55,000	~£50,000	~£60,000	Q2	~£30,000	~£35,000	~£40,000	Q3	~£80,000	~£90,000	~£90,000	Q4	~£95,000	~£115,000	-	£93,467	See comments below	N/A	Martin Joyce
Quarter	2016/17	2017/18	2018/19																						
Q1	~£55,000	~£50,000	~£60,000																						
Q2	~£30,000	~£35,000	~£40,000																						
Q3	~£80,000	~£90,000	~£90,000																						
Q4	~£95,000	~£115,000	-																						

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Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By
<p>Overall Observations: Quarter 3 saw an overall energy consumption decrease of 8% with an overall cost increase of 8% compared to the same period last year which reflects a unit price increase in electricity and gas costs.</p> <p>Electricity This year so far we have seen a decrease in electricity consumption of 3 % but a cost increase of 11% associated with unit price increases.</p> <p>Gas Gas consumption has decrease by 11 % with costs increasing by 1%. Increases in gas unit cost have contributed to this cost increase. The temperature during the third quarter was 8% warmer that the same period last year which will account for some of this reduction. When the weather variation is taken into account the normalised gas consumption actually shows a decrease of 3%. <i>Note – a billing error may affect these figures and will be corrected next quarter.</i></p> <p>Actions we are taking to improve our performance</p> <p><u>What we've been doing:</u> As part of the transformation programme of works the Energy Efficiency Programme (EPP) is focussed on delivering cost effective energy reductions that represent best value for money while reducing the our energy consumption and costs as much as possible.</p> <p><u>As part of this programme this year we:</u></p> <ul style="list-style-type: none"> • Completed LED upgrades on further sites • Installed Solar Panels at 12 of our sites • Commenced installation of £1.5 million of energy efficiency works including a large number of renewable energy and heating projects • Upgraded aging storage heaters with high heat retention heaters <p><u>What's coming up:</u></p> <ul style="list-style-type: none"> • Further phases of LED lighting projects are planned for 2018-19 • Maximising efficiency of our electrically heated buildings • We are identifying and planning priority work at our most inefficient properties • We are working closely with our managed services partners to identify and implement efficiency opportunities • We continue to work hard with our new buildings to ensure they are run as efficiently as possible • We will actively engage with new building projects at design concept stage to ensure our new building stock is as efficient as possible and renewable energy opportunities are realized. <p><i>Notes: Figures relate to 26 key sites. The Q2 Electricity cost figure has been amended for a small increase due to billing errors.</i></p>					

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																				
CP07-P001aaP Council Tax - In Year Collection Level	<p>CP07_P001aaP Council Tax - In Year Collection LBL</p> <table border="1"> <caption>CP07_P001aaP Council Tax - In Year Collection LBL</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>~32%</td> <td>~58%</td> <td>~82%</td> <td>~98%</td> </tr> <tr> <td>2017/18</td> <td>~32%</td> <td>~58%</td> <td>~82%</td> <td>~98%</td> </tr> <tr> <td>2018/19</td> <td>~32%</td> <td>~58%</td> <td>82.64%</td> <td>~98%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2016/17	~32%	~58%	~82%	~98%	2017/18	~32%	~58%	~82%	~98%	2018/19	~32%	~58%	82.64%	~98%	82.64%	<p>How are we performing?"</p> <p>The collection rate this year is still slightly below target (0.29%). However the gap between collection rate/target has closed over the last two months and our expectation is that by 31 March 2019 the collection rate will reach the expected target.</p> <p>Actions we are taking to improve/maintain performance.</p> <p>There has been a small increase in the Council Tax Reduction caseload suggesting that the targeted works that have been scheduled are assisting the collection rate.</p> <p>Nearly 25% of all customers paying by Direct Debit have opted to pay over 12 months. This has increased from 21.4% at the same time last year and should result in increased collection over the last quarter. Therefore we do not expect any change to our annual forecasted collection rate.</p>		Jenni Craig
Year	Q1	Q2	Q3	Q4																					
2016/17	~32%	~58%	~82%	~98%																					
2017/18	~32%	~58%	~82%	~98%																					
2018/19	~32%	~58%	82.64%	~98%																					
CP08-P065P Voice interactions (taken through CRM) by Customer Services	<p>CP08-P065P How many people were logged as contacting our Contact Centres by phone? (CP08-P65P)</p> <table border="1"> <caption>CP08-P065P How many people were logged as contacting our Contact Centres by phone? (CP08-P65P)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>21,855</td> </tr> <tr> <td>Q4 2017/18</td> <td>25,810</td> </tr> <tr> <td>Q1 2018/19</td> <td>24,162</td> </tr> <tr> <td>Q2 2018/19</td> <td>24,980</td> </tr> <tr> <td>Q3 2018/19</td> <td>20,602</td> </tr> </tbody> </table>	Quarter	Value	Q3 2017/18	21,855	Q4 2017/18	25,810	Q1 2018/19	24,162	Q2 2018/19	24,980	Q3 2018/19	20,602	20,602	<p>How we are performing:</p> <p>In Quarter 3 the number of voice interactions decreased by 4378 when compared with Quarter 2.</p> <p>When making a comparison with Q3 last year (2017/18) there has also been a decrease of 1253 voice interactions taken through CRM.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>We are reducing voice interactions by increasing online interactions, vision is this will continue to increase over the next 12 months.</p>	N/A	Les Grant								
Quarter	Value																								
Q3 2017/18	21,855																								
Q4 2017/18	25,810																								
Q1 2018/19	24,162																								
Q2 2018/19	24,980																								
Q3 2018/19	20,602																								

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Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By								
CP03-P035P Number of People referred to Welfare Benefits in the quarter	<p>CP03-P035P How many people have been referred for advice or advocacy through the Welfare Benefits Service in the quarter?</p> <table border="1"> <caption>Data for CP03-P035P</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>350</td> </tr> <tr> <td>2017/18</td> <td>420</td> </tr> <tr> <td>2018/19</td> <td>275</td> </tr> </tbody> </table>	Year	Value	2016/17	350	2017/18	420	2018/19	275	275	<p>Observations:</p> <p>The decrease in the number of referrals received by the Financial Inclusion Team in Quarter 3 is likely to be a direct consequence of the implementation during quarter 2 of new arrangements for managing financial inclusion referrals from Social Work. The new referral process facilitates faster assessment thereby ensuring that, where appropriate, referrals are directed more quickly to the most appropriate Council team or external agency and that, in many instances, an effective advice and assistance service can be provided to customers without the need for the involvement of the Financial Inclusion team.</p> <p>From Q2, the indicator 'Monetary Gain' has been replaced with 2 new indicators of 'Monetary Gain for Cases Closed in the Quarter' and 'Cumulative Monetary Gain for cases closed in the year to date'. As the new indicators have only just been implemented it is not yet possible to identify any trends from them, however, they will serve to provide clearer and more substantial information on Financial Inclusion monetary gain over the forthcoming quarters.</p>	N/A	Les Grant
Year	Value												
2016/17	350												
2017/18	420												
2018/19	275												
CP03-P036P Welfare Benefit Service - Monetary Gain for cases closed in the quarter	<p>CP03-P036P How much money was gained for customers of the Welfare Benefits Service, for cases closed in the quarter?</p> <table border="1"> <caption>Data for CP03-P036P</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>£900,000.00</td> </tr> <tr> <td>2017/18</td> <td>£1,250,000.00</td> </tr> <tr> <td>2018/19</td> <td>£1,155,712.43</td> </tr> </tbody> </table>	Year	Value	2016/17	£900,000.00	2017/18	£1,250,000.00	2018/19	£1,155,712.43	£1,155,712.43	N/A	Les Grant	
Year	Value												
2016/17	£900,000.00												
2017/18	£1,250,000.00												
2018/19	£1,155,712.43												
CP03-P036bP Welfare Benefit Service - Cumulative Monetary Gain for cases closed in the year to date	<p>CP03-P036bP Cumulatively, how much money was gained for customers of the Welfare Benefits Service, for cases closed in the year to date?</p> <table border="1"> <caption>Data for CP03-P036bP</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>£0.00</td> </tr> <tr> <td>2017/18</td> <td>£1,750,000.00</td> </tr> <tr> <td>2018/19</td> <td>£2,877,347.42</td> </tr> </tbody> </table>	Year	Value	2016/17	£0.00	2017/18	£1,750,000.00	2018/19	£2,877,347.42	£2,877,347.42	N/A	Les Grant	
Year	Value												
2016/17	£0.00												
2017/18	£1,750,000.00												
2018/19	£2,877,347.42												

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																		
RD CS RB001aP Housing Benefit and Council Tax Reduction - New Claims (Avg No. of Days to process)	<p>Exec PMF 2018 OSFY Housing Benefit & CTR Processing Days</p> <table border="1"> <caption>Exec PMF 2018 OSFY Housing Benefit & CTR Processing Days</caption> <thead> <tr> <th>Quarter</th> <th>RD CS RB 001aP (Avg No. of Days)</th> <th>RD CS RB 001bP (Avg No. of Days)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>~24.5</td> <td>~8.5</td> </tr> <tr> <td>Q4 2017/18</td> <td>~21.0</td> <td>~4.5</td> </tr> <tr> <td>Q1 2018/19</td> <td>~25.5</td> <td>~7.5</td> </tr> <tr> <td>Q2 2018/19</td> <td>~24.5</td> <td>~10.0</td> </tr> <tr> <td>Q3 2018/19</td> <td>~23.0</td> <td>~10.5</td> </tr> </tbody> </table>	Quarter	RD CS RB 001aP (Avg No. of Days)	RD CS RB 001bP (Avg No. of Days)	Q3 2017/18	~24.5	~8.5	Q4 2017/18	~21.0	~4.5	Q1 2018/19	~25.5	~7.5	Q2 2018/19	~24.5	~10.0	Q3 2018/19	~23.0	~10.5	22.89	<p>Observations:</p> <p>Performance for new claims is below target for the quarter and improving for Housing Benefit but has decreased for Council Tax Reduction following a national trend due to the delays in receiving Universal Credit (UC) information from Department of Work and Pensions (DWP).</p> <p>Performance for change events is around the average for the time of year with the annual averages tending to be distorted due to around 30% of annual changes occurring around February and March, and which typically take just a day or two to process. Recent performance this year has been impacted by Universal Credit (UC) rollout and waiting times for DWP to assess UC awards.</p>		Les Grant
Quarter		RD CS RB 001aP (Avg No. of Days)	RD CS RB 001bP (Avg No. of Days)																				
Q3 2017/18	~24.5	~8.5																					
Q4 2017/18	~21.0	~4.5																					
Q1 2018/19	~25.5	~7.5																					
Q2 2018/19	~24.5	~10.0																					
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RD CS RB001bP Housing Benefit and Council Tax Reduction - Change Events (Avg No. of Days to process)	9.89		Les Grant																				
RD CS RB001eP Housing Benefit - New Claims (Avg No. of Days to process)	<p>RD CS RB 001eP Housing Benefit - New Claims</p> <table border="1"> <caption>RD CS RB 001eP Housing Benefit - New Claims</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Avg No. of Days)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>25.66</td> <td>~23.0</td> </tr> <tr> <td>Q4 2017/18</td> <td>~22.0</td> <td>~23.0</td> </tr> <tr> <td>Q1 2018/19</td> <td>27.19</td> <td>~23.0</td> </tr> <tr> <td>Q2 2018/19</td> <td>26.88</td> <td>~23.0</td> </tr> <tr> <td>Q3 2018/19</td> <td>18.74</td> <td>~23.0</td> </tr> </tbody> </table>	Quarter	Quarters (Avg No. of Days)	Target (Quarters)	Q3 2017/18	25.66	~23.0	Q4 2017/18	~22.0	~23.0	Q1 2018/19	27.19	~23.0	Q2 2018/19	26.88	~23.0	Q3 2018/19	18.74	~23.0	18.74	<p>Observations:</p> <p>Performance continues to improve after additional resources have been deployed following the Universal Credit rollout. Volumes have reduced but there are a higher proportion of more complex claims which are still eligible for Housing Benefit.</p>		Les Grant
Quarter	Quarters (Avg No. of Days)	Target (Quarters)																					
Q3 2017/18	25.66	~23.0																					
Q4 2017/18	~22.0	~23.0																					
Q1 2018/19	27.19	~23.0																					
Q2 2018/19	26.88	~23.0																					
Q3 2018/19	18.74	~23.0																					

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Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																		
<i>Note: Q1 & Q2 2018-19 quarters figures have been updated, reflecting the fluid nature of complaints handling.</i>																							
SPSO-04aP Average times: the average time in working days to respond to complaints at stage one	<p>SPSO-04aP How long in working days does it take on average to respond to a complaint at stage one?</p> <table border="1"> <caption>SPSO-04aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Working Days)</th> <th>Target (Working Days)</th> </tr> </thead> <tbody> <tr> <td>Q3-2017/18</td> <td>4.1</td> <td>5</td> </tr> <tr> <td>Q4-2017/18</td> <td>4.2</td> <td>5</td> </tr> <tr> <td>Q1-2018/19</td> <td>4.3</td> <td>5</td> </tr> <tr> <td>Q2-2018/19</td> <td>5</td> <td>5</td> </tr> <tr> <td>Q3-2018/19</td> <td>4.5</td> <td>5</td> </tr> </tbody> </table>	Quarter	Average Time (Working Days)	Target (Working Days)	Q3-2017/18	4.1	5	Q4-2017/18	4.2	5	Q1-2018/19	4.3	5	Q2-2018/19	5	5	Q3-2018/19	4.5	5	4.5	<p>How we are performing:</p> <p>In Quarter 3 we have averaged 4.5 working days at the first stage to respond to complaints, this has decreased from 5 working days in Quarter 2. In comparison to Quarter 3 in 2017/18 this has risen slightly from 4.1 working days. Our target is 5 working days.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>Our Customer Relationship Management System is used to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		Les Grant
Quarter	Average Time (Working Days)	Target (Working Days)																					
Q3-2017/18	4.1	5																					
Q4-2017/18	4.2	5																					
Q1-2018/19	4.3	5																					
Q2-2018/19	5	5																					
Q3-2018/19	4.5	5																					
Page 122 SPSO-04bP Average times: the average time in working days to respond to complaints at stage two	<p>SPSO-04bP How long in working days does it take on average to respond to a complaint at stage two?</p> <table border="1"> <caption>SPSO-04bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Working Days)</th> <th>Target (Working Days)</th> </tr> </thead> <tbody> <tr> <td>Q3-2017/18</td> <td>17.1</td> <td>20</td> </tr> <tr> <td>Q4-2017/18</td> <td>18.7</td> <td>20</td> </tr> <tr> <td>Q1-2018/19</td> <td>16.9</td> <td>20</td> </tr> <tr> <td>Q2-2018/19</td> <td>18.1</td> <td>20</td> </tr> <tr> <td>Q3-2018/19</td> <td>18.7</td> <td>20</td> </tr> </tbody> </table>	Quarter	Average Time (Working Days)	Target (Working Days)	Q3-2017/18	17.1	20	Q4-2017/18	18.7	20	Q1-2018/19	16.9	20	Q2-2018/19	18.1	20	Q3-2018/19	18.7	20	18.7	<p>How we are performing:</p> <p>Quarter 3 experienced a decrease of 0.4 of a working day in the time it has taken us to respond to complaints at the investigation stage when compared to Quarter 2. However in comparison to Quarter 3 in 2017/18 there has been an increase of 1.6 working days. Our target is 20 working days.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>We use our Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		Les Grant
Quarter	Average Time (Working Days)	Target (Working Days)																					
Q3-2017/18	17.1	20																					
Q4-2017/18	18.7	20																					
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Q3-2018/19	18.7	20																					

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By												
<p>SPSO-04cP</p> <p>Average times: the average time in working days to respond to complaints after escalation</p>	<p>SPSO-04cP How long in working days does it take on average to respond to a complaint that has been escalated?</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Average Time (Days)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>27.2</td> </tr> <tr> <td>Q4 2017/18</td> <td>21.6</td> </tr> <tr> <td>Q1 2018/19</td> <td>12.2</td> </tr> <tr> <td>Q2 2018/19</td> <td>13.9</td> </tr> <tr> <td>Q3 2018/19</td> <td>15.4</td> </tr> </tbody> </table>	Quarter	Average Time (Days)	Q3 2017/18	27.2	Q4 2017/18	21.6	Q1 2018/19	12.2	Q2 2018/19	13.9	Q3 2018/19	15.4	15.4	<p>How we are performing:</p> <p>Quarter 3 has experienced an increase in the number of days taken to respond to complaints after they have been escalated, in comparison with the previous Quarter 2. However in comparison to Quarter 3 in 2017/18 the number of days has reduced from 29 to 15.4 with our target being 20 days.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>We use our 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 2017/18	27.2																
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<p>SPSO-05aP</p> <p>Performance against timescales: the number of complaints closed at stage one within 5 working days as % of total number of stage one complaints</p>	<p>SPSO-05aP How many complaints at stage one are closed within five working days (as a percentage of all stage one complaints)?</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage Closed</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>84.8%</td> </tr> <tr> <td>Q4 2017/18</td> <td>83%</td> </tr> <tr> <td>Q1 2018/19</td> <td>78.1%</td> </tr> <tr> <td>Q2 2018/19</td> <td>80.3%</td> </tr> <tr> <td>Q3 2018/19</td> <td>77.6%</td> </tr> </tbody> </table>	Quarter	Percentage Closed	Q3 2017/18	84.8%	Q4 2017/18	83%	Q1 2018/19	78.1%	Q2 2018/19	80.3%	Q3 2018/19	77.6%	77.6%	<p>How we are performing:</p> <p>The percentage of complaints closed against timescale at the first stage has reduced to 77.6% from 80.3% in Quarter 2. This has again dropped by 7.2% from 84.8% in Quarter 3 of 2017/18. Our target is 100%.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>We use our Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		Les Grant
Quarter	Percentage Closed																
Q3 2017/18	84.8%																
Q4 2017/18	83%																
Q1 2018/19	78.1%																
Q2 2018/19	80.3%																
Q3 2018/19	77.6%																

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

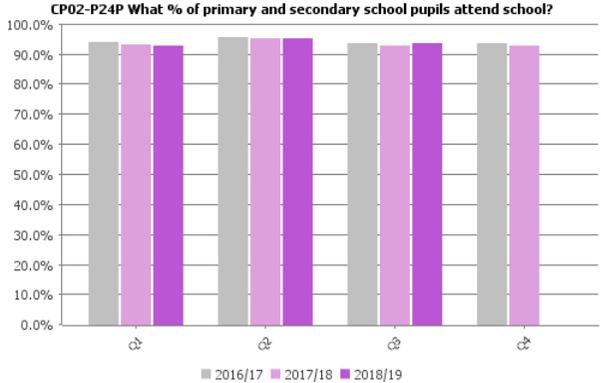
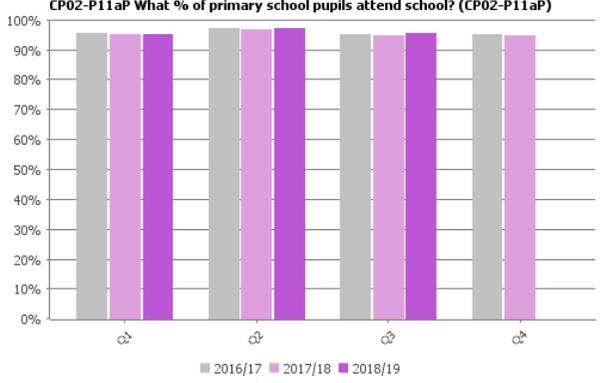
Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By												
<p>SPSO-05bP</p> <p>Performance against timescales: the number of complaints closed at stage two within 20 working days as % of total number of stage two complaints</p>	<p>SPSO-05bP How many complaints at stage two are closed within 20 working days (as a percentage of all stage two complaints)?</p> <table border="1"> <caption>Data for SPSO-05bP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>70%</td> </tr> <tr> <td>Q4 2017/18</td> <td>60.7%</td> </tr> <tr> <td>Q1 2018/19</td> <td>81.1%</td> </tr> <tr> <td>Q2 2018/19</td> <td>73.8%</td> </tr> <tr> <td>Q3 2018/19</td> <td>60%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 2017/18	70%	Q4 2017/18	60.7%	Q1 2018/19	81.1%	Q2 2018/19	73.8%	Q3 2018/19	60%	60%	<p>How we are performing: In Quarter 3 there has been a large decrease (13.8%) in the percentage of complaints closed against timescales at the investigation stage. In comparison to Quarter 3 in 2017/18 this has reduced by 10%</p> <p>Actions we are taking to improve/maintain performance: We use our Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		Les Grant
Quarter	Percentage																
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Q2 2018/19	73.8%																
Q3 2018/19	60%																
<p>SPSO-05cP</p> <p>Performance against timescales: the number of escalated complaints closed within 20 working days as a % of total number of escalated stage two complaints</p>	<p>SPSO-05cP How many escalated complaints are closed within 20 working days (as a percentage of all escalated complaints)?</p> <table border="1"> <caption>Data for SPSO-05cP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>0%</td> </tr> <tr> <td>Q4 2017/18</td> <td>42.9%</td> </tr> <tr> <td>Q1 2018/19</td> <td>100%</td> </tr> <tr> <td>Q2 2018/19</td> <td>83.3%</td> </tr> <tr> <td>Q3 2018/19</td> <td>60%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 2017/18	0%	Q4 2017/18	42.9%	Q1 2018/19	100%	Q2 2018/19	83.3%	Q3 2018/19	60%	60%	<p>How we are performing: The percentage of escalated complaints closed within 20 working days at the escalation stage has reduced this quarter by 23.3%. In comparison to Quarter 3 in 2017/18 it has increase by 60%. This could be attributed to the number of complaints escalated in each given quarter. It should be noted that the small number of complaints that are escalated means significant swings in performance can occur when just 1 or 2 complaints breach timescales.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		Les Grant
Quarter	Percentage																
Q3 2017/18	0%																
Q4 2017/18	42.9%																
Q1 2018/19	100%																
Q2 2018/19	83.3%																
Q3 2018/19	60%																

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Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																		
CP08-P054P % of FOI Requests Completed on Time	<p>CP08-P054P What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?</p> <table border="1"> <caption>FOI Requests Completed on Time Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>95%</td> <td>100%</td> </tr> <tr> <td>Q4 2017/18</td> <td>94%</td> <td>100%</td> </tr> <tr> <td>Q1 2018/19</td> <td>91%</td> <td>100%</td> </tr> <tr> <td>Q2 2018/19</td> <td>86%</td> <td>100%</td> </tr> <tr> <td>Q3 2018/19</td> <td>85%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Percentage	Target	Q3 2017/18	95%	100%	Q4 2017/18	94%	100%	Q1 2018/19	91%	100%	Q2 2018/19	86%	100%	Q3 2018/19	85%	100%	85%	See below		Nuala McKinlay
Quarter	Percentage	Target																					
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Q4 2017/18	94%	100%																					
Q1 2018/19	91%	100%																					
Q2 2018/19	86%	100%																					
Q3 2018/19	85%	100%																					
<p>How are we performing:</p> <p>Whilst we always endeavour to reach 100% there are a variety of reasons which contribute to the occasions when this is not achieved. Requests continue to be voluminous and complex and take considerable time to collate the information, especially if more than two services require input and if there are exemptions to be considered and applied. In addition, access to information and data within some areas can impact on our ability to retrieve information timeously and is being addressed. In Q3 2018/19 85% were completed on time, slightly down on the 86% in Q2 2018/19 and even further on the 91% in Q1 2018/19.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>Performance is reviewed by SBC's Corporate Management Team on a monthly basis, with response times from individual departments monitored so that any problems or delays can be addressed. Performance information is also being discussed at SBC's Information Governance Group and improvement actions identified. 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 website, means that we can respond to the majority of FOI requests quickly and efficiently. Services continue to be encouraged to seek advice from the Information Management Team in the early stages to avoid any potential issues.</p>																							

Independent, Achieving People: PERFORMANCE Indicators 

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By
CP02-P24P What % of primary and secondary school pupils attend school? Page 126	 <p>CP02-P24P What % of primary and secondary school pupils attend school?</p>	93.4%	<p>How are we performing:</p> <p>Attendance in Quarter 3 has reduced to 93.4% from 95.1% in Quarter 2. Both Primary (95.54%) and Secondary (91.28%) attendance was higher than the same quarter in the previous year.</p> <p><i>Note this indicator is a simple average of the primary school and secondary school attendance indicators.</i></p>		Stuart Easingwood
CP02-P11aP What % of primary school pupils attend school?	 <p>CP02-P11aP What % of primary school pupils attend school? (CP02-P11aP)</p>	95.54%	<p>How are we performing:</p> <p>Consistent with previous years, Quarter 3 has seen a reduced level of attendance in comparison to Quarter 2. Primary attendance was 95.54% in Quarter 3 vs 97.01% in Quarter 2. In comparison, Quarter 3 of 2017-18 saw attendance of 94.69%.</p>		Stuart Easingwood

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																				
CP02-P11bP What % of secondary school pupils attend school?	<p>CP02-P11bP What % of secondary school pupils attend school? (CP02-P11bP)</p> <table border="1"> <caption>Secondary School Attendance Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>92%</td> <td>94%</td> <td>92%</td> <td>92%</td> </tr> <tr> <td>2017/18</td> <td>91%</td> <td>94%</td> <td>91%</td> <td>91%</td> </tr> <tr> <td>2018/19</td> <td>91%</td> <td>94%</td> <td>91.28%</td> <td>91%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2016/17	92%	94%	92%	92%	2017/18	91%	94%	91%	91%	2018/19	91%	94%	91.28%	91%	91.28%	<p>How are we performing:</p> <p>Consistent with previous years, Quarter 3 has seen a reduced level of attendance in comparison to Quarter 2. Secondary attendance was 91.28% in Quarter 3 vs 93.2% in Quarter 2. In comparison, Quarter 3 of 2017-18 saw attendance of 90.34%.</p>		Stuart Easingwood
Year	Q1	Q2	Q3	Q4																					
2016/17	92%	94%	92%	92%																					
2017/18	91%	94%	91%	91%																					
2018/19	91%	94%	91.28%	91%																					
CP02-P25P 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>Excluded Pupils Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>42</td> <td>65</td> <td>77</td> <td>80</td> </tr> <tr> <td>2017/18</td> <td>42</td> <td>50</td> <td>77</td> <td>48</td> </tr> <tr> <td>2018/19</td> <td>65</td> <td>45</td> <td>50</td> <td>48</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2016/17	42	65	77	80	2017/18	42	50	77	48	2018/19	65	45	50	48	50	<p>How are we performing:</p> <p>Q3 has seen a lower number of pupils excluded (50) this year in comparison to the same period last year (77). Q3 is the first full three month of the new academic year with the festive break and mid-term breaks included.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>Schools continue to focus on reducing exclusions and providing a more inclusive education.</p>	N/A	Stuart Easingwood
Year	Q1	Q2	Q3	Q4																					
2016/17	42	65	77	80																					
2017/18	42	50	77	48																					
2018/19	65	45	50	48																					

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Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By								
CP02-P09aP How many primary school pupils were excluded?	<p>CP02-P09aP How many primary school pupils were excluded? (CP02-P09aP)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Q3 Exclusions</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>10</td> </tr> <tr> <td>2017/18</td> <td>13</td> </tr> <tr> <td>2018/19</td> <td>8</td> </tr> </tbody> </table>	Year	Q3 Exclusions	2016/17	10	2017/18	13	2018/19	8	8	<p>How are we performing: Q3 has seen a lower number of primary pupils excluded (8) this year in comparison to the same period last year (13). Q3 is the first full three month of the new academic year with the festive break and mid-term breaks included.</p> <p>Actions we are taking to improve/maintain performance: Schools continue to focus on reducing exclusions and providing a more inclusive education.</p>	N/A	Stuart Easingwood
Year	Q3 Exclusions												
2016/17	10												
2017/18	13												
2018/19	8												
CP02-P09bP How many secondary school pupils were excluded?	<p>CP02-P09bP How many secondary school pupils were excluded? (CP02-P09bP)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Q3 Exclusions</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>50</td> </tr> <tr> <td>2017/18</td> <td>64</td> </tr> <tr> <td>2018/19</td> <td>42</td> </tr> </tbody> </table>	Year	Q3 Exclusions	2016/17	50	2017/18	64	2018/19	42	42	<p>How are we performing: Q3 has seen a lower number of secondary pupils excluded (42) this year in comparison to the same period last year (64). Q3 is the first full three month of the new academic year with the festive break and mid-term breaks included.</p> <p>Actions we are taking to improve/maintain performance: Schools continue to focus on reducing exclusions and providing a more inclusive education.</p>	N/A	Stuart Easingwood
Year	Q3 Exclusions												
2016/17	50												
2017/18	64												
2018/19	42												

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Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																		
<p>CP03-P006P Looked After Children (aged 12+) in family-based placements compared to those in residential placements</p>	<p>CP03-P006P What % of children (aged 12+) are accommodated with family rather than residential placements?</p> <table border="1"> <caption>CP03-P006P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>72%</td> <td>80%</td> </tr> <tr> <td>Q4 2017/18</td> <td>71%</td> <td>80%</td> </tr> <tr> <td>Q1 2018/19</td> <td>70%</td> <td>80%</td> </tr> <tr> <td>Q2 2018/19</td> <td>69%</td> <td>80%</td> </tr> <tr> <td>Q3 2018/19</td> <td>65%</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q3 2017/18	72%	80%	Q4 2017/18	71%	80%	Q1 2018/19	70%	80%	Q2 2018/19	69%	80%	Q3 2018/19	65%	80%	<p>65%</p>	<p>Observations:</p> <p>We have seen a reduction to 65% in the number of children over the age of 12 placed within family-based placements compared to those in residential placements.</p> <p>Indicators to be reviewed in light of 'Continuing Care' aspect (see below). If adjusting for this aspect, it is expected that the indicators would improve to 77%.</p> <p>In Aug 2017, legislation was implemented (under the Children and Young People (Scotland) Act 2014) to allow young people who are looked after (from age 16 – 21) to change their legal status to 'Continuing Care' (as opposed to 'looked after') but remain in the same care placement (usually a foster placement). In Borders, we currently have a number of young people in 'Continuing Care', the majority of whom are in a family based placement but no longer count as 'looked after'. This contributes to the ongoing downward (negative) trend, and the measure therefore needs to be examined in this new legislative context to ensure that the situation in relation to the balance of care is accurately reflected.</p> <p>We continue to look to further expand our network of foster carers and use kinship carers to increase the number of children placed within family settings. Fostering recruitment activity has included recruitment days in various locations, the Scottish Borders annual Foster Care event and evening presentations to church groups and other community groups. The focus of recruitment will shortly move to Short Breaks carers for children affected by disability. In addition Scottish Borders Council are looking to how any perceived barriers to fostering can be overcome.</p>		<p>Stuart Easingwood</p>
Quarter	Value (%)	Target (%)																					
Q3 2017/18	72%	80%																					
Q4 2017/18	71%	80%																					
Q1 2018/19	70%	80%																					
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Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By												
<p>CP03-P006bP</p> <p>Looked After Children (All ages) in family-based placements compared to those in residential placements</p>	<p>CP03-P006bP Looked After Children in family-based placements compared to those in residential placements</p> <table border="1"> <caption>CP03-P006bP Looked After Children in family-based placements compared to those in residential placements</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>84%</td> </tr> <tr> <td>Q4 2017/18</td> <td>84%</td> </tr> <tr> <td>Q1 2018/19</td> <td>83%</td> </tr> <tr> <td>Q2 2018/19</td> <td>85%</td> </tr> <tr> <td>Q3 2018/19</td> <td>83%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters)</p>	Quarter	Value (%)	Q3 2017/18	84%	Q4 2017/18	84%	Q1 2018/19	83%	Q2 2018/19	85%	Q3 2018/19	83%	<p>83%</p>	<p>Observations:</p> <p>The majority of looked after children within the Scottish Borders are placed within a family setting rather than residential placement, at 83% in Quarter 3. We continue to look to further expand our network of foster carers and use kinship carers to increase the number of children placed within family settings.</p> <p>Indicators to be reviewed in light of 'Continuing Care' aspect (see below). If adjusting for this aspect, it is expected that the indicators would improve to 87%.</p> <p>In Aug 2017, legislation was implemented (under the Children and Young People (Scotland) Act 2014) to allow young people who are looked after (from age 16 – 21) to change their legal status to 'Continuing Care' (as opposed to 'looked after') but remain in the same care placement (usually a foster placement). In Borders, we currently have a number of young people in 'Continuing Care', the majority of whom are in a family based placement but no longer count as 'looked after'. This contributes to the ongoing downward (negative) trend, and the measure therefore needs to be examined in this new legislative context to ensure that the situation in relation to the balance of care is accurately reflected.</p> <p>We continue to look to further expand our network of foster carers and use kinship carers to increase the number of children placed within family settings. Fostering recruitment activity has included recruitment days in various locations, the Scottish Borders annual Foster Care event and evening presentations to church groups and other community groups. The focus of recruitment will shortly move to Short Breaks carers for children affected by disability. In addition Scottish Borders Council are looking to how any perceived barriers to fostering can be overcome.</p>	<p>✔</p>	<p>Stuart Easingwood</p>
Quarter	Value (%)																
Q3 2017/18	84%																
Q4 2017/18	84%																
Q1 2018/19	83%																
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Q3 2018/19	83%																

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Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																		
<p>CP03-P002bP</p> <p>% 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>	<p>CP03-P002bP % 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> <table border="1"> <caption>CP03-P002bP % 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.</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>77%</td> <td>77%</td> </tr> <tr> <td>Q4 2017/18</td> <td>78%</td> <td>77%</td> </tr> <tr> <td>Q1 2018/19</td> <td>78%</td> <td>77%</td> </tr> <tr> <td>Q2 2018/19</td> <td>79%</td> <td>77%</td> </tr> <tr> <td>Q3 2018/19</td> <td>77%</td> <td>77%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q3 2017/18	77%	77%	Q4 2017/18	78%	77%	Q1 2018/19	78%	77%	Q2 2018/19	79%	77%	Q3 2018/19	77%	77%	<p>77%</p>	<p>How are we performing:</p> <p>The % of adults over 65 receiving care at home to sustain an independent quality of life has reduced to 77% in Quarter 3 from 79% in Quarter 2.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>With the integration of Health and Social Care including more locality based services it is believed that we can further support clients to lead an independent life at home. As the integration continues to become established and more locality based services become active further increases within this PI could be realised.</p>		<p>Rob McCulloch-Graham</p>
Quarter	Value (%)	Target (%)																					
Q3 2017/18	77%	77%																					
Q4 2017/18	78%	77%																					
Q1 2018/19	78%	77%																					
Q2 2018/19	79%	77%																					
Q3 2018/19	77%	77%																					
<p>Page 131</p> <p>CP03-P004bP</p> <p>Percentage of Clients using the Self Directed Support (SDS) approach based on Finance Commitment Records</p>	<p>CP03-P004bP Percentage of Clients using the SDS approach based on Finance Commitment Records</p> <table border="1"> <caption>CP03-P004bP Percentage of Clients using the SDS approach based on Finance Commitment Records</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>74.1%</td> <td>90%</td> </tr> <tr> <td>Q4 2017/18</td> <td>77.6%</td> <td>90%</td> </tr> <tr> <td>Q1 2018/19</td> <td>79.9%</td> <td>90%</td> </tr> <tr> <td>Q2 2018/19</td> <td>82.2%</td> <td>90%</td> </tr> <tr> <td>Q3 2018/19</td> <td>82.3%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q3 2017/18	74.1%	90%	Q4 2017/18	77.6%	90%	Q1 2018/19	79.9%	90%	Q2 2018/19	82.2%	90%	Q3 2018/19	82.3%	90%	<p>82.3%</p>	<p>How are we performing:</p> <p>The % of adults who are now directing their own care and support has increased slightly in Quarter 3 to 83.3%.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>All new clients are assessed using the Self Directed Support (SDS) and SBC is continuing the progression of existing clients, during reassessment, onto the Self Directed Support (SDS) approach.</p> <p><i>This measurement compares the number of clients who receive a financial commitment which would be considered a package of care with those who are assessed using the SDS approach. This is a more representative measure of the SDS implementation within the Scottish Borders.</i></p>		<p>Rob McCulloch-Graham</p>
Quarter	Value (%)	Target (%)																					
Q3 2017/18	74.1%	90%																					
Q4 2017/18	77.6%	90%																					
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Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																		
<p>CP03-P028P</p> <p>Proportion of new service users who receive a service within 6 weeks of assessment (year to date)</p>	<p>CP03-P028P What % of people contacting Social Work receive a service within 6 weeks of their assessment?</p> <table border="1"> <caption>Data for CP03-P028P Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>97%</td> <td>95%</td> </tr> <tr> <td>Q4 2017/18</td> <td>93%</td> <td>95%</td> </tr> <tr> <td>Q1 2018/19</td> <td>91%</td> <td>95%</td> </tr> <tr> <td>Q2 2018/19</td> <td>91%</td> <td>95%</td> </tr> <tr> <td>Q3 2018/19</td> <td>95%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q3 2017/18	97%	95%	Q4 2017/18	93%	95%	Q1 2018/19	91%	95%	Q2 2018/19	91%	95%	Q3 2018/19	95%	95%	<p>95%</p>	<p>Observations:</p> <p>The % of new service users receiving a service within 6 weeks of assessment climbed to 95% in Quarter 3, in line with the target of 95%, but lower than the 97% seen in Quarter 3 of 2017/18.</p>		<p>Rob McCulloch-Graham</p>
Quarter	Value (%)	Target (%)																					
Q3 2017/18	97%	95%																					
Q4 2017/18	93%	95%																					
Q1 2018/19	91%	95%																					
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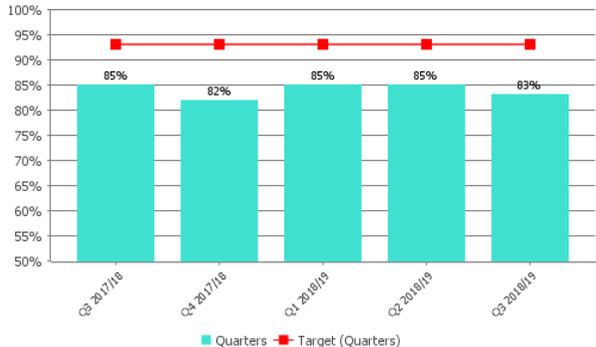
Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By
Bed days associated with delayed discharges in residents aged 75+; rate per 1,000 population		175	<p>How are we Performing?</p> <p>The quarterly rate of bed days associated with delayed discharges for Scottish Borders residents aged 75 and over has fluctuated since the start of the 2013/14 financial year, but has generally remained around 100 to 200 per 1,000 residents. However, the rate for the middle two quarters of 2017/18 was higher than any previous quarter, increasing to over 200 per 1,000 residents for the first time.</p> <p>NHS Borders is facing significant challenges with Delayed Discharges, which continues to impact on patient flow within the Borders General Hospital and our four Community Hospitals.</p>		Rob McCulloch-Graham
Bed Days associated with emergency admissions, per 1000 population age 75+		1,032	<p>How are we Performing?</p> <p>The quarterly occupied bed day rates for emergency admissions in Scottish Borders residents aged 75 and over have fluctuated over time but are lower than the Scottish averages. Since the fourth quarter of 2017/18 the Scottish Borders rate has twice gone above 1,000 per 1,000 of the population and has seen an overall increase since quarter one of 2016/17. This mirrors the trend of the Scottish average, which also shows a slight overall increase since the first quarter of 2016/17.</p> <p>It should be noted that this nationally-derived measure does not include bed-days in the four Borders' Community Hospitals, which will be at least part of the reason for the Borders rates appearing lower than the national averages.</p>		Rob McCulloch-Graham

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																				
CP03-P121P % of mediation cases that show agreement / improvement after mediation	<p>CP03-P121P Percentage of mediation cases that show agreement/improvement after mediation (cumulative)</p> <table border="1"> <caption>CP03-P121P Percentage of mediation cases that show agreement/improvement after mediation (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~83%</td> <td>~89%</td> <td>-</td> </tr> <tr> <td>Q2</td> <td>~95%</td> <td>~90%</td> <td>-</td> </tr> <tr> <td>Q3</td> <td>~92%</td> <td>~94%</td> <td>-</td> </tr> <tr> <td>Q4</td> <td>~88%</td> <td>-</td> <td>93.6%</td> </tr> </tbody> </table>	Quarter	2016/17	2017/18	2018/19	Q1	~83%	~89%	-	Q2	~95%	~90%	-	Q3	~92%	~94%	-	Q4	~88%	-	93.6%	93.6%	<p>Where we are currently An increase of 1.5 percentage points in the percentage of mediation cases that show agreement/improvement after mediation in 2018/19 when compared to 2017/18. This is positive.</p> <p>Our Successes/Our Issues Mediation is proving to be successful in the majority of cases taken on for mediation.</p> <p>What we are doing Increased integration of the mediation service into the daily operations of the ASBU. Awareness raising of the service.</p> <p><i>Note: Values from Q1 17/18 to Q2 18/19 revised to correct an earlier data issue.</i></p>		Graham Jones
Quarter	2016/17	2017/18	2018/19																						
Q1	~83%	~89%	-																						
Q2	~95%	~90%	-																						
Q3	~92%	~94%	-																						
Q4	~88%	-	93.6%																						

A Thriving Economy, with Opportunities for Everyone: PERFORMANCE Indicators 

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																		
CP01-P001rP % of Invoices paid within 30 days	<p>CP01-P001rP How many invoices, received by us, were paid within 30 days of receiving the invoice?</p>  <table border="1"> <caption>Data for CP01-P001rP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>% of Invoices Paid</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>85%</td> <td>95%</td> </tr> <tr> <td>Q4 2017/18</td> <td>82%</td> <td>95%</td> </tr> <tr> <td>Q1 2018/19</td> <td>85%</td> <td>95%</td> </tr> <tr> <td>Q2 2018/19</td> <td>85%</td> <td>95%</td> </tr> <tr> <td>Q3 2018/19</td> <td>83%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	% of Invoices Paid	Target (%)	Q3 2017/18	85%	95%	Q4 2017/18	82%	95%	Q1 2018/19	85%	95%	Q2 2018/19	85%	95%	Q3 2018/19	83%	95%	83%	<p>Observations:</p> <p>While this indicator has slightly reduced during Q3, the overall trend remains steady. Continuous improvement work remains ongoing. For information, an expected dip occurs during December each year due to extended break.</p>		Kathryn Dickson
Quarter	% of Invoices Paid	Target (%)																					
Q3 2017/18	85%	95%																					
Q4 2017/18	82%	95%																					
Q1 2018/19	85%	95%																					
Q2 2018/19	85%	95%																					
Q3 2018/19	83%	95%																					

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Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																		
CP01-P001dP Number of new Business Start Ups -Through Business Gateway	<p>CP01-P001dP How many new businesses has Business Gateway help create?</p> <table border="1"> <caption>Data for CP01-P001dP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>54</td> <td>54</td> </tr> <tr> <td>Q4 2017/18</td> <td>63</td> <td>54</td> </tr> <tr> <td>Q1 2018/19</td> <td>62</td> <td>54</td> </tr> <tr> <td>Q2 2018/19</td> <td>67</td> <td>54</td> </tr> <tr> <td>Q3 2018/19</td> <td>35</td> <td>54</td> </tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q3 2017/18	54	54	Q4 2017/18	63	54	Q1 2018/19	62	54	Q2 2018/19	67	54	Q3 2018/19	35	54	35	<p>Observations: A decline in start-up numbers was expected as staff changes have led to another replacement start-up adviser needing to be trained on the job. Activity levels will increase in Q4 as staffing returns to normal on the start-up service. The numbers of assists has had a slight decline partly as a result of staff reduction. This will have an on-going negative effect on activity levels and outputs. The number of assists are in line with levels seen around two years ago.</p>	N/A	Bryan McGrath
Quarter	Actual (Quarters)	Target (Quarters)																					
Q3 2017/18	54	54																					
Q4 2017/18	63	54																					
Q1 2018/19	62	54																					
Q2 2018/19	67	54																					
Q3 2018/19	35	54																					
CP01-P001eP Business supported through Business Gateway	<p>CP01-P001eP How many businesses has Business Gateway supported?</p> <table border="1"> <caption>Data for CP01-P001eP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>371</td> <td>371</td> </tr> <tr> <td>Q4 2017/18</td> <td>342</td> <td>371</td> </tr> <tr> <td>Q1 2018/19</td> <td>367</td> <td>371</td> </tr> <tr> <td>Q2 2018/19</td> <td>365</td> <td>371</td> </tr> <tr> <td>Q3 2018/19</td> <td>336</td> <td>371</td> </tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q3 2017/18	371	371	Q4 2017/18	342	371	Q1 2018/19	367	371	Q2 2018/19	365	371	Q3 2018/19	336	371	336	N/A	Bryan McGrath	
Quarter	Actual (Quarters)	Target (Quarters)																					
Q3 2017/18	371	371																					
Q4 2017/18	342	371																					
Q1 2018/19	367	371																					
Q2 2018/19	365	371																					
Q3 2018/19	336	371																					

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Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

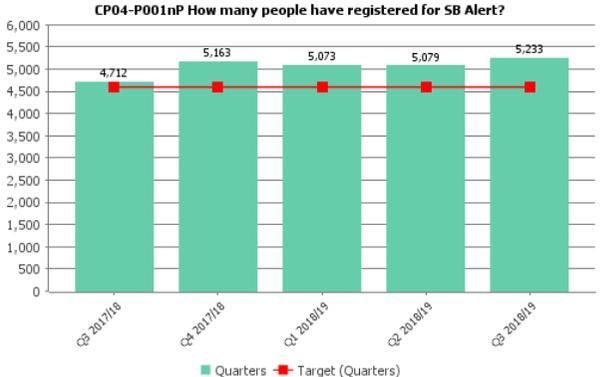
Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																		
CP07-P001bP Occupancy Rates of Industrial and Commercial Units	<p>CP07-P001bP What % of industrial & commercial properties, owned by the Council, are occupied?</p> <table border="1"> <caption>Occupancy Rates Data</caption> <thead> <tr> <th>Quarter</th> <th>Occupancy Rate (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3-2017/18</td> <td>87.3%</td> <td>88%</td> </tr> <tr> <td>Q4-2017/18</td> <td>88.8%</td> <td>88%</td> </tr> <tr> <td>Q1-2018/19</td> <td>88.1%</td> <td>88%</td> </tr> <tr> <td>Q2-2018/19</td> <td>88%</td> <td>88%</td> </tr> <tr> <td>Q3-2018/19</td> <td>89%</td> <td>88%</td> </tr> </tbody> </table>	Quarter	Occupancy Rate (%)	Target (%)	Q3-2017/18	87.3%	88%	Q4-2017/18	88.8%	88%	Q1-2018/19	88.1%	88%	Q2-2018/19	88%	88%	Q3-2018/19	89%	88%	89%	<p>Observations: Occupancy figures by locality for Q3 were: Berwickshire: 78% (76.3%) Cheviot: 92% (92%) Eildon: 92% (89.4%) Teviotdale & Liddesdale: 85% (88.9%) Tweeddale: 100% (96.7%) The percentage of properties occupied in the Scottish Borders: 89% (88%). There was a total of 8 leases during this period.</p> <p><i>(previous quarter in brackets):</i></p>		Bryan McGrath
Quarter	Occupancy Rate (%)	Target (%)																					
Q3-2017/18	87.3%	88%																					
Q4-2017/18	88.8%	88%																					
Q1-2018/19	88.1%	88%																					
Q2-2018/19	88%	88%																					
Q3-2018/19	89%	88%																					

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																								
CP07-P001kP Number of Capital Projects where RAG status is "Green"	<p style="text-align: center;">Executive - Capital Projects</p> <table border="1"> <caption>Executive - Capital Projects Data</caption> <thead> <tr> <th>Quarter</th> <th>CP07-P001kP (Green)</th> <th>CP07-P001IP (Amber)</th> <th>CP07-P001mP (Red)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>18</td> <td>3</td> <td>0</td> </tr> <tr> <td>Q4 2017/18</td> <td>18</td> <td>3</td> <td>0</td> </tr> <tr> <td>Q1 2018/19</td> <td>19</td> <td>2</td> <td>0</td> </tr> <tr> <td>Q2 2018/19</td> <td>18</td> <td>1</td> <td>0</td> </tr> <tr> <td>Q3 2018/19</td> <td>17</td> <td>1</td> <td>0</td> </tr> </tbody> </table>	Quarter	CP07-P001kP (Green)	CP07-P001IP (Amber)	CP07-P001mP (Red)	Q3 2017/18	18	3	0	Q4 2017/18	18	3	0	Q1 2018/19	19	2	0	Q2 2018/19	18	1	0	Q3 2018/19	17	1	0	17	<p><i>NOTE: this PI is now monitoring the "top c.20" Capital Projects (as opposed to the whole capital programme)</i></p>		Paul Frankland; Steven Renwick
Quarter		CP07-P001kP (Green)	CP07-P001IP (Amber)	CP07-P001mP (Red)																									
Q3 2017/18		18	3	0																									
Q4 2017/18	18	3	0																										
Q1 2018/19	19	2	0																										
Q2 2018/19	18	1	0																										
Q3 2018/19	17	1	0																										
CP07-P001IP Number of Capital Projects where RAG status is "Amber"	1	<p>Observations:</p> <p>As of end of Q3 2018-19, of the top 18 Capital Projects, 17 were classified as "Green" and 1 was classified as Amber". There were no "Red" projects.</p>	Paul Frankland; Steven Renwick																										
CP07-P001mP Number of Capital Projects where RAG status is "Red"	0	<p>Amber Project:</p> <ul style="list-style-type: none"> • Great Tapestry of Scotland <ul style="list-style-type: none"> ○ End Dec-18 position: Slight delay to completing tender review process and the finalisation of tri-party agreement. It is hoped that this will be complete by the end of Jan 2019. The programme for delivery of the works will be re-assessed with contractors in January 2019. ○ Note: Project had been Amber whilst under review. During January-19 the status has reverted to "Green", now being on programme and budget. <p>The following are marked complete but remain within these overall numbers:</p> <ul style="list-style-type: none"> • Clackmae Bridge • Lowood Bridge • Market place Selkirk <p>Following completion, the Complex Need Faculty at Galashiels Academy has been removed from the figures.</p>	Paul Frankland; Steven Renwick																										

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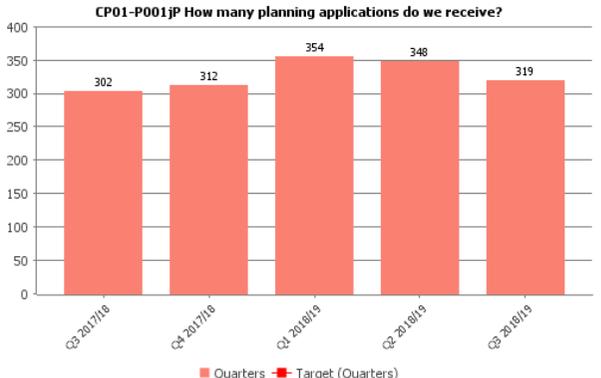
Empowered, Vibrant Communities: PERFORMANCE Indicators 

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By												
CP04-P001nP SB Alert - No. of people registered	 <p>CP04-P001nP How many people have registered for SB Alert?</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3-2017/18</td> <td>4,712</td> </tr> <tr> <td>Q4-2017/18</td> <td>5,163</td> </tr> <tr> <td>Q1-2018/19</td> <td>5,073</td> </tr> <tr> <td>Q2-2018/19</td> <td>5,079</td> </tr> <tr> <td>Q3-2018/19</td> <td>5,233</td> </tr> </tbody> </table>	Quarter	Value	Q3-2017/18	4,712	Q4-2017/18	5,163	Q1-2018/19	5,073	Q2-2018/19	5,079	Q3-2018/19	5,233	5,233	<p>Observations: There are now 5,233 people registered with SB Alert, an increase of 154 over the previous quarter. This follows an article in the SB Connect newsletter encouraging people to register.</p>		Jim Fraser
Quarter	Value																
Q3-2017/18	4,712																
Q4-2017/18	5,163																
Q1-2018/19	5,073																
Q2-2018/19	5,079																
Q3-2018/19	5,233																

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Performance Indicator	Trend Chart	Value	Commentary	Status Against Target	Managed By																								
CP04-P001sP Asset Transfers – Number of Requests Received	<p>Exec PMF 2018 EVC Asset Transfer Requests</p> <table border="1"> <caption>Asset Transfer Requests Data</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P001sP</th> <th>CP04-P001tP</th> <th>CP04-P001uP</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q4 2017/18</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q1 2018/19</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q2 2018/19</td> <td>0</td> <td>2</td> <td>0</td> </tr> <tr> <td>Q3 2018/19</td> <td>0</td> <td>1</td> <td>0</td> </tr> </tbody> </table>	Quarter	CP04-P001sP	CP04-P001tP	CP04-P001uP	Q3 2017/18	1	0	0	Q4 2017/18	1	0	0	Q1 2018/19	0	0	0	Q2 2018/19	0	2	0	Q3 2018/19	0	1	0	0	<p>Observations:</p> <p>During Q3, one lease out-with the Community Empowerment (Scotland) Act 2015 has been put in place. Two formal notes of interest have been received (enquiries made citing the Act). Two informal enquiries received.</p> <p>Updates:</p> <ul style="list-style-type: none"> One group is moving towards a short term lease whilst finalising their Business Plan and Asset Transfer application. One group is finalising their Business Plan and Asset Transfer application for submission in Q4. Decision making period has been extended for one group. SBC officers are actively working with an additional five groups. 	N/A	Shona Smith
Quarter		CP04-P001sP	CP04-P001tP	CP04-P001uP																									
Q3 2017/18		1	0	0																									
Q4 2017/18	1	0	0																										
Q1 2018/19	0	0	0																										
Q2 2018/19	0	2	0																										
Q3 2018/19	0	1	0																										
CP04-P001tP Asset Transfers – Number of Requests Agreed	1	N/A	Shona Smith																										
CP04-P001uP Asset Transfers – Number of Requests Refused	0	N/A	Shona Smith																										
CP04-P001vP Participation requests – Number of requests received	<p>Exec PMF 2018 EVC Participation Requests</p> <table border="1"> <caption>Participation Requests Data</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P001vP</th> <th>CP04-P001wP</th> <th>CP04-P001xP</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q4 2017/18</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>Q1 2018/19</td> <td>3</td> <td>1</td> <td>0</td> </tr> <tr> <td>Q2 2018/19</td> <td>0</td> <td>1</td> <td>0</td> </tr> <tr> <td>Q3 2018/19</td> <td>1</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Quarter	CP04-P001vP	CP04-P001wP	CP04-P001xP	Q3 2017/18	1	0	0	Q4 2017/18	0	0	1	Q1 2018/19	3	1	0	Q2 2018/19	0	1	0	Q3 2018/19	1	0	0	1	<p>Observations:</p> <p>One Participation Request was received during Q3. Further information is being sought on a Participation Request that was received during Q1.</p>	N/A	Shona Smith
Quarter		CP04-P001vP	CP04-P001wP	CP04-P001xP																									
Q3 2017/18		1	0	0																									
Q4 2017/18	0	0	1																										
Q1 2018/19	3	1	0																										
Q2 2018/19	0	1	0																										
Q3 2018/19	1	0	0																										
CP04-P001wP Participation requests – Number of requests Agreed	0	N/A	Shona Smith																										
CP04-P001xP Participation requests – Number of requests Refused	0	N/A	Shona Smith																										

Our Services for You: CONTEXT Indicators 

Context Indicator	Trend Chart	Value	Commentary	Managed By																		
CP01-P001jP Number of Planning Applications Received	 <table border="1"> <caption>CP01-P001jP How many planning applications do we receive?</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>302</td> <td></td> </tr> <tr> <td>Q4 2017/18</td> <td>312</td> <td></td> </tr> <tr> <td>Q1 2018/19</td> <td>354</td> <td>354</td> </tr> <tr> <td>Q2 2018/19</td> <td>348</td> <td>354</td> </tr> <tr> <td>Q3 2018/19</td> <td>319</td> <td>354</td> </tr> </tbody> </table>	Quarter	Value	Target (Quarters)	Q3 2017/18	302		Q4 2017/18	312		Q1 2018/19	354	354	Q2 2018/19	348	354	Q3 2018/19	319	354	319	<p>Observations: 319 applications were received in Q3, 29 down on the previous quarter. This figure is 17 more than Quarter 3 of 2017/18. The cumulative total to date for 2018 calendar year is 1333 applications, 47 applications (3.4%) fewer than 2017 (1380).</p>	Ian Aikman
Quarter	Value	Target (Quarters)																				
Q3 2017/18	302																					
Q4 2017/18	312																					
Q1 2018/19	354	354																				
Q2 2018/19	348	354																				
Q3 2018/19	319	354																				

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Context Indicator	Trend Chart	Value	Commentary	Managed By																		
CP05-P001aP Number of people killed on Border Roads	<table border="1"> <caption>CP05-P001aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017</td> <td>2</td> <td>0</td> </tr> <tr> <td>Q4 2017</td> <td>3</td> <td>0</td> </tr> <tr> <td>Q1 2018</td> <td>2</td> <td>0</td> </tr> <tr> <td>Q2 2018</td> <td>1</td> <td>0</td> </tr> <tr> <td>Q3 2018</td> <td>6</td> <td>0</td> </tr> </tbody> </table>	Quarter	Value	Target (Quarters)	Q3 2017	2	0	Q4 2017	3	0	Q1 2018	2	0	Q2 2018	1	0	Q3 2018	6	0	6	<p>Observations: Unfortunately there were 6 fatalities in the Scottish Borders in Quarter 3 of 2018. This compares to a figure of 1 in Quarter 2 of 2018, and 2 in Quarter 3 of 2017.</p> <p>There were 23 people seriously injured as the result of road accidents in the Scottish Borders in Quarter 3 of 2018. Unfortunately this is above the comparative figure of 14 for Quarter 3 of 2017 as well as being in excess of the rate that would achieve the nationally-set target reduction value.</p>	Brian Young
Quarter	Value	Target (Quarters)																				
Q3 2017	2	0																				
Q4 2017	3	0																				
Q1 2018	2	0																				
Q2 2018	1	0																				
Q3 2018	6	0																				
CP05-P001bP Number of people seriously injured on Border Roads	<table border="1"> <caption>CP05-P001bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017</td> <td>14</td> <td>0</td> </tr> <tr> <td>Q4 2017</td> <td>20</td> <td>0</td> </tr> <tr> <td>Q1 2018</td> <td>10</td> <td>0</td> </tr> <tr> <td>Q2 2018</td> <td>15</td> <td>0</td> </tr> <tr> <td>Q3 2018</td> <td>23</td> <td>0</td> </tr> </tbody> </table>	Quarter	Value	Target (Quarters)	Q3 2017	14	0	Q4 2017	20	0	Q1 2018	10	0	Q2 2018	15	0	Q3 2018	23	0	23	<p><i>Note this remains un-validated data.</i></p>	Brian Young
Quarter	Value	Target (Quarters)																				
Q3 2017	14	0																				
Q4 2017	20	0																				
Q1 2018	10	0																				
Q2 2018	15	0																				
Q3 2018	23	0																				

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Context Indicator	Trend Chart	Value	Commentary	Managed By																								
CP07-P001cP Capital Receipts Generated (cumulative)	<p>CP07-P001cP How much has the Council received for selling its fixed assets (e.g. buildings), shares or debt? (cumulative)</p> <table border="1"> <caption>Capital Receipts Generated (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>£379,862.00</td> </tr> <tr> <td>Q4 2017/18</td> <td>£380,343.00</td> </tr> <tr> <td>Q1 2018/19</td> <td>£113,900.00</td> </tr> <tr> <td>Q2 2018/19</td> <td>£114,900.00</td> </tr> <tr> <td>Q3 2018/19</td> <td>£181,797.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Q3 2017/18	£379,862.00	Q4 2017/18	£380,343.00	Q1 2018/19	£113,900.00	Q2 2018/19	£114,900.00	Q3 2018/19	£181,797.00	£181,797.00	<p>Observations: Four sales have been concluded in Q3 resulting in an additional £67k being received in Capital Receipts. The year end target has been adjusted following a further review of potential settlement dates.</p>	Neil Hastie												
Quarter	Value (£)																											
Q3 2017/18	£379,862.00																											
Q4 2017/18	£380,343.00																											
Q1 2018/19	£113,900.00																											
Q2 2018/19	£114,900.00																											
Q3 2018/19	£181,797.00																											
CP07-P001dP Total no. of properties surplus to requirements	<p>Exec PMF 2018 OSFY Properties Marketed</p> <table border="1"> <caption>Exec PMF 2018 OSFY Properties Marketed</caption> <thead> <tr> <th>Quarter</th> <th>CP07-P001dP</th> <th>CP07-P001eP</th> <th>CP07-P001fP</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>28</td> <td>4</td> <td>13</td> </tr> <tr> <td>Q4 2017/18</td> <td>22</td> <td>8</td> <td>8</td> </tr> <tr> <td>Q1 2018/19</td> <td>25</td> <td>9</td> <td>9</td> </tr> <tr> <td>Q2 2018/19</td> <td>30</td> <td>5</td> <td>17</td> </tr> <tr> <td>Q3 2018/19</td> <td>29</td> <td>5</td> <td>14</td> </tr> </tbody> </table>	Quarter	CP07-P001dP	CP07-P001eP	CP07-P001fP	Q3 2017/18	28	4	13	Q4 2017/18	22	8	8	Q1 2018/19	25	9	9	Q2 2018/19	30	5	17	Q3 2018/19	29	5	14	29	<p>Observations: There are currently 29 properties categorised as surplus to the Councils requirements. A total of 5 are currently being marketed through our selling agents with a number being prepared for the market. A total of 14 are currently under offer including a number of industrial plots. Legal Services continue to pursue conclusion of a number of larger capital receipts for properties under offer before the end of financial year 18/19. Discussions with local agents indicate that some aspects of the property market in the Borders are currently stagnant.</p>	Neil Hastie
Quarter		CP07-P001dP	CP07-P001eP	CP07-P001fP																								
Q3 2017/18		28	4	13																								
Q4 2017/18	22	8	8																									
Q1 2018/19	25	9	9																									
Q2 2018/19	30	5	17																									
Q3 2018/19	29	5	14																									
CP07-P001eP Total no. of properties actively being marketed	5	Neil Hastie																										
CP07-P001fP Total no. of properties progressed to "under offer"	14	Neil Hastie																										

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Context Indicator	Trend Chart	Value	Commentary	Managed By												
CP08-P063P Face-to-Face interactions (taken through CRM) by Customer Services	<p>CP08-P063P How many people were logged as coming into our Contact Centres to deal with our Customer Services staff face to face? (CP08-P63P)</p> <table border="1"> <caption>Face-to-Face Interactions Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>14,449</td> </tr> <tr> <td>Q4 2017/18</td> <td>15,207</td> </tr> <tr> <td>Q1 2018/19</td> <td>15,245</td> </tr> <tr> <td>Q2 2018/19</td> <td>15,734</td> </tr> <tr> <td>Q3 2018/19</td> <td>12,707</td> </tr> </tbody> </table>	Quarter	Value	Q3 2017/18	14,449	Q4 2017/18	15,207	Q1 2018/19	15,245	Q2 2018/19	15,734	Q3 2018/19	12,707	12,707	<p>How we are performing:</p> <p>There has been a decrease of 3,027 face-to face interactions during Quarter 3 when compared with Quarter 2. In comparison to the same quarter last year (2017/18) there has been a decrease of 1,742 face-to-face interactions.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>The decrease in face-face interactions in comparison to Quarter 3 2017/18 is a result of more services being available online and the weather conditions being good for the time of year.</p>	Les Grant
Quarter	Value															
Q3 2017/18	14,449															
Q4 2017/18	15,207															
Q1 2018/19	15,245															
Q2 2018/19	15,734															
Q3 2018/19	12,707															
CP08-P066P Total number of interactions (taken through CRM) by Customer Services	<p>CP08-P066P How many transactions were logged as handled by Customer Services staff?</p> <table border="1"> <caption>Total Transactions Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>37,861</td> </tr> <tr> <td>Q4 2017/18</td> <td>43,118</td> </tr> <tr> <td>Q1 2018/19</td> <td>42,257</td> </tr> <tr> <td>Q2 2018/19</td> <td>42,965</td> </tr> <tr> <td>Q3 2018/19</td> <td>35,415</td> </tr> </tbody> </table>	Quarter	Value	Q3 2017/18	37,861	Q4 2017/18	43,118	Q1 2018/19	42,257	Q2 2018/19	42,965	Q3 2018/19	35,415	35,415	<p>How we are performing:</p> <p>Throughout Quarter 3 there has been a decrease of 7,550 transactions taken through CRM when compared with Quarter 2. When reviewing the same period last year there has been a decrease of 2,446 interactions.</p> <p>These figures have remained fairly consistent, however they tend to historically drop every year in Quarter 3 and increase again in Quarter 4.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>We actively promote the website and the Customer Advice & Support Service (0300 100 1800) telephone number. We are also continually working to increase the number of services delivered digitally and to encourage self-service.</p>	Les Grant
Quarter	Value															
Q3 2017/18	37,861															
Q4 2017/18	43,118															
Q1 2018/19	42,257															
Q2 2018/19	42,965															
Q3 2018/19	35,415															

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Context Indicator	Trend Chart	Value	Commentary	Managed By												
CP08-P010P Number of Complaints Closed	<p>CP08-P010P How many complaints did we investigate to completion?</p> <table border="1"> <caption>Complaints Closed by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Complaints Closed</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>123</td> </tr> <tr> <td>Q4 2017/18</td> <td>159</td> </tr> <tr> <td>Q1 2018/19</td> <td>226</td> </tr> <tr> <td>Q2 2018/19</td> <td>148</td> </tr> <tr> <td>Q3 2018/19</td> <td>112</td> </tr> </tbody> </table>	Quarter	Complaints Closed	Q3 2017/18	123	Q4 2017/18	159	Q1 2018/19	226	Q2 2018/19	148	Q3 2018/19	112	112	See below	Les Grant
Quarter	Complaints Closed															
Q3 2017/18	123															
Q4 2017/18	159															
Q1 2018/19	226															
Q2 2018/19	148															
Q3 2018/19	112															

How we are performing:

Quarter 3 experiences a decrease of 36 complaints closed when compared with Quarter 2. In comparison to the previous year there has also been a decrease of 11 complaints closed.

Justified/Unjustified/Policy

53% of complaints were classified as 'Justified' and 42% as 'Unjustified'. In addition 5% complaints were classified as 'Policy'.

Locality Breakdown

Below is a breakdown of complaints closed during the period by locality and reason. Where a complaint has been logged anonymously or from someone out with the area it cannot be attributed to a locality and therefore shows as undefined. 6.55% of complaints closed were undefined in Quarter 3.

	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale	Undefined	Summary
Delay in Responding	4	1	3	7	3	3	21
Employee Attitude	1	4	2	2	5	1	15
Failure to Del Ser	10	6	11	7	7	1	42
Other	3	2	9	7	7	2	30
Policy	1	0	1	5	3	1	11
Bias or Discrimination	1	0	1	1	0	0	3
Totals	20	13	27	29	25	8	122

There is occasionally a difference between the number of complaints closed in the quarter and the breakdown per locality. This is generally associated with complaints being closed retrospectively. However this quarter the difference is notably higher and we will be investigating this further.

Eildon (22.13%), Teviot (23.77%) and Tweeddale (20.49%) localities were the areas with the highest number of complaints, the most popular classification reason being 'Failure to Deliver Service'. Cheviot received the fewest complaints accounting for 10.65% of complaints closed.

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

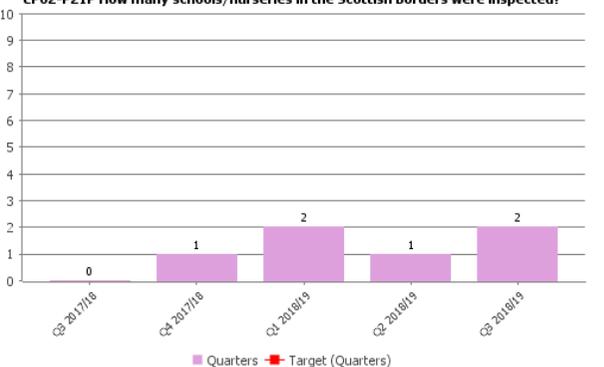
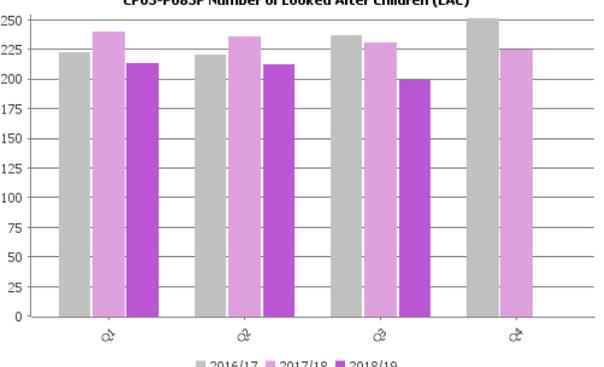
Context Indicator	Trend Chart	Value	Commentary	Managed By												
CP08-P053P FOI Requests Received	<p>CP08-P053P How many requests for information, under the Freedom of Information Act, did we receive?</p> <table border="1"> <caption>FOI Requests Received by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>369</td> </tr> <tr> <td>Q4 2017/18</td> <td>343</td> </tr> <tr> <td>Q1 2018/19</td> <td>352</td> </tr> <tr> <td>Q2 2018/19</td> <td>356</td> </tr> <tr> <td>Q3 2018/19</td> <td>347</td> </tr> </tbody> </table>	Quarter	Value	Q3 2017/18	369	Q4 2017/18	343	Q1 2018/19	352	Q2 2018/19	356	Q3 2018/19	347	347	<p>Observations: Scottish Borders Council received 347 requests for information in Q3 2018/19, 9 less than Q2 2018/19 and 5 less than Q1 2018/19.</p>	Nuala McKinlay
Quarter	Value															
Q3 2017/18	369															
Q4 2017/18	343															
Q1 2018/19	352															
Q2 2018/19	356															
Q3 2018/19	347															

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Context Indicator	Trend Chart	Value	Commentary	Managed By												
CP08-P159P Number of Facebook Engagements	<p>CP08-P159P Number of Facebook Engagements</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Engagements</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>45,061</td> </tr> <tr> <td>Q4 2017/18</td> <td>235,797</td> </tr> <tr> <td>Q1 2018/19</td> <td>59,448</td> </tr> <tr> <td>Q2 2018/19</td> <td>66,041</td> </tr> <tr> <td>Q3 2018/19</td> <td>59,073</td> </tr> </tbody> </table>	Quarter	Engagements	Q3 2017/18	45,061	Q4 2017/18	235,797	Q1 2018/19	59,448	Q2 2018/19	66,041	Q3 2018/19	59,073	59,073	<p>Observations:</p> <p>On Facebook, SBC posts reached an estimated 288,504 people* (-23,784 on Q3 2017/18), with 59,073 engaging (liking, commenting, sharing) with posts (+14,012 on Q3 2017/18).</p> <p><i>*NB: This is a total of weekly unique reach, so total reach of all posts will be significantly higher.</i></p> <p>Twelve Facebook posts during the quarter reached over 10,000 unique users – total reach of these posts was 160,750.</p> <p>The most popular posts were in relation to work starting on Harestanes play park (16,779 reach and 1,880 engagement) and stray dogs (15,777/2,507). Other popular posts included low temperatures/gritting and festive service information.</p>	Tracey Graham
Quarter	Engagements															
Q3 2017/18	45,061															
Q4 2017/18	235,797															
Q1 2018/19	59,448															
Q2 2018/19	66,041															
Q3 2018/19	59,073															
CP08-P160P Number of Twitter Engagements	<p>CP08-P160P Number of Twitter Engagements</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Engagements</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>11,781</td> </tr> <tr> <td>Q4 2017/18</td> <td>83,746</td> </tr> <tr> <td>Q1 2018/19</td> <td>11,702</td> </tr> <tr> <td>Q2 2018/19</td> <td>10,821</td> </tr> <tr> <td>Q3 2018/19</td> <td>5,792</td> </tr> </tbody> </table>	Quarter	Engagements	Q3 2017/18	11,781	Q4 2017/18	83,746	Q1 2018/19	11,702	Q2 2018/19	10,821	Q3 2018/19	5,792	5,792	<p>Observations:</p> <p>During Quarter 3 Twitter post links were clicked 5,792 times (-5,989 on Q3 2017/18).</p>	Tracey Graham
Quarter	Engagements															
Q3 2017/18	11,781															
Q4 2017/18	83,746															
Q1 2018/19	11,702															
Q2 2018/19	10,821															
Q3 2018/19	5,792															



Independent, Achieving People: CONTEXT Indicators 

Context Indicator	Trend Chart	Value	Commentary	Managed By																				
CP02-P21P 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>Data for CP02-P21P Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Number of Schools/Nurseries Inspected</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>0</td> </tr> <tr> <td>Q4 2017/18</td> <td>1</td> </tr> <tr> <td>Q1 2018/19</td> <td>2</td> </tr> <tr> <td>Q2 2018/19</td> <td>1</td> </tr> <tr> <td>Q3 2018/19</td> <td>2</td> </tr> </tbody> </table>	Quarter	Number of Schools/Nurseries Inspected	Q3 2017/18	0	Q4 2017/18	1	Q1 2018/19	2	Q2 2018/19	1	Q3 2018/19	2	2	<p>Observations: Two inspections during Q3. (Coldingham Primary School and Nursery, and a re-inspection at Knowepark Primary School and Nursery)</p> <p>Individual school inspection reports can be viewed on the Education Scotland website once published.</p>	Stuart Easingwood								
Quarter	Number of Schools/Nurseries Inspected																							
Q3 2017/18	0																							
Q4 2017/18	1																							
Q1 2018/19	2																							
Q2 2018/19	1																							
Q3 2018/19	2																							
CP03-P083P Number of Looked After Children (LAC)	<p>CP03-P083P Number of Looked After Children (LAC)</p>  <table border="1"> <caption>Data for CP03-P083P Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>220</td> <td>240</td> <td>210</td> </tr> <tr> <td>Q2</td> <td>220</td> <td>240</td> <td>210</td> </tr> <tr> <td>Q3</td> <td>230</td> <td>220</td> <td>200</td> </tr> <tr> <td>Q4</td> <td>250</td> <td>220</td> <td>220</td> </tr> </tbody> </table>	Quarter	2016/17	2017/18	2018/19	Q1	220	240	210	Q2	220	240	210	Q3	230	220	200	Q4	250	220	220	199	<p>Observations: Q3 has seen a reduction of 13 in the number of looked after children. This figure is a snap shot during the last month of the quarter and fluctuates throughout the time period.</p>	Stuart Easingwood
Quarter	2016/17	2017/18	2018/19																					
Q1	220	240	210																					
Q2	220	240	210																					
Q3	230	220	200																					
Q4	250	220	220																					

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Context Indicator	Trend Chart	Value	Commentary	Managed By
CP03-P085P Number of Inter-agency Referral Discussions (IRDs) held about a child	<p>CP03-P085P Number of Inter-agency Discussions (IRDs) held</p>	142	<p>Observations:</p> <p>The number of Inter-agency Referral Discussions (IRD) continues to fluctuate over the quarters, with Quarter 3 of 2018-19 being 4 higher than Quarter 2. As children are brought to the attention of Social Work via other agencies, organisation or the public, a co-ordinated response is provided.</p> <p>IRD's provide a multi-agency co-ordinated approach to ensuring that decisions are reached in relation to the management of risk to children.</p>	Stuart Easingwood
CP03-P086P Number of children on Child Protection Register	<p>CP03-P086P Number of children on Child Protection Register</p>	53	<p>Observations:</p> <p>At the end of Q3, the number of children on the Child Protection Register remained level with Q2 2018/19 at 53.</p>	Stuart Easingwood

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Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Context Indicator	Trend Chart	Value	Commentary	Managed By
CP06-P37bP New Modern Apprentices employed by SBC	<p>Exec PMF 2018 IAP Combined Chart Modern Apprentices</p>	30	<p>Observations: We have seen 30 young people recruited into an apprenticeship with SBC since April 2018. <i>Note that there has been a correction to the figure for Quarter 2 from 35 to 30.</i></p> <p>Year to date 6 Modern Apprentices have secured employment with SBC after their apprenticeship</p> <p>The number of current Modern Apprentices have reduced from 46 - 37. This number will change ongoing as MA's start and finish their apprenticeships.</p>	Clair Hepburn
CP06-P37cP Modern Apprentices securing SBC employment after apprenticeship		6		Clair Hepburn
CP06-P037P Current Modern Apprentices employed within SBC		37		Clair Hepburn
CP03-P004P Adults with self-directed care arrangements per 1,000 population	<p>CP03-P004P How many adults have self-directed care (SDS) arrangements? (rate per 1,000 people)</p>	20.36	<p>Observations: The rate of SDS care per 1000 people has fallen slightly to 20.36 in Quarter 3 from 20.59 in Quarter 2, but remains higher than the level of 20.16 in Quarter 1. There is an expectation that the majority of clients will be assessed using the SDS approach and new clients are using this approach. We also continue to review and reassess existing clients using the SDS approach.</p>	Rob McCulloch-Graham

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Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Context Indicator	Trend Chart	Value	Commentary	Managed By												
CP03-P149P Adult protection - Number of Concerns	<p style="text-align: center;">CP03-P149P Adult protection - Number of Concerns</p> <table border="1"> <caption>CP03-P149P Adult protection - Number of Concerns</caption> <thead> <tr> <th>Quarter</th> <th>Number of Concerns</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>79</td> </tr> <tr> <td>Q4 2017/18</td> <td>75</td> </tr> <tr> <td>Q1 2018/19</td> <td>96</td> </tr> <tr> <td>Q2 2018/19</td> <td>77</td> </tr> <tr> <td>Q3 2018/19</td> <td>74</td> </tr> </tbody> </table>	Quarter	Number of Concerns	Q3 2017/18	79	Q4 2017/18	75	Q1 2018/19	96	Q2 2018/19	77	Q3 2018/19	74	74	<p>Observations: The number of Concerns, at 74 in Q3, has reduced from the level of 77 seen in Q2.</p> <p><i>Note that the Q2 2018-19 figure has been revised from 76 to 77.</i></p>	Stuart Easingwood
Quarter	Number of Concerns															
Q3 2017/18	79															
Q4 2017/18	75															
Q1 2018/19	96															
Q2 2018/19	77															
Q3 2018/19	74															
CP03P150P Adult protection - Number of Investigations	<p style="text-align: center;">CP03-P150P Adult protection - Number of Investigations</p> <table border="1"> <caption>CP03-P150P Adult protection - Number of Investigations</caption> <thead> <tr> <th>Quarter</th> <th>Number of Investigations</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>40</td> </tr> <tr> <td>Q4 2017/18</td> <td>32</td> </tr> <tr> <td>Q1 2018/19</td> <td>44</td> </tr> <tr> <td>Q2 2018/19</td> <td>45</td> </tr> <tr> <td>Q3 2018/19</td> <td>31</td> </tr> </tbody> </table>	Quarter	Number of Investigations	Q3 2017/18	40	Q4 2017/18	32	Q1 2018/19	44	Q2 2018/19	45	Q3 2018/19	31	31	<p>Observations: The number of Investigations, at 31 in Q3, is 14 lower than the 45 seen in Q2.</p>	Stuart Easingwood
Quarter	Number of Investigations															
Q3 2017/18	40															
Q4 2017/18	32															
Q1 2018/19	44															
Q2 2018/19	45															
Q3 2018/19	31															



Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Context Indicator	Trend Chart	Value	Commentary	Managed By																				
<p>CP03-P037P</p> <p>Number of reported incidents of domestic abuse (cumulative)</p>	<p>CP03-P037P How many incidents of domestic abuse are reported to Police Scotland? (cumulative)</p> <table border="1"> <caption>Data for CP03-P037P Trend Chart</caption> <thead> <tr> <th>Year</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>220</td> <td>280</td> <td>280</td> </tr> <tr> <td>Q2</td> <td>450</td> <td>580</td> <td>530</td> </tr> <tr> <td>Q3</td> <td>680</td> <td>830</td> <td>780</td> </tr> <tr> <td>Q4</td> <td>880</td> <td>1080</td> <td>767</td> </tr> </tbody> </table>	Year	2016/17	2017/18	2018/19	Q1	220	280	280	Q2	450	580	530	Q3	680	830	780	Q4	880	1080	767	<p>767</p>	<p>See below</p>	<p>Graham Jones</p>
Year	2016/17	2017/18	2018/19																					
Q1	220	280	280																					
Q2	450	580	530																					
Q3	680	830	780																					
Q4	880	1080	767																					
<p>Where we are currently</p> <p>63 (7.6%) fewer incidents reported in the year to date 2018/19 when compared to the same time period in 2017/18.</p> <p>Referrals to Safer Communities Domestic Abuse Services are similar to last year at this point.</p> <p>Our Successes/Our Issues</p> <p><u>Issues:</u></p> <p>The longer term funding profile for Domestic Abuse Services is being considered as part of a wider public protection review.</p> <p><u>Successes:</u></p> <p>The CEDAR Graduates have been recognised for their achievements in completing CEDAR, by two awards - CEDAR Mums Graduates won an adult learners award in recognition of the skills and knowledge they developed in preparing and delivering a number of workshops on domestic abuse at the 2018 Scottish Borders CEDAR Conference, and the children/young people won an Inspiring Youth Award in recognition of their courage in sharing their experiences, and raising awareness of domestic abuse in their communities.</p> <p>The Safe Housing Options service continues to be regarded as a good example of providing housing alternatives for victims of domestic abuse, with the delivery of a workshop and discussion group at the National Chartered Institute of Housing Conference in December.</p> <p><u>Service Update</u></p> <p>Services are working at full capacity.</p>																								

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Context Indicator	Trend Chart	Value	Commentary	Managed By																				
CP03-P158P Number of Referrals To Domestic Abuse Services (Cumulative)	<p>CP03-P158P Number of Referrals To SBC Domestic Abuse Services (Cumulative)</p> <table border="1"> <caption>Data for CP03-P158P Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>100</td> <td>150</td> <td>180</td> </tr> <tr> <td>Q4</td> <td>200</td> <td>300</td> <td>380</td> </tr> <tr> <td>Q1</td> <td>300</td> <td>550</td> <td>550</td> </tr> <tr> <td>Q2</td> <td>430</td> <td>750</td> <td>552</td> </tr> </tbody> </table>	Quarter	2016/17	2017/18	2018/19	Q3	100	150	180	Q4	200	300	380	Q1	300	550	550	Q2	430	750	552	552	<p>Observations: Referrals into SBC domestic abuse services are 0.4% (2 referrals) lower than 2017/18 at the same point in time. All services are now fully operational.</p>	Graham Jones
Quarter	2016/17	2017/18	2018/19																					
Q3	100	150	180																					
Q4	200	300	380																					
Q1	300	550	550																					
Q2	430	750	552																					
CP03-P141P Number of ASB Incidents (cumulative)	<p>CP03-P141P Number of reported ASB incidents (cumulative)</p> <table border="1"> <caption>Data for CP03-P141P Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>4000</td> <td>4000</td> <td>4000</td> </tr> <tr> <td>Q4</td> <td>8000</td> <td>8000</td> <td>8000</td> </tr> <tr> <td>Q1</td> <td>11500</td> <td>12000</td> <td>11500</td> </tr> <tr> <td>Q2</td> <td>15000</td> <td>15000</td> <td>11719</td> </tr> </tbody> </table>	Quarter	2016/17	2017/18	2018/19	Q3	4000	4000	4000	Q4	8000	8000	8000	Q1	11500	12000	11500	Q2	15000	15000	11719	11,719	<p>Observations: A decrease of 390 incidents in the year to date in 2018/19 when compared to 2017/18 for the same time period, which equates to a 3.2% decrease, which is positive. We continue to identify and intervene early in cases of antisocial behaviour. The CAT are actively involved in addressing antisocial behaviour issues across the Borders with a number of successes.</p>	Graham Jones
Quarter	2016/17	2017/18	2018/19																					
Q3	4000	4000	4000																					
Q4	8000	8000	8000																					
Q1	11500	12000	11500																					
Q2	15000	15000	11719																					

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Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Context Indicator	Trend Chart	Value	Commentary	Managed By																				
CP03-P118P Number of ASB Early Interventions	<p>CP03-P118P Number of ASB early Interventions (cumulative)</p> <table border="1"> <caption>CP03-P118P Number of ASB early Interventions (cumulative)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>240</td> <td>390</td> <td>600</td> <td>800</td> </tr> <tr> <td>2017/18</td> <td>230</td> <td>470</td> <td>690</td> <td></td> </tr> <tr> <td>2018/19</td> <td>230</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2016/17	240	390	600	800	2017/18	230	470	690		2018/19	230				690	<p>Where we are currently An increase of 94 interventions in the year to date when compared to 2017/18, which equates to a 15.8% increase. Early interventions have helped to reduce the number of people being monitored for antisocial behaviour, which is positive.</p> <p>Our Successes/Our Issues We continue to work as a partnership to share information and respond in a coordinated way.</p> <p>What we are doing We are using analysis to better understand antisocial behaviour and to improve the approach being taken and the outcomes for complainers.</p>	Graham Jones
Year	Q1	Q2	Q3	Q4																				
2016/17	240	390	600	800																				
2017/18	230	470	690																					
2018/19	230																							
CP03-P119P Number monitored for ASB	<p>CP03-P119P Number of persons being monitored for antisocial behaviour (cumulative)</p> <table border="1"> <caption>CP03-P119P Number of persons being monitored for antisocial behaviour (cumulative)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>450</td> <td>850</td> <td>1250</td> <td>1650</td> </tr> <tr> <td>2017/18</td> <td>430</td> <td>830</td> <td>1175</td> <td></td> </tr> <tr> <td>2018/19</td> <td>430</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2016/17	450	850	1250	1650	2017/18	430	830	1175		2018/19	430				1,175	<p>Where we are currently 70 fewer persons being monitored for antisocial behaviour in the year to date when compared to 2017/18, which equates to a 5.6% reduction.</p> <p>Our Successes/Our Issues - The 5.6% reduction in people being monitored for ASB is positive and there has been an associated increase in the number of early interventions in the year to date in 2018/19.</p> <p>What we are doing - We are continuously looking at what other agencies do or what diversions can be implemented. - A formal process exists between partner agencies to take a consistent approach to addressing antisocial behaviour</p>	Graham Jones
Year	Q1	Q2	Q3	Q4																				
2016/17	450	850	1250	1650																				
2017/18	430	830	1175																					
2018/19	430																							

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Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Context Indicator	Trend Chart	Value	Commentary	Managed By																				
CP03-P120P Number of referrals to mediation	<p>CP03-P120P Number of mediation referrals (cumulative)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>50</td> <td>40</td> <td>40</td> </tr> <tr> <td>Q4</td> <td>80</td> <td>75</td> <td>75</td> </tr> <tr> <td>Q1</td> <td>115</td> <td>115</td> <td>85</td> </tr> <tr> <td>Q2</td> <td>155</td> <td>155</td> <td>88</td> </tr> </tbody> </table>	Quarter	2016/17	2017/18	2018/19	Q3	50	40	40	Q4	80	75	75	Q1	115	115	85	Q2	155	155	88	88	<p>Where we are currently A decrease of 26 referrals in 2018/19 when compared to 2017/18, which equates to a 22.8% decrease.</p> <p>Our Successes/Our Issues The decrease in referrals to the services can be seasonal as the trend is towards fewer reports of antisocial behaviour in the winter months.</p> <p>What we are doing Increased integration of the mediation service into the daily operations of the ASBU. Awareness raising of the service.</p> <p><i>Note that the figure for Q3 17/18 has been updated from 124 to 114, correcting an earlier error.</i></p>	Graham Jones
Quarter	2016/17	2017/18	2018/19																					
Q3	50	40	40																					
Q4	80	75	75																					
Q1	115	115	85																					
Q2	155	155	88																					
CP03-P039P Number of Group 1-5 recorded crimes and offences (cumulative)	<p>CP03-P039P How many crimes and offences are recorded by Police Scotland? (cumulative)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>750</td> <td>950</td> <td>900</td> </tr> <tr> <td>Q4</td> <td>1550</td> <td>1850</td> <td>1750</td> </tr> <tr> <td>Q1</td> <td>2250</td> <td>2750</td> <td>2650</td> </tr> <tr> <td>Q2</td> <td>3050</td> <td>3450</td> <td>2650</td> </tr> </tbody> </table>	Quarter	2016/17	2017/18	2018/19	Q3	750	950	900	Q4	1550	1850	1750	Q1	2250	2750	2650	Q2	3050	3450	2650	2,650	<p>Where we are currently A 2.9% decrease in group 1-5 crimes in 2018/19 when compared to the same time period in 2017/18, which equates to 78 fewer victims.</p> <p>Our Successes/Our Issues - There has been an increase in drug related crimes in the year to date in 2018/19, when compared to the same time period in 2017/18, but there has been an overall decrease in crime rates, which is positive.</p> <p>What we are doing - Ongoing proactive tactics are being implemented by Police Scotland to deter, disrupt and detect drug related crime, therefore increases in the number of these types of offences suggests that proactive tactics are being effective. The Police Community Action Team continue to have notable successes in detecting drug related crime.</p>	Graham Jones
Quarter	2016/17	2017/18	2018/19																					
Q3	750	950	900																					
Q4	1550	1850	1750																					
Q1	2250	2750	2650																					
Q2	3050	3450	2650																					

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A Thriving Economy, with Opportunities for Everyone: CONTEXT Indicators 

Context Indicator	Trend Chart	Value	Commentary	Managed By																		
CP01-P001aP Working age population (16 - 64) employment rate	<p>CP01-P001aP What percentage of people aged between 16-64 are in employment?</p> <table border="1"> <caption>CP01-P001aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Employment Rate (%)</th> <th>National Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2017/18</td> <td>74.5%</td> <td>74.3%</td> </tr> <tr> <td>Q3 2017/18</td> <td>74.5%</td> <td>74.3%</td> </tr> <tr> <td>Q4 2017/18</td> <td>74.1%</td> <td>74.3%</td> </tr> <tr> <td>Q1 2018/19</td> <td>74.1%</td> <td>74.3%</td> </tr> <tr> <td>Q2 2018/19</td> <td>75%</td> <td>74.3%</td> </tr> </tbody> </table>	Quarter	Employment Rate (%)	National Target (%)	Q2 2017/18	74.5%	74.3%	Q3 2017/18	74.5%	74.3%	Q4 2017/18	74.1%	74.3%	Q1 2018/19	74.1%	74.3%	Q2 2018/19	75%	74.3%	75% Q2	<p>Observations:</p> <p>The number of people in employment in the Scottish Borders is now 52,700 (75%), which is 300 more than in the previous quarter. The Scottish Borders rate is above that of Scotland (74.3%), but below that of Great Britain (75.1%).</p> <p><i>Note: Red line indicates national rate, and one quarter lag in data</i></p>	Bryan McGrath
Quarter	Employment Rate (%)	National Target (%)																				
Q2 2017/18	74.5%	74.3%																				
Q3 2017/18	74.5%	74.3%																				
Q4 2017/18	74.1%	74.3%																				
Q1 2018/19	74.1%	74.3%																				
Q2 2018/19	75%	74.3%																				
CP01-P001bP Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)	<p>CP01-P001bP Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)</p> <table border="1"> <caption>CP01-P001bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Claimant Count (%)</th> <th>National Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>1.5%</td> <td>2.73%</td> </tr> <tr> <td>Q4 2017/18</td> <td>1.63%</td> <td>2.73%</td> </tr> <tr> <td>Q1 2018/19</td> <td>1.63%</td> <td>2.73%</td> </tr> <tr> <td>Q2 2018/19</td> <td>1.73%</td> <td>2.73%</td> </tr> <tr> <td>Q3 2018/19</td> <td>2%</td> <td>2.73%</td> </tr> </tbody> </table>	Quarter	Claimant Count (%)	National Target (%)	Q3 2017/18	1.5%	2.73%	Q4 2017/18	1.63%	2.73%	Q1 2018/19	1.63%	2.73%	Q2 2018/19	1.73%	2.73%	Q3 2018/19	2%	2.73%	2%	<p>Observations:</p> <p>The average rate of people aged 16-64 claiming out of work benefits was 2%, lower than the Scottish rate of 2.73%. At the end of December 2018, there were 1,450 people claiming out of work benefits, which is 215 more than at the end of the last quarter.</p> <p><i>Note: Red line indicates national rate</i></p>	Bryan McGrath
Quarter	Claimant Count (%)	National Target (%)																				
Q3 2017/18	1.5%	2.73%																				
Q4 2017/18	1.63%	2.73%																				
Q1 2018/19	1.63%	2.73%																				
Q2 2018/19	1.73%	2.73%																				
Q3 2018/19	2%	2.73%																				

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Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Context Indicator	Trend Chart	Value	Commentary	Managed By												
CP01-P001cP Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)	<p>CP01-P001cP Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)</p> <table border="1"> <caption>Quarterly Claimant Count Data</caption> <thead> <tr> <th>Quarter</th> <th>Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2017/18</td> <td>3.28%</td> </tr> <tr> <td>Q1 2018/19</td> <td>3.42%</td> </tr> <tr> <td>Q2 2018/19</td> <td>3.47%</td> </tr> <tr> <td>Q3 2018/19</td> <td>3.80%</td> </tr> <tr> <td>National Target</td> <td>3.87%</td> </tr> </tbody> </table>	Quarter	Rate (%)	Q4 2017/18	3.28%	Q1 2018/19	3.42%	Q2 2018/19	3.47%	Q3 2018/19	3.80%	National Target	3.87%	3.8%	<p>Observations:</p> <p>The average rate of people aged 18-24 claiming out of work benefits was 3.8% in the last quarter, lower than the Scottish average of 3.87%. At the end of December 2018, there were 315 young people claiming out of work benefits, which was 20 more than at the end of the last quarter.</p> <p><i>Note: Red line indicates national rate</i></p>	Bryan McGrath
Quarter	Rate (%)															
Q4 2017/18	3.28%															
Q1 2018/19	3.42%															
Q2 2018/19	3.47%															
Q3 2018/19	3.80%															
National Target	3.87%															

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

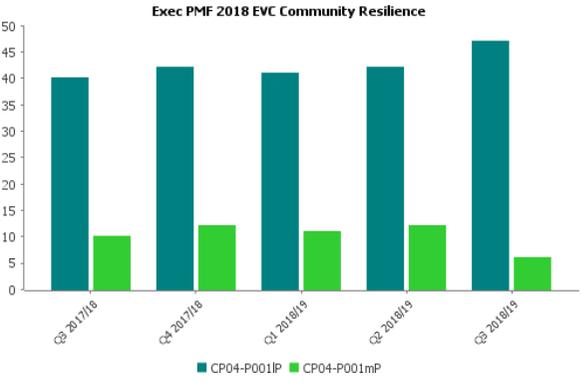
Context Indicator	Trend Chart	Value	Commentary	Managed By																		
CP01-P001fP Scottish Borders Business Loan Fund - Number of loans	<p>CP01-P001fP How many loans to local businesses did we award?</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q4 2017/18</td> <td>3</td> <td>0</td> </tr> <tr> <td>Q1 2018/19</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q2 2018/19</td> <td>1</td> <td>0</td> </tr> <tr> <td>Q3 2018/19</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q3 2017/18	0	0	Q4 2017/18	3	0	Q1 2018/19	0	0	Q2 2018/19	1	0	Q3 2018/19	0	0	0	<p>Observations: No loans were approved in this Quarter as activity in this area is increasingly focused on the Business Loans Scotland scheme.</p>	Bryan McGrath
Quarter	Quarters	Target (Quarters)																				
Q3 2017/18	0	0																				
Q4 2017/18	3	0																				
Q1 2018/19	0	0																				
Q2 2018/19	1	0																				
Q3 2018/19	0	0																				
Page 18 of 28 CP01-P001gP Scottish Borders Business Loan Fund - Value of loans	<p>CP01-P001gP How much money did those loans add up to?</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>£0.00</td> <td>£0.00</td> </tr> <tr> <td>Q4 2017/18</td> <td>£41,148.00</td> <td>£0.00</td> </tr> <tr> <td>Q1 2018/19</td> <td>£0.00</td> <td>£0.00</td> </tr> <tr> <td>Q2 2018/19</td> <td>£20,000.00</td> <td>£0.00</td> </tr> <tr> <td>Q3 2018/19</td> <td>£0.00</td> <td>£0.00</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q3 2017/18	£0.00	£0.00	Q4 2017/18	£41,148.00	£0.00	Q1 2018/19	£0.00	£0.00	Q2 2018/19	£20,000.00	£0.00	Q3 2018/19	£0.00	£0.00	£0.00	<p>Observations: No loans were approved in this Quarter as activity in this area is increasingly focused on the Business Loans Scotland scheme.</p>	Bryan McGrath
Quarter	Quarters	Target (Quarters)																				
Q3 2017/18	£0.00	£0.00																				
Q4 2017/18	£41,148.00	£0.00																				
Q1 2018/19	£0.00	£0.00																				
Q2 2018/19	£20,000.00	£0.00																				
Q3 2018/19	£0.00	£0.00																				

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Context Indicator	Trend Chart	Value	Commentary	Managed By																		
CP01-P001hP Scottish Borders Business Fund - Number of grants	<p>CP01-P001hP How many grants to local businesses did we award?</p> <table border="1"> <caption>CP01-P001hP - Number of Grants</caption> <thead> <tr> <th>Quarter</th> <th>Grants</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2-2017/18</td> <td>7</td> <td>9</td> </tr> <tr> <td>Q3-2017/18</td> <td>7</td> <td>9</td> </tr> <tr> <td>Q4-2017/18</td> <td>5</td> <td>9</td> </tr> <tr> <td>Q1-2018/19</td> <td>3</td> <td>9</td> </tr> <tr> <td>Q2-2018/19</td> <td>6</td> <td>9</td> </tr> </tbody> </table>	Quarter	Grants	Target	Q2-2017/18	7	9	Q3-2017/18	7	9	Q4-2017/18	5	9	Q1-2018/19	3	9	Q2-2018/19	6	9	6	<p>Observations: During this Quarter, 6 grants were approved from 7 applications. These projects are expected to create 9 jobs (FTE) and safeguard a further 5 jobs.</p>	Bryan McGrath
Quarter	Grants	Target																				
Q2-2017/18	7	9																				
Q3-2017/18	7	9																				
Q4-2017/18	5	9																				
Q1-2018/19	3	9																				
Q2-2018/19	6	9																				
CP01-P001iP Scottish Borders Business Fund - Value of grants	<p>CP01-P001iP How much money did those grants add up to?</p> <table border="1"> <caption>CP01-P001iP - Value of Grants</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2-2017/18</td> <td>18,367.25</td> <td>40,000</td> </tr> <tr> <td>Q3-2017/18</td> <td>24,352.94</td> <td>40,000</td> </tr> <tr> <td>Q4-2017/18</td> <td>13,127.43</td> <td>40,000</td> </tr> <tr> <td>Q1-2018/19</td> <td>9,315.46</td> <td>40,000</td> </tr> <tr> <td>Q2-2018/19</td> <td>20,826.67</td> <td>40,000</td> </tr> </tbody> </table>	Quarter	Value (£)	Target	Q2-2017/18	18,367.25	40,000	Q3-2017/18	24,352.94	40,000	Q4-2017/18	13,127.43	40,000	Q1-2018/19	9,315.46	40,000	Q2-2018/19	20,826.67	40,000	£20,826.67	<p>The amount of grant awarded was £20,826.67, which supported 6 projects that included £44,698.50 of private sector leverage. Sectors supported are professional, scientific and technical activities, tourism, food and drink, and education.</p>	Bryan McGrath
Quarter	Value (£)	Target																				
Q2-2017/18	18,367.25	40,000																				
Q3-2017/18	24,352.94	40,000																				
Q4-2017/18	13,127.43	40,000																				
Q1-2018/19	9,315.46	40,000																				
Q2-2018/19	20,826.67	40,000																				

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Empowered, Vibrant Communities: CONTEXT Indicators 

Context Indicator	Trend Chart	Value	Commentary	Managed By
CP04-P001IP No. of Active community resilience plans (cumulative)		47	<p>Observations:</p> <p>The number of active community resilience plans now stands at 47. There has been an uplift of 5 groups who have moved from progressing to active.</p> <p>There are also currently 6 areas with a progressing "Resilient Communities" plan. These are Community Council areas who have had a presentation from SBC and are now considering implementing a Resilient Communities group. The reduction from 12 in Quarter 2 is due to the increase in Active groups and one area deciding against participation.</p> <p>The Resilient Communities initiative enables communities to respond locally to incidents such as severe weather more effectively, with appropriate training and support from SBC. They do this by carrying out local tasks such as:</p> <ul style="list-style-type: none"> • Clearing snow from pathways/community facilities • Delivering supplies • Providing meals and assistance to those in need • Communicating with residents as well as the Emergency Bunker based at HQ <p>SBC support the groups by providing equipment, First Aid and general training as well as early warnings of severe weather or other important information. SBC are calling on local people to either join a group or approach the Council to set up their own.</p> <p>More information about resilient communities can be found at https://www.scotborders.gov.uk/info/20008/emergencies_and_safety/191/resilient_communities</p>	Jim Fraser
CP04-P001mP No. of Progressing community resilience plans (cumulative)		6		Jim Fraser

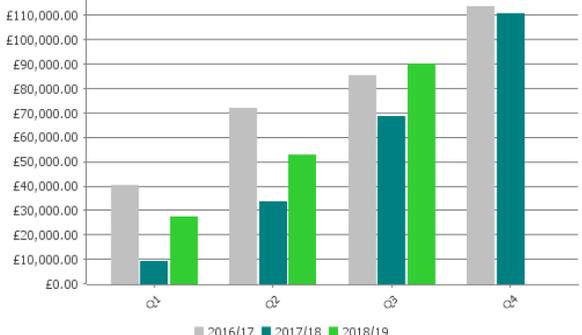
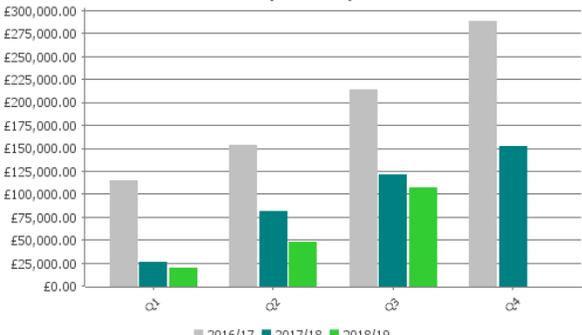
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Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Context Indicator	Trend Chart	Value	Commentary	Managed By																		
CP04-P001aP Community Grant - No. of grants awarded	<p>CP04-P001aP How many grants did we award from the Community Grant Scheme?</p> <table border="1"> <caption>CP04-P001aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Grants Awarded</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2 2017/18</td> <td>4</td> <td>4</td> </tr> <tr> <td>Q3 2017/18</td> <td>10</td> <td>10</td> </tr> <tr> <td>Q4 2017/18</td> <td>13</td> <td>13</td> </tr> <tr> <td>Q1 2018/19</td> <td>14</td> <td>14</td> </tr> <tr> <td>Q2 2018/19</td> <td>4</td> <td>4</td> </tr> </tbody> </table>	Quarter	Grants Awarded	Target (Quarters)	Q2 2017/18	4	4	Q3 2017/18	10	10	Q4 2017/18	13	13	Q1 2018/19	14	14	Q2 2018/19	4	4	4	<p>Observations:</p> <p>The number of awards in Q3 2018/19 are the same as the equivalent period last year, 4 awards in Q3 2017/18.</p> <p>The total value of awards in Q3 2018/19 is £16,755 which is higher than £11,833 Q3 2017/18.</p>	Shona Smith
Quarter	Grants Awarded	Target (Quarters)																				
Q2 2017/18	4	4																				
Q3 2017/18	10	10																				
Q4 2017/18	13	13																				
Q1 2018/19	14	14																				
Q2 2018/19	4	4																				
CP04-P001bP Community Grant - Value of funding granted	<p>Exec PMF 2018 EVC Community Grant</p> <table border="1"> <caption>Exec PMF 2018 EVC Community Grant Data</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P001bP (£)</th> <th>CP04-P001cP (£)</th> </tr> </thead> <tbody> <tr> <td>Q2 2017/18</td> <td>~£10,000</td> <td>~£10,000</td> </tr> <tr> <td>Q3 2017/18</td> <td>~£15,000</td> <td>~£70,000</td> </tr> <tr> <td>Q4 2017/18</td> <td>~£50,000</td> <td>~£110,000</td> </tr> <tr> <td>Q1 2018/19</td> <td>~£45,000</td> <td>~£130,000</td> </tr> <tr> <td>Q2 2018/19</td> <td>~£15,000</td> <td>~£110,000</td> </tr> </tbody> </table>	Quarter	CP04-P001bP (£)	CP04-P001cP (£)	Q2 2017/18	~£10,000	~£10,000	Q3 2017/18	~£15,000	~£70,000	Q4 2017/18	~£50,000	~£110,000	Q1 2018/19	~£45,000	~£130,000	Q2 2018/19	~£15,000	~£110,000	£16,775	The total project cost values in Q3 were £109,714 which is higher than Q3 2017/18 (£9,979).	Shona Smith
Quarter	CP04-P001bP (£)	CP04-P001cP (£)																				
Q2 2017/18	~£10,000	~£10,000																				
Q3 2017/18	~£15,000	~£70,000																				
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Q1 2018/19	~£45,000	~£130,000																				
Q2 2018/19	~£15,000	~£110,000																				
CP04-P001cP Community Grant Award - Total Project Cost		£109,714	<p><i>Note: Small adjustments have been made to Quarters 1 and 2 on final payment awards and final project costings.</i></p>	Shona Smith																		



Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Context Indicator	Trend Chart	Value	Commentary	Managed By
<p>CP04-P001jP Quality of Life Fund – Total value of funds awarded (cumulative)</p>	<p>CP04-P001jP The Total value of funds awarded from the Quality of Life Fund (cumulative)</p> 	<p>£89,779</p>	<p>Observations: Cumulatively to Q3, 62 projects have been awarded a total of £89,779. The amounts awarded range from £72 to £6,500 and average £1,448. 5 projects have been carried forward into 2018/19 with funds awarded in 2017/18.</p>	<p>Jason Hedley</p>
<p>CP04-P001kP Neighbourhood Small Schemes Fund – Total value of funds awarded (cumulative)</p>	<p>CP04-P001kP The Total value of funds awarded from the Neighbourhood Small Schemes Fund (cumulative)</p> 	<p>£106,871</p>	<p>Observations: Cumulatively to Q3, 41 projects have been awarded a total of £106,871. The amounts awarded range from £66 to £20,000 and average £2,607. 11 projects have been carried forward into 2018/19 with funds awarded in 2017/18.</p>	<p>Jason Hedley</p>

Scottish Borders Council Executive Committee: Appendix 1 - Quarterly Public Performance Report, February 2019 (Q3 2018/19)

Context Indicator	Trend Chart	Value	Commentary	Managed By												
<p>CP04-P001oP</p> <p>The number of people carrying out volunteer work with SBC</p>	<p>CP04-P001oP The number of people carrying out volunteer work with SBC</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2017/18</td> <td>220</td> </tr> <tr> <td>Q4 2017/18</td> <td>213</td> </tr> <tr> <td>Q1 2018/19</td> <td>203</td> </tr> <tr> <td>Q2 2018/19</td> <td>186</td> </tr> <tr> <td>Q3 2018/19</td> <td>216</td> </tr> </tbody> </table>	Quarter	Value	Q3 2017/18	220	Q4 2017/18	213	Q1 2018/19	203	Q2 2018/19	186	Q3 2018/19	216	<p>216</p>	<p>Observations:</p> <p>A total of 3,271.5 volunteer hours were registered during Q3. This has resulted in an economic benefit to the Scottish Borders of £39,716.01.</p> <p>The increase has come from the Community Capacity Building Team which has been working with the Men's Sheds and the soup clubs which started again over the winter.</p>	<p>Shona Smith</p>
Quarter	Value															
Q3 2017/18	220															
Q4 2017/18	213															
Q1 2018/19	203															
Q2 2018/19	186															
Q3 2018/19	216															

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COMMUNITY ACTION TEAM

IMPACT REPORT FOR Q3 OCTOBER to DECEMBER 2018

BERWICKSHIRE	CHEVIOT	EILDON	TEVIOT	TWEEDDALE
TASKING DURING PERIOD 1. Antisocial behaviour and drug related issues around Langtongate and Earlsmeadow in Duns. 2. Reports of suspicious vehicles in the Berwickshire area.	TASKING DURING PERIOD 1. Reassurance visits requested in Kelso in the aftermath of a robbery in the area.	TASKING DURING PERIOD 1. Antisocial driving issues at TESCO, Paton Street, Galashiels. 2. Youth issues at the transport interchange and shoplifting at Home Bargains.	TASKING DURING PERIOD 1. Youth issues in Morrisons, Mart Street, Hawick. 2. Parking issues in Hawick.	TASKING DURING PERIOD 1. An increase in thefts and house breaking reported in Peebles, Innerleithen and West Linton in November. 2. Youth issues in Peebles town centre.
EVIDENCE OF IMPACT 1. Patrols carried out and incident volume reduced significantly. 2. Road checks carried out. No further issues reported.	EVIDENCE OF IMPACT 1. Reassurance visits undertaken by the CAT which were well received by residents of the area.	EVIDENCE OF IMPACT 1. CAT and roads policing engaging with young drivers at the location. A warning was issued to 1 driver. Tasking will continue into January. 2. Regular patrols at the interchange. Retail premises were given reassurance visits by the CAT. Incident volume has reduced.	EVIDENCE OF IMPACT 1. CAT have patrolled the area and visited the premises. Incident volumes have reduced but tasking will continue into January. 2. Regular patrols carried out and tickets issued.	EVIDENCE OF IMPACT 1. Regular patrols of the area combined with road checks. Thefts reduced significantly in December. 2. Patrols carried out in November and December. Tasking will continue into January but incident volume has reduced.

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COMMUNITY ACTION TEAM (CAT) ACTIONS															
	Q1	Q2	Q3												
Raised in Qtr	3	4	8	2	6	6	6	8	4	7	7	6	4	8	3
Accepted in Qtr	2	2	2	1	2	3	4	4	3	2	3	2	2	2	2

NOTE: Not all issues received and discussed at the CAT oversight group meeting are taken on as actions by the CAT. Some actions may be more appropriately followed up and actioned by another service within SBC or by a partner organisation. Also some actions are tasked directly through Police Scotland so are not reflected in the figures above but show the impact the team is having in the Borders.



COMMUNITY ACTION TEAM

IMPACT REPORT FOR Q3 OCTOBER to DECEMBER 2018

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HI-VISIBILITY FOOT PATROL (HOURS)			
Q1	Q2	Q3	Q4
76.5	83.5	94	

During the third quarter the CAT has conducted targeted foot patrols in the identified areas of concern. On patrol, officers have engaged with residents to gain a better understanding of the problems in their areas.

Over the Halloween/Bonfire Night period, CAT officers engaged with numerous young people, some of whom were involved in antisocial behaviour. Several youngsters had alcohol seized and there were also drugs recoveries made.

During December the CAT have been liaising with local businesses and shops, visitors and locals, across the Borders, ensuring a visible police presence curtailed any acquisitive retail crime opportunities.

MOBILE PATROL (HOURS)			
Q1	Q2	Q3	Q4
108.5	145	173	

Mobile patrols are regularly carried out throughout the Borders by the CAT. Some of these patrols are intelligence led in relation to disrupting drugs supply or responding to information received regarding vehicles being driven by disqualified or uninsured drivers.

The CAT also uses these patrols to cover more rural areas which have been subject to crime such as Quad bike and other agricultural machinery thefts. As a result of these patrols officers have made a number of drugs recoveries and issued traffic tickets and reported offenders.

ROAD TRAFFIC NO. OF FIXED PENALTIES ISSUED			
Q1	Q2	Q3	Q4
9	3	4	

From completing mobile patrols and static road checks several motorists have been charged with relevant road traffic offences with fixed penalty tickets being issued and drivers reported to court. The CAT do take the opportunity to speak with and educate motorists regarding their driving style/awareness of other road users in areas identified as having antisocial/inconsiderate driving issues and work carried out in Hawick has been very successful so far.

Work is ongoing in Galashiels, Jedburgh and other towns where communities have reported issues around this type of driving behaviour.

PARKING NO. OF TICKETS ISSUED			
Q1	Q2	Q3	Q4
219	241	172	

All Borders towns have received attention in relation to dangerous and inconsiderate parking with 172 parking tickets issued this quarter.

Officers have been completing timed parking in our Main/High Streets in response to concerns raised. Although enforcement is important, the CAT officers move vehicles on when possible and explain the parking regulations to the public.

The CAT are liaising with the local authority with regards to any signage problems or insufficient road markings.

NUMBER OF DRUG SEARCHES UNDERTAKEN PERSONS			
Q1	Q2	Q3	Q4
69	44	59	

37.3%
of searches were positive for drugs

STATIC ROAD CHECKS			
Q1	Q2	Q3	Q4
40	20	21	

The CAT have continued to conduct static road checks on many of our arterial routes. The visibility of Police conducting these types of checks has a positive effect on road safety with speed guns often being used to monitor speeds in the smaller towns and villages.

Over the last three months the CAT has worked closely with Roads Policing colleagues in carrying out some of these static road checks. Drivers have responded very positively to these stops, which have allowed the opportunity to check the road worthiness of tyres, lights etc. for the winter months.

NUMBER OF DRUG SEARCHES UNDERTAKEN PREMISES			
Q1	Q2	Q3	Q4
16	19	22	

77.3%
of searches were positive for drugs

Live Borders Performance Report, Q2 2018 - 19

Report by Executive Director

Executive Committee

12 February 2019

1 PURPOSE AND SUMMARY

- 1.1 **This report presents a high level summary of Live Borders' performance during Quarter 2 of 2018/19, with details contained within Appendices 1 and 2.**
- 1.2 On 1 April 2016, a new Integrated Culture and Sport Trust, Live Borders, was established. As part of the Service Provision Agreement (the contract), SBC developed a Performance Management Framework to ensure effective oversight of the work of the Integrated Trust, ensuring that six key outcomes were being addressed. A set of performance indicators were developed at this time and have been used to report performance to Executive Committee during 2016/17 and 2017/18, in August and February.
- 1.3 During 2018, Live Borders developed and agreed a new Strategic Plan, with a vision and 6 strategic goals. Underpinning this is a revised set of performance indicators. As a result, a new format for performance reporting has been established and is presented at **Appendices 1 and 2.**
- 1.4 Section 4 summarises the key successes and challenges during Q2 2018/19 and the work being done to either maintain or improve performance. Section 5 summarises financial performance.
- 1.5 The information contained within the appendices will be made available on [SBC's website](#), ensuring that the duty to report publicly and demonstrate Best Value is met.

2 RECOMMENDATIONS

- 2.1 **I recommend that the Executive Committee:-**
- (a) Notes the changes that have been made to Live Borders' performance reporting;
 - (b) Notes Live Borders' performance and the action being taken to maintain or improve performance.

3 BACKGROUND

3.1 On 1 April 2016, a new Integrated Culture and Sport Trust, Live Borders, was established. As part of the Service Provision Agreement (the contract), SBC developed a Performance Management Framework to ensure effective oversight of the work of the Integrated Trust, ensuring that six key outcomes were being addressed. Within this Framework, a set of performance measures were proposed under each outcome and have been used to report performance for 2016/17 and 2017/18 (reports can be accessed on [SBC's website](#)).

3.2 During 2018, Live Borders developed a [new strategic plan](#) for the period 2018 – 2023 which was approved by their Board in February 2018. The Strategy contains a new vision (*"Everyone living in, working in, and visiting the Borders will be healthier, happier and stronger"*) and 6 strategic goals that are aligned to the outcomes specified in the contract:

- i. Expand levels of participation
- ii. Grow earned income
- iii. Develop plural funding streams
- iv. Build on reputation for great customer service
- v. Create a sustainable charity
- vi. Nurture staff to be proud of what they do

The table below shows how the Strategic Plan goals will assist Live Borders in working towards the 6 outcomes in the contract with SBC:

	Live Borders Strategic Goals					
Contract Outcomes	Expand levels of participation	Grow earned income	Develop plural funding streams	Build Reputation	Create a sustainable charity	Nurture staff to be proud of what they do
Improved mental and physical health and wellbeing	X					
Enhanced learning opportunities	X					
Increased economic benefits to the Scottish Borders	X	X	X			
Enhanced partnerships, pathways and access	X	X	X	X	X	
Stronger communities	X	X	X	X	X	
Increasingly effective operations	X	X	X	X	X	X

3.3 A range of Key Strategic Indicators (KSI) has now been developed under the 6 strategic goals, along with a range of financial measures and the first performance report using these measures is presented at **Appendix 1**.

Where possible, comparisons have been made with 2017/18, but a number of indicators are new and therefore no data is available for comparison purposes.

- 3.4 KSI 16 (Communicating our charitable objectives) is a new indicator. It is proposed that Live Borders uses a response to the question "*are you aware that we are a charity?*" in a quarterly independent online survey (already conducted to give the Net Promoter Score, included in performance reporting for 2017/18). It should be recognised, however, that Live Borders is at the very beginning of a process of communicating charitable purpose and as a consequence, a modest target of 60% is proposed.
- 3.5 As reported to the Live Borders Board, Q1 sports participation data was not complete due to a reporting issue within the Gladstone system (used to register and record attendances at all sports centres). The reporting issue has now been resolved and 2017/18 data has been calculated on a comparable basis.

4 PERFORMANCE

- 4.1 **Appendix 1** presents a range of information for each of the KSIs including why the indicator is important, a performance gauge (based on set criteria presented within Appendix 1), an annual target (approved by the Board), Q2 actual performance, Q2 compared to the same time last year and a forecast position based on green, amber or red (defined within Appendix 1). Appendix 2 presents a range of case studies to showcase the work being done across Live Borders and the impact that it is having on people's health and well-being in the Scottish Borders.

- 4.2 Key successes during Quarter 2 included:

Sport Active Membership - strong performance compared to Quarter 2 last year. Live Borders has now moved to 12-month membership contracts to improve customer retention. In Quarter 1, there is historically a dip in membership and some members were lost during the switch over this year (20%) to DFC (the external company who manage Live Borders' 12 month contract terms). Through campaign work and reinvestment (4 refurbished gyms), Live Borders is working hard to secure new members.

Health Referrals: There is a clear growth trend in health referral programmes. Awareness amongst health referrers and general public is greater, leading to higher demands. While health referral numbers are increasing, the level of need (approximately 6,000 people in the Borders with diabetes, plus unknown number with long-term health conditions) is significantly higher than the current demand via referrals (157 during Q2) so there is still work to be done.

Net Promoter Score: NPS is an indicator that measures the willingness of customers to recommend Live Borders services. It is used as a proxy for gauging overall customer satisfaction and is an index ranging from -100 to +100. Continual improvement to levels of customer service is core to service delivery and can be seen since last quarter, with the target of 34 now being achieved. Positive scores have been achieved across sport facilities, libraries and museums.

4.3 Key challenges during Q2 included:

Sport Participation: membership numbers are lower than target, affecting total participation. However, non-member participation is showing a steady performance trend. Quarter 2 weather (July to Sep) was exceptional and was the hottest on record. This has had an impact on "wetside" activity, and combined with a delay in opening the new soft play at Teviotdale Leisure Centre, has resulted in a red indicator for Quarter 2.

Culture Participation: overall this is down by 23k visitors compared to the same time year. In 2017/18, Old Gala House had a major touring exhibition "Warhol to Walker American Prints" and associated schools/education project from the British Museum which accounted for higher footfall in 2017-18. The Jim Clark Room closed in May 2018 for redevelopment resulting in a negative impact on visitor numbers. In addition, when Wilton Lodge Park was undergoing development work, visitors to the park area entered the museum. With the park café now open, this audience is not presenting to the museum.

Participants involved in multiple activity: this is a new indicator to show Live Borders' ability to engage participants across the services. This indicator is below target and further work is required around communicating multi-activity and to track this GDPR and the ability to cross-sell services has also had an impact on achieving this target. Further work is required in Quarter 3 to engage users in multi-activity.

Staff Absence: The number of long term absences increased this Quarter, however, these have been managed through processes and all have returned to work or left on grounds of capability. Absence continues to be monitored monthly with early appropriate action taken.

Energy Consumption: consumption *year to date* is behind target due to unexpectedly high Quarter 1 figures, which has indicated a need for improved awareness amongst staff in relation to energy usage. Quarter 2 performance was much stronger and consumption was 3.5% below target for the Quarter and 8.5% below usage for same Quarter last year. Live Borders has agreed a joint Energy Efficiency Programme with SBC. Data has been gathered and analysed to identify key opportunities and delivery has been planned in 2 phases, between December 2018 and October 2021.

5 FINANCIAL PERFORMANCE

5.1 **Earned income as a % of turnover** - Managers continue to strive to generate income and be less reliant on SBC's management fee. However, it has taken longer than anticipated to penetrate some new markets for income generation in Halls, Harestanes and café provision. Shifting staff focus to earned income is taking longer and also positioning Live Borders in the day/overnight visitor market is at an early stage, a market crucial to growth. Even with these challenges, Live Borders is generating earned income above target, at 49%.

Surplus/Deficit: -£97k deficit against target of +£6k. Some decisions on additional earned income and operational changes have proved difficult to achieve operationally. Programmes are now starting to take shape and will be dealt with in future year budget planning. The exceptional summer weather did impact on Live Borders' income. With appointment of a new member of staff, the Halls programming continues to develop, however, it will take time to establish a presence in this market.

6 IMPLICATIONS

6.1 Financial

There are no costs attached to any of the recommendations contained in this report.

6.2 Risk and Mitigations

As specified in the agreed Performance Management Framework, a Live Borders/SBC Joint Officers Group meets quarterly to discuss performance and financial information and agree actions that need to be taken in order to maintain or improve performance. On an ongoing basis, Live Borders uses SBC's agreed approach to identifying and managing risk.

6.3 Equalities

N/A

6.4 Acting Sustainably

The outcomes specified within SBC's contract with Live Borders and the strategic goals within the Live Borders strategic plan are focussed on creating a sustainable Integrated Trust, focused on improving the health and wellbeing of people in the Scottish Borders, as well as contributing to the local economy. By monitoring performance on a regular basis and across a number of key areas, the Joint Officers Group is well placed to ensure future sustainability - socially, economically and environmentally.

6.5 Carbon Management

There are no effects on carbon emissions as a result of the recommendations in this report.

6.6 Rural Proofing

N/A.

6.7 Changes to Scheme of Administration or Scheme of Delegation

There are no changes to be made.

7 CONSULTATION

7.1 The Chief Financial Officer, the Monitoring Officer, the Chief Legal Officer, the Chief Officer Audit and Risk, the Service Director HR, the Clerk to the Council and Communications have been consulted and any comments received will be incorporated into the final report.

7.2 Senior Managers within Live Borders have been consulted.

Approved by

Name
Philip Barr, Executive Director

Signature

Author(s)

Name	Designation and Contact Number
Sarah Watters	Policy, Performance and Planning Manager

Background Papers: Performance Management Framework for the Integrated Sport and Culture Trust

Previous Minute Reference: Executive Committee, 8 March 2016; Performance Report- Executive Committee Sep 4, 2018

Note – You can get this document on tape, in Braille, large print and various computer formats by contacting the address below. Sarah Watters can also give information on other language translations as well as providing additional copies.

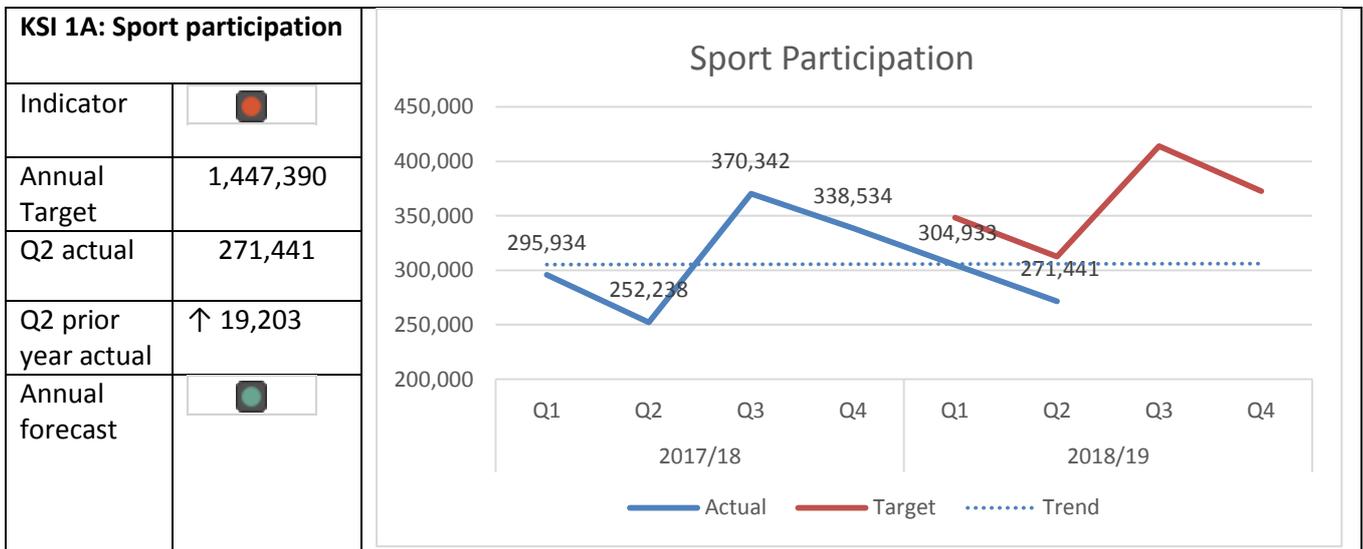
Contact us at Alasdair.Collison@scotborders.gov.uk, Customer and Communities, Council Headquarters, Newtown St Boswells, MELROSE, Tel: 01835 826542

Appendix 1: Detail of Performance Indicators and trends

Ref	Key Strategic Indicator	Quarterly Gauge	Annual Forecast
EXPAND LEVELS OF PARTICIPATION			
KSI 1A	Sports participation		
KSI 1B	Culture visits		
KSI 2	Sport Active Membership (One Club)		
KSI 3	Learn 2 Swim Membership		
KSI 4	Other sport/active membership		
KSI 5	Library Membership		
KSI 6	Health Referrals		
KSI 7	Total number of participants engaged in more than one leisure activity		
GROW OUR EARNED INCOME			
KSI 8	Earned income as percentage of total turnover		
KSI 9	Staff costs as percentage of total income less management fee		
DEVELOP PLURAL FUNDING STREAMS			
KSI 10	Funding income achieved and as percentage of total turnover	Annual	
KSI 11	Donations income achieved and as percentage of total turnover	Annual	
KSI 12	Percentage success rate for external funding applications	Annual	
BUILD ON OUR REPUTATION FOR GREAT CUSTOMER SERVICE			
KSI 13	Net Promoter Score		
KSI 14	Number of staff trained in World Host (as percentage of front line staff)	Annual	
KSI 15	Percentage of active members retained each year		
CREATE A SUSTAINABLE CHARITY			
KSI 16	KSI11: Communicating our charitable objectives		
NURTURE OUR STAFF TO BE PROUD OF WHAT THEY DO			
KSI 17	Staff participation in sport activity		
KSI 18	Staff absence rate		
KSI 19	Staff turnover	Annual	
KSI 20	Volunteer numbers	Annual	
FINANCIAL			
KSI 21	Energy consumption by square meter (KW/sqm)		
KSI 22	surplus/deficit (Service Provision Agreement)		
KSI 23	Cost per attendance – Sport (plus other key ratios)		
KSI 24	Cost per attendance – Library (plus other key ratios)		
KSI 25	Cost per attendance – Museum (plus other key ratios)		

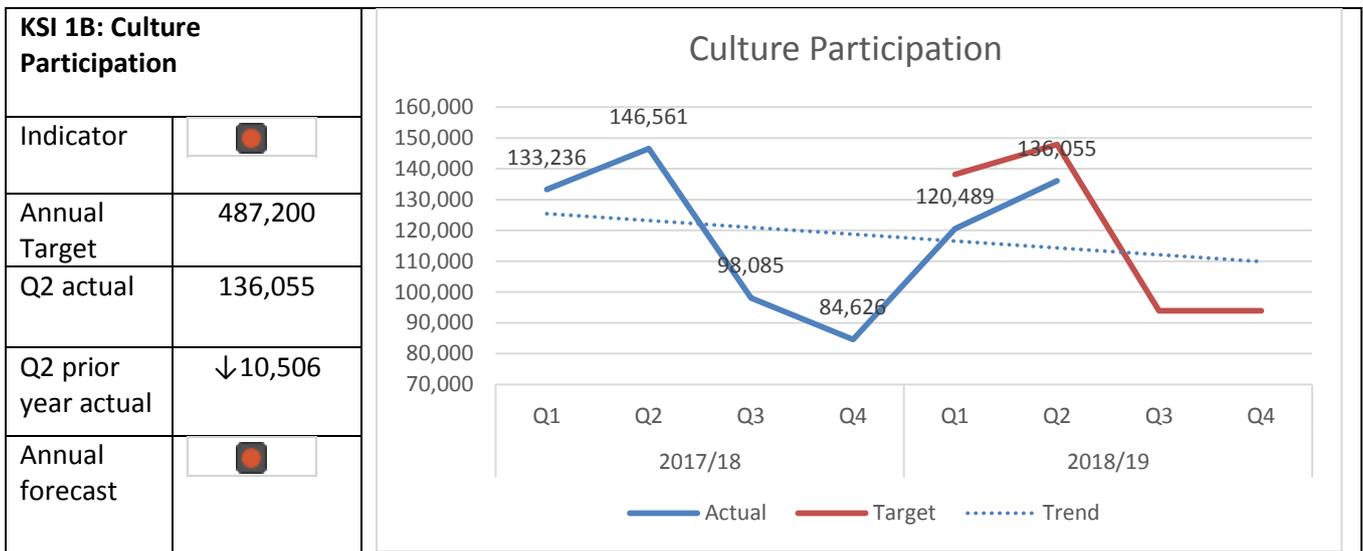
Quarterly	
	95% plus of target met
	85-94% of target met
	Significant under achievement

Annual	
	Expect to meet
	At risk of not meeting
	Unlikely to meet



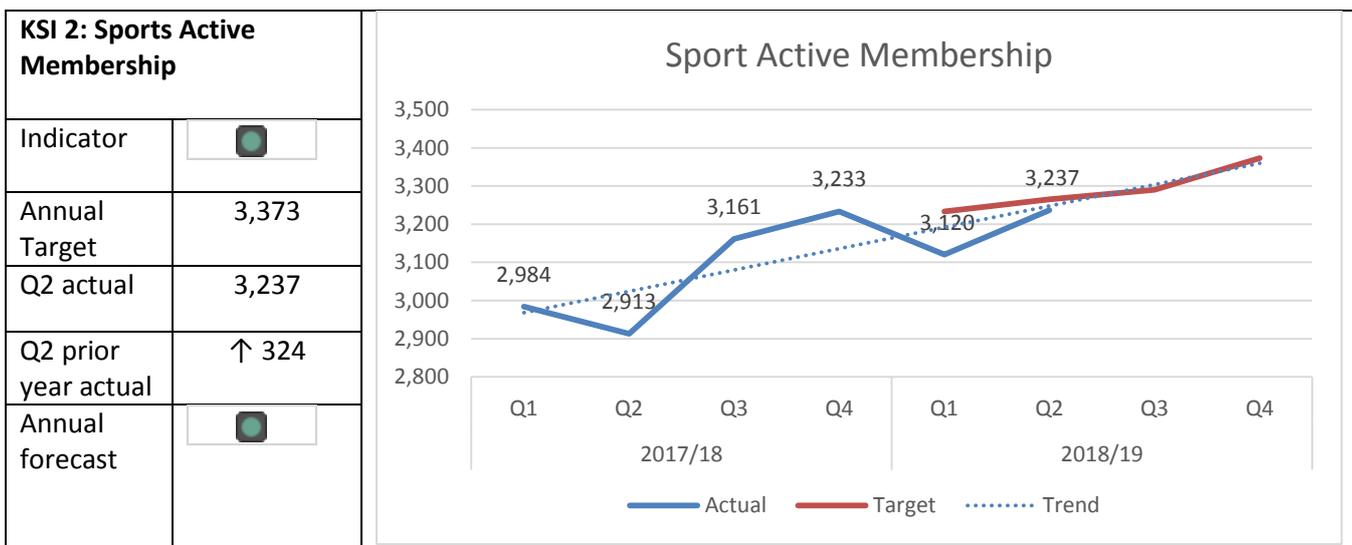
Why: This measure captures the participation numbers engaged in sport and physical activity and demonstrates the reach of the Trust. Participation is not only important to the economic viability of the Trust but it also demonstrates we are contributing to improving health and wellbeing of the Borders population. Quarters 1, 3 and 4 include ASMO (active schools participation data).

Performance: Membership numbers are lower than target, affecting total participation. See KSI 2, 3 and 4. Non-member participation is showing steady performance trend. Quarter 2 weather was exceptional and was the hottest on record. This has had an impact on wetside activity and combined with a delay in opening TLC this has resulted in a red indicator for quarter 2.



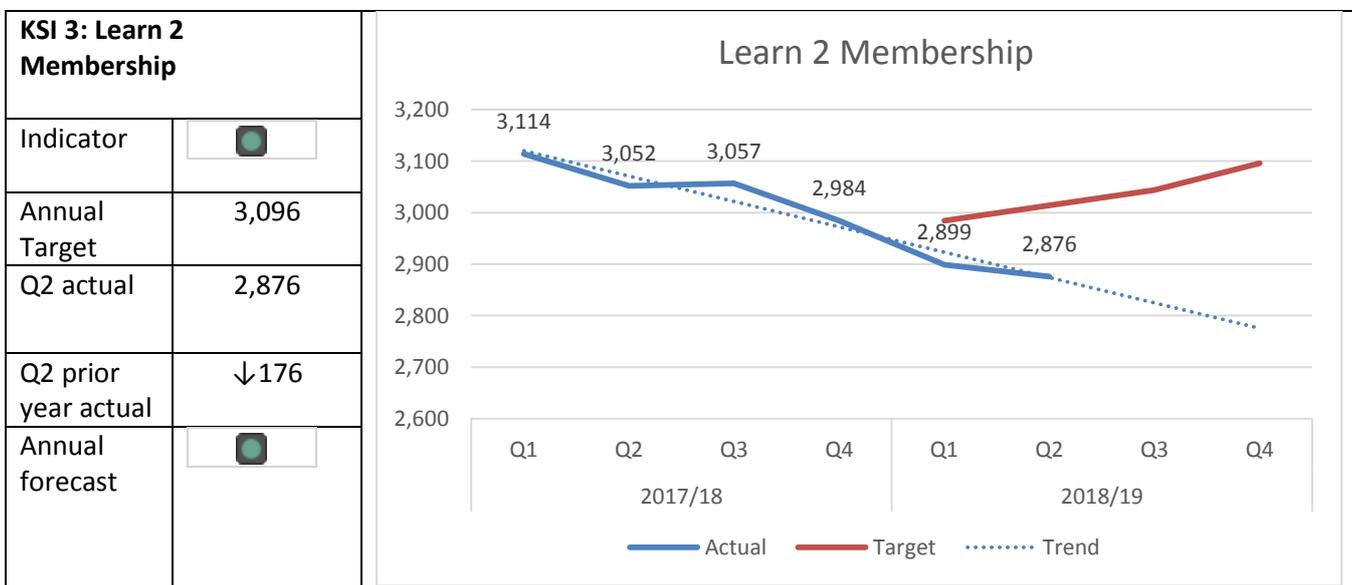
Why: This measure captures the participation numbers engaged in cultural activity and demonstrates the reach of the Trust. Participation is not only important to the economic viability of the Trust but it also important to improving health and wellbeing of the Borders population. 9 of our 12 museums close in October/ November and re-open in March /April.

Performance: Culture participants overall are down by 23k visitors compared to this point last year, 15k from Museum visitors and outreach. This reflects the visitors that were drawn in to Hawick Museum last year when Wilton Lodge Park was undergoing development work and visitors to the park area we entering the museum for drinks, snacks and toilet visits and taking the opportunity to then look around the museum. With the café now open, this audience is not presenting to the museum. In 2017/18 Old Gala house had a major touring exhibition Warhol to Walker American Prints and associated schools/education project from the British Museum which accounted for higher footfall in 2017-18. The Jim Clark Room closed on May 2018 for redevelopment resulting in a negative impact on visitor numbers.



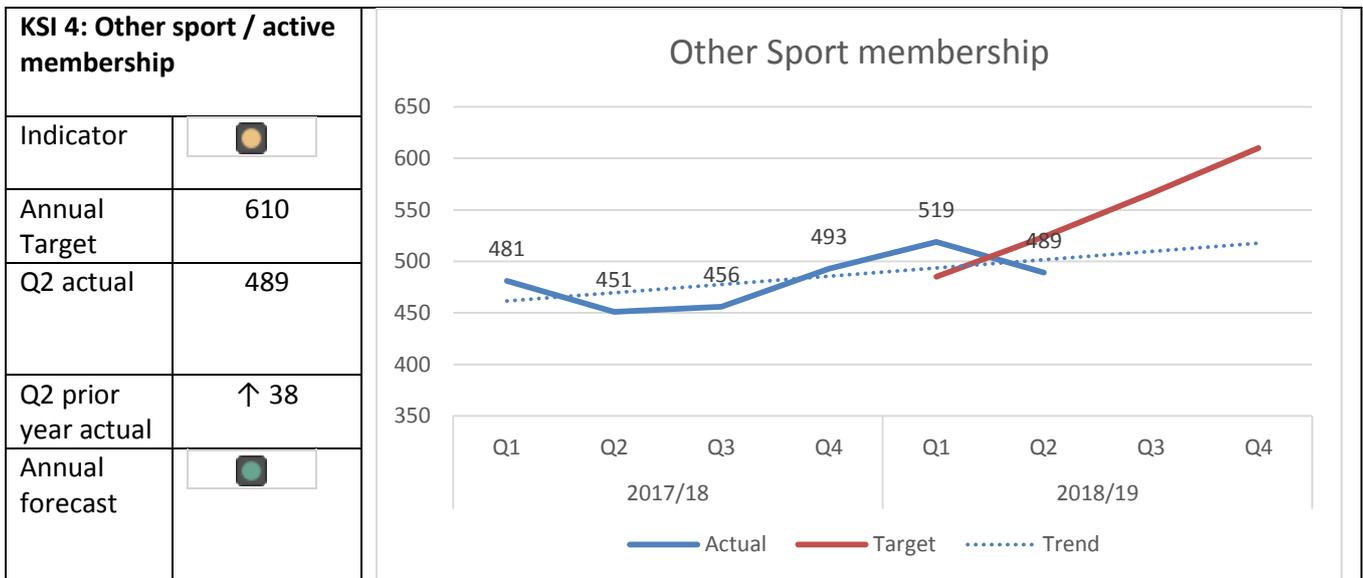
Why: This measure captures the number of distinct users who pay for our gym, swim and fitness membership. Payments are through direct debit, a scheme that provides the Trust with a regular, stable source of income and encourages users to become more active more often. Member attendance is included in the participation numbers reported in KSI 1A.

Performance: Strong performance compared to quarter 2 last year. We have now moved to a 12-month membership contract and this will improve customer retention. However, in quarter 1 there is historically a dip in membership but we did lose some members in the switch over (20%) to DFC. Through our campaign work and reinvestment (4 refurbished gyms) we have already secured new members.



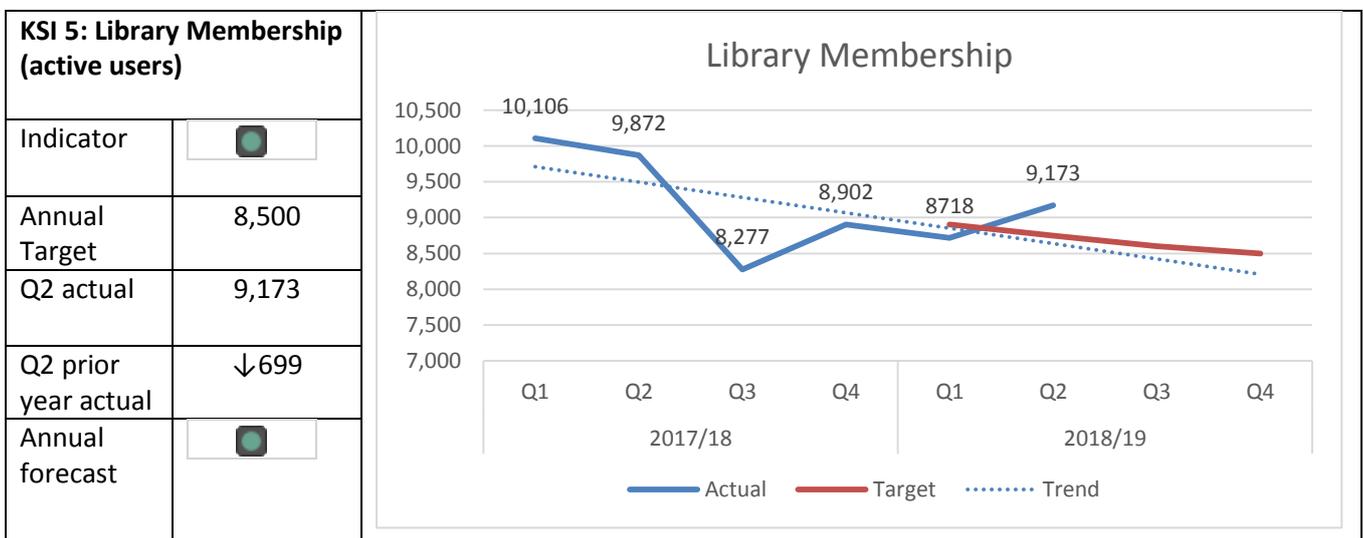
Why: This measure captures the number of distinct users who pay for our swim tuition. Their attendance is included in the participation numbers above. Payments are through direct debit, a scheme that provides the Trust with a regular, stable source of income and encourages children to become more active more often and stay safe around water.

Performance: Quarter 1 and 2 memberships are down in two locations attribute to losing key staff and other factors. Class occupancy continues to be proactively managed to deliver efficiently and reflect current numbers. A combination of interventions are already in place to address this reduction; transfer to the Scottish Swimming Framework; new programming, teachers recruitment and training; marketing and communication plan to highlight the benefits of the new scheme.



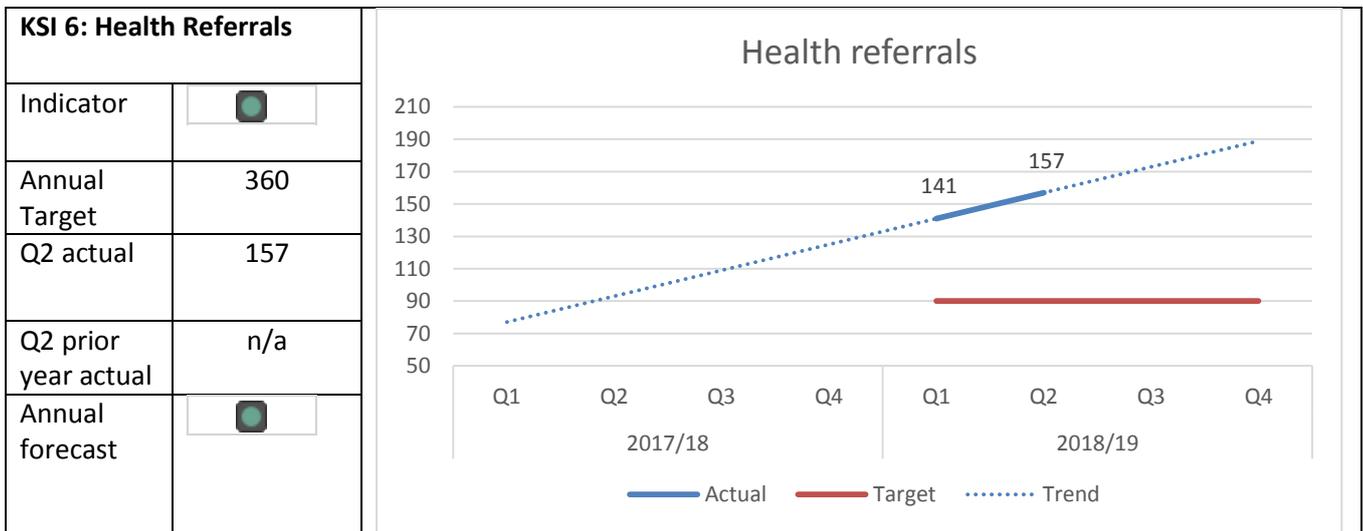
Why: This measure captures the number of distinct users who pay for our services. Their attendance is included in the participation numbers above. Payments are through direct debit, a scheme that provides the Trust with a regular, stable source of income and encourages users to become more active or in the case of the advance player development supports players through a performance pathway.

Performance: There are a number of programmes included in the indicator, including Softplay, gymnastics, play and player development. At the new Teviotdale Leisure Centre development softplay direct debits have not been as popular as anticipated but pay as you go sales have covered some of the loss in income, although not entirely. The mini programme has recently been refreshed to hit future targets. There is mixed performance across the Advanced Player Development Squads (ADPS) sports programmes or football, cycling, swimming. The Tennis programme has ended and hockey introduced and providing strong performance.



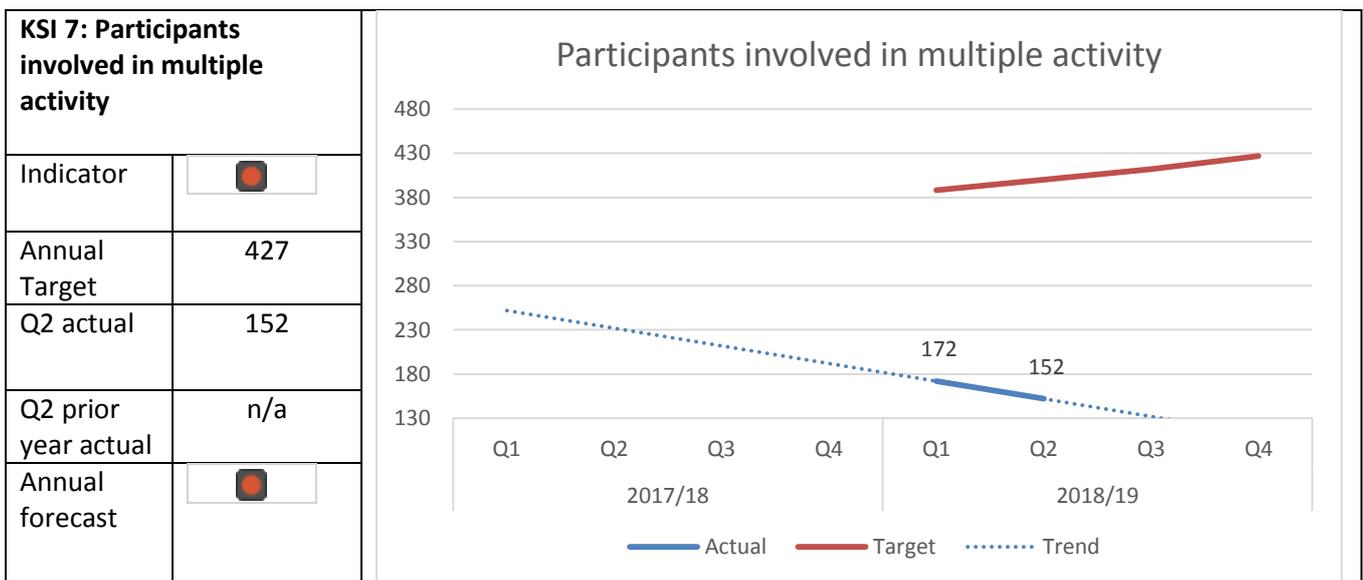
Why: This measure captures the number of distinct users who use our library service. Their attendance is included in the participation numbers above. With the evolving demands on libraries this a key measure to report the reach of library services.

Performance: Performance is reported lower than last year due to the unintended deletion of 2.5k users during quarter 1. Ongoing measures to increase membership include improved marketing of the service, promoting online resources via a library membership and hosting art based events.



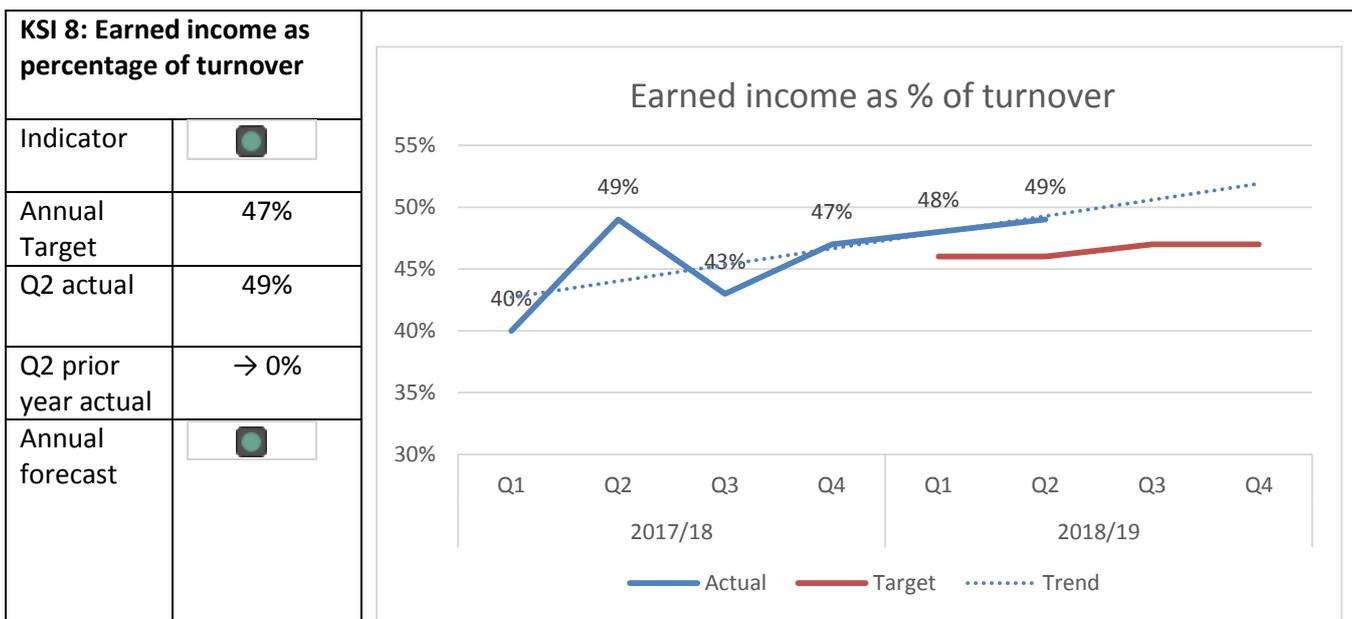
Why: Early intervention advice and medical referrals are increasingly taking the form of exercise and social prescribing. The number of referral demonstrates our active engagement and ability to influence key partners (NHS) and funders in an area of growing demand.

Performance: There is a clear growth trend in health referral programmes. Awareness amongst health referrers and general public is greater leading to higher demands. While health referral numbers are increasing the level of need (approximately 6,000 people in the Borders with diabetes plus unknown number with long-term health conditions) is significantly higher than the demand we see via referrals.



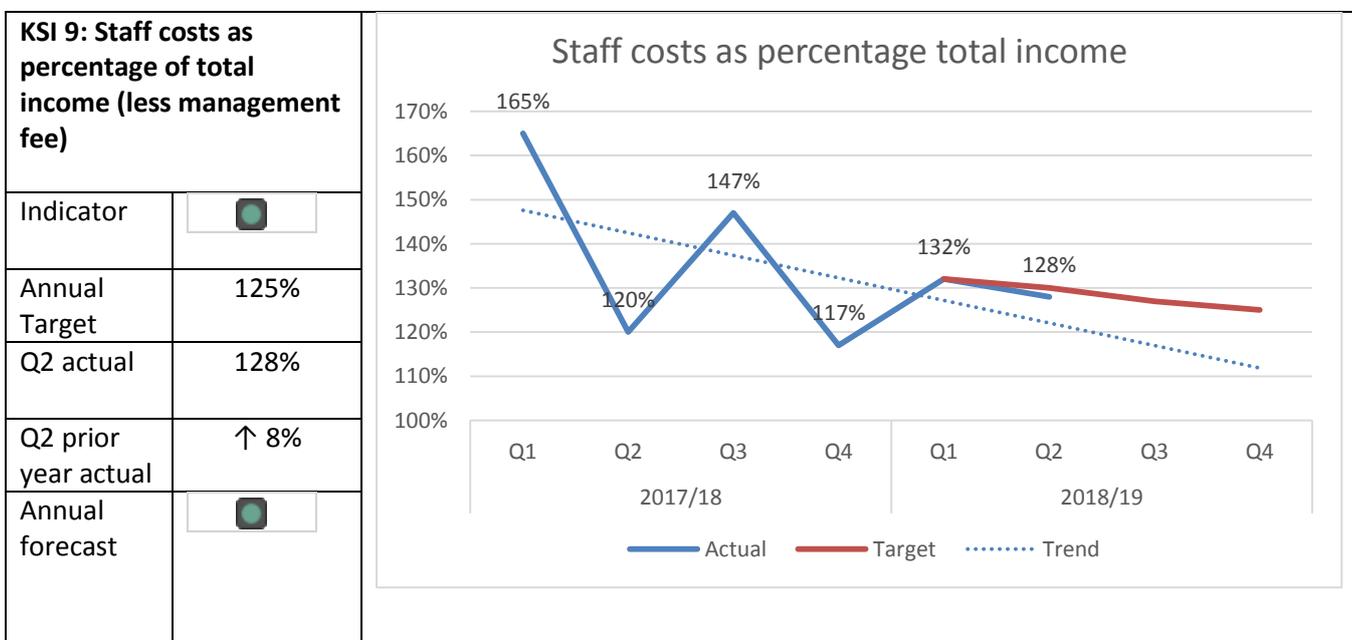
Why: This measure broadens our understanding of participation in activity and our ability to engage participants in the range of Live Borders services.

Performance: This is a new indicator to show our ability to engage participants across the services. This indicator is below target and further work is required around communicating multi-activity and also our ability to track this. GDPR and our ability to cross-sell services has also had an impact on us achieving this target. Further work is required in Q3 to engage users in multi-activity.



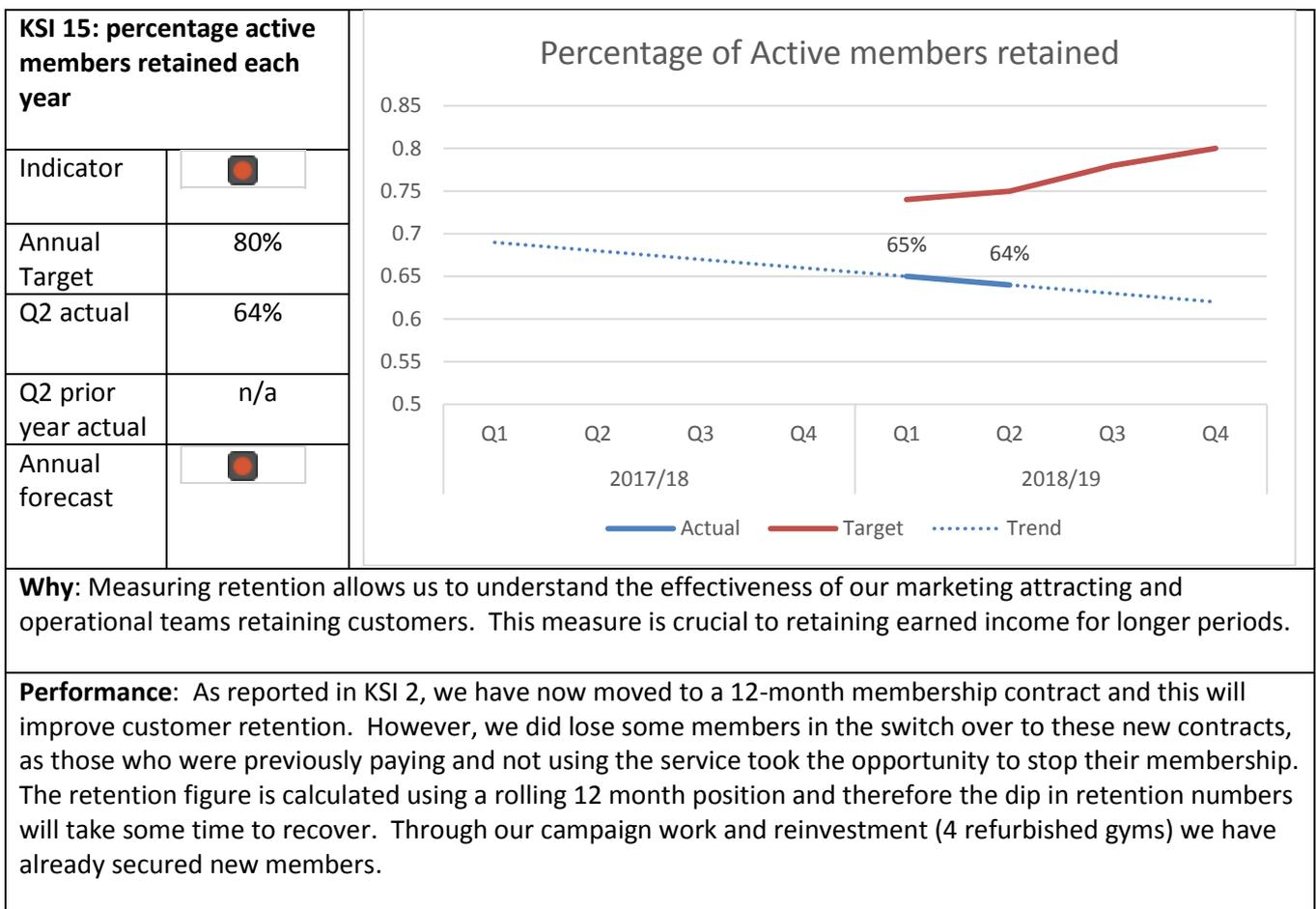
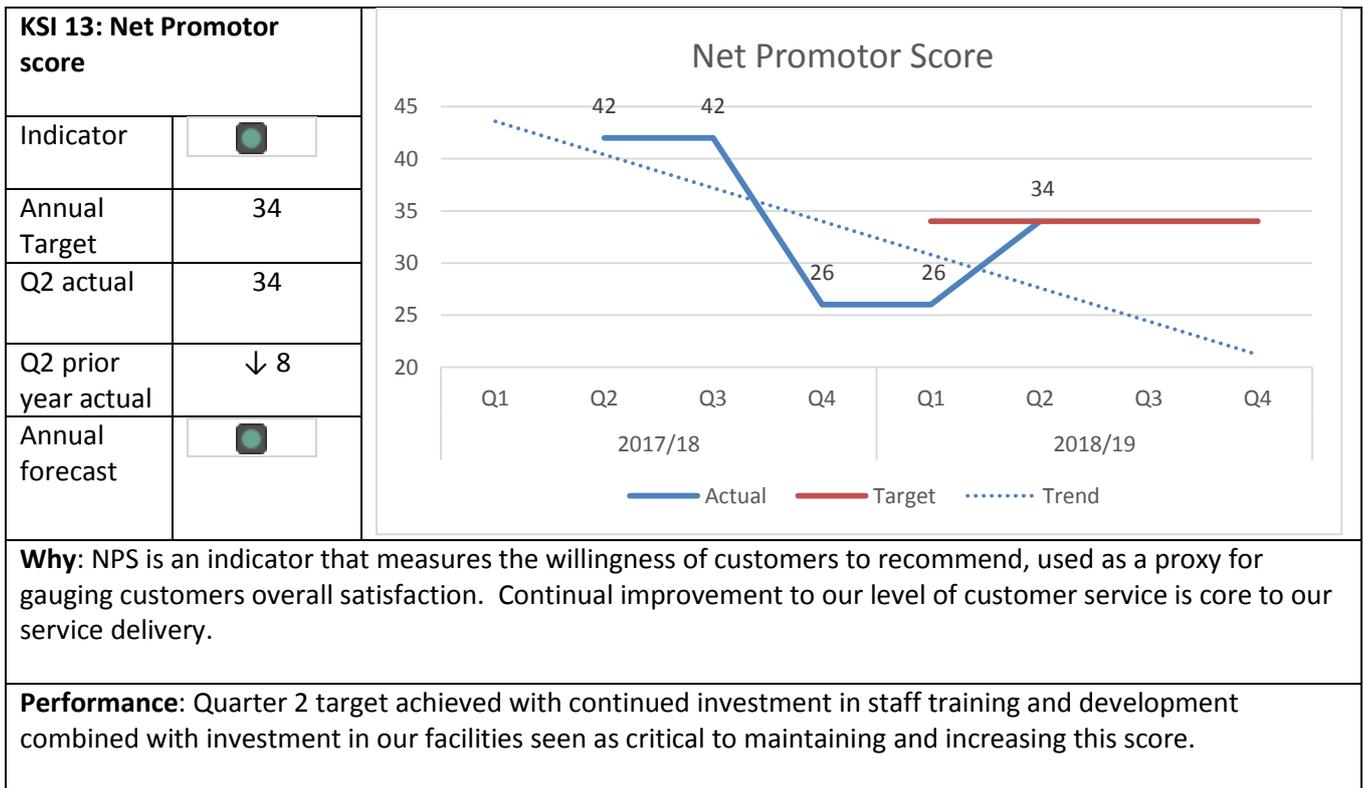
Why: This measure shows our reliance on income we generate rather than grant or management fee. It is important measure to our strategic goal of growing our earned income.

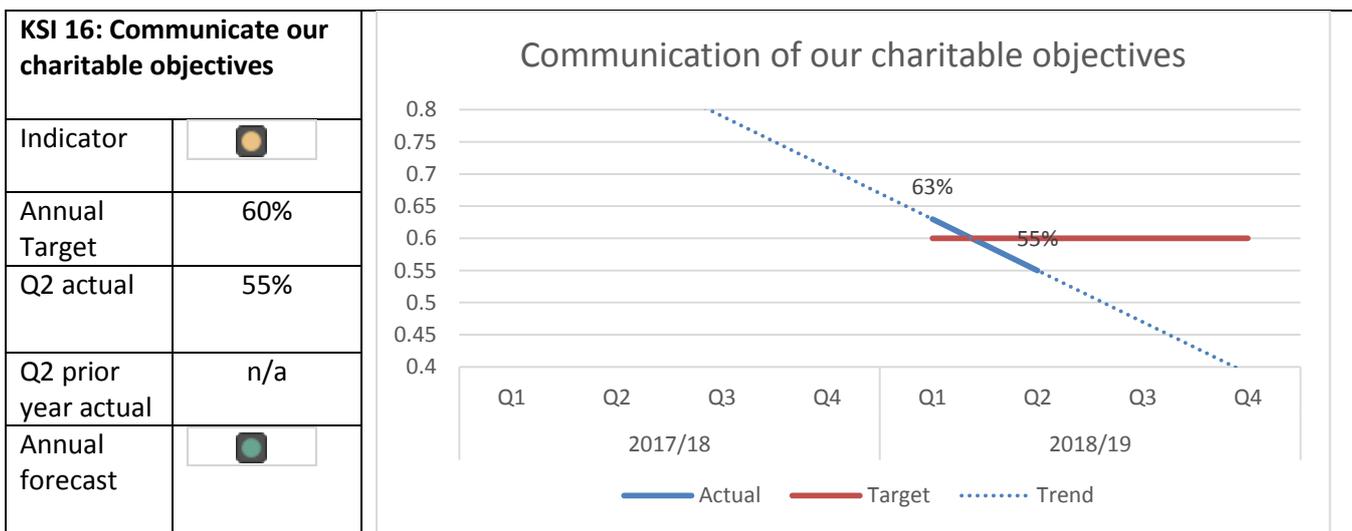
Performance: Managers continue to strive to generate income; however, it has taken longer than anticipated to penetrate some new markets for income generation in our Halls, Harestanes and café provision. Shifting our staffs focus to earned income is taking longer and also positioning ourselves in the day/overnight visitor market is at an early stage, this market is crucial to growth. Even with these challenges we are generating earned income above target.



Why: This measure shows how we are managing staff costs in relation to our income. Income includes grants, reflecting grant funding often involved staff costs. It is an important measure to demonstrate how we are effectively managing our business.

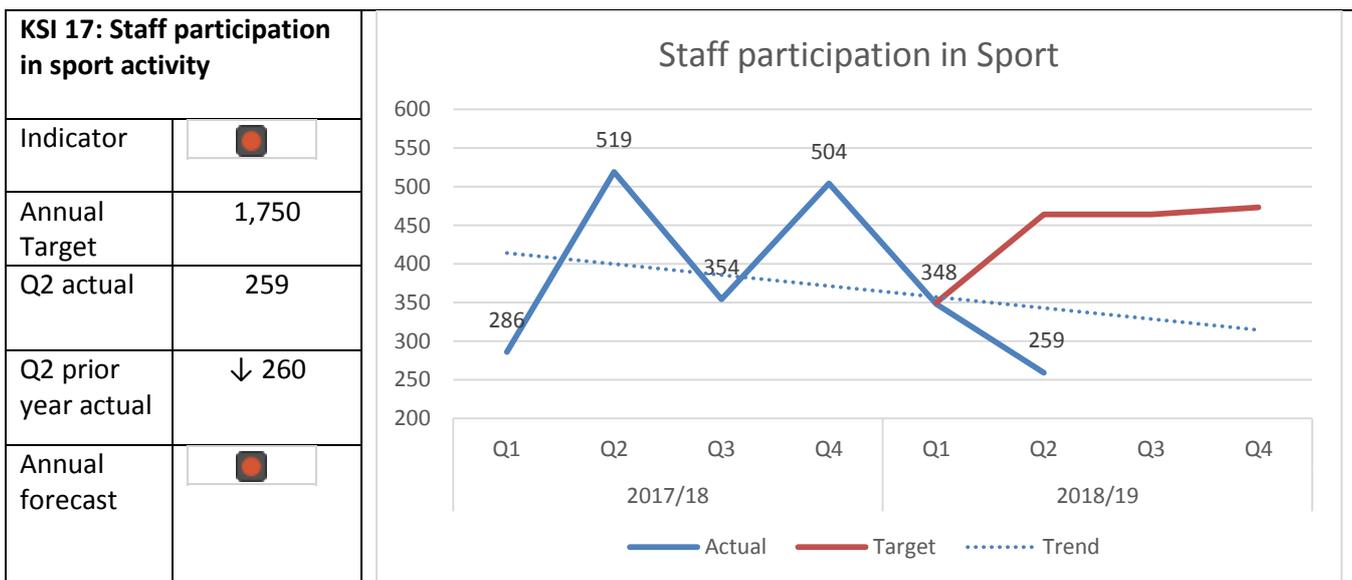
Performance: Staff costs are underspent in quarter 2, reflecting our positive performance to target.





Why: This measure illustrates the success of key messages that Live Borders is a Charity. Our Charitable status is considered a unique part of our proposition and differentiates us from competitors.

Performance: We are at a very early stage in the process of communicating our charitable objectives but so far the communication and marketing activity combined with environmental changes during refurbishments have been very positive. Incremental growth of between 1-3% is anticipated as we progress through our strategy and work further with individual services and teams.



Why: Our strategy objective to nurture our people to be proud of what they do is supported by staff using and benefitting directly from the use of the services we offer.

Performance: As yet, there has been no active promotion of this staff benefit. Staff enjoy use of our sporting facilities for free, subject to class availability. Recording against this indicator remains a challenge as the visits are not all recorded, anecdotal evidence suggests much greater usage, with awareness campaign to undertaken in quarter 4.

KSI 18: Staff absence rate	
Indicator	
Annual Target	2.5%
Q2 actual	4.02%
Q2 prior year actual	↑ 2.03
Annual forecast	

Staff absence rate

Year	Quarter	Actual	Target	Trend
2017/18	Q1	2.93%	2.5%	2.3%
	Q2	1.99%	2.5%	2.4%
	Q3	2.82%	2.5%	2.6%
	Q4	2.49%	2.5%	2.8%
2018/19	Q1	2.79%	2.5%	3.0%
	Q2	4.02%	2.5%	3.2%
	Q3	-	2.5%	3.4%
	Q4	-	2.5%	3.6%

Why: This measure allows us to review frequency, types of absence or patterns to help better inform our people management strategies

Performance: The number of long term absences increase this quarter, however these have been managed through our processes and all have returned to work or left on grounds of capability. Absence continues to be monitored monthly with early appropriate action taken.

KSI 21: Energy Consumption kw/h	
Indicator	
Annual Target	323
Q2 actual	54
Q2 prior year actual	↓ 5
Annual forecast	

Energy Consumption - kw/h

Year	Quarter	Actual	Target	Trend
2017/18	Q1	69	65	78
	Q2	59	65	78
	Q3	98	65	78
	Q4	116	65	78
2018/19	Q1	79	65	78
	Q2	54	65	78
	Q3	-	65	78
	Q4	-	65	78

Why: Running especially pool facilities, uses a huge amount of energy and will account for significant amount of Trust's expenditure (10%). Taking steps to reduce energy consumption means that the Trust has money to invest elsewhere.

Performance: Consumption YTD is behind target due to unexpectedly high quarter 1 figures which has indicated a need for improved awareness amongst staff in relation to energy usage. Quarter 2 performance was much stronger and consumption 3.5% below target for the quarter and 8.5% below usage for same quarter last year.

KSI 22: Surplus / deficit	
Indicator	
Annual Target	£6,000
Q2 actual	£(97,000)
Q2 prior year actual	↓ £98,000
Annual forecast	

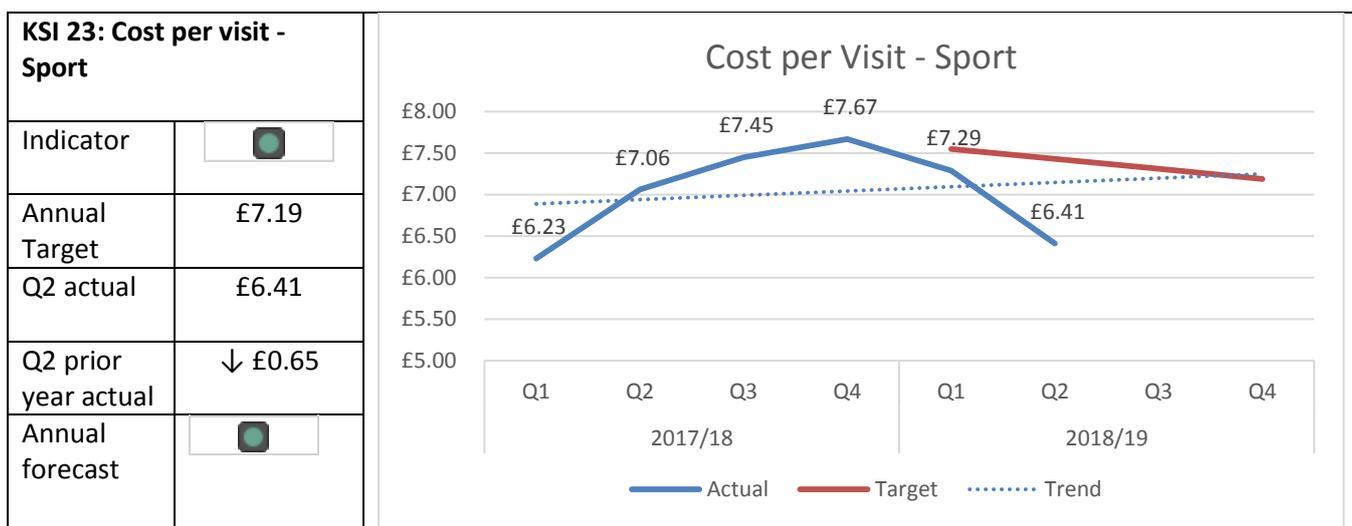
Surplus / deficit (£)



Quarter	Actual (£)	Target (£)	Trend (£)
Q1	12,000	6,000	12,000
Q2	-1,000	6,000	-1,000
Q3	17,000	6,000	-97,000
Q4	-81,000	6,000	-97,000
Q5	-97,000	6,000	-97,000

Why: This measure shows how we are performing financially against our budget.

Performance: See part three of the CEO report. Some decisions on additional earned income and CAT have proved difficult to achieve operationally. Programmes is now starting to take shape these will be dealt with in future year budget planning. Some exceptional weather did impact on our income with some proactively programming bring that back on track. With appointment of a new member of staff our Halls programming continues to develop, however, it will take to establish our presence in this market.



Why: Nationally reported comparable indicator and provides year on year trend for analysis and shows how we are managing costs in relation to participant visits.

Performance: Staff costs are also lower than quarter 2 last year with other costs managed and participant numbers higher leading to a lower cost per visit.

		2017/18	2018/19	Growth %
Subsidy/Visit	([-F]+[H]/[A])	£2.79	£2.39	14
Income/Visit	([B]/[A])	£4.28	£4.02	-6
Cost/Visit	([D]/[A])	£7.06	£6.41	9
Staff Cost/Visit	([C]/[A])	£4.11	£3.80	7
Visits/000	([A]/[G])	3.61	3.80	5
Rate of Return	([B]/[D])	61.80	64.87	5
Admissions	Quarter 1	205,432	210,233	2
	Quarter 2	205,130	222,058	8
	Quarter 3	0	0	0
	Quarter 4	0	0	0
Total Admissions	[A]	410,562	432,291	5
Income	[B]	£1,755,633	£1,738,367	-1
	Cost of Sales	£59,346	£91,642	-54
	Staffing [C]	£1,688,008	£1,644,818	3
	Expenses	£1,093,339	£943,493	14
Expenditure	[D]	£2,840,693	£2,679,953	6
Operating Loss	[E]	(£1,085,060)	(£941,586)	13
Less Other costs		(£59,556)	(£89,735)	-51
Surplus/ Deficit	[H]	(£1,144,615)	(£1,031,321)	10

KSI 24: Cost per visit – Library	
Indicator	<input checked="" type="checkbox"/>
Annual Target	£3.46
Q2 actual	£3.53
Q2 prior year actual	↓ £0.44
Annual forecast	<input checked="" type="checkbox"/>

Cost per Visit - Library

Year	Quarter	Actual	Target	Trend
2017/18	Q1	£4.08		£4.08
	Q2	£3.97		£3.97
	Q3	£3.79		£3.79
	Q4	£3.32		£3.32
2018/19	Q1	£3.54	£3.32	£3.54
	Q2	£3.53	£3.46	£3.46
	Q3		£3.46	£3.32
	Q4		£3.46	£3.15

Why: Nationally reported comparable indicator and provides year on year trend for analysis and shows how we are managing costs in relation to participant visits.

Performance: A reduction in staff costs with change to management structure and operating with vacancies has contributed to the reduction in cost per visit, even with slightly fewer visits.

		2017/18	2018/19	Growth %
Subsidy/Visit	([-F]+[H])/[A]	£3.83	£3.35	13
Income/Visit	([B])/[A]	£0.13	£0.18	34
Cost/Visit	([D])/[A]	£3.97	£3.53	11
Staff Cost/Visit	([C])/[A]	£2.77	£2.29	17
Visits/000	([A])/[G])	1.36	1.29	-5
Rate of Return	([B])/[D])	3.38	5.09	51
Admissions	Quarter 1	76,426	72,979	-5
	Quarter 2	77,957	73,928	-5
	Quarter 3			0
	Quarter 4			0
Total Admissions	[A]	154,383	146,907	-5
Income	[B]	£20,694	£26,385	28
	Cost of Sales	£664		
	Staffing [C]	£427,793	£336,678	
	Expenses	£184,060	£181,819	
Expenditure	[D]	£612,517	£518,497	
Operating Loss	[E]	(£591,823)	(£492,112)	17

KSI 25: Cost per visit – Museum	
Indicator	●
Annual Target	£5.32
Q2 actual	£4.70
Q2 prior year actual	↓ £1.04
Annual forecast	●

Cost per Visit - Museum

Year	Quarter	Actual	Target	Trend
2017/18	Q1	£4.04		
	Q2	£3.66		
	Q3	£5.78		
	Q4	£7.13		
2018/19	Q1	£5.60		
	Q2	£4.70		
	Q3	£4.70		
	Q4	£4.70		

Why: Nationally reported comparable indicator and provides year on year trend for analysis and shows how we are managing costs in relation to participant visits

Performance: Reduction in visitors, see KSI 1B has adverse affected year on year performance, however better than under target. The trend in performance notes the seasonal operation of some of our museums.

		2017/18	2018/19	Growth %
Subsidy/Visit	([-F]+[H])/[A]	£2.84	£3.29	-16
Income/Visit	([B])/[A]	£0.82	£1.41	71
Cost/Visit	([D])/[A]	£3.66	£4.70	-28
Staff Cost/Visit	([C])/[A]	£2.82	£3.10	-10
Visits/000	([A])/[G]	0.97	0.87	-10
Rate of Return	([B])/[D]	22.48	29.95	33
Admissions	Quarter 1	49,733	43,514	-13
	Quarter 2	60,168	55,932	-7
	Quarter 3			0
	Quarter 4			0
Total Admissions	[A]	109,901	99,446	-10
Income	[B]	£90,398	£139,889	55
	Cost of Sales	£24,188	£11,471	
	Staffing [C]	£310,456	£308,351	
	Expenses	£67,545	£147,316	
Expenditure	[D]	£402,189	£467,138	
Operating Loss	[E]	(£311,791)	(£327,249)	-5

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EVERYONE LIVING IN, WORKING IN AND VISITING THE BORDERS WILL BE HEALTHIER, HAPPIER, STRONGER



RISE Arts & Mental Health Symposium was a ground breaking one day event founded on the belief that arts impact positively on mental health and wellbeing. Keynote speakers included both national and local organisations and artists. Breakout sessions included

Young People's Emotional Health and Creativity, Arts for Recovery and Arts & Wellbeing in Communities.

The Symposium was delivered in partnership with the Joint Health Improvement Team and was attended by over 70 people from a cross section of organisations and sectors.

"A gathering of passionate people who all want to improve mental health and wellbeing in the Borders"

"Informative and inspirational"

"Arts for Recovery break out session was so inspiring - great to see the success and great work being done".



Scottish Rugby in partnership with Live Borders is working on part of the #BeTheBestYou phase II initiative. The Scottish Borders is one of only 11 selected authorities, with 175 girls already engaged in rugby. In October 2017 the women and girls Borders strategy was implemented. There has been a noticeable growth in participation and interest. 30 girls came together from across the region (rather than an individual school) to compete in the Club Cup. 6 girls attended Rugby performance camp - a first for females. 2018/19 sees the introduction of a structured programme. This is being implemented with a focus on creating and developing an appropriate pathway for all girls, of all abilities. Hawick Rugby club have appointed a female assistant development officer with a focus to grow the girls game within the Hawick area "I feel it is important for the girls to see there is a pathway through to the national team, a good chance for me to pass on my knowledge and experiences, giving back to the community of Hawick, where it all started for me" Lana Skeldon, Scotland Womens Professional Player.

The Textile Study Group is a group of nationally and internationally recognised textile artists and tutors, well known for innovative and challenging approaches to art practice and contemporary teaching. In their latest show, the group explore the concept of disruption in its widest sense. We live in an uncertain world. The only certainty now seems to be uncertainty. Life is full of disruption on personal, political, local and global scales.

The Textile Study Group DIS/rupt exhibition brought contemporary textile art to the Scottish Borders, giving people the opportunity to engage with contemporary textile art and attracting new audiences to our Live Borders Museum and Gallery Venues.

"A coherent and exhilarating exhibition raising thought and discussion amongst us-beautiful work."

"Have had to return for a second visit as there is so much to see and absorb."



I wanted to message to say I have picked Evie up from the Sports Academy this afternoon and she has loved every minute. Please pass on our thanks to Neil Renton and the other coaches. Evie was buzzing when we arrived and still seems full of energy. She had discovered hurdles which she had never tried before and seems to love them. She has enjoyed every aspect of the three days and conquered some social anxiety. Thank you to everyone involved for giving her this wonderful opportunity.

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HOUSEHOLD SURVEY 2018 - RESULTS

Report by Service Director Customer & Communities

EXECUTIVE COMMITTEE

12 February 2019

1 PURPOSE AND SUMMARY

- 1.1 **This report presents the results of the Scottish Borders Household Survey 2018. Key results from the perception based survey are highlighted, alongside relevant performance information and current pieces of work.**
- 1.2 The Scottish Borders Household Survey 2018 asked questions about life in the Borders and a range of services provided by the Council. 905 responses were received of these 800 were online and 105 were paper copies.
- 1.3 The Household Survey has been used since 2006 to gather customer perception/satisfaction on a range of Council Services and is one of the tools available to the Council for collecting such information. The Council also uses service specific customer surveys, engagement events and feedback mechanisms, such as our complaints process, to gather information on how well the Borders' community feels the Council is doing in meeting its needs. This is used alongside a range of performance information which is presented to the Executive Committee on a quarterly basis.
- 1.4 The 2018 survey included the following themes which are covered in this report:
 - (a) Life in the Scottish Borders
 - (b) Scottish Borders Council
 - (c) Household waste collection, recycling and waste services
 - (d) Local services provided by Scottish Borders Council
 - (e) Local services managed by Live Borders
 - (f) Involvement in local decision making
 - (g) Community safety
 - (h) Health & wellbeing
 - (i) Transport
 - (j) The internet/web
 - (k) Future use of the internet
- 1.5 Over the three years since the last household survey we have continued to face major financial challenges and have worked to maintain high quality services with reducing resources. During this time some services have had to be reshaped which has almost certainly had an impact on levels of customer

satisfaction.

- 1.6 However, the majority of respondents have told us that their neighbourhood is a good place to live (95%) with 50% saying it is a 'very good' place to live. Feelings of personal safety are also high with 97% saying they feel safe walking alone in their local area during the day and 94% saying they feel safe alone in their home at night.

2 RECOMMENDATIONS

- 2.1 **I recommend that the Executive Committee notes the results of the Scottish Borders Household Survey 2018.**

3 BACKGROUND

- 3.1 Scottish Borders Council has undertaken a household survey to gather customer perception/satisfaction with council services and life in the Borders since 2006. From 2006 to 2015 six surveys were undertaken by external consultants on behalf of the Council.
- 3.2 In 2018 the SB Household Survey was brought 'in-house', reshaping it to take account of the range of tools available and to make participation, in the survey, open to all those that live, work or visit the area i.e. all users of services provided by Scottish Borders Council. All administration, including analysis and production of the survey report, would be undertaken by Council officers. This resulted in a significant budget saving.
- 3.3 The new style 2018 SB Household Survey was shorter than in previous years with questions focussed on the Council, including some specific Council services, life in the Borders and people's priorities for our area. The survey was also utilised to begin the re-establishment of the Scottish Borders People's Panel.
- 3.4 Due to the change in methodology comparisons cannot be made with the results from previous years but rather a benchmark is being set for future survey results.
- 3.5 A communications plan supported the publicity around the survey which included press releases, targeted emails and information on plasma screens in SBC Contact Centres.
- 3.6 The survey was designed to ensure that it provides us with customer satisfaction indicators to inform a number of areas including benchmarking (for future years), comparison results from the national Scottish Household Survey (used in the Local Government Benchmarking Framework) with and equalities outcomes used to populate the Equalities Mainstreaming report.

4 HOUSEHOLD SURVEY 2018

- 4.1 The 2018 survey was available online via the SBC Consultation Hub and in paper format with copies available at public locations including Contact Centres, Libraries and community centres. Copies were also made available to other venues and to groups that wished to distribute them to their members/communities.
- 4.2 A total of 905 completed responses were received. This comprised 105 paper responses and 800 online responses.
- 4.3 The detailed results of the survey are included in the attached report (Appendix 1).

5 RESULTS

- 5.1 The results of the 2018 survey, relating to the views of those responding about living in the Scottish Borders and Council services, are presented within this section.
- 5.2 The results have been presented within the context of current information on council performance, key developments over the last three years, and programmes of work that are in place to ensure that we continue to provide high quality services that meet customer need within the current funding constraints.
- 5.3 Where comparable questions are in place the results from the 2017 Scottish Household Survey have been included as an indicator of satisfaction across

Scotland as a whole.

5.4 **Life in the Scottish Borders**

- (a) 95% of respondents think that their neighbourhood is a 'good' place to live.
- (b) 93% rate their quality of life in the Scottish Borders as 'good'.
- (c) 59% of respondents take part in some form of voluntary work. This is significantly higher than the number of Scottish Household Survey respondents across Scotland that said they have volunteered with groups or organisations (28%).

5.5 **Scottish Borders Council**

- (a) 55% of respondents said they would rate Scottish Borders Council as 'excellent' or 'good'.
- (b) Of those that gave an opinion 54% 'agree' or 'strongly agree' that the Council provides high quality services. This is favourable when compared to the Scottish Household Survey (SHS) results which indicates that 41% across Scotland agree that their Council provides high quality services.
- (c) Of those that gave an opinion 55% 'agree' or 'strongly agree' that the Council is good at letting people know how it is performing. Results from the SHS indicate that 34% of respondents across Scotland think their local authority is good at letting people know how it is performing.
- (d) Of those that gave an opinion 31% of respondents said they 'agree' or 'strongly agree' that the Council designs its services around the needs of the people who use them. This is lower than Scotland as a whole where 37% agreed that their Council designs its services around the needs of the people who use them.
- (e) 40% of respondents that gave an opinion said they 'agree' or 'strongly agree' that the Council does the best it can with the money available. This is comparable with the SHS results for Scotland as a whole (39%).
- (f) 28% of respondents that gave an opinion said they 'agree' or 'strongly agree' that the Council is addressing the key issues affecting the quality of life in their local neighbourhood. This is lower than for Scotland as a whole where 33% agree that their Council is addressing the key issues.
- (g) Of those that gave an opinion 56% of respondents said they 'agree' or 'strongly agree' that the Council is good at letting people know about the kinds of services it provides. This is higher than the SHS result for Scotland as a whole (43%).
- (h) Of those that gave an opinion 17% of respondents said they 'agree' or 'strongly agree' that the Council is good at listening to local people's views before it takes decisions. This is lower than the SHS result for Scotland as a whole which is 24%.
- (i) 22% of respondents that gave an opinion said they 'agree' or 'strongly agree' that they can influence decisions affecting their local area. This is in line with the result for Scotland as a whole (23%).
- (j) 90% of respondents that gave an opinion would like greater involvement in decisions the Council makes that affect their local area. This is far higher than respondents across Scotland where only 33% said they would like greater involvement. Given that the number of Borders residents that feel they can influence decisions is comparable with the SHS result for Scotland

we might expect a larger number of residents across the country to want greater involvement in decision making. That they don't suggests that residents in the Borders have a greater sense of public responsibility when helping to shape the decisions that affect them.

- (k) The Council agreed, its Customer strategy 'Our Services for you: Scottish Borders Council's Strategy for our Customers 2018-2023', in September 2018. The strategy re-focuses our approach to designing and delivering services, putting customers at the heart of what we do and making the most of current and emerging digital technologies.

5.6 Household waste collection, recycling and waste services

- (a) Satisfaction with waste and recycling services is consistently high. 83% of respondents are satisfied with their kerbside waste collection services overall. Satisfaction is consistent across genders (82% males satisfied, 84% females satisfied). This result is consistent with the result from the 2017 Scottish Household Survey used to inform the Local Government Benchmarking Framework (LGBF) which at 84% has fallen but remains higher than that for other local authorities in our Family Group and Scotland as a whole.
- (b) 84% of respondents are satisfied with the services offered at the Community Recycling Centres (CRC). Satisfaction levels are highest in the Cheviot area; a new CRC was opened in Kelso in May 2015.
- (c) 72% of respondents are satisfied with the recycling bring sites operated by external contractors.
- (d) Satisfaction with the bulky waste collection is high among those that use the service at 68%.
- (e) Nearly two thirds of respondents are satisfied with Council communications, guidance and information about waste and recycling services.
- (f) Since the last survey was undertaken in 2015 SBC has:
 - i. developed a variety of waste and recycling facilities and services so communities can work with us to meet recycling targets including:
 - (a) Upgrading of Hawick Community Recycling Centre,
 - (b) Delivery of a new Community Recycling Centre in Selkirk,
 - (c) Introduced various re-use schemes with the support of our partners (Homebasics, Just Cycle, You Can Cook and several men's sheds),
 - (d) Introduced a cooking oil recycling scheme at all Community Recycling Centres;
 - ii. Expanded the landfill gas utilisation system at Easter Langlee Landfill Site which generated and exported around 0.6 to 0.7 Mega Watts of green electricity to the grid;
 - iii. Commenced development of a new Waste Transfer Station at Easter Langlee which will allow the Council to deliver on its commitment to close Easter Langlee Landfill site and export waste for treatment at a facility out with the Borders region. This is required to comply with the requirements of the Waste (Scotland) Regulation 2012 which introduces a landfill ban in January 2021;
 - iv. Completed the phased introduction of food waste collection service in

line with the Waste (Scotland) Regulation 2012.

5.7 **Local services provided by Scottish Borders Council**

- (a) Respondents were asked to rate their satisfaction with services provided by Scottish Borders Council, satisfaction rates vary across Area Partnership areas.
- (b) 60% of respondents overall are satisfied with the cleaning and maintenance of their local area. Tweeddale respondents are most satisfied (69%) and those in Teviot & Liddesdale least satisfied (50%).
- (c) Of those that expressed an opinion regarding the maintenance of their local cemetery or churchyard 38% are satisfied.
- (d) Levels of satisfaction are low in all areas of the Borders with regard to the speed of repair to damaged roads (overall 14% satisfied). The severe weather, and subsequent damage to roads, that occurred in early 2018 may have had a bearing on this result.
- (e) Satisfaction among those who use public conveniences is 38%. Satisfaction is highest in Tweeddale (47%) and lowest in Berwickshire (33%). The introduction, in summer 2017, of a 30p charge to use public toilets may have had a negative effect on levels of satisfaction.
- (f) Satisfaction with grass cutting in parks, open spaces and sports areas is, at 40%, lower than satisfaction with parks and open spaces in general (53%).
- (g) Overall satisfaction with schools initially appears to be low at 44% however when the 'don't know' and 'do not use' responses are discounted the overall satisfaction increases to 73%. Satisfaction is highest in Cheviot (81%) and lowest in Teviot & Liddesdale (63%). These results are favourable when measured against the Scottish Household Survey which shows satisfaction with schools in the Scottish Borders as 62% and 70% for Scotland.
- (h) Changes were made to the frequency of grass cutting of verges and other amenity areas in April 2018 although no changes have been made to the grass cutting in parks and sports areas. Wilton Lodge Park in the Teviot & Liddesdale area was a Green Flag Award Park Winner in 2018. The Green Flag Award recognises the best parks and green spaces across Scotland and are made by Keep Scotland Beautiful. They are awarded to parks and green spaces who can demonstrate excellent management and environmental standards. Awards are given and renewed on an annual basis.
- (i) Information used in the Local Government Benchmarking Framework (Cleanliness Score) includes a 'whole area' approach i.e. footway/roadway and adjacent green spaces. The Cleanliness Score for the Scottish Borders (2017/18) was 97.5% compared to 95.2% for our Family Group of local authorities and 92.2% for Scotland as a whole.

5.8 **Local services managed by Live Borders**

- (a) At first glance the levels of satisfaction with services managed by Live Borders, on behalf of the Council, appear to be low. However, the number of respondents that do not have an opinion/don't use the services does have a significant effect on the results. When only the responses from those that expressed an opinion/use the service are analysed

satisfaction increase markedly.

- (b) The Scottish Borders Household Survey 2018 shows satisfaction with sports and leisure facilities at 77%; satisfaction in the LGBF is 59%. Similarly satisfaction with libraries is greater in our local survey (86%) than the results from the national Scottish Household Survey used in the LGBF (52%). Satisfaction with museums and galleries is 87% compared to 40% in the LGBF.

5.9 **Involvement in local decision making**

- (a) 33% of respondents said they are satisfied with the opportunities for participating in the local decision making process.
- (b) 20% of those responding said they have been to a public meeting of Scottish Borders Council. 5%, of those across Scotland that completed the Scottish Household Survey, said they had attended a public meeting or community council meeting.
- (c) 50% of respondents said they have taken part in a council consultation or survey (excluding the 2018 Household Survey). The SHS result for Scotland as a whole was 5%.
- (d) 25% of respondents said they have responded to a planning application. The SHS result for Scotland as a whole was 4%.
- (e) 49% of respondents said they voted for a project in the Localities Bid Fund (February 2018).
- (f) 42% of respondents said they have contacted a local councillor.
- (g) The Council agreed to restructure and rename Area Committees to Area Partnerships in November 2017, the new style meetings started in January 2018. The focus shifted from one of disseminating information about what the Council is doing to involving the local community in discussions, about their wishes and needs, for inclusion in the Locality Plans. The Locality Plans are developed in line with the requirements of the Community Empowerment (Scotland) Act 2015.
- (h) Participation Requests, under the Community Empowerment (Scotland) Act 2015, have given communities an additional mechanism to become involved in the decision making process and are being utilised by community groups within the Scottish Borders.
- (i) The Council purchased a new online consultation tool during 2017/18 which provides the Council with a Consultation Hub where all open, closed and forth coming consultations can be accessed. The new Consultation Hub enhances, rather than replaces, other methods of consultation. From August 2017 to July 2018 at total of 3,083 responses were received to public consultations/surveys.

5.10 **Community safety**

- (a) Respondents were asked to report on their feelings of safety when alone in their home at night (94%), walking alone in their local area during the day (97%) and walking alone in their local area after dark (76%). Respondents with a disability are less likely to feel safe walking alone in their local area after dark (66%) than those without a disability (78%). Similarly females are less likely to feel safe in this situation than males (73% and 81% respectively).

- (b) Respondents were asked to indicate their experience of antisocial behaviour in their local area. The five most frequently experienced issues are:
- i. Animal nuisance such as noise or dog fouling (42%)
 - ii. Rubbish & litter lying around (41.8%)
 - iii. Anti-social driving behaviour including speeding (37.7%)
 - iv. Parking problems (35.8%)
 - v. People being drunk or rowdy in public places (8.2%)
- (c) The Safer Communities Team within Scottish Borders Council examines a range of performance information on a regular basis and reports to the joint Police, Fire & Safer Communities Board, as well as the Council's Executive Committee.
- (d) Overall performance in Police Scotland is often measured with regard to offences committed in groups 1-5. When the Scottish Borders is compared against other local authorities and against Scotland as a whole it is evident that the Scottish Borders is a safe place to live and that crime rates are relatively low. The number of crimes per 10,000 head of population in 2017/18 was 300. The whole of Scotland rate for 2017/18 was 452.4 crimes per 10,000 head of population.

Crime Group	Description	Examples of Crime Types
1	Crimes of Violence	Murder, attempted murder, serious assault, robbery
2	Sexual Offences	Rape, indecent assault, sexual assault
3	Crimes of Dishonesty	Housebreaking, shoplifting, theft of and theft from motor vehicles
4	Fire-raising, Malicious Mischief	Fire-raising, vandalism
5	Other Crimes	Drugs and weapons offences

- (e) However, locally crime has been rising year on year since 2015/16 and reached a peak in 2017/18. There was a 13.2% increase in group 1-5 crimes in 2017/18 when compared to 2016/17. The increase can in the main be attributed to increases in sexual offences that occurred prior to 2009 but were reported in 2017/18, increases in bail offences and increases in drug possession and drug supply offences. These offences are the result of proactive policing. Overall crime rates are reducing in 2018/19.
- (f) The trend for incidents of antisocial behaviour has followed a similar trend to that of overall crime with a year on year increase seen since 2015/16. There was a 9% increase in antisocial behaviour incidents in 2017/18 when compared to 2016/17. However when the figures per 10,000 population for 2017/18 are compared to Scotland as a whole the Scottish Borders rate of 494 is significantly lower than the Scotland average of 635.7. The number of reported antisocial behaviour incidents is decreasing in 2018/19.

- (g) The introduction of the Scottish Borders Council funded Community Action Team in April 2018 is already beginning to show positive results with overall crime and antisocial behaviour rates beginning to reduce. Also arrests and charges for drug related possession and supply offences are on the increase as more proactive policing of these types of crimes is possible with the benefit of having the CAT in place. However it should be noted that all Police Scotland officers in the Borders are contributing to the reduction in crime and antisocial behaviour rates.

5.11 Health and wellbeing

- (a) Questions included in the survey were aimed at understanding awareness of public health services which will in turn help to inform communication plans for alcohol and drug services and the ongoing development of wellbeing services.
- (b) Respondents are aware of a range of health services that are available. 71% of respondents are aware of the smoking cessation service available at local pharmacies.
- (c) Nearly half of respondents are aware of the services provided in relation to drugs and alcohol provided by Addaction and Borders Addiction Services (both 46%).
- (d) Approximately one third of respondents are aware of the diet/healthy eating advice provided by Lifestyle Advisors, the smoking cessation service 'Quit Your Way' and the services provided by the Lifestyle Advisor Support Service in relation to exercise/physical activity (38%, 35% and 35% respectively).

5.12 Transport – Bus Services

- (a) 45% of respondents said that they use the local bus service. Respondents in Tweeddale are most likely (66%) while those living in Cheviot are least likely (33%) to use the local bus service. Those aged 60 – 74 are most likely to use the local bus service.
- (b) Those who do use the bus service were asked for their opinions with regard to the local bus service:
- i. 64% are satisfied with the local bus service
 - ii. 74% are satisfied with the quality of the bus service provided
 - iii. 68% are satisfied with local bus service information.

The Scottish Household Survey reports satisfaction with public transport in the Borders at 52% and 69% for Scotland as a whole.

- (c) 49% of those respondents that said they have a disability use the local bus service. Males are more likely to use the bus service than females (50% and 43% respectively).
- (d) The last three years have seen some significant changes in the way passenger transport is delivered in the Borders. In 2015 the Borders railway opened and it has had an obvious impact on transport to and from Edinburgh providing an alternative to the long-established bus services. In 2016 First Bus withdrew 13 commercial services from the Borders. These were bus services that received no subsidy from Scottish Borders Council and the Council had no available budget to replace these services – some services ceased but others like the Town services in Hawick and

Peebles, were taken on by smaller, local operators on a commercial basis. In 2017 First Buses pulled out of the Borders and wider Lothians. Since that date our predominant provider is Borders Buses. They have invested £4m in new buses and they have entered into an informal partnership with the council to jointly review their current passenger transport network.

- (e) In 2018 the council reduced the subsidised bus services budget by £300,000 2018-2019 inclusive. This had an impact on the current bus network with some widely reported service withdrawals. However, alternative provisions were also introduced (at no extra cost) by a process of external consultant review, data analysis and negotiation. The impact of the budget reduction has been fairly minimal and in one case, has prompted a new community led project to introduce a rural taxi scheme for late night travel where the patronage was not large enough to justify budget on providing a regular local bus service.

5.13 **Transport - Borders Railway**

- (a) 55% of respondents said they use the Borders Railway. Respondents in Eildon are most likely to use it (84%) and those in Tweeddale least likely (18%). Those under the age of 30 are most likely to use the railway (66%) followed by those aged 30 – 44 (63%). Those least likely to use it are those aged 75 and above (35%).
- (b) Those who do use the rail service were asked for their opinions regarding it:
 - i. 86% are satisfied with Borders Railway
 - ii. 83% are satisfied with the quality of the service provided
 - iii. 84% area satisfied with local rail information.
- (c) 49% of those respondents that said they have a disability use the Borders Railway. Use of the Borders Railway is consistent between males and females (56% and 55% respectively).
- (d) Since opening, ScotRail has continued to invest in increased capacity on the route, station investments and wider transport integration initiatives to enhance rail services. More carriages have been allocated to the route and the number of daily seats provided has increased from just under 9,000 at opening to more than 11,100 – an increase of 23%. December 2018 saw the start of the planned transition from the 2 carriage trains to more modern 3 carriage trains. By the end of 2019 almost all services will be operated by the more modern trains providing 12,600 seats per day, an increase of 40% since September 2015. New passenger facilities have also been introduced at Tweedbank plus an expansion of the carpark and the introduction of a new car-share scheme.

5.14 **The internet/web**

- (a) Questions relating to use of the internet in previous surveys were expanded on as part of the Scottish Borders Household Survey 2018.
- (b) 98% of all respondents said that they use the internet. Of those that completed the paper survey 80% said that they use the internet. Internet use decreases fractionally between the ages of under 30 (100%) to 98% for those aged 60-74. Use of the internet by those aged 75 and older drops to 79%. 81% of the respondents to the 2017 Scottish Household Survey said there was internet access in their household compared to

85% across Scotland as a whole.

- (c) Nearly all respondents said that they use the internet at home (99%), this is consistent with the results from the Scottish Household Survey (SHS) for both the Scottish Borders and Scotland as a whole. 47% use the internet at work, this is greater than indicated by the results from the SHS which are 27% for the Borders and 28% for Scotland.
- (d) Using home Wi-Fi is the most common way of accessing the internet (98%), followed by 3G/4G (58%). Of those that use/have home Wi-Fi 64% are satisfied with the internet speed they receive.
- (e) The majority of respondents that use the internet do so using a mobile device such as a smart phone, tablet or laptop (95%). The next most frequently used are home fixed devices such as desktop computers, smart TVs or games consoles (60%).
- (f) When asked what they use the internet for the majority of respondents said email (97%). The next most frequent use is for shopping followed by browsing (85%) and social media and online banking (both 84%). Using the internet to send emails was also the most common use identified by respondents to the Scottish Household Survey (95%).
- (g) Respondents that don't use the internet cited the lack of need/desire, lack of trust or lack of skills/confidence among the reasons for not using the internet. Other reasons are cost and poor broadband speed.

5.15 Future use of the internet

- (a) Over three quarters of respondents said that they would choose to receive electronic information from the Council, rather than paper copies, if it was available. 80% said that they would use an online council account to access their information.
- (b) Reasons cited for not receiving online information include a preference for holding paper copies of information and lack of access to a printer. Reasons for not using a SBC online account include a preference for papers copies and concerns regarding online fraud.
- (c) Many of our customers regularly access a range of information on our website, submit enquiries, apply for services, report faults, and make payments. However, we want to improve our services online so that customers can do even more and get better feedback from us on the status of their requests or enquiries.
- (d) Through the Digital Customer Access project we will develop our online services and provide customers with a secure portal as a 'digital front door' for accessing our services and doing business with us. Our aim is to make our online services so simple to use that Digital becomes the channel of choice for those who are able to use them, whilst ensuring we provide support to those who are not able to use the digital services.

6 PEOPLE'S PANEL

6.1 All respondents were invited to join the Scottish Borders Community Planning Partnership People's Panel which was being completely refreshed through the survey. A total of 282 people opted to join the Panel with representation across the area as follows:

- (a) Berwickshire – 45

- (b) Cheviot – 47
- (c) Eildon – 81
- (d) Teviot & Liddesdale – 42
- (e) Tweeddale - 63

6.2 Participation in the People’s Panel is one of the ways the community can get involved in the local decision making process - additional Panel recruitment will be undertaken during 2019

7 EASY READ SURVEY

7.1 In order to get responses from as many people as possible, an easy read version of the Scottish Borders Household Survey 2018 was developed for people with a learning disability. In the 2011 census 612 people, in the Scottish Borders, identified as have a learning disability.

7.2 90 copies of the survey were distributed through the Local Citizen’s Panels and SBC’s Learning Disability Service with a response rate of 56%. Due to the lower numbers involved the results are not statistically significant and should be used as an indicator only.

7.3 RESULTS

The survey asked respondents to answer either ‘yes’ or ‘no’ to the questions.

7.4 How safe do you feel?

The majority of respondents said they feel safe home alone at night (94%). Similarly the majority said they feel safe when walking during the day (96%). Feelings of safety fall to 54% when asked about walking when it is dark.

7.5 What do you think about living in the Borders?

94% of respondents to the easy read survey that think their neighbourhood is a good place to live; this is consistent with the main survey (95%).

7.6 What do you think about your local services?

- (a) The majority of respondents to the easy read survey are happy with culture, sports and leisure services (libraries 82%, museums & galleries 79%, sports & leisure services 76%)
- (b) 79% of respondents to the easy read survey said they are happy with their recycling service and 77% said they are happy with the bottle banks.
- (c) 69% of those that responded said they are happy with how clean their area is; this compares to 60% of respondents to the main survey who said they are satisfied with the cleaning and maintenance of their local area.
- (d) 63% of those who responded to the easy read survey are happy with the grass cutting in parks, open spaces and sports areas (40% of respondents to the main survey are satisfied).

7.7 What do you think about your involvement in decision making?

- (a) A larger percentage of respondents to the easy read survey said they have been to a public meeting at the Council than respondents to the main survey (37% and 20% respectively).
- (b) Results from both surveys were consistent regarding participation in a council survey and having contacted a councillor.

- (c) 76% of respondents to the easy read survey said they were aware of the council election in 2017.

7.8 What do you think about your life in the Borders?

96% said their quality of life in the Borders is good. 72% of respondents said they do something work based which they don't get paid for.

7.9 What do you think about your use of the internet?

66% said that they use the internet.

7.10 What do you think about the buses and trains?

- (a) A greater percentage of respondents to the easy read survey use the local bus service (66%) compared to the main survey (45%)
- (b) A lower number of respondents to the easy read use the Borders Railway (40%) compared to the main survey (55%).
- (c) A report of the results from the easy read survey has been produced in easy read format for distribution. A copy of the comments received in the easy read survey are included in the main survey report.

8 IMPLICATIONS

8.1 Financial

The 2018 Household Survey was undertaken 'in-house' utilising current staff resources.

8.2 Risk and Mitigations

Carrying out a survey of this type is essential in order to monitor customer satisfaction in a rigorous way. It is important that the Council feeds back and responds promptly to the outcomes or respondents may feel that they have not been listened to. It is therefore vital that there are direct actions arising from the information received through the survey.

8.3 Equalities

An Equalities Impact Assessment is not required for this proposal

8.4 Acting Sustainably

There are no anticipated economic, social or environmental effects from publishing the results of the Household Survey.

8.5 Carbon Management

There are no known effects on carbon emissions

8.6 Rural Proofing

Not applicable.

8.7 Changes to Scheme of Administration or Scheme of Delegation

This report requires no changes to be made to either the Scheme of Administration or Delegation.

9 CONSULTATION

- 9.1 The Chief Financial Officer, the Monitoring Officer, the Chief Legal Officer, the Chief Officer Audit and Risk, the Service Director HR, Corporate Communications and the Clerk to the Council have been consulted and any comments received have been incorporated into the final report.

9.2 Other officers that have been consulted are, Chief Executive, Executive Directors, Chief Social Work and Public Protection Officer, Director of Public Health, Service Director Children & Young People, Service Director Customer & Communities, Service Director Assets and Infrastructure, Corporate Equalities & Diversity Officer and any comments received have been incorporated into the final report.

Approved by

JENNI CRAIG
SERVICE DIRECTOR CUSTOMER & COMMUNITIES

SIGNATURE: _____

Author(s)

Name	Designation and Contact Number
Clare Malster	Strategic Community Engagement Officer, 01835 826626

Background Papers: None

Previous Minute Reference: None

Note – You can get this document on tape, in Braille, large print and various computer formats by contacting the address below. Clare Malster can also give information on other language translations as well as providing additional copies.



Scottish Borders Household Survey 2018

Results report

SCOTTISH BORDERS HOUSE SURVEY 2018

RESULTS REPORT

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INTRODUCTION

This report summarises the process and outcomes of the Scottish Borders Household Survey 2018 undertaken by Scottish Borders Council. The survey asked people for their thoughts and perceptions of the Council and services it provides as well as about their life in the Scottish Borders

BACKGROUND

Scottish Borders Council has been carrying out a household survey since 2006. The survey gathers customer perception/satisfaction on a range of Council Services and is one of the tools available to the Council for collecting such information. The Council also uses service specific customer surveys, engagement events and feedback mechanisms, such as our complaints process, to gather information on how well the community in the Borders feels the Council is doing in meeting its needs.

As part of the survey respondents were given the opportunity of joining the Scottish Borders Community Planning Partnership People's Panel. The Panel, which was first established in 1999, consists of local residents who are contacted on a regular basis to take part in surveys, working groups and/or consultations which in turn inform and shape services.

AIMS AND OBJECTIVES

The Household Survey provides the Council with performance information, based on customer perception/satisfaction, which can be used to set baselines and chart trends over a period of time.

Results from the Household Survey provide the Council with indicators to inform a number of areas including benchmarking (with/against historical years) and equalities outcomes to populate the Equalities Mainstreaming report.

METHODOLOGY

Household Surveys

The Household Survey was undertaken by external consultants from 2006 and 2015. The methodology employed was a direct mail out to 6,000-10,000 randomly selected household across the area. Completed surveys were returned, via a freepost address, to the consultants for analysis.

The survey was made available for online completion for the first time in 2015. This was in addition to the direct mail out to 6,000 randomly selected households.

This common methodology has allowed for trend analysis over time.

The 2018 Household Survey was developed, undertaken and analysed, utilising a different methodology, by Council staff resulting in significant budget savings. The

change in methodology means that results from 2018 cannot be compared to those of previous years but that a new baseline has been set for comparison with future surveys.

The survey included sections that reflect three of the four themes in the Council's Corporate Plan:

- Our services for you
- Empowered vibrant communities
- Independent, achieving people

The 2018 survey was available online (on the new SBC Consultation Hub) and in paper format with information about both being widely circulated via the press, Scottish Borders Community Planning Partnership and other groups e.g. third sector groups and community councils.

Paper copies were made available at:

- Area Partnerships
- Contact Centres
- Libraries
- Community Centres.

and through community based groups including community councils and SBC's Community Capacity Building Team.

Responses

A total of 905 completed responses were received. This comprised of 105 paper responses and 800 online responses.

Alternative survey versions

Two copies of the survey were provided in large print. An easy read version of the survey was produced and distributed through the Local Citizen's Panels and SBC's Learning Disability Service.¹ The results of the easy read survey are appended to this report which is also available in an easy read format.

Confidence intervals/significance level

The confidence interval of the entire survey is + or - 3.24% at 95% significance level. The confidence interval when comparing between Area Partnership areas varies between + or - 6.28%-8.4% at 95% significance level. Information published by the Office for National Statistics states that information with a confidence level of 5% or below is precise and between 5 - 10% is reasonably precise.

Rounding has been used throughout the survey which means that percentages may not always equal 100%.

Scottish Borders Community Planning Partnership People's Panel

¹ The Local Citizen's Panels are meetings for adults with a learning disability, and their carers, to find out what is going on in their community and have a say about what should happen in the future.

All respondents were given the opportunity to join the Scottish Borders Community Planning Partnership People's Panel which was being completely refreshed through the survey. A total of 282 people also opted to join the Panel with representation across the area as follows:

- Berwickshire – 45
- Cheviot – 47
- Eildon – 81
- Teviot & Liddesdale – 42
- Tweeddale - 63

Additional Panel recruitment will be undertaken during 2019.

EXECUTIVE SUMMARY

Life in the Scottish Borders

- 93% of respondents rate their quality of life in the Scottish Borders as fairly or very good.
- 95% of those that completed the survey think that their neighbourhood is a very/fairly good place to live.
- 48% think that their neighbourhood has stayed the same over the past three years. 32% think their neighbourhood has got worse and 8% think it has got better.
- The top 5 issues that were most frequently identified as important by respondents were:
 - Growing the economy of the Borders, and supporting retailers and businesses
 - Providing high quality care for older people
 - Raising education attainment/achievement and helping people of all ages obtain the skills they need
 - Providing activities and facilities for younger people
 - Providing sustainable transport links including demand responsive transport
- 59% of respondents said that they are involved in some form of volunteering.

Community Safety

- 94% said that they feel very/fairly safe alone in their home at night. 6% said that they feel very/a bit unsafe
- 97% said that they feel very/fairly safe walking alone in their local area during the day; 3 % said that they feel very/a bit unsafe walking alone in their local area during the day.
- 76% said that they feel very/fairly safe walking alone in their local area after dark while 24% said that they feel very/a bit unsafe
- 70% said that they rarely/never experience noisy neighbours or loud parties in their area. 7% said that they frequently experience noisy neighbours or loud parties in their area
- 78% said that they rarely/never experience neighbourhood disputes in their area; 5% said that they frequently experience neighbourhood disputes
- 57% said that they rarely/never experience unwanted callers at the door while 37% said that they occasionally experience unwanted callers at the door

- 52% said that they never experience people using or dealing drugs in their area, 8% said that they experience this frequently
- 82% said that they rarely/never experience groups or individuals intimidating or harassing others. 15% said that they experience groups or individuals intimidating or harassing others frequently or occasionally
- 62% said that they rarely or never experience people being drunk or rowdy in public places within their local area while 8% said they experienced it frequently
- 3% of respondents said that they frequently/occasionally experience racially motivated attacks in their local area; 90% said that they rarely or never experience racially motivated attacks in their local area
- 21% said that they frequently or occasionally experience off road motor bikes in their local area. 76% said that they rarely/never experience off road motor bikes in their local area.
- 74% of respondents said that never experience abandoned or burnt out vehicles in their local area; 1% said that they experience this frequently
- 37% said that they rarely or never experience parking problems in their local area while 36% said this is a frequent occurrence
- 72% said that anti-social driving behaviour, including speeding, is a frequent/occasional experience for them in their local area; 27% said they rarely experience it
- 24% said that vandalism/graffiti/damage to vehicles is a frequent/occasional occurrence in their area while 74% said that they rarely/never experience it.
- 75% said that rubbish and litter lying around is a frequent/occasional experience in their local area; 19% said it is a rare occurrence
- 86% said that people setting fires to cause damage is a rare/occasional occurrence in their local area; 10% said they rarely or never experience it
- 73% said that animal nuisance, such as noise or dog fouling, is a frequent or occasional experience for them in their local area. 26% said they rarely or never experience it
- 73% said they rarely or never experience vandalism/graffiti/damage to property; 4% said they have frequent experience of it in their local area

Harassment and discrimination

- 9% of respondents said they have experienced harassment whilst in the Scottish Borders
- 8% of respondents said they have experienced discrimination whilst in the Scottish Borders

Child and adult safety

- 67% of respondents said they know who to contact to report an adult at risk of harm
- 71% of respondents said they know who to contact to report a child at risk of harm

Community Payback

- 53% of respondents have heard of community payback.

About your Council

- 55% rate Scottish Borders Council as excellent or good; 41% rate the Council as poor or very poor.
- 30% of respondents said that they agree or strongly agree that the Council provides high quality services. 29% said that they disagree, or strongly disagree, with this statement. 41% said that they neither agree nor disagree.
- 28% agree or strongly agree that the Council is good at letting local people know how it is performing, 27% disagree, or strongly disagree, with is statement. 45% said that they neither agree nor disagree.
- 18% agree or strongly agree with the statement that the Council designs its services around the needs of people who use them. 39% disagree/strongly disagree while 44% said that they neither agree nor disagree.
- 27% agree/strongly agree that the Council does the best it can with the money available; 41% disagree/strongly disagree.
- 17% said that they agree or strongly agree that the Council is addressing the key issues affecting the quality of life in their local neighbourhood. 40% said their neither agree nor disagree while 43% said that disagree/strongly disagree.
- 55% disagree/strongly disagree that the Council is good at listening to local people's views before decisions are made. 12% of respondents think that the Council is good at listening.
- 35% agree/strongly agree that the Council is good at letting people know about the kinds of services it provides, 27% of respondents disagree.
- 54% do not feel that they can influence decisions affecting their local area, 15% feel that they can.
- 64% of respondents would like greater involvement in decisions the Council makes about their local area. 7% said that they don't want greater involvement.

Household waste collection, recycling and waste services

- 83% of those that responded are satisfied with their kerbside waste and recycling collection overall. 16% are dissatisfied.
- 84% are satisfied with the service at Community Recycling Centres. 10% are dissatisfied.
- 72% are satisfied with the recycling bring sites (e.g. bottle banks) for glass and textiles available. 16 % are dissatisfied.
- 68% of those that use the Council's bulky waste collection service said that they are satisfied with it.
- 63% of respondents are satisfied with the communications, guidance and information they receive from the Council about waste and recycling services. 20% said that they are dissatisfied.

Local services

Local services provided by Scottish Borders Council

- 60% of respondents said that they are satisfied with the cleaning and maintenance of the local area in which they live. 35% are dissatisfied.
- 25% are satisfied with the maintenance of their local churchyard or cemetery. 40% are dissatisfied and 35% of respondents said that they either don't know or don't use their local churchyard or cemetery.
- 85% are dissatisfied with the speed of repair to damaged roads, of these 59% are very dissatisfied. 14% are satisfied.
- 22% said that they are satisfied with the maintenance of their local public conveniences while 35% said that they are dissatisfied. 43 said that they either don't know or don't use their local public conveniences.
- 40% of those that responded said that they are satisfied with grass cutting in parks, open spaces and sports areas; 51% said that they are dissatisfied.
- 53% said that they are satisfied with park and open spaces in general and 39% said that they are dissatisfied.
- 44% of respondents overall said that they are satisfied with their local schools. Satisfaction increases to 73% when only those that have given an opinion, are counted.

Local services managed by Live Borders

- 49% of respondents said that they are satisfied with sports and leisure facilities. Satisfaction among those that gave an opinion is 77%. 36% said that they have no opinion or do not use these facilities.

- 53% are satisfied with libraries. Satisfaction among those that gave an opinion is 86%. 38% said that they have no opinion or do not use libraries.
- 48% of respondents said that they are satisfied with museums and galleries. Satisfaction among those that gave an opinion is 87%. 45% said that they have no opinion or do not use museums and galleries.
- 53% of respondents said that they do not use theatres or concert halls in the Scottish Borders. Satisfaction among those that gave an opinion is 81%.
- Overall satisfaction with community centres is 43%. This increases to 82% when the satisfaction of those that gave an opinion is calculated. 47% of respondents said that they have no opinion or do not use community centres.

Involvement in local decision making

- 33% of respondents said they are satisfied with the opportunities for participating in the local decision making process. 42% said they were dissatisfied; a quarter of respondents didn't express an opinion.
- 20% of those responding said that they have been to a public meeting of Scottish Borders Council.
- 30% have been to a community council meeting.
- 50% of respondents have taken part in a council consultation or survey (excluding this household survey).
- 42% of respondents said that they have contacted a local councillor.
- 25% said that they have responded to a planning application.
- 49% said that they have voted for a project in the Localities Bid Fund.

Your wellbeing

- 72% of respondents said that their health is good or very good.
- 31% of respondents overall said that they exercise on a daily basis.
- 62% said that they never or hardly ever feel lonely or isolated. 33% said that they do experience feelings loneliness or isolation.

Healthy lifestyles

- Respondents were asked to indicate their awareness of certain services in the Borders aimed at living a healthy lifestyle. The service that most people have

heard of is the smoking cessation support available from local pharmacies (71%). The services that the fewest people have heard of is Quit Your Way (smoking cessation) and Lifestyle Advisor Support Service (exercise/physical activity) – both 35%.

Your access to services

- 61% of respondents said that they have no problems accessing public transport. 28% said they have problems accessing public transport due to where they live.
- 66% of respondents have no problems accessing leisure activities, 18% said they have problems due to where they live.
- 66% have no problems accessing work. 7% of respondents said they have problems accessing work due to where they live.
- 64% of respondents said they have no problems accessing education. 8% said they have problems accessing education due to where they live.
- 80% have no problems accessing health services while 9% said they do have problems which are due to where they live.

The internet/web

- 98% of respondents said that they use the internet.
- 99% of respondents said that they use the internet at home. 47% said that they use the internet at work.
- 98% of respondents use home Wi-Fi, 58% use 3G/4G and 38% of respondents use Wi-Fi at work to access the internet.
- 64% of respondents said that they are satisfied with the speed of their home Wi-Fi.
- 95% of respondents use a personal mobile device to access the internet. 60% use a personal home fixed device.
- 97% of respondents said that they use the internet for email. 87% use the internet for shopping, 85% use it for browsing and 84% use the internet for both social media and online banking.

Future use of the internet/web

- 78% of respondents said that they would receive information from SBC electronically if it was offered.

- 80% of respondents said that they would use a secure online account to access their council information.

Financial wellbeing

- 85% of respondents said that they are managing financially; 12% said that they are not.
- 19% said they feel their household is experiencing fuel poverty.

Transport

Bus services

- 45% of respondents use the local bus service.

Satisfaction with bus services

- 64% said that they are satisfied with the local bus service.
- 74% are satisfied with the quality of the bus service provided.
- 68% of respondents are satisfied with local bus information.

Borders Railway

- 55% of respondents said that they use the Borders Railway.

Satisfaction with Borders Railway

- 86% said they are satisfied with the Borders Railway
- 83% are satisfied with the quality of the rail service provided.
- 84% of respondents are satisfied with local rail information.

About you

- 77% of respondents have lived in the Scottish Borders for longer than 10 years.
- 67% respondents were aged between 45 – 74 years of age
- 65% of respondents were female.
- 15% of respondents consider themselves to have a disability.

- 47% of respondents have no religion or belief; 41% of respondents are Christian.
- 88% of respondents said they are heterosexual/straight.
- 62% of respondents said their ethnic group/background is Scottish.

OVERVIEW SUMMARY

Life in the Scottish Borders

The quality of life in the Scottish Borders is good with residents also responding positively about their neighbourhood as a place to live. This is reflected by the high number of those that have lived in the area for more than 10 years.

Although reducing inequality and poverty was not in the five most frequently identified issues overall, the five that were identified also support the reduction of inequality across the area. In particular, providing care for older people, raising education attainment and providing facilities for younger people support this aim. It was taken that ensuring that the Borders remains a safe place in which to live, work and visit is a top priority for all and so was not included as an option in the survey.

Community safety

Feelings of personal safety are high with 97% of respondents reporting that they feel safe walking alone in their area during the day.

Experience of anti-social behaviour is generally low. However, vehicle related anti-social behaviour (parking problems and anti-social driving) is identified as an issue that is experienced across the area, as are animal nuisance (including dog fouling), rubbish/littering and unwanted callers.

The majority of residents know who welfare concerns, about children or adults at risk, should be reported to.

About your council

The majority of residents are satisfied with Scottish Borders Council overall (55%). However, there are feelings of dissatisfaction pertaining to some aspects of the Council. 54% feel that they can't influence issues decision affecting their local area and the majority state that they would like to have greater involvement in decisions affecting their local area (64%).

Areas that could be communicated better are how the Council is addressing key issues and how local views are listened to before making decisions.

Household waste collection, recycling and waste services

There are high levels of satisfaction with household waste collection, recycling and waste services in general. Satisfaction is particularly high with kerbside collections (83%) and the Community Recycling Centres (84%). Satisfaction is particularly high with Community Recycling Centres in the Cheviot area (88%) but less so in the Berwickshire area (75%).

Nearly 43% said they do not use the bulky waste collection service however satisfaction among those that do is 68%.

Local services provided by Scottish Borders Council

Nearly two thirds of respondents are satisfied with the cleaning and maintenance of their local area (60%) with satisfaction highest in the Tweeddale area (69%). Satisfaction with the speed of repair to damaged roads is low at 14% although is perhaps not unexpected following the damage caused to roads following the severe weather conditions experienced earlier in the year.

The change in the frequency of cutting grass in public areas may have contributed to half of the respondents stating that they are dissatisfied with grass cutting in parks, open spaces and sports areas.

Although nearly 40% of respondents said that they don't have an opinion about, or don't use, local schools satisfaction among those that did give an opinion is high at 73% and particularly high in the Cheviot area (81%).

Local services managed by Live Borders

Satisfaction with facilities managed by Live Borders on behalf of Scottish Borders Council initially appear low however this result is due to the number of respondents that either have no opinion or do not use these facilities. Satisfaction among those that gave an opinion is high, ranging from 77% (sports & leisure facilities) to 87% (museums and galleries).

Involvement in local decision making

Although 64% of respondents said they would like to have greater involvement in decisions affecting their local area the majority of respondents have not taken part in a range of the decision making opportunities provided by the Council. However, 50% of respondents got involved through public consultations and surveys and 49% voted in the Localities Bid Fund that took place in February 2018. Only 20% have attended a public meeting of the Council while 30% have attended a community council meeting (NB these meetings are held independently of SBC). The lack of involvement is partially reflected in the number of respondents that said that they are dissatisfied with the opportunities available to them to participate in the local decision making process.

Your wellbeing

The health and wellbeing of people in the Scottish Borders is generally good with nearly three quarters of respondents saying that they are in good or very good health. The majority say that they exercise at least once a week with over 30% exercising on a

daily basis. However, a third of respondents say that they experience feelings of loneliness or isolation; this ranges from 30% in Berwickshire to 35% in Cheviot.

Healthy lifestyles

Respondents are aware of a range of services available to support a healthy lifestyle although there is greater awareness of the smoking cessation service available at pharmacies than any of the other services that were asked about.

Your access to services

Health services are the most accessible with 80% saying that they have no issues accessing them. The majority of survey respondents said that they had no problems accessing other services; of those that do experience problems the majority have said that these are due to where they live. This result may not be unexpected given the rural nature of the Borders.

The internet/web

Given that the majority of responses to this survey were online the high level of those that said they use the internet is expected (98%). However, the majority of those that completed a paper copy of the survey also said that they use the internet (80%).

Home and work are the most frequent places where the internet is used with home Wi-Fi and 3G/4G the most popular type of connections used. The majority of respondents are satisfied with the internet speed they receive (64%). Personal mobile devices are the most frequently used to connect to the internet with 95% of respondents saying that they use them. Sending and receiving emails is the most common reason for using the internet (97%) followed by shopping (87%), browsing (85%) and social media and online banking (both 84%).

Future use of the internet/web

Over three quarters of respondents said that they would choose to receive electronic information from the Council, rather than paper copies, if it was available. 80% said that they would use an online council account to access their information.

Financial wellbeing

The majority of respondents said that their household is managing financially, with the majority of these saying that they are 'getting by alright.' Of those that responded nearly a fifth said that they feel their household is experiencing fuel poverty.

Transport

Bus services

Users of the local bus services are satisfied with the service they receive with 74% satisfied with the quality of the service, 68% satisfied with local bus information and 64% satisfied with the service overall.

Borders Railway

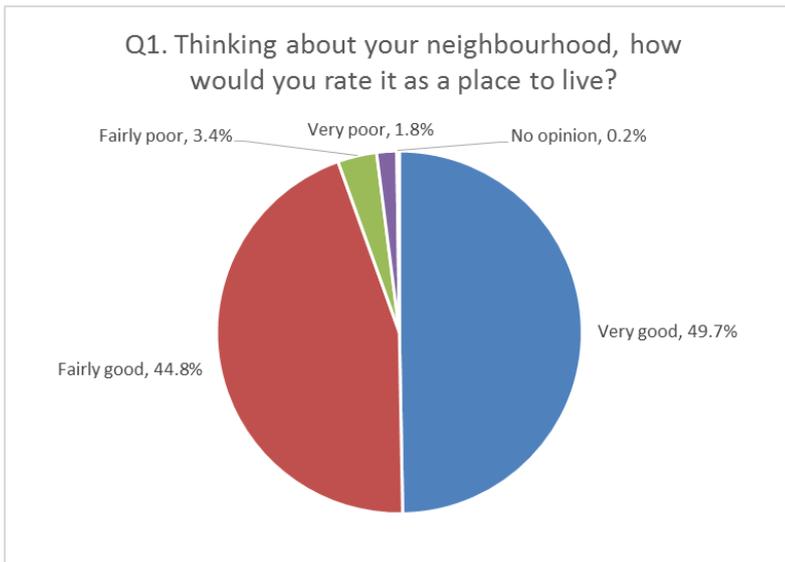
Satisfaction with Borders Railway is also high among users. 86% said that they are satisfied overall, 83% are satisfied with the quality of the service provided and 84% are satisfied with the local rail information provided.

KEY FINDINGS

Life in the Scottish Borders

Satisfaction with neighbourhood

Respondents were asked how satisfied they are with their neighbourhood as a place to live. 95% of those that responded thought that their neighbourhood is a good/fairly good place to live while 5% thought that it is either fairly or very poor.

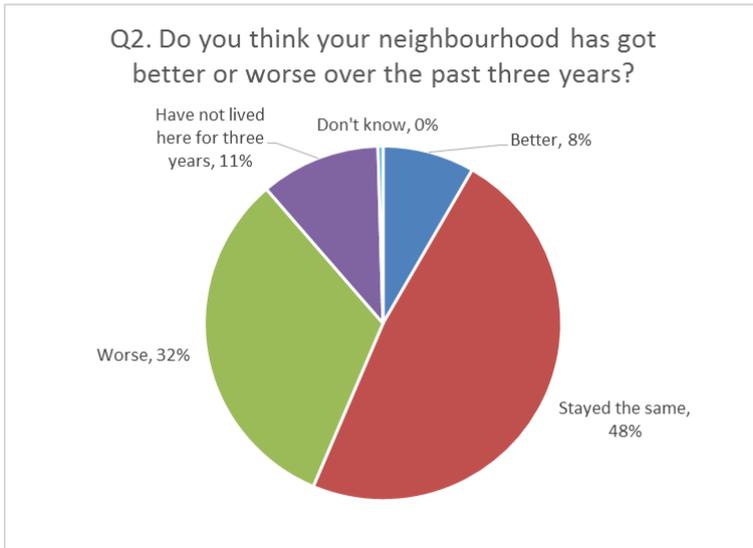


These results were reflected across all areas with Tweeddale residents being the most satisfied and residents in Teviot & Liddesdale being the least satisfied.

Q1. Thinking about your neighbourhood, how would you rate it as a place to live?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Base	899	149	160	240	134	194	22
Very good	49.7%	46.3%	48.1%	51.7%	45.5%	54.6%	45.5%
Fairly good	44.8%	49.7%	46.3%	42.1%	47.0%	42.3%	40.9%
Fairly poor	3.4%	2.7%	3.8%	3.8%	4.5%	2.1%	9.1%
Very poor	1.8%	0.7%	1.9%	2.5%	3.0%	0.5%	4.5%
No opinion	0.2%	0.7%	0.0%	0.0%	0.0%	0.5%	0.0%
Very good/Fairly good	95%	96%	94%	94%	93%	97%	86%
Very poor/Fairly poor	5%	3%	6%	6%	7%	3%	14%

Neighbourhood change over 3 years

Just under half (48%) of residents felt that their neighbourhood has stayed the same over the past three years while a third thought it has got worse.



Analysis by Area Partnership area shows that Eildon was the area where most residents think their neighbourhood has got better (12%) and least residents think their neighbourhood has got worse (24%). The areas where most residents think it has got worse are Teviot & Liddesdale (37%) and Tweeddale (36%). Berwickshire is the area where most residents think their neighbourhood had stayed the same (52%)

Q2. Do you think your neighbourhood has got better or worse over the past three years?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	901	149	160	242	134	194	22
Better	8%	9%	8%	12%	7%	6%	0%
Stayed the same	48%	52%	46%	49%	45%	47%	55%
Worse	32%	32%	35%	24%	37%	36%	41%
Have not lived here for th	11%	7%	11%	14%	11%	10%	5%
Don't know	0%	0%	1%	0%	0%	1%	0%

Respondents were asked to explain their answers about their neighbourhood. The majority of comments related to neighbourhood having got worse.

Negative comments included:

- Lack of services/amenities
- Condition of roads - potholes
- Poor infrastructure
- Dog fouling
- Environmental concerns, including grass cutting
- Level of traffic
- Community safety issues, including drugs
- Neighbours

Positive comments included:

- Community spirit/activity/resilience
- Services

Local priorities

Respondents were asked to select the top five issues that are important to them from a list of 14 options. Ensuring that the Borders remains a safe place in which to live, work and visit is a top priority for all in the Borders so was not included in the list, respondents were asked to think about other priorities.

The issues were:

- Reducing inequality and poverty
- Growing the economy of the Borders, and supporting retailers and business
- Improving mobile phone coverage in the Borders
- Improving access to superfast broadband in the Borders
- Providing sustainable transport links including demand responsive transport
- Reinstatement of Reston Station and Borders railway link to Hawick and Carlisle
- Providing activities and facilities for younger people
- Providing high quality care for older people
- Making more affordable housing available
- Raising education attainment/achievement and helping people of all ages obtain the skills they need
- Maintaining/improving the quality of the natural environment and biodiversity
- Maintaining/improving the quality of our arts, culture, heritage and leisure activities for all ages
- Maintaining/improving the quality of out of town centres and civic spaces
- Increasing energy efficiency in the home and at work

Top 5

The five issues that were most frequently identified in the top five for all respondents were:

- Growing the economy of the Borders, and supporting retailers and business
- Providing high quality care for older people
- Raising education attainment/achievement and helping people of all ages obtain the skills they need
- Providing activities and facilities for younger people
- Providing sustainable transport links including demand responsive transport

Area Partnership areas

The following were in the top five most frequently identified issues in all areas:

- Growing the economy of the Borders, and supporting retailers and business
- Providing high quality care for older people
- Raising education attainment/achievement and helping people of all ages obtain the skills they need

Residents in Teviot & Liddesdale were the only ones to place 'Reinstatement of Reston Station and Borders railway link to Hawick and Carlisle' in the top five most frequently identified issues.

Residents in Tweeddale were the only ones to place 'Reducing inequality and poverty' in the top five most frequently identified issues.

The five issues that were most frequently identified in the top five for respondents in each area were:

Berwickshire:

- Growing the economy of the Borders, and supporting retailers and business
- Providing high quality care for older people
- Raising education attainment/achievement and helping people of all ages obtain the skills they need
- Providing activities and facilities for younger people
- Maintaining/improving the quality of out of town centres and civic spaces

Cheviot:

- Growing the economy of the Borders, and supporting retailers and business
- Providing high quality care for older people
- Providing activities and facilities for younger people
- Providing sustainable transport links including demand responsive transport
- Raising education attainment/achievement and helping people of all ages obtain the skills they need

Eildon:

- Growing the economy of the Borders, and supporting retailers and business
- Providing activities and facilities for younger people
- Providing high quality care for older people
- Maintaining/improving the quality of out of town centres and civic spaces
- Raising education attainment/achievement and helping people of all ages obtain the skills they need

Teviot & Liddesdale:

- Growing the economy of the Borders, and supporting retailers and business
- Reinstatement of Reston Station and Borders railway link to Hawick and Carlisle
- Maintaining/improving the quality of out of town centres and civic spaces
- Providing high quality care for older people
- Raising education attainment/achievement and helping people of all ages obtain the skills they need

Tweeddale:

- Growing the economy of the Borders, and supporting retailers and businesses
- Providing high quality care for older people
- Providing sustainable transport links including demand responsive transport
- Raising education attainment/achievement and helping people of all ages obtain the skills they need
- Reducing inequality and poverty

Community Safety

Feelings of safety

Q5. How safe do you feel.....alone in your home at night?

94% of respondents reported that they feel safe alone in their home at night. The highest number of respondents reporting that they feel safe are in Berwickshire (99%), and the lowest number in Teviot & Liddesdale (90%).

Feelings of safety are consistent between men (95%) and women (94%).

Q5. How safe do you feel alone in your home at night							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	902	151	160	242	135	195	22
Very safe	61.8%	64.9%	64.4%	61.6%	50.4%	64.1%	63.6%
Fairly safe	32.3%	34.4%	28.8%	31.4%	40.0%	29.2%	27.3%
A bit unsafe	5.2%	0.7%	4.4%	6.6%	7.4%	6.2%	4.5%
Very unsafe	0.6%	0.0%	0.6%	0.0%	2.2%	0.0%	4.5%
Don't know	0.2%	0.0%	0.6%	0.0%	0.0%	0.5%	0.0%
Very/fairly safe	94%	99%	93%	93%	90%	93%	91%
Very/a bit unsafe	6%	1%	5%	7%	10%	6%	9%

Q5. How safe do you feel.....walking alone in your local area during the day?

97% of respondents reported that they feel safe walking alone in their local area during the day. All areas show high levels of feeling safe although the highest is in Tweeddale (99%) and the lowest is in Teviot & Liddesdale (93%).

Feelings of safety were consistent between men (97%) and women (96%).

Q5. How safe do you feel walking alone in your local area during the day?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	904	151	160	241	135	195	22
Very safe	70.4%	70.9%	72.5%	70.5%	53.3%	82.6%	45.5%
Fairly safe	26.2%	26.5%	24.4%	24.9%	40.0%	16.9%	50.0%
A bit unsafe	3.1%	2.6%	2.5%	4.6%	5.2%	0.5%	4.5%
Very unsafe	0.3%	0.0%	0.6%	0.0%	1.5%	0.0%	0.0%
Very/fairly safe	97%	97%	97%	95%	93%	99%	95%
Very/a bit unsafe	3%	3%	3%	5%	7%	1%	5%

Q5. How safe do you feel.....walking alone in your local area after dark

76% of respondents said feel safe walking in their local area after dark with the highest feelings of safety being in Tweeddale (88%) and the lowest in Teviot & Liddesdale (63%).

More males (81%) reported that they feel safe when walking alone in their local area after dark than females (73%).

Q5. How safe do you feel walking alone in your local area after dark?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	902	150	160	241	135	195	21
Very safe	28.8%	29.3%	25.6%	30.3%	20.7%	35.4%	23.8%
Fairly safe	46.9%	44.7%	50.6%	44.8%	42.2%	52.8%	33.3%
A bit unsafe	17.6%	19.3%	17.5%	19.5%	21.5%	10.8%	23.8%
Very unsafe	5.9%	4.0%	6.3%	4.6%	14.8%	1.0%	19.0%
Don't know	0.8%	2.7%	0.0%	0.8%	0.7%	0.0%	0.0%
Very/fairly safe	76%	74%	76%	75%	63%	88%	57%
Very/a bit unsafe	24%	23%	24%	24%	36%	12%	43%

Anti-social behaviour

Respondents were asked to indicate how often they had experienced 15 types of anti-social behaviour in their local area.

Q6. Have you experienced in the following in your local area?

Noisy neighbours or loud parties

The majority of respondents (70%) said that they rarely or never experience noisy neighbours or loud parties in their area.

Q6. Noisy neighbours or loud parties

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	901	151	158	242	133	195	22
Frequently	6.8%	4.0%	5.1%	7.4%	12.0%	5.1%	13.6%
Occasionally	22.8%	23.2%	18.4%	22.7%	20.3%	27.2%	27.3%
Rarely	37.2%	33.8%	39.2%	38.4%	35.3%	37.9%	36.4%
Never	33.0%	39.1%	36.1%	31.0%	32.3%	29.7%	22.7%
Don't know	0.3%	0.0%	1.3%	0.4%	0.0%	0.0%	0.0%
Frequently/Occasionally	30%	27%	23%	30%	32%	32%	41%
Rarely/Never	70%	73%	75%	69%	68%	68%	59%

Neighbourhood disputes

78% of respondents said that they rarely or never experience neighbourhood disputes in their area.

Q6. Neighbourhood disputes

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	901	151	159	242	133	194	22
Frequently	5.3%	2.6%	5.0%	7.9%	9.0%	2.1%	4.5%
Occasionally	15.3%	15.9%	15.7%	12.4%	15.0%	16.5%	31.8%
Rarely	28.0%	29.8%	31.4%	26.0%	24.8%	27.8%	31.8%
Never	50.1%	50.3%	46.5%	52.1%	48.9%	53.1%	31.8%
Don't know	1.3%	1.3%	1.3%	1.7%	2.3%	0.5%	0.0%
Frequently/Occasionally	21%	19%	21%	20%	24%	19%	36%
Rarely/Never	78%	80%	78%	78%	74%	81%	64%

Unwanted callers at the door

43% of people overall said that there are frequent/occasional unwanted callers at the door. Unwanted callers are experienced most in Berwickshire (48%) and least in Teviot & Liddesdale (60%).

Q6. Unwanted callers at the door							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	902	151	160	241	134	194	22
Frequently	5.9%	5.3%	3.8%	6.6%	5.2%	7.7%	4.5%
Occasionally	37.3%	43.0%	38.8%	34.9%	35.1%	36.1%	36.4%
Rarely	42.6%	45.0%	38.1%	40.7%	45.5%	43.8%	50.0%
Never	14.0%	6.6%	19.4%	17.0%	14.2%	11.9%	9.1%
Don't know	0.3%	0.0%	0.0%	0.8%	0.0%	0.5%	0.0%
Frequently/Occasionally	43%	48%	43%	41%	40%	44%	41%
Rarely/Never	57%	52%	58%	58%	60%	56%	59%

People using or dealing drugs

More respondents in Berwickshire (75%) said that they rarely or never experience people using or dealing drugs than in any other area.

Q6. People using or dealing drugs							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	813	130	143	229	110	179	22
Frequently	8.0%	4.6%	7.0%	8.3%	18.2%	3.9%	13.6%
Occasionally	14.1%	13.8%	13.3%	14.8%	8.2%	17.9%	13.6%
Rarely	18.1%	17.7%	18.9%	14.8%	15.5%	21.2%	36.4%
Never	51.9%	56.9%	51.7%	52.8%	51.8%	50.3%	27.3%
Don't know	7.9%	6.9%	9.1%	9.2%	6.4%	6.7%	9.1%
Frequently/Occasionally	22%	18%	20%	23%	26%	22%	27%
Rarely/Never	70%	75%	71%	68%	67%	72%	64%

Groups or individuals intimidating or harassing others

Frequent and occasional experiences of groups or individuals intimidating or harassing others are significantly more in Teviot & Liddesdale (27%) than in other areas which range from 12% - 14%.

Q6. Groups or individuals intimidating or harrassing others							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	151	159	239	132	193	22
Frequently	3.9%	0.7%	3.1%	4.2%	8.3%	3.1%	9.1%
Occasionally	11.3%	11.3%	10.7%	8.8%	18.9%	8.8%	18.2%
Rarely	27.3%	25.2%	27.0%	28.9%	20.5%	31.6%	31.8%
Never	54.7%	58.9%	54.7%	57.7%	49.2%	53.4%	36.4%
Don't know	2.8%	4.0%	4.4%	0.4%	3.0%	3.1%	4.5%
Frequently/Occasionally	15%	12%	14%	13%	27%	12%	27%
Rarely/Never	82%	84%	82%	87%	70%	85%	68%

People being drunk or rowdy in public places

Overall 62% of respondents said that they rarely or never experience people being drunk or rowdy in public places in their local area.

Q6. People being drunk or rowdy in public places.							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	805	129	141	226	110	177	22
Frequently	8.2%	3.9%	4.3%	10.6%	13.6%	7.3%	13.6%
Occasionally	27.8%	29.5%	28.4%	24.3%	26.4%	30.5%	36.4%
Rarely	30.3%	29.5%	29.8%	35.8%	19.1%	32.2%	22.7%
Never	31.6%	33.3%	34.8%	29.2%	36.4%	28.8%	22.7%
Don't know	2.1%	3.9%	2.8%	0.0%	4.5%	1.1%	4.5%
Frequently/Occasionally	36%	33%	33%	35%	40%	38%	50%
Rarely/Never	62%	63%	65%	65%	55%	61%	45%

Racially motivated attacks

Overall respondents most said that they rarely or never experience racial motivated attacks in their local area (90%).

Q6. Racially motivated attacks							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	898	151	159	238	133	195	22
Frequently	0.7%	0.0%	0.6%	0.4%	2.3%	0.0%	4.5%
Occasionally	2.1%	4.0%	0.6%	1.3%	4.5%	1.0%	4.5%
Rarely	11.9%	9.9%	14.5%	10.1%	12.8%	11.8%	22.7%
Never	77.8%	74.8%	79.2%	82.4%	72.9%	79.5%	54.5%
Don't know	7.5%	11.3%	5.0%	5.9%	7.5%	7.7%	13.6%
Frequently/Occasionally	3%	4%	1%	2%	7%	1%	9%
Rarely/Never	90%	85%	94%	92%	86%	91%	77%

Off road motorbikes

Respondents in Tweeddale (29%) reported the highest level of experiencing off road motorbikes, either frequently or occasionally, in their local area.

Q6. Off road motorbikes							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	900	151	159	239	134	195	22
Frequently	3.9%	1.3%	2.5%	3.3%	6.7%	5.6%	4.5%
Occasionally	17.6%	12.6%	14.5%	18.4%	18.7%	23.1%	9.1%
Rarely	20.2%	19.2%	22.0%	14.6%	18.7%	27.2%	22.7%
Never	55.3%	63.6%	57.9%	62.3%	51.5%	41.0%	54.5%
Don't know	3.0%	3.3%	3.1%	1.3%	4.5%	3.1%	9.1%
Frequently/Occasionally	21%	14%	17%	22%	25%	29%	14%
Rarely/Never	76%	83%	80%	77%	70%	68%	77%

Abandoned or burnt out vehicles

Overall 90% of respondents areas said that they rarely or never experience abandoned or burnt out vehicles in their local area. The majority of respondents in all areas said that they rarely or never experience abandoned or burnt out vehicles.

Q6. Abandoned or burnt out vehicles

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	151	158	242	134	192	22
Frequently	0.8%	0.7%	0.0%	1.7%	0.7%	0.5%	0.0%
Occasionally	6.3%	5.3%	3.8%	7.4%	9.0%	6.8%	0.0%
Rarely	16.1%	12.6%	13.3%	15.7%	17.2%	20.3%	22.7%
Never	74.2%	78.8%	81.6%	73.6%	69.4%	68.8%	72.7%
Don't know	2.6%	2.6%	1.3%	1.7%	3.7%	3.6%	4.5%
Frequently/Occasionally	7%	6%	4%	9%	10%	7%	0%
Rarely/Never	90%	91%	95%	89%	87%	89%	95%

Parking problems

Experience of parking problems is greater in Tweeddale (69%) than for the Borders overall (62%). At 42% Teviot & Liddesdale is the area with the lowest experience of parking problems reported.

Q6. Parking problems

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	151	158	242	132	195	21
Frequently	35.8%	32.5%	35.4%	33.9%	31.8%	44.1%	33.3%
Occasionally	26.3%	29.1%	23.4%	28.1%	24.2%	25.1%	28.6%
Rarely	16.7%	19.2%	14.6%	19.8%	15.2%	14.4%	9.5%
Never	20.7%	18.5%	26.6%	18.2%	27.3%	15.9%	23.8%
Don't know	0.6%	0.7%	0.0%	0.0%	1.5%	0.5%	4.8%
Frequently/Occasionally	62%	62%	59%	62%	56%	69%	62%
Rarely/Never	37%	38%	41%	38%	42%	30%	33%

Anti-social driving behaviour including speeding

As with parking problems, frequent/occasional experience of anti-social driving behaviour including speeding, is higher in Tweeddale than the other areas of the Borders.

Q6. Anti-social driving behaviour including speeding

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	902	151	160	240	134	195	22
Frequently	37.7%	41.1%	33.1%	32.9%	41.8%	43.1%	27.3%
Occasionally	34.7%	33.1%	38.8%	36.7%	24.6%	35.4%	50.0%
Rarely	15.2%	17.2%	16.3%	15.0%	17.9%	11.3%	13.6%
Never	11.5%	8.6%	11.9%	14.6%	14.2%	8.7%	4.5%
Don't know	0.9%	0.0%	0.0%	0.8%	1.5%	1.5%	4.5%
Frequently/Occasionally	72%	74%	72%	70%	66%	78%	77%
Rarely/Never	27%	26%	28%	30%	32%	20%	18%

Vandalism/graffiti/damage to vehicles

As with the previous two types of anti-social behaviour associated with vehicles, the highest level of respondents reporting that they experience vandalism/graffiti/damage to vehicles is in Tweeddale (31%).

Q6. Vandalism/graffiti/damage to vehicles

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	900	150	159	240	134	195	22
Frequently	3.7%	2.7%	3.8%	2.1%	5.2%	5.1%	4.5%
Occasionally	20.2%	17.3%	17.0%	19.2%	20.9%	25.6%	22.7%
Rarely	33.4%	37.3%	28.9%	35.8%	27.6%	35.4%	31.8%
Never	40.7%	40.7%	49.1%	40.8%	45.5%	31.3%	31.8%
Don't know	2.0%	2.0%	1.3%	2.1%	0.7%	2.6%	9.1%
Frequently/Occasionally	24%	20%	21%	21%	26%	31%	27%
Rarely/Never	74%	78%	78%	77%	73%	67%	64%

Rubbish and litter lying around

Frequent/occasional experience of rubbish and litter lying around is greatest in Teviot & Liddesdale (79%) followed by Berwickshire and Tweeddale (both 78%).

Q6. Rubbish & litter lying around

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	898	151	160	238	134	193	22
Frequently	41.8%	48.3%	42.5%	37.4%	46.3%	37.3%	50.0%
Occasionally	33.5%	29.8%	30.0%	34.0%	32.8%	40.4%	22.7%
Rarely	19.4%	17.9%	20.6%	20.2%	16.4%	19.7%	27.3%
Never	5.3%	4.0%	6.9%	8.4%	4.5%	2.6%	0.0%
Frequently/Occasionally	75%	78%	73%	71%	79%	78%	73%
Rarely/Never	25%	22%	28%	29%	21%	22%	27%

People setting fires to cause damage

The highest level of frequent/occasional experience of people setting fires to cause damage was reported by respondents in the Tweeddale area (18%). The same figure of the Borders overall is 10%.

Q6. People setting fires to cause damage

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	895	150	159	237	134	194	21
Frequently	1.6%	0.0%	0.6%	3.0%	1.5%	2.1%	0.0%
Occasionally	8.5%	4.0%	7.5%	5.9%	9.0%	15.5%	9.5%
Rarely	22.5%	21.3%	16.4%	22.4%	23.9%	26.3%	33.3%
Never	64.0%	70.0%	71.1%	67.1%	64.2%	51.0%	52.4%
Don't know	3.5%	4.7%	4.4%	1.7%	1.5%	5.2%	4.8%
Frequently/Occasionally	10%	4%	8%	9%	10%	18%	10%
Rarely/Never	86%	91%	87%	89%	88%	77%	86%

Animal nuisance such as noise or dog fouling

Frequent and occasional experience of animal nuisance such as dog fouling is highest in Tweeddale (78%). The area with the highest level of respondents who said that they rarely or never experienced it was Cheviot (33%).

Q6. Animal nuisance such as noise or dog fouling

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	902	150	159	241	135	195	22
Frequently	42.0%	40.0%	37.7%	41.5%	43.0%	46.2%	50.0%
Occasionally	31.2%	33.3%	28.3%	31.5%	31.1%	31.8%	27.3%
Rarely	17.3%	16.7%	20.8%	19.1%	14.1%	14.4%	22.7%
Never	9.2%	9.3%	12.6%	7.9%	11.1%	7.7%	0.0%
Don't know	0.3%	0.7%	0.0%	0.0%	0.7%	0.0%	0.0%
Frequently/Occasionally	73%	73%	66%	73%	74%	78%	77%
Rarely/Never	26%	26%	33%	27%	25%	22%	23%

Vandalism/graffiti/damage to property

The number of those who reported that they experience vandalism/graffiti/damage to property frequently or occasionally was greatest in Tweeddale (30%). For the Borders overall this is 24%.

Q6. Vandalism/graffiti/damage to property

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	900	151	159	240	134	194	22
Frequently	4.4%	1.3%	5.7%	2.9%	9.0%	3.6%	13.6%
Occasionally	19.8%	15.2%	19.5%	19.2%	16.4%	26.8%	18.2%
Rarely	29.2%	34.4%	23.3%	32.9%	23.1%	30.9%	18.2%
Never	43.7%	43.7%	49.1%	43.3%	49.3%	35.6%	45.5%
Don't know	2.9%	5.3%	2.5%	1.7%	2.2%	3.1%	4.5%
Frequently/Occasionally	24%	17%	25%	22%	25%	30%	32%
Rarely/Never	73%	78%	72%	76%	72%	66%	64%

Respondents were asked to highlight any specific community safety concerns they may have, these included:

- Road safety, including speeding
- Dog fouling
- Parking, including double parking
- Neighbours
- Pot holes
- Racism
- Poor transport infrastructure, including lack of taxis at railway station
- Lack of facilities for young people
- Drugs
- Discrimination
- Litter
- Rowdy school children

Discrimination and harassment

Discrimination

8% of respondents said that they have experienced discrimination whilst in the Scottish Borders.

Q8. In the last three years, whilst in the Scottish Borders, have you experienced any kind of discrimination?

Base	898
Yes	8%
No	92%

Respondents were asked to give more information if they have experienced discrimination.

Of the comments that were made about discrimination the majority concerned race. Disability and gender were also cited as reasons for discrimination. Comments were also made about discrimination a due to housing, age and a lack or services.

Harassment

9% of respondents said that they have experienced harassment whilst in the Scottish Borders.

Q10. In the last three years, whilst in the Scottish Borders, have you experienced any kind of harassment?

Base	889
Yes	9%
No	91%

Respondents were asked to give more information about any harassment they have experienced.

Comments regarding harassment include harassment from neighbours, harassment from people who had been drinking, work based harassment and cold calling on the phone and at the door.

Child and adult safety

Respondents were asked if they would know who to contact if they wished to report concern about a child or adult who was at risk of harm.

Q12. If you were concerned about the welfare of a child at risk of harm, and you wished to report it, would you know who to contact?

Base	897
Yes	71%
No	21%
Don't know	9%

The majority of respondents knew who to contact in order to report a child at risk (71%) or an adult at risk (67%).

Q12. If you were concerned about the welfare of an adult at risk of harm, and you wished to report it, would you know who to contact?

	Overall
Base	887
Yes	67%
No	24%
Don't know	9%

About your Council

Respondents were asked to state their level of agreement with statements about Scottish Borders Council.

Service Quality

The percentage of respondents overall that said they strongly agree or agree, that their council provides high quality services, and those that said they strongly disagree or disagree is similar (30% and 29%) the largest proportion of respondents said that they neither agree nor disagree (40.7%).

Analysis by Area Partnership area shows that respondents in Eildon have the highest level of agreement (35%) while those in Teviot & Liddesdale have the highest level of disagreement (37%).

Q13. It provides high quality services

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	901	150	159	241	135	194	22
Strongly agree	2.4%	1.3%	1.9%	1.7%	4.4%	3.6%	0.0%
Agree	27.6%	29.3%	29.6%	33.6%	22.2%	23.2%	9.1%
Neither agree nor disagree	40.7%	43.3%	37.7%	42.3%	36.3%	43.3%	31.8%
Disagree	22.9%	18.0%	26.4%	16.6%	29.6%	24.7%	40.9%
Strongly disagree	6.3%	8.0%	4.4%	5.8%	7.4%	5.2%	18.2%
Strongly agree/agree	30%	31%	31%	35%	27%	27%	9%
Strongly disagree/ disagree	29%	26%	31%	22%	37%	30%	59%

Performance information

The percentage of respondents overall that said they strongly agree or agree, that their council is good at letting people know how well it is performing, and those that said they strongly disagree or disagree is similar (28% and 27%) the largest proportion of respondents said that they neither agree nor disagree (44.9%).

Respondents in Cheviot showed the highest level of agreement (34%) and those in Teviot & Liddesdale recorded the highest level of disagreement (35%).

Q13. It is good at letting local people know how well it is performing

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	151	159	238	132	194	22
Strongly agree	3.0%	0.7%	4.4%	2.5%	4.5%	3.6%	0.0%
Agree	25.3%	26.5%	29.6%	29.0%	18.9%	22.7%	9.1%
Neither agree nor disagree	44.9%	50.3%	40.9%	43.3%	41.7%	47.4%	50.0%
Disagree	21.7%	18.5%	21.4%	19.3%	26.5%	23.2%	27.3%
Strongly disagree	5.1%	4.0%	3.8%	5.9%	8.3%	3.1%	13.6%
Strongly agree/agree	28%	27%	34%	32%	23%	26%	9%
Strongly disagree/ disagree	27%	23%	25%	25%	35%	26%	41%

Service design

More than twice the respondents said that they disagree (39%) than those that said they agreed (18%) that their council designs services around the needs of people who use them.

Respondents in Cheviot showed the highest level of agreement (20%); the highest level of disagreement was shown by respondents in the Teviot & Liddesdale area (42%)

Q13. It designs its services around the needs of people who use them

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	898	150	157	240	134	195	22
Strongly agree	1.1%	0.0%	2.5%	0.8%	3.0%	0.0%	0.0%
Agree	16.6%	14.7%	17.2%	18.3%	12.7%	19.0%	9.1%
Neither agree nor disagree	43.7%	46.7%	43.3%	46.7%	42.5%	41.0%	22.7%
Disagree	29.1%	28.7%	29.9%	23.8%	32.8%	29.7%	54.5%
Strongly disagree	9.6%	10.0%	7.0%	10.4%	9.0%	10.3%	13.6%
Strongly agree/agree	18%	15%	20%	19%	16%	19%	9%
Strongly disagree/ disagree	39%	39%	37%	34%	42%	40%	68%

Money

Overall more respondents disagree with the statement that their council is doing the best it can with the money available than agree (41% and 27% respectively).

Respondents in the Eildon area showed the highest level of agreement (32%). Respondents in Teviot & Liddesdale showed the highest level of disagreement (49%).

Q13. It does the best it can with the money available							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	900	150	159	241	134	194	22
Strongly agree	3.1%	2.7%	3.1%	3.3%	6.0%	1.5%	0.0%
Agree	24.2%	24.7%	22.6%	28.2%	20.1%	24.7%	9.1%
Neither agree nor disagree	31.7%	38.7%	32.1%	32.0%	25.4%	32.0%	13.6%
Disagree	30.0%	28.0%	33.3%	24.9%	30.6%	32.5%	50.0%
Strongly disagree	11.0%	6.0%	8.8%	11.6%	17.9%	9.3%	27.3%
Strongly agree/agree	27%	27%	26%	32%	26%	26%	9%
Strongly disagree/ disagree	41%	34%	42%	37%	49%	42%	77%

Key issues

17% of respondents overall strongly agree or agree that the Council is addressing the key issues affecting the quality of life in their local neighbourhood. 43% disagree or strongly disagree.

Respondents in the Eildon area showed slightly higher levels of agreement (20%) than those in Cheviot and Teviot & Liddesdale (both 19%). The highest levels of disagreement were in Tweeddale (49%).

Q13. It is addressing the key issues affecting the quality of life in my local neighbourhood							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	150	158	240	132	194	22
Strongly agree	1.3%	0.7%	2.5%	0.8%	3.8%	0.0%	0.0%
Agree	15.4%	16.0%	16.5%	19.6%	15.2%	10.8%	0.0%
Neither agree nor disagree	40.0%	36.7%	39.9%	45.4%	36.4%	39.7%	27.3%
Disagree	32.8%	39.3%	32.9%	23.8%	30.3%	38.1%	54.5%
Strongly disagree	10.5%	7.3%	8.2%	10.4%	14.4%	11.3%	18.2%
Strongly agree/agree	17%	17%	19%	20%	19%	11%	0%
Strongly disagree/ disagree	43%	47%	41%	34%	45%	49%	73%

Listening to views

Overall 12% of respondents agree/strongly agree that the Council does listen to people's views although 55% disagree. 33% of respondents said that they neither agree nor disagree with the statement.

Agreement is highest with respondents in the Cheviot area and disagreement is highest with respondents in the Teviot & Liddesdale area (63%).

Q13. It is good at listening to local people's views before it makes decisions							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	902	150	160	241	134	195	22
Strongly agree	1.0%	0.0%	1.3%	0.0%	3.7%	1.0%	0.0%
Agree	10.5%	10.7%	15.0%	10.8%	6.7%	9.7%	4.5%
Neither agree nor disagree	33.4%	36.7%	34.4%	38.2%	26.9%	30.3%	18.2%
Disagree	37.1%	40.7%	35.0%	34.4%	39.6%	36.9%	45.5%
Strongly disagree	18.0%	12.0%	14.4%	16.6%	23.1%	22.1%	31.8%
Strongly agree/agree	12%	11%	16%	11%	10%	11%	5%
Strongly disagree/ disagree	55%	53%	49%	51%	63%	59%	77%

Service information

35% of respondents overall agree/strongly agree that the council is good at letting people know about the kinds of services it provides; 27% disagree/strongly disagree with the statement.

Respondents in Cheviot had the highest level of agreement (39%) while respondents in Teviot & Liddesdale had the lowest level of agreement (27%).

Q13. It is good at letting people know about the kinds of services it provides							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Strongly agree	2.1%	1.3%	5.0%	0.0%	3.7%	2.1%	0.0%
Agree	32.5%	34.7%	33.8%	37.4%	23.1%	33.8%	0.0%
Neither agree nor disagree	38.6%	36.0%	40.0%	40.8%	38.8%	35.9%	45.5%
Disagree	21.4%	24.0%	17.5%	16.8%	26.1%	22.1%	45.5%
Strongly disagree	5.5%	4.0%	3.8%	5.0%	8.2%	6.2%	9.1%
Grand Total	899	150	160	238	134	195	22
Strongly agree/agree	35%	36%	39%	37%	27%	36%	0%
Strongly disagree/ disagree	27%	28%	21%	22%	34%	28%	55%

Influencing decisions

Overall respondents feel that they can't influence decisions affecting their local area (54%). Respondents in the Tweeddale area feel most that they can't influence decisions.

Q13. I can influence decisions affecting my local area							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	898	148	159	240	134	195	22
Strongly agree	1.0%	0.7%	1.3%	0.4%	3.7%	0.0%	0.0%
Agree	14.0%	15.5%	17.6%	15.4%	12.7%	10.8%	0.0%
Neither agree nor disagree	31.3%	31.1%	31.4%	30.4%	34.3%	32.8%	9.1%
Disagree	37.5%	42.6%	35.2%	39.2%	29.1%	36.9%	59.1%
Strongly disagree	16.1%	10.1%	14.5%	14.6%	20.1%	19.5%	31.8%
Strongly agree/agree	15%	16%	19%	16%	16%	11%	0%
Strongly disagree/ disagree	54%	53%	50%	54%	49%	56%	91%

Involvement in decision making

The majority of respondents agree that they want greater involvement in the decisions made that affect their local area. 7% of respondents overall said that they don't want greater involvement.

The highest number of respondents saying that they want greater involvement are in the Teviot & Liddesdale area (69%). The greatest proportion of respondents that said they don't want greater involvement are in the Eildon area.

Q13. I want greater involvement in decisions my council makes that affect my local area							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	150	160	239	133	195	22
Strongly agree	22.4%	18.7%	21.9%	19.2%	26.3%	25.1%	36.4%
Agree	41.4%	49.3%	42.5%	37.2%	42.9%	39.0%	36.4%
Neither agree nor disagree	28.9%	27.3%	29.4%	33.1%	23.3%	29.2%	22.7%
Disagree	6.7%	4.0%	6.3%	8.8%	6.8%	6.7%	4.5%
Strongly disagree	0.7%	0.7%	0.0%	1.7%	0.8%	0.0%	0.0%
Strongly agree/agree	64%	68%	64%	56%	69%	64%	73%
Strongly disagree/ disagree	7%	5%	6%	10%	8%	7%	5%

Household waste collection, recycling and waste services

Respondents were asked to rate their satisfaction with waste and recycling services.

Q14 Scottish Borders Council provides a collection service for general household waste and recycling. Please let us know how satisfied you are with the following:

Kerbside collections

The majority of respondents are satisfied with the kerbside waste and recycling collections. Respondents in the Tweeddale area are most satisfied (87%) whilst respondents in the Teviot & Liddesdale area showed the greatest level of dissatisfaction (21%).

Q14. Your kerbside waste and recycling collection services overall							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	904	151	160	242	135	194	22
Very satisfied	30.9%	25.8%	32.5%	32.6%	30.4%	32.5%	22.7%
Fairly satisfied	52.5%	59.6%	52.5%	49.2%	47.4%	54.6%	54.5%
Fairly dissatisfied	10.3%	9.3%	7.5%	12.0%	13.3%	8.2%	18.2%
Very dissatisfied	5.5%	4.0%	6.3%	5.4%	8.1%	4.6%	4.5%
No opinion	0.4%	0.0%	0.6%	0.8%	0.7%	0.0%	0.0%
Do not use	0.3%	1.3%	0.6%	0.0%	0.0%	0.0%	0.0%
Very satisfied/fairly satisfied	83%	85%	85%	82%	78%	87%	77%
Very dissatisfied/fairly dissatisfied	16%	13%	14%	17%	21%	13%	23%

Community Recycling Centres

Respondents in the Cheviot area are most satisfied (88%) with the services at the Community Recycling Centres. The most dissatisfied are respondents in Berwickshire (17%).

Q14. The service offered at the Community Recycling Centres							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	901	150	160	242	133	194	22
Very satisfied	43.7%	34.7%	47.5%	41.7%	38.3%	54.6%	36.4%
Fairly satisfied	40.0%	40.0%	40.0%	44.2%	45.9%	29.9%	45.5%
Fairly dissatisfied	5.9%	12.0%	1.3%	4.1%	6.0%	6.2%	13.6%
Very dissatisfied	4.0%	4.7%	6.3%	2.5%	6.8%	2.1%	0.0%
No opinion	2.7%	4.0%	1.9%	3.3%	0.8%	2.6%	4.5%
Do not use	3.8%	4.7%	3.1%	4.1%	2.3%	4.6%	0.0%
Very satisfied/fairly satisfied	84%	75%	88%	86%	84%	85%	82%
Very dissatisfied/fairly dissatisfied	10%	17%	8%	7%	13%	8%	14%

Bring sites

Respondents are generally satisfied with the recycling bring sites (72%). The most dissatisfied are in the Teviot & Liddesdale area (19%).

Q13. The recycling bring site (glass and textiles) that are situated across the Borders?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	148	160	242	134	194	21
Very satisfied	23.6%	22.3%	27.5%	19.8%	23.9%	24.7%	33.3%
Fairly satisfied	48.8%	43.2%	47.5%	54.5%	45.5%	50.0%	42.9%
Fairly dissatisfied	11.0%	12.8%	8.1%	9.1%	14.2%	11.9%	14.3%
Very dissatisfied	4.9%	4.7%	5.6%	5.0%	4.5%	4.6%	4.8%
No opinion	5.0%	5.4%	4.4%	6.2%	5.2%	4.1%	0.0%
Do not use	6.7%	11.5%	6.9%	5.4%	6.7%	4.6%	4.8%
Very satisfied/fairly satisfied	72%	66%	75%	74%	69%	75%	76%
Very dissatisfied/fairly dissatisfied	16%	18%	14%	14%	19%	16%	19%

Bulky waste collection

42.8% of respondents said that they do not use the bulky waste collection service. 68% of those that do use the service said that they are satisfied.

Q14. Bulky waste item collection service							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	902	151	160	242	133	194	22
Very satisfied	7.1%	8.6%	5.0%	7.0%	4.5%	10.3%	0.0%
Fairly satisfied	18.5%	11.3%	21.9%	15.3%	21.1%	24.2%	13.6%
Fairly dissatisfied	5.9%	4.6%	4.4%	6.2%	6.8%	5.2%	22.7%
Very dissatisfied	6.0%	4.0%	6.9%	7.0%	9.0%	4.1%	0.0%
No opinion	19.7%	23.2%	20.0%	16.9%	16.5%	21.6%	27.3%
Do not use	42.8%	48.3%	41.9%	47.5%	42.1%	34.5%	36.4%
Very satisfied/fairly satisfied	26%	20%	27%	22%	26%	35%	14%
Very dissatisfied/fairly dissatisfied	12%	9%	11%	13%	16%	9%	23%

Council communications

Satisfaction with council communications, guidance and information about waste and recycling services (e.g. the website and SBConnect magazine) is highest in the Teviot & Liddesdale area (68%); satisfaction overall is 63%.

Dissatisfaction is highest in the Tweeddale area (22%) and lowest in the Cheviot area (17%).

Q14. Council Communications, guidance and information you receive about waste and recycling services							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	895	149	159	242	130	193	22
Very satisfied	13.3%	15.4%	14.5%	12.0%	16.9%	10.4%	9.1%
Fairly satisfied	49.9%	46.3%	50.3%	50.0%	50.8%	52.8%	40.9%
Fairly dissatisfied	15.5%	14.8%	12.6%	14.9%	15.4%	19.2%	18.2%
Very dissatisfied	4.1%	6.7%	4.4%	4.1%	3.1%	2.6%	4.5%
No opinion	13.0%	13.4%	13.2%	13.2%	10.0%	12.4%	27.3%
Do not use	4.1%	3.4%	5.0%	5.8%	3.8%	2.6%	0.0%
Very satisfied/fairly satisfied	63%	62%	65%	62%	68%	63%	50%
Very dissatisfied/fairly dissatisfied	20%	21%	17%	19%	18%	22%	23%

Respondents were asked to make comments regarding household waste collections, recycling or waste services. Comments can be categorised as follows:

Green waste collections

- Reinststate service
- Make small charge to subsidise service
- Resulted in long queues at Community Recycling Centres
- Collect and sell as compost to community

Waste collections

- Collections missed
- Collections not often enough
- Collect on same day as recycling?

Community Recycling Centres

- Don't close one day a week
- Need CRCs open early mornings/evenings
- Staff really helpful
- Staff have poor attitude
- Need CRC or community recycling facility in Jedburgh/all towns
- Need paper/cardboard recycling facility
- Lack flexibility
- Should be able to take stuff away – upcycling
- Longer opening hours during summer

Food waste collections

- Roll out across the Borders

Recycling collections

- Need glass collection

- Need bigger bins
- Need textile collection
- Collect bins weekly
- Collect bags alongside bins

Education

- Need sticker on bins listing what can be recycled
- Need information about what happens to waste and recycling
- Unclear why somethings aren't recycled e.g. black plastic
- Need educating re textile collections – what can/can't be taken

Bring sites

- Messy – broken glass
- Need more across the area
- Need emptying more frequently
-

Collection bins

- Get stolen
- Bags should be used in areas where bins have to be kept in the street
- Left all over the street following collection
- Communal bins at flats not big enough

General

- Litter picks need SBC support
- Zero rates form commercial organisations would stop fly tipping

A total of 632 comments were made regarding the waste and recycling service provided by Scottish Borders Council, of these 179 (28%) mentioned a green waste collection. The majority of the 179 comments called for a reinstatement of the service which had ceased in 2014.

Local Services

Local services provided by Scottish Borders Council

Respondents were asked to rate their satisfaction with seven services that are provided by the Council.

Maintenance of local area

60% of respondents overall are satisfied with the cleaning and maintenance of the area in which they live; 35% said they are dissatisfied.

Respondents in the Tweeddale area are most satisfied (69%). The gap between those that are satisfied and those that are dissatisfied is smallest in the Teviot & Liddesdale area where 50% of respondents said they are satisfied and 45% said they are dissatisfied.

Q16. The cleaning and maintenance of the area in which you live

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	898	150	159	239	134	194	22
Very satisfied	7.1%	2.0%	8.8%	8.8%	8.2%	7.2%	4.5%
Fairly satisfied	53.1%	58.7%	49.7%	51.0%	41.8%	61.3%	59.1%
Fairly dissatisfied	20.8%	22.7%	20.1%	23.0%	22.4%	17.0%	13.6%
Very dissatisfied	14.1%	12.0%	17.6%	13.0%	22.4%	8.2%	18.2%
Don't know/Don't use	4.8%	4.7%	3.8%	4.2%	5.2%	6.2%	4.5%
Very satisfied/ fairly satisfied	60%	61%	58%	60%	50%	69%	64%
Very dissatisfied/ very dissatisfied	35%	35%	38%	36%	45%	25%	32%

Maintenance of churchyard or cemetery

Approximately one third of respondents said that they either don't know or don't use their local churchyard/cemetery when asked about their satisfaction with its maintenance. Of those that use their local churchyard or cemetery 38% are satisfied with the maintenance and 62% aren't.

Respondents in the Teviot & Liddesdale area are the most dissatisfied (60%).

Q16. Maintenance of your local churchyard or cemetery

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	898	148	158	241	134	195	22
Very satisfied	4.1%	2.0%	6.3%	3.7%	4.5%	4.6%	0.0%
Fairly satisfied	20.7%	23.6%	22.8%	22.0%	17.9%	19.5%	0.0%
Fairly dissatisfied	14.9%	14.2%	18.4%	11.6%	18.7%	13.8%	18.2%
Very dissatisfied	24.8%	25.0%	22.8%	15.8%	41.0%	24.1%	45.5%
Don't know/Don't use	35.4%	35.1%	29.7%	46.9%	17.9%	37.9%	36.4%
Very satisfied/ fairly satisfied	25%	26%	29%	26%	22%	24%	0%
Very dissatisfied/ very dissatisfied	40%	39%	41%	27%	60%	38%	64%

Repair to damaged roads

Levels of dissatisfaction with the speed of repair to damaged roads was high in all areas. Overall 85% of respondents are dissatisfied. In Area Partnership areas this ranges from 79% in Tweeddale to 93% in Teviot & Liddesdale.

Q16. Speed of repair to your damaged roads

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	149	160	242	132	194	22
Very satisfied	0.7%	0.0%	0.6%	1.2%	0.8%	0.5%	0.0%
Fairly satisfied	13.3%	10.1%	10.6%	16.9%	5.3%	18.6%	18.2%
Fairly dissatisfied	25.7%	26.8%	28.1%	27.3%	25.0%	23.2%	9.1%
Very dissatisfied	58.8%	61.7%	59.4%	52.9%	68.2%	55.7%	72.7%
Don't know/Don't use	1.4%	1.3%	1.3%	1.7%	0.8%	2.1%	0.0%
Very satisfied/ fairly satisfied	14%	10%	11%	18%	6%	19%	18%
Very dissatisfied/ very dissatisfied	85%	89%	88%	80%	93%	79%	82%

Maintenance of public conveniences

43% of respondents said that they either don't have an opinion or don't use the public conveniences. Of those that do use the public conveniences 38% said that they are satisfied with their maintenance.

Q16. Maintenance of your local public conveniences							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	887	144	158	239	131	193	22
Very satisfied	2.0%	1.4%	1.3%	1.3%	4.6%	2.6%	0.0%
Fairly satisfied	19.8%	15.3%	18.4%	19.7%	18.3%	26.9%	9.1%
Fairly dissatisfied	14.9%	12.5%	17.7%	14.6%	10.7%	16.1%	27.3%
Very dissatisfied	20.2%	21.5%	19.0%	16.7%	30.5%	17.6%	18.2%
Do not use	43.1%	49.3%	43.7%	47.7%	35.9%	36.8%	45.5%
Very satisfied/ fairly satisfied	22%	17%	20%	21%	23%	30%	9%
Very dissatisfied/ very dissatisfied	35%	34%	37%	31%	41%	34%	45%

Grass cutting

Satisfaction with grass cutting in parks, open spaces and sports areas is 40% overall. This ranges from 17% satisfaction in Teviot & Liddesdale to 60% satisfaction in Tweeddale.

Q16. Grass cutting in parks and open spaces and sport areas							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	900	151	158	241	134	194	22
Very satisfied	8.2%	6.0%	5.7%	10.8%	3.0%	12.4%	9.1%
Fairly satisfied	32.1%	28.5%	25.3%	38.2%	14.2%	47.4%	13.6%
Fairly dissatisfied	19.9%	20.5%	19.6%	21.2%	24.6%	13.9%	27.3%
Very dissatisfied	31.4%	34.4%	41.8%	20.7%	52.2%	18.6%	40.9%
Don't know/Don't use	8.3%	10.6%	7.6%	9.1%	6.0%	7.7%	9.1%
Very satisfied/ fairly satisfied	40%	34%	31%	49%	17%	60%	23%
Very dissatisfied/ very dissatisfied	51%	55%	61%	42%	77%	32%	68%

Parks and open spaces in general

53% of respondents overall said they are satisfied with parks and open spaces in general. Satisfaction is highest in the Tweeddale area at 53% but falls to 39% in the Teviot & Liddesdale area. Dissatisfaction is also highest in the Teviot & Liddesdale area at 56%.

Q16. Parks and open spaces in general							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	150	158	242	133	194	22
Very satisfied	10.1%	6.0%	8.2%	12.8%	7.5%	13.9%	4.5%
Fairly satisfied	43.2%	41.3%	36.7%	50.0%	31.6%	51.0%	27.3%
Fairly dissatisfied	19.8%	18.0%	20.3%	19.4%	24.1%	17.0%	31.8%
Very dissatisfied	19.4%	22.7%	28.5%	11.2%	31.6%	9.8%	31.8%
Don't know/Don't use	7.6%	12.0%	6.3%	6.6%	5.3%	8.2%	4.5%
Very satisfied/ fairly satisfied	53%	47%	45%	63%	39%	65%	32%
Very dissatisfied/ very dissatisfied	39%	41%	49%	31%	56%	27%	64%

Local schools

Approximately 40% of respondents either don't use the schools or don't have an opinion. Of those that gave an opinion 73% said that they are satisfied.

Q16. Local schools							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	891	147	155	240	133	194	22
Very satisfied	12.3%	10.9%	14.2%	14.6%	11.3%	9.8%	13.6%
Fairly satisfied	31.5%	25.9%	35.5%	33.3%	27.8%	34.5%	18.2%
Fairly dissatisfied	8.9%	10.9%	7.1%	9.6%	6.8%	7.2%	27.3%
Very dissatisfied	7.6%	6.1%	4.5%	4.2%	15.8%	9.3%	13.6%
Don't know/Don't use	39.6%	46.3%	38.7%	38.3%	38.3%	39.2%	27.3%
Very satisfied/ fairly satisfied	44%	37%	50%	48%	39%	44%	32%
Very dissatisfied/ very dissatisfied	16%	17%	12%	14%	23%	16%	41%

Satisfaction, of those that gave an opinion about local schools, varies as follows:

Berwickshire	68% satisfaction
Cheviot	81% satisfaction
Eildon	78% satisfaction
Teviot & Liddesdale	63% satisfaction
Tweeddale	73% satisfaction

Local services managed by Live Borders

Management of culture services was transferred to Live Borders (the Culture and Leisure Trust) in April 2016). Respondents were asked to rate their satisfaction of these and sport and leisure facilities.

Q 17. How satisfied are you with the following services which are managed by Live Borders on behalf of the Council?

Sports & leisure facilities

Overall 49% of respondents said that they are satisfied with sports and leisure facilities. Of those that gave an opinion 77% said they are satisfied and 23% are dissatisfied.

Q17. Sports & leisure facilities							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	898	151	160	240	132	194	21
Very satisfied	10.5%	8.6%	11.3%	10.8%	14.4%	8.8%	4.8%
Fairly satisfied	39.0%	37.7%	39.4%	40.0%	35.6%	40.7%	38.1%
Fairly dissatisfied	8.6%	5.3%	7.5%	10.4%	9.1%	8.8%	14.3%
Very dissatisfied	6.3%	5.3%	4.4%	8.8%	6.8%	6.2%	0.0%
No opinion/do not use	35.6%	43.0%	37.5%	30.0%	34.1%	35.6%	42.9%
Very satisfied/ fairly satisfied	49%	46%	51%	51%	50%	49%	43%
Very dissatisfied/ very dissatisfied	15%	11%	12%	19%	16%	15%	14%

Libraries

Approximately 38% of respondents overall said they have no opinion or don't use the libraries. Of those that gave an opinion 86% said they are satisfied.

Q17. Libraries							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	903	151	160	241	135	194	22
Very satisfied	16.7%	15.2%	11.9%	12.4%	28.1%	18.0%	27.3%
Fairly satisfied	36.7%	42.4%	38.1%	38.2%	30.4%	34.5%	27.3%
Fairly dissatisfied	6.3%	5.3%	8.1%	5.0%	8.1%	6.2%	4.5%
Very dissatisfied	2.5%	2.0%	1.3%	3.3%	2.2%	3.6%	0.0%
No opinion/do not use	37.8%	35.1%	40.6%	41.1%	31.1%	37.6%	40.9%
Very satisfied/ fairly satisfied	53%	58%	50%	51%	59%	53%	55%
Very dissatisfied/ very dissatisfied	9%	7%	9%	8%	10%	10%	5%

Museums & galleries

45% of users overall said that they do not use museums and galleries or have no opinion. Calculating satisfaction levels of those that did give an opinion increases the level of satisfaction to 87%.

Q17. Museums & galleries							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	151	159	240	132	194	20
Very satisfied	12.5%	7.3%	10.1%	10.0%	22.0%	13.9%	25.0%
Fairly satisfied	35.0%	31.8%	34.0%	34.6%	38.6%	37.1%	30.0%
Fairly dissatisfied	5.0%	5.3%	5.7%	5.4%	8.3%	2.1%	0.0%
Very dissatisfied	2.2%	2.6%	1.9%	2.5%	2.3%	2.1%	0.0%
No opinion/do not use	45.2%	53.0%	48.4%	47.5%	28.8%	44.8%	45.0%
Very satisfied/ fairly satisfied	48%	39%	44%	45%	61%	51%	55%
Very dissatisfied/ very dissatisfied	7%	8%	8%	8%	11%	4%	0%

Theatres or concert halls

In excess of 50% of respondents said that they do not use theatres or concert halls or have no opinion. Of those that did give an opinion 81% said that they are satisfied.

Q17. Theatres or concert halls							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	150	159	241	132	192	22
Very satisfied	9.0%	2.7%	8.8%	5.8%	16.7%	13.0%	9.1%
Fairly satisfied	29.0%	19.3%	30.8%	32.0%	30.3%	30.7%	27.3%
Fairly dissatisfied	6.3%	5.3%	8.8%	7.9%	4.5%	4.2%	4.5%
Very dissatisfied	2.8%	2.7%	1.3%	3.7%	3.0%	3.1%	0.0%
No opinion/do not use	52.9%	70.0%	50.3%	50.6%	45.5%	49.0%	59.1%
Very satisfied/ fairly satisfied	38%	22%	40%	38%	47%	44%	36%
Very dissatisfied/ very dissatisfied	9%	8%	10%	12%	8%	7%	5%

Community centres

Satisfaction overall with community centres is 43%. However, this figure includes those that either do not have an opinion or do not use community centres. Overall satisfaction among those that gave an opinion is 82%.

Q17. Community centres							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	894	151	159	240	130	193	21
Very satisfied	8.4%	5.3%	6.9%	7.1%	13.8%	9.8%	9.5%
Fairly satisfied	35.0%	37.7%	32.7%	37.1%	30.0%	36.8%	23.8%
Fairly dissatisfied	6.3%	6.6%	6.3%	5.0%	6.9%	7.8%	0.0%
Very dissatisfied	3.5%	2.6%	3.1%	4.6%	3.8%	2.6%	4.8%
No opinion/do not use	46.9%	47.7%	50.9%	46.3%	45.4%	43.0%	61.9%
Very satisfied/ fairly satisfied	43%	43%	40%	44%	44%	47%	33%
Very dissatisfied/ very dissatisfied	10%	9%	9%	10%	11%	10%	5%

Community Payback

Respondents were given a definition of Community Payback and asked to comment about their awareness that the service provides.

53% of respondents said they have heard of Community Payback orders while 47% have not.

Q18. Are you aware of the service provided by Community Payback?	
Base	899
Yes	53%
No	47%

Of those that expressed an opinion 39% thought that Community Payback work has made a difference in the last year.

Satisfaction with Scottish Borders Council

Overall 55% of respondents rated Scottish Borders Council as excellent or good. 41% rated the Council as very poor or poor and 4.8% didn't express an opinion.

63% of respondents in the Eildon area rated the Council as excellent or good while this fell to 43% in the Teviot & Liddesdale area.

Q20. Based on your experience, how would you rate Scottish Borders Council overall?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	894	150	157	239	132	195	21
Excellent	3.9%	2.7%	4.5%	4.6%	4.5%	3.6%	0.0%
Good	50.7%	57.3%	49.7%	58.6%	38.6%	46.7%	33.3%
Poor	30.6%	28.7%	29.3%	25.9%	41.7%	31.3%	33.3%
Very poor	10.0%	8.0%	11.5%	6.3%	12.9%	10.8%	28.6%
Don't know	4.8%	3.3%	5.1%	4.6%	2.3%	7.7%	4.8%
Excellent / good	55%	60%	54%	63%	43%	50%	33%
Very poor / poor	41%	37%	41%	32%	55%	42%	62%

Involvement in local decision making

Satisfaction with participation opportunities

Respondents were asked to rate their satisfaction with the opportunities, provided by the council, for participating in the local decision making process.

33% of respondents overall said they are satisfied with the opportunities for participation, however 42% said that they aren't. Of those that expressed an opinion 44% said they are satisfied with the opportunities while 56% said that they aren't.

Respondents in Cheviot and Eildon are most satisfied while respondents in the Berwickshire area are most dissatisfied.

21. How satisfied are you with the opportunities for participation in the local decision making process?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	894	146	159	239	135	193	22
Very satisfied	3%	2%	4%	1%	5%	3%	5%
Fairly satisfied	30%	28%	33%	35%	27%	28%	9%
Fairly dissatisfied	28%	29%	22%	26%	27%	31%	50%
Very dissatisfied	14%	17%	13%	11%	16%	15%	18%
Don't know	25%	23%	29%	26%	24%	24%	18%
Very satisfied / fairly satisfied	33%	30%	36%	36%	33%	31%	14%
Very dissatisfied / fairly dissatisfied	42%	47%	35%	37%	43%	45%	68%

Participation opportunities undertaken

Respondents were asked to indicate whether they had taken part in a number of decision making processes over the last year.

Scottish Borders Council meetings

20% of respondents said that they have attended a public meeting of the Council with the highest positive response in the Teviot & Liddesdale area.

22. In the last year have you....attended a public meeting of Scottish Borders Council?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	893	149	159	239	132	193	21
Yes	20%	16%	19%	22%	23%	19%	10%
No	80%	84%	81%	78%	77%	81%	90%

Community council meetings

Of those that responded, 30% said they have attended a community council meeting. Those in the Berwickshire and Tweeddale areas (both 35%) are most likely to have attended a meeting.

22. In the last year have you....attended a community council meeting?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	150	159	239	132	194	22
Yes	30%	35%	33%	23%	31%	35%	23%
No	70%	65%	67%	77%	69%	65%	77%

Consultations and surveys

The response was evenly split when respondents were asked whether they have taken part in a council consultation or survey. Those in the Eildon area are most likely to have taken part (56%) while those in the Cheviot area least likely (58%)

22. In the last year have you....taken part in a council consultation or survey (not including this one)?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	148	160	239	133	194	22
Yes	50%	44%	42%	56%	44%	55%	64%
No	50%	56%	58%	44%	56%	45%	36%

Councillor contact

63% of respondents in the Teviot & Liddesdale area said they have contacted a local councillor compared to 34 % in the Eildon area and 42% overall.

22. In the last year have you....contacted a local Councillor?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	900	149	160	240	134	195	22
Yes	42%	42%	36%	34%	63%	40%	41%
No	58%	58%	64%	66%	37%	60%	59%

Planning applications

75% of those that responded said they haven't responded to a planning application. However, 36% of respondents in the Tweeddale said that they have.

22. In the last year have you....responded to a planning application?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	150	159	241	132	195	22
Yes	25%	25%	23%	17%	23%	36%	27%
No	75%	75%	77%	83%	77%	64%	73%

Localities Bid Fund

Those saying that they had and those that said they hadn't voted for a project in the Localities Bid Fund was evenly split (49% - yes and 51% - no). Respondents in the Tweeddale area were most likely (57%) and those in the Cheviot area least likely (62%).

22. In the last year have you....voted for a project in the Localities Bid Fund?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	897	148	159	240	134	195	21
Yes	49%	47%	38%	49%	54%	57%	62%
No	51%	53%	62%	51%	46%	43%	38%

Your life in the Borders

Quality of life

The majority of people that responded to the survey rate their quality of life in the Scottish Borders as either very or fairly good. Overall 93% of respondents think their quality of life is very or fairly good; the highest level is in Berwickshire (95%).

The largest proportion of those that said their quality of life is very or fairly poor were in the Eildon and Teviot & Liddesdale areas (both 7%).

23. How would you rate your quality of life in the Scottish Borders							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	149	159	240	134	195	22
Very good	44.4%	45.0%	45.3%	43.3%	42.5%	46.7%	36.4%
Fairly good	49.1%	49.7%	49.1%	49.2%	48.5%	47.2%	63.6%
Fairly poor	4.6%	4.0%	4.4%	4.6%	6.0%	4.6%	0.0%
Very poor	1.1%	0.7%	0.6%	2.1%	1.5%	0.5%	0.0%
Don't know / Prefer not to say	0.9%	0.7%	0.6%	0.8%	1.5%	1.0%	0.0%
Very/fairly good	93%	95%	94%	93%	91%	94%	100%
Very/fairly poor	6%	5%	5%	7%	7%	5%	0%

Volunteering

59% of those that responded said that they are involved in voluntary work, this may include supporting Parent Councils, sport club committees or helping a neighbour with shopping.

Levels of volunteering are highest in the Tweeddale area (67%) and lowest in the Cheviot area (51%).

24. Are you involved in any voluntary work?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	894	149	159	235	134	195	22
Yes	59%	62%	51%	58%	56%	67%	64%
No	41%	38%	49%	42%	44%	33%	36%

546 respondents commented when asked how people played their part in their local community, responses covered:

- Part of local resilience group
- Help neighbours, inc shopping, clearing snow
- Member of community council
- Member/trustee of local group inc village hall committee
- Attend local events
- Volunteer at BGH
- Keep local area tidy inc picking up litter/dog poo
- Pay council tax
- Member of Parent Council
- Maintain local area – grass cutting/planting
- Respond to local surveys/consultations
- Charity shop volunteer
- Volunteer with local sports club
- Volunteer with Scouts/Guides etc.
- Shop local

Your wellbeing

Health

When asked to rate their health the majority of respondents in all areas said that their health is very good or good. Respondents in the Tweeddale area had the highest proportion of respondents saying that they are in good health (75%).

Q26. How is your health in general?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	149	159	239	135	195	22
Very good	32.0%	29.5%	28.9%	36.8%	23.7%	34.4%	50.0%
Good	40.3%	41.6%	44.7%	37.2%	40.0%	41.0%	27.3%
Fair	22.0%	22.8%	20.8%	20.9%	28.9%	20.0%	13.6%
Bad	4.2%	6.0%	3.8%	2.9%	5.9%	3.6%	4.5%
Very bad	0.7%	0.0%	1.9%	1.3%	0.0%	0.0%	0.0%
Prefer not to say	0.8%	0.0%	0.0%	0.8%	1.5%	1.0%	4.5%
Very good/good	72%	71%	74%	74%	64%	75%	77%
Very bad/bad	5%	6%	6%	4%	6%	4%	5%

Exercise

Less than 5% of respondents overall said that they never take part in moderate physical exercise for a period of 30 minutes. Over half of those that responded said that they took part in exercise more than 3 times a week.

Respondents in the Teviot & Liddesdale area showed the highest level of exercise with 44% of respondents saying that they exercised daily.

Q27. How often do you take part in a 30 minute period of moderate physical exercise that raises your heart rate?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	897	149	156	240	135	195	22
Daily	31%	34%	29%	23%	44%	32%	32%
4-6 times a week	20%	21%	17%	24%	11%	21%	27%
2-3 times a week	27%	26%	34%	28%	19%	28%	27%
Once a week	9%	8%	8%	11%	9%	9%	5%
Less than once a week	8%	9%	7%	8%	11%	7%	9%
Never	4%	3%	4%	6%	7%	3%	0%

Feelings of loneliness or isolation

When asked if they ever feel lonely or isolated approximately a third of respondents overall said that they do. This ranges from 'feeling lonely or isolated often' to 'having such feelings at certain times of the year'.

Q28. Do you ever feel lonely or isolated?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	148	158	239	134	195	22
Hardly ever or never	61.6%	64.9%	60.8%	63.6%	56.7%	60.5%	63.6%
Yes, some of the time	22.8%	20.9%	25.3%	23.0%	23.9%	21.5%	18.2%
Yes, often	6.8%	6.1%	5.1%	8.8%	6.7%	7.2%	0.0%
Yes, at certain times of the year	3.2%	2.7%	4.4%	0.8%	3.7%	5.6%	0.0%
Prefer not to say	5.6%	5.4%	4.4%	3.8%	9.0%	5.1%	18.2%
Yes	33%	30%	35%	33%	34%	34%	18%

Healthy lifestyles

Service awareness

Respondents were asked about their awareness of services available that help the people of the Scottish Borders to live healthy lives.

The named service that most are aware of is the smoking cessation service available at local pharmacies. The service that fewest respondents have heard of is the Lifestyle Advisor Support Service with regard to exercise/physical activity.

Q29. You can get information, help and advice about healthy lifestyles from a number of services other than just your GP/doctor. Please let us know which of the following services you have heard of.

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
DIET/HEALTHY EATING							
Lifestyle Advisor							
Yes	38%	33%	45%	44%	50%	19%	59%
No	58%	58%	51%	53%	50%	77%	41%
Heard of another service	3%	5%	2%	3%	1%	2%	0%
DRUGS AND/OR ALCOHOL							
Addaction							
Yes	46%	35%	47%	57%	52%	35%	45%
No	49%	56%	50%	40%	43%	58%	50%
Heard of another service	3%	3%	3%	2%	3%	6%	0%
Borders Addiction Services							
Yes	46%	37%	49%	59%	46%	34%	50%
No	49%	56%	47%	39%	43%	61%	50%
Heard of another service	2%	1%	1%	2%	4%	4%	0%
SMOKING							
Pharmacy							
Yes	71%	62%	76%	76%	77%	62%	73%
No	25%	30%	24%	21%	18%	33%	23%
Heard of another service	3%	3%	1%	2%	3%	4%	5%
Quit Your Way							
Yes	35%	30%	39%	40%	42%	23%	36%
No	57%	54%	55%	55%	46%	72%	50%
Heard of another service	4%	6%	3%	5%	1%	4%	9%
EXERCISE/PHYSICAL ACTIVITY							
Lifestyle Advisor Support Service							
Yes	35%	30%	44%	38%	45%	19%	45%
No	62%	64%	54%	60%	52%	76%	55%
Heard of another service	2%	1%	1%	1%	1%	4%	0%

Other services that respondents had heard of included:

Diet/healthy eating

- Community dietitian
- Desmond project (diabetes)
- NHS dietitian

Drugs and/or alcohol

- Alcoholic Anonymous
- Reiver Project
- Serendipity Recovery Café
- face2face

Smoking

- GP

Exercise/physical activity

- Walk It
- Pilates in local fitness centre
- Living Streets

People also mentioned support services they had heard of for other issues, these include:

- Ability Borders
- Breastfeeding Peer Support
- One Step Borders
- Borderline
- Penumbra
- New Horizons
- Borders Carers Centre
- BIAS
- Community Capacity Team
- Adult/child protection
- Alzheimer Scotland

Your access to services

Respondents were asked whether access to things, including work and services is an issue for them.

The results below represent the total responses, including those where no access issues are experienced and therefore will not total 100%.

Public transport

Where people live is the most frequent reason given by those that said they have a problem accessing public transport (28%). Respondents in Berwickshire and Teviot & Liddesdale (both 36%) experience this the most.

Public transport	Overall	Berwickshire	Cheviot	Eildon	Teviot +		Not known
					Liddesdale	Tweeddale	
I have no problems accessing this	61%	51%	52%	70%	57%	66%	68%
Yes, due to where I live	28%	36%	34%	19%	36%	23%	27%
Yes, due to a disability	4%	6%	6%	4%	4%	3%	0%
Yes, due to a sensory impairment	0%	1%	0%	0%	0%	1%	0%
Yes, due to a language barrier	0%	0%	0%	0%	0%	0%	0%
Yes, due to cost	6%	4%	9%	5%	4%	8%	5%
Yes, due to another reason	4%	3%	4%	5%	2%	4%	0%

Leisure activities

Where people live is the most frequent reason why people have issues accessing leisure services. This is highest in the Berwickshire and Tweeddale areas (22%).

Leisure activities	Overall	Berwickshire	Cheviot	Eildon	Teviot +		Not known
					Liddesdale	Tweeddale	
I have no problems accessing this	66%	59%	64%	70%	73%	62%	68%
Yes, due to where I live	18%	22%	16%	14%	18%	22%	18%
Yes, due to a disability	4%	7%	4%	5%	2%	2%	0%
Yes, due to a sensory impairment	0%	1%	1%	0%	0%	1%	0%
Yes, due to a language barrier	0%	0%	0%	0%	0%	0%	0%
Yes, due to cost	8%	5%	11%	9%	5%	10%	9%
Yes, due to another reason	3%	1%	4%	4%	1%	3%	0%

Work

66% of survey respondents said that they had no problems accessing work. 7% said that accessing work was an issue due to where they live.

Work							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
I have no problems accessing this	66%	60%	62%	76%	60%	68%	68%
Yes, due to where I live	7%	7%	6%	5%	9%	10%	9%
Yes, due to a disability	3%	1%	4%	3%	4%	3%	0%
Yes, due to a sensory impairment	0%	1%	0%	0%	0%	1%	0%
Yes, due to a language barrier	0%	0%	0%	0%	0%	0%	0%
Yes, due to cost	1%	1%	2%	0%	1%	2%	0%
Yes, due to another reason	5%	3%	8%	4%	4%	4%	9%

Education

Overall, 64% of respondents said they have no problems accessing education. 10% of respondents in Berwickshire said they have issues accessing education because of where they live.

Education							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
I have no problems accessing this	64%	54%	62%	71%	61%	66%	64%
Yes, due to where I live	8%	10%	8%	5%	9%	11%	5%
Yes, due to a disability	1%	0%	1%	2%	1%	2%	0%
Yes, due to a sensory impairment	0%	1%	0%	0%	0%	0%	0%
Yes, due to a language barrier	0%	0%	0%	0%	0%	0%	0%
Yes, due to cost	3%	3%	4%	5%	2%	3%	0%
Yes, due to another reason	4%	3%	6%	2%	4%	4%	9%

Health services

Access to health services is the area where most people said they have no access issues (80%). Of those that do 9% said it was due to where they live, 2% due to a disability and 5% cited another reason.

Health services							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
I have no problems accessing this	80%	73%	83%	86%	78%	79%	73%
Yes, due to where I live	9%	11%	8%	5%	14%	7%	14%
Yes, due to a disability	2%	4%	1%	2%	1%	2%	0%
Yes, due to a sensory impairment	0%	1%	0%	0%	0%	0%	0%
Yes, due to a language barrier	0%	0%	0%	0%	0%	0%	0%
Yes, due to cost	0%	0%	1%	1%	1%	0%	0%
Yes, due to another reason	5%	5%	4%	4%	3%	9%	5%

Other access issues

2% of survey respondents said they had issues accessing other services as a result of where they lived.

Other	Other						
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
I have no problems accessing this	21%	18%	19%	21%	21%	25%	14%
Yes, due to where I live	2%	3%	3%	1%	2%	3%	5%
Yes, due to a disability	0%	1%	0%	0%	0%	1%	0%
Yes, due to a sensory impairment	0%	1%	0%	0%	0%	1%	0%
Yes, due to a language barrier	0%	0%	0%	0%	0%	0%	0%
Yes, due to cost	0%	1%	1%	0%	0%	1%	5%
Yes, due to another reason	1%	0%	1%	0%	0%	2%	0%

35 respondents commented about other services they have issues accessing, these include:

- Living near English border – problems accessing services in Scotland which would be easier/more convenient to access in England
- DWP
- Out of town venues
- Jobs
- Shopping/banking
- SBC departments
- Leisure activities
- Transport comments – service times, lack of services
- Health service comments – support services, GP appointments, BGH.

221 respondents made general comments about accessibility. The largest number of comments were about transport. Comments can be summarised as follows:

Transport

- More bus routes required
- Buses not frequent enough
- Public transport too expensive
- Bus and train timetables need to be aligned
- Private transport needed in order to access services

Other comments can be summarised as follows:

Leisure

- Longer opening hours needed
- Too expensive

Health

- Difficult to get same day appointments with GP
- Lack of GPs

Services (general)

- Becoming harder to access banking facilities

The internet/web

The next set of questions gather information about respondents' use of the internet and the reasons they may have for not using it.

Of the 905 surveys returned 800 were completed online and 105 were completed on paper. This should be borne in mind when reviewing the results for internet use

Use of the internet

98% of respondents overall said that they use the internet. Of those that completed a paper survey 80% said that they use the internet.

Q34. Do you use the internet/web?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Base	905	151	160	242	135	195	22
Yes	98%	97%	98%	99%	93%	98%	100%
No	2%	3%	2%	1%	7%	2%	0%

When analysed by age it can be seen that internet use remains consistently very high until over the age of 75 when it drops to 79%.

Q34. Do you use the internet/web?			
Analysis by age	Overall	Yes	No
Base	842	822	20
Under 30	42	100%	0%
30 to 44	177	99%	1%
45 to 59	288	99%	1%
60 to 74	278	98%	2%
75 and older	57	79%	21%

Non-use of the internet

Reasons respondents gave as to why they don't use the internet are:

- Don't need/want to use the internet
- Don't have the skills/confidence
- Cost
- Poor broadband speed
- Don't trust the internet

Location of internet use

99% of respondents overall use the internet at home and 47% use the internet at work. Only 1% of respondents said they use the internet in a community centre and 4% said they use the internet in a library.

60% of Eildon respondents said that they use the internet at work – this was the highest proportion for use of the internet at work.

Other locations included:

- Borders College
- Public transport, including Borders Railway
- Everywhere
- Wi-Fi hot spots including in the car
- Pub
- School

Q35. Please tell us where you use the internet. Please tick all that apply.							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Home	99%	99%	99%	100%	98%	99%	95%
Work	47%	40%	44%	60%	37%	43%	64%
Library	4%	5%	4%	3%	5%	6%	5%
Community Centre	1%	3%	1%	1%	1%	0%	0%
Local café	6%	3%	4%	8%	6%	8%	5%
Other	5%	5%	4%	7%	6%	4%	14%

Respondents were asked to tick all that applied, therefore percentages will not total 100.

Type of access

The vast majority of those that use the internet do so via a home Wi-Fi connection (98%). This was consistent across all areas. The type of access used falls to 24% in relation to free Wi-Fi connections.

58% of respondents used a 3G/4G data connection. Use of data connection was highest in Eildon (64%) and lowest in Berwickshire (47%).

Q36. What type of access do you use? Please tick all that apply.							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Home Wi-Fi	98%	98%	99%	99%	98%	97%	100%
Work Wi-Fi	38%	31%	34%	49%	33%	34%	41%
Free Wi-Fi	24%	18%	22%	28%	21%	27%	18%
3G/4G	58%	47%	62%	64%	51%	61%	59%
Don't know	1%	3%	0%	1%	2%	1%	0%

Respondents were asked to tick all that applied, therefore percentages will not total 100.

Wi-Fi connection speed

Respondents are generally satisfied with their internet speed at home (64%). The highest level of satisfaction is in the Eildon area (70%) and lowest in the Teviot & Liddesdale area (57%).

Q37. If you use and/or have home Wi-Fi how satisfied are you with the internet speed that you receive?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Base	879	147	157	237	125	191	22
Very satisfied	16.5%	17.0%	15.3%	19.2%	11.1%	17.7%	13.6%
Fairly satisfied	47.9%	48.3%	45.2%	51.0%	46.0%	48.4%	36.4%
Fairly dissatisfied	17.3%	16.3%	19.1%	15.1%	23.0%	14.1%	31.8%
Very dissatisfied	16.6%	17.0%	20.4%	13.0%	16.7%	17.7%	18.2%
Don't know	0.5%	0.7%	0.0%	0.4%	0.8%	0.5%	0.0%
Don't use/have home Wi-Fi	0.7%	0.7%	0.0%	0.4%	1.6%	1.0%	0.0%
Very/fairly satisfied	64%	65%	61%	70%	57%	66%	50%
Very/fairly dissatisfied	34%	33%	39%	28%	40%	32%	50%

Devices

The device that the majority of respondents said they use to access the internet is their own mobile device, this include laptops, smart phones and tablets. The next most frequently used device is a fixed device at home, including computer, gaming machine and smart TV.

Other devices are:

- Borders College
- Tablet (3G/4G)
- Charity computers
- Hive heating
- Apple TV

Q38. What devices do you use to access the internet/web (including email)? Please tick all that apply.

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Own mobile device	95%	95%	94%	97%	94%	94%	95%
Own home fixed device	60%	61%	60%	61%	52%	61%	68%
Computer at library or community centre	4%	5%	4%	4%	3%	3%	5%
Work mobile device	28%	22%	23%	36%	23%	28%	36%
Work fixed device	27%	29%	19%	33%	19%	26%	45%
Other	1%	1%	1%	1%	1%	1%	0%

Respondents were asked to tick all that applied, therefore percentages will not total 100.

Reasons for use

The most popular reason for using the internet is to send/receive emails (97%), the next most popular is shopping (87%) followed by general browsing (85%).

Online banking and social media were both used by 84% of respondents.

Q.39 What do you use the internet/web for? Please tick all that apply.

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Email	97%	99%	97%	97%	95%	98%	91%
Social Media	84%	76%	83%	89%	87%	82%	86%
Games e.g. Candy Crush, Call of Duty	30%	23%	33%	33%	34%	27%	18%
Online banking	84%	83%	83%	89%	77%	85%	77%
Smart home e.g. smart home, Alexa	17%	18%	18%	18%	10%	21%	14%
Shopping e.g. Amazon, Ebay, Tesco, Next	87%	89%	85%	90%	80%	90%	77%
TV	64%	64%	59%	66%	63%	65%	68%
News	66%	63%	62%	65%	67%	69%	68%
Browsing	85%	83%	82%	85%	85%	90%	82%
Booking/checking facilities	78%	74%	79%	80%	74%	80%	73%
Other	5%	4%	7%	5%	6%	6%	0%

Respondents were asked to tick all that applied, therefore percentages will not total 100.

Other reasons for using the internet/web included:

- Education
- Creating/maintaining websites
- Research
- Job searches
- Music
- Selling things
- ParentPay
- Work

Future use of the internet/web

Electronic information

Respondents were asked if they would opt in to receiving information electronically rather than via paper copies. Of those that responded 78% said that they would be happy to receive information in this way.

The predominant reasons for not choosing to receive information in this way are:

- prefer hard copies for filing and/or ensuring things don't get missed
- too much spam can cause important emails to be missed
- lack of access to a printer.

Q41. Many companies now send information to their customers electronically, rather than posting out paper copies. If Scottish Borders Council offered this service would you choose to receive information this way?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Base	897	150	159	240	134	193	21
Yes	78%	81%	81%	83%	68%	77%	71%
No	22%	19%	19%	17%	32%	23%	29%

Online account

Respondents were asked whether they would use an online account to access Council services and for their council information. 80% of respondents that answered this question said that they would use a secure council account.

A summary of the reasons, given by those that said they wouldn't use an account, is:

- prefer paper copies
- not computer literate
- concerned about data security/online fraud.

Q43. If you could access councils services and your own personal information, such as Council Tax payments, using a secure account number would you use it? (This would be similar to online banking, having an account with Amazon, an energy supplier, shop or supermarket).

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Base	892	149	157	240	132	193	21
Yes	80%	79%	81%	86%	73%	77%	76%
No	20%	21%	19%	14%	27%	23%	24%

Financial wellbeing

Financial management

When asked how their household is managing financially the majority of respondents to the question said that they are managing (85%).

Q45. How well would you say your household is currently managing financially?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	151	158	238	135	194	20
Managing very well	24.4%	22.5%	21.5%	21.8%	31.1%	27.3%	20.0%
Managing quite well	27.9%	29.8%	29.7%	32.4%	17.0%	26.3%	35.0%
Getting by alright	32.5%	33.8%	37.3%	30.3%	30.4%	32.0%	30.0%
Not managing very well	6.4%	5.3%	4.4%	9.2%	6.7%	5.2%	5.0%
Have some financial difficulties	4.5%	4.0%	4.4%	4.2%	7.4%	3.6%	0.0%
In deep financial trouble	1.5%	1.3%	0.6%	0.8%	1.5%	2.1%	10.0%
Don't know/prefer not to say	2.9%	3.3%	1.9%	1.3%	5.9%	3.6%	0.0%
Managing very/managing quite well/getting by alright	85%	86%	89%	84%	79%	86%	85%
Not managing very well/having some financial difficulties/in deep financial trouble	12%	11%	9%	14%	16%	11%	15%

Fuel poverty

19% of those that responded to this question said they feel their household is experiencing fuel poverty, i.e. that they are having to spend more than 10% of their income to cover fuel bills.

This was most prevalent in the Teviot & Liddesdale area where 25% of respondents feel they were experiencing fuel poverty.

Q46. Fuel poverty is defined as the need to spend more than 10% of income to pay for fuel bills. Do you feel your household is experiencing fuel poverty?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	886	144	157	237	132	195	21
Yes	19%	18%	20%	18%	25%	16%	24%
No	81%	82%	80%	82%	75%	84%	76%

Transport

Survey respondents were asked about their use of, and thoughts regarding, public transport in the Scottish Borders.

Use of bus service

45% of those who responded to this question said that they use the local bus service. Use of the bus service is highest in Tweeddale (66%) and lowest in Cheviot (33%).

Q 47. Use of local bus service

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	894	149	159	241	131	192	22
Yes	45%	38%	33%	41%	49%	66%	36%
No	55%	62%	67%	59%	51%	34%	64%

Satisfaction with bus service

64% of respondents said they are satisfied with the local bus service. Satisfaction is highest in Tweeddale (72%) and lowest in Berwickshire (46%).

Q48. Satisfaction with local bus services

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	454	63	60	106	79	137	9
Very satisfied	18.3%	12.7%	16.7%	12.3%	16.5%	27.0%	22.2%
Fairly satisfied	45.4%	33.3%	38.3%	56.6%	46.8%	45.3%	33.3%
Fairly dissatisfied	15.9%	17.5%	26.7%	17.9%	10.1%	10.9%	33.3%
Very dissatisfied	14.3%	31.7%	6.7%	9.4%	15.2%	13.1%	11.1%
Don't know	6.2%	4.8%	11.7%	3.8%	11.4%	3.6%	0.0%
% Very/fairly satisfied	64%	46%	55%	69%	63%	72%	56%
% Very/fairly dissatisfied	30%	49%	33%	27%	25%	24%	44%

Quality of bus service

74% said they are satisfied with the quality of the bus service. Satisfaction is highest in the Tweeddale area (81%) and lowest in the Berwickshire area (61%).

Q48. Satisfaction with quality of service provided

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Grand Total	446	62	61	104	76	134	9
Very satisfied	22.9%	16.1%	16.4%	16.3%	26.3%	32.8%	11.1%
Fairly satisfied	51.3%	45.2%	45.9%	61.5%	50.0%	48.5%	66.7%
Fairly dissatisfied	10.5%	17.7%	18.0%	9.6%	7.9%	6.0%	11.1%
Very dissatisfied	9.0%	16.1%	8.2%	7.7%	5.3%	9.0%	11.1%
Don't know	6.3%	4.8%	11.5%	4.8%	10.5%	3.7%	0.0%
% Very/fairly satisfied	74%	61%	62%	78%	76%	81%	78%
% Very/fairly dissatisfied	20%	34%	26%	17%	13%	15%	22%

Bus information

Of the respondents that answered this question 68% said they are satisfied with local bus information. The most satisfied are in the Tweeddale area (78%) and the least satisfied are in the Berwickshire area (52%).

Q48. Satisfaction with local bus information

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	447	60	61	105	78	134	9
Very satisfied	19.5%	15.0%	21.3%	17.1%	12.8%	27.6%	0.0%
Fairly satisfied	48.8%	36.7%	44.3%	51.4%	55.1%	50.7%	44.4%
Fairly dissatisfied	14.1%	26.7%	11.5%	16.2%	10.3%	7.5%	55.6%
Very dissatisfied	10.1%	16.7%	11.5%	8.6%	9.0%	9.0%	0.0%
Don't know	7.6%	5.0%	11.5%	6.7%	12.8%	5.2%	0.0%
% Very/fairly satisfied	68%	52%	66%	69%	68%	78%	44%
% Very/fairly dissatisfied	24%	43%	23%	25%	19%	16%	56%

216 respondents commented on the local bus service, these comments can be summarised as follows:

- Frequency need improving
- Service is unreliable
- Lack of direct routes
- Reduction/cancelation of services/routes
- Service has improved under Borders Buses
- Costly
- Paper timetables need to be more easily available
- Timetables needed at bus stops
- Bus times do not allow for travelling to/from work or socialising in the evenings
- Bus and train times need to be better co-ordinated
- Town/city services need to be better co-ordinated with rural services
- Buses not comfortable
- Bus shelters needed at more stops
- No bus service in local area
- Reliance of private transport

Use of Borders Railway

When asked about their use of the Borders Railway 55% of respondents said that they do use it. Use is highest among Eildon respondents (84%) and lowest among respondents in Tweeddale (18%).

Q50. Use of Borders Railway							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	897	150	158	241	132	194	22
Yes	55%	23%	73%	84%	72%	18%	50%
No	45%	77%	27%	16%	28%	82%	50%

Satisfaction with Borders Railway

86% of respondents to this question said that they are satisfied with the Borders Railway. Satisfaction is highest with those in the Cheviot & Eildon areas (both 90%).

Q51. Satisfaction with Borders Railway							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	526	40	121	207	98	48	12
Very satisfied	30.2%	32.5%	32.2%	29.5%	33.7%	18.8%	33.3%
Fairly satisfied	56.1%	47.5%	57.9%	60.4%	53.1%	47.9%	50.0%
Fairly dissatisfied	6.5%	5.0%	5.8%	6.8%	7.1%	6.3%	8.3%
Very dissatisfied	2.5%	0.0%	1.7%	2.4%	4.1%	2.1%	8.3%
Don't know	4.8%	15.0%	2.5%	1.0%	2.0%	25.0%	0.0%
% Very/fairly satisfied	86%	80%	90%	90%	87%	67%	83%
% Very/fairly dissatisfied	9%	5%	7%	9%	11%	8%	17%

Quality of rail service

83% said they are satisfied with the quality of the rail service. Respondents in the Cheviot area were most satisfied (87%) and respondents in the Tweeddale area the least satisfied (67%).

Q51. Satisfaction with quality of service provided							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	521	37	122	205	97	48	12
Very satisfied	24.4%	29.7%	25.4%	22.9%	28.9%	16.7%	16.7%
Fairly satisfied	58.2%	48.6%	61.5%	60.5%	56.7%	50.0%	58.3%
Fairly dissatisfied	9.8%	8.1%	8.2%	12.2%	8.2%	6.3%	16.7%
Very dissatisfied	2.7%	0.0%	2.5%	2.4%	4.1%	2.1%	8.3%
Don't know	5.0%	13.5%	2.5%	2.0%	2.1%	25.0%	0.0%
% Very/fairly satisfied	83%	78%	87%	83%	86%	67%	75%
% Very/fairly dissatisfied	12%	8%	11%	15%	12%	8%	25%

Rail information

84% of those that responded to this question said they were satisfied with local rail information. The most satisfied were in Eildon (90%) and the least satisfied in Tweeddale (65%).

Q51. Satisfaction with local rail information

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Grand Total	515	36	120	204	95	48	12
Very satisfied	27%	31%	25%	30%	22%	25%	17%
Fairly satisfied	58%	56%	57%	60%	62%	40%	67%
Fairly dissatisfied	7%	0%	8%	7%	11%	6%	8%
Very dissatisfied	2%	0%	3%	0%	2%	2%	8%
Don't know	7%	14%	8%	2%	3%	27%	0%
% Very/fairly satisfied	84%	86%	82%	90%	84%	65%	83%
% Very/fairly dissatisfied	9%	0%	11%	7%	13%	8%	17%

242 respondents commented on the local bus service, these comments can be summarised as follows:

- Line should be extended to Hawick
- Cleanliness
- Lack of carriages at peak times and during major events e.g. rugby, Edinburgh Festival
- Unreliable
- Train and bus timetables need to be better co-ordinated
- Great, really good idea.
- Toilets – need longer opening at Tweedbank and free to use at Galashiels
- More ticket machines needed
- Better parking required
- Doesn't cover our area
- Extend line to other areas of the Borders
- Re-open Reston
- Quicker/cheaper to travel by car from our area
- Anti-social-behaviour e.g. drinking
- Dual track needed
- Wi-Fi not reliable
- Half hourly stop at Stow needed
- Station at Heriot needed

Final thoughts

344 respondents made general comments. These are available in the separate Literal Report.

About you

Length of time in the Borders

77% of respondents stated that they have lived in the Scottish Borders for longer than 10 years.

Q54. How long have you lived in the Borders?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	898	151	157	240	134	194	22
Less than 1 year	2%	2%	1%	3%	2%	3%	0%
Between 1-5 years	11%	11%	13%	12%	8%	13%	5%
Between 6-10 years	10%	11%	11%	10%	6%	10%	5%
Longer than 10 years	77%	76%	75%	75%	84%	74%	91%

When analysed by age it can be seen that at least 60% of respondents, from all age groups, have lived in the Borders for more than 10 years.

Q54. How long have you lived in the Borders?							
	Overall	Under 30	30 - 45	45 - 60	60 - 74	75+	Not known
Base	898	42	176	286	276	57	61
Less than 1 year	2%	5%	5%	1%	3%	0%	2%
Between 1-5 years	11%	21%	18%	11%	9%	4%	8%
Between 6-10 years	10%	5%	18%	8%	9%	5%	5%
Longer than 10 years	77%	69%	60%	80%	80%	91%	85%

Age

The majority of respondents were aged between 45 – 74 years of age.

Q55. Age	
Base	842
Under 30	5%
30 to 44	21%
45 to 59	34%
60 to 74	33%
75 and older	7%

Gender

Females were most likely to complete the survey, 65% of respondents were female.

Q56. Gender	
Base	894
Male	33%
Female	65%
Other	0%
Prefer not to say	2%

The largest group of respondents were females between the ages of 45-59 (204).

Q56. Are you...?

	Overall	Male	Female	Other	Prefer not to say
Base	836	282	540	3	11
Under 30	41	9	31	0	1
30 to 44	175	47	126	0	2
45 to 59	287	78	204	3	2
60 to 74	276	115	157	0	4
75 and older	57	33	22	0	2

Disability

15% of respondents consider themselves to have a disability. Respondents in Berwickshire are most likely to consider themselves to have a disability (18%).

Q58. Do you consider yourself to have a disability?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	885	150	156	236	132	191	20
Yes	15%	18%	16%	14%	17%	13%	5%
No	81%	77%	79%	82%	79%	83%	80%
Prefer not to say	5%	5%	4%	4%	4%	4%	15%

Religious denomination

41% of respondents said that they are a Christian while 47% said that they have no religion or belief.

Q59. What religious denomination do you belong to?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	880	150	157	235	130	190	18
No religion or belief	47%	43%	41%	54%	46%	47%	22%
Buddhist	1%	1%	2%	1%	2%	0%	0%
Christian	41%	40%	45%	37%	43%	41%	39%
Hindu	0%	1%	0%	0%	0%	0%	0%
Muslim	0%	0%	0%	0%	2%	0%	0%
Prefer not to say	10%	15%	8%	6%	7%	11%	39%
Another religion or belief	2%	1%	3%	2%	1%	2%	0%

Sexual orientation

88% of respondents to the survey said they are heterosexual/straight, 2% said they are bisexual and 1% said they are lesbian or gay.

Q60. Which of the following describes your sexual orientation?

Base	874
Bisexual	2%
Lesbian/Gay	1%
Heterosexual/Straight	88%
Prefer not to say	10%

Ethnic background

Of those that responded to the question the majority (62%) said that their background is Scottish. 15% of respondents said they are British and 14% said they are English.

Q61. What is your ethnic group/background?

Base	887
1. Scottish	62%
2. English	14%
3. Welsh	1%
4. Northern Irish	1%
5. British	15%
6. Irish	0%
7. Polish	0%
8. Any other white ethnic background	2%
9. Any mixed or multiple ethnic group	0%
10. Indian, Indian Scottish or Indian British	0%
11. Prefer not to say	4%

EASY READ SURVEY

Background

90 copies of the survey were distributed through the Local Citizen's Panels and SBC's Learning Disability Service. A response rate of 56% was achieved for this survey however, due to the lower number the results are not statistically significant and should be used as an indicator only.

A copy of the survey is appended to this report.

Results

How safe do you feel?

- 94% of those who responded said they feel safe home alone at night.
- 96% of all responses said they feel safe when walking during the day.
- 54% said they feel safe walking when it is dark.

Is there anything else you would like to tell us about your safety?

- Always feel safe in the Borders
- Because of pot holes and lighting
- Better street lighting in rural areas/roads
- Happy I am safe
- I do not go out in the dark as I do not feel safe if someone is following me
- Need better street lights
- Outside is bad because of people, drunk people sometimes young people and drugs
- Uneven pavements and badly parked cars make moving about difficult
- Too dark at night
- Prefer being out during the day

What do you think about living in the Borders?

- 94% think their neighbourhood is a good place to live.
- 28% think their neighbourhood has got worse.
- 29% said they have experienced discrimination in the Borders.
- 29 % said they have experienced harassment in the Borders.

What do you think about your local services?

- 79% of respondents said they are happy with their recycling service.
- 77% said they are happy with the bottle banks.
- 69% of those that responded said they are happy with how clean their area is.
- 63% of those who responded are happy with the grass cutting in parks, open spaces and sports areas.
- 68% are happy with the schools.
- 82% said they are happy with the libraries.
- 79% of respondents said they are happy with the museums and galleries.
- 76% said they are happy with the sports and leisure facilities.

What do you think about your involvement in decision making?

- 37% have been to a public meeting at the Council.
- 27% have been to a community council meeting.
- 51% of respondents have taken part in a Council survey.
- 43% have contacted a local councillor.
- 76% said that they were aware of the Council election last year (2017).

What do you think about your life in the Borders?

- 96% said their quality of life in the Borders is good.
- 72% of respondents said they do something work based which they don't get paid for.
- 86% of those who answered said their health is good.
- 47% of all responses said they feel lonely sometimes.
- 59% said they exercise a lot (30 minutes a day).

What do you think about your access to services?

- 54% have problems getting public transport.
- 33% said they have problems being able to use leisure activities.
- 12% have problems getting to work.
- 53% have problems using education.
- 28% of respondents said they have problems using health services.

What do you think about your use of the internet?

- 66% said that they use the internet.

What do you think about the buses and trains?

- 66% of respondents use the bus service.
- 40% use the Borders Railway.

Do you have anything else to say about living in the Borders?

Comments:

- The worst thing is living in an area with no public transport, I can't use a lot of services unless I pay for taxis.
- Transport links, especially in the Eastern Borders, are poor.
- Transport- Major Issue! Health services issue getting appointment!
- It would be nice to have more shops and more things to do.
- I am happy I live in the Borders. I would rather live here than anywhere else. However I do get worried walking about at night but I still think it's safer than other places.
- I think it's a lovely part of the country!
- It would be good to have groups for lonely people young and old.
- I would like the Reston Railway to be built quicker.
- It is a beautiful place.
- Need a better bus service from Galashiels to Berwick (Past 5.20pm)
- It is a healthy environment.
- Uneven pavements, risk of falls.

- Lack of bus service.
- Roads when schools are on- Hawick roads are very bad. I have poor mobility. Getting taxi can be very hard.
- Railways- you have to give at least 24 hours' notice for disabled ramps at platforms.

APPENDIX 1: FINAL THOUGHTS – LITERAL COMMENTS

Q 53. Is there anything else you would like to add?

Comments are unabridged with the exception of those that make reference to an individual or from which an individual can be identified - these have been edited.

<p>1. Improvement in bus services in and from Gordon. 2. Restoration of proper gas line NOT Calor gas as it is very expensive. 3. Bus link to Edinburgh. 4. ATM facility.</p>
<p>2 year old nursery should be available to children who have working parent/s not the unemployed. when claiming housing benefit claimants should not need to hand in information for school clothing grant as council already has all that information</p>
<p>A 'Back' button would be useful! This is a long survey with many pages and no indication how far through you are, alias how much more there is to go.</p>
<p>A good transport system is the key to encouraging people to live and work in the Borders. Instead of spending more in the railway or tapestries please look to your more isolated communities who also pay council tax and give us a decent bus service so that we can access services 7 days a week during the days and evenings!</p>
<p>a lot of cars parking on walking path, kids with scooters have to go on roads to pass them, even prams cant pass them, could you be more involved with police and start control this things.</p>
<p>A poor frequency bus service means that this area has a huge number of drivers over 70 as they are unwilling to give up their licence and lose their independence. This needs to be looked into further as so many accidents on Scottish Borders roads.</p>
<p>A railway line from Peebles to Edinburgh would be great!</p>
<p>Abolish political parties in the local authority it's this that causes so many problems. It's a shame to see local people stand for council then they are no longer allowed a personal opinion or allowed to do as the people who voted for them want instead doing as their party tells them. not to mention the ones who simply dont care about the area they represent but just want to be part of certain parties.</p>
<p>All the employees of SBC are good people who try their hardest to serve the community; their work is much appreciated.</p> <p>However, I have heard some frightening rumours that our councillors views are being overlooked and that there is a lot of bullying by top management. If this is so then it is worrying. Our Councillors are elected to represent us and if they are unable to do so because of worries over their budgets and roles then that will be far from desirable.</p> <p>I hope I can be assured that the rumours are just rumours and we can be satisfied that everything is working well within the Scottish Borders Council.</p>
<p>All towns in the borders should be give time and money spent on them. Not just one getting more then others. Also trying to encourage shops to get filled would help the towns so much. Something needs to be looked into rent rates.</p>
<p>Although I chose to live here in the Borders and am generally very happy and fulfilled, it would be nice to feel that East Berwickshire is always included when making plans for Scottish Borders. At times feels as though we are forgotten,</p>

<p>handy place for wind farms but as a very rural area we should be happy with crumbs. No encouragement for young people to remain after leaving school, danger area will become less viable in the future</p>
<p>Apart from the usual - council workers (including management) bonuses and extras need to be cut or stopped. The financial side of Scottish Borders Council needs an overhaul and the extra money ploughed into the Borders.</p> <p>Retail areas are, quite frankly....pathetic!</p> <p>More money needs to be spent on the 'arts' The Scottish Borders is a vast area and the talent within it is unbelievably huge. More needs to be done regarding access to further education for children and adults alike. Borders College Art Department does not have the facilities or the support of higher management to enable the Scottish Borders people to develop their artistic talents, therefore resulting in these youngsters and adults going further afield to study in Carlisle of Edinburgh instead.</p>
<p>Approve of grass areas such as verges being left longer before cutting to allow wild flowers to blossom.</p> <p>Encourage more wood fuel based district heating schemes.</p> <p>Encourage car share.</p> <p>Discourage car idling in the cold weather.</p> <p>Encourage local food markets.</p> <p>Faster broadband.</p> <p>Publish lists of local businesses & their services so that they can collaborate more.</p>
<p>As a family we are looking to relocate out of the borders due to poor facilities and support and no employment opportunities.</p>
<p>As a guide dog owner access to places. Can be a problem. Pavement parking means my guide dog and I use the road to get passed. Guide dogs are trained to go from kerb to kerb. If there is no kerb I endoplasmic on the road.</p>
<p>Buses are great but from Coldstream it's difficult or impossible to get some places.</p>
<p>As a local Community Councillor, I was a regular attendee at the Teviotdale and Liddesdale Area Forum. I regard the change to the "Locality Partnership" model as a retrograde step.</p> <p>I regard the devolvement of responsibilities from the SG to local councils and so-called locality partnerships as an excuse to avoid genuine central government responsibilities and to reduce the necessary budgets.</p>
<p>As a user of public toilets it is annoying when you have to use one mainly the high standard in Galashiels and you can't get access due to it not taking the money or putting money in an door still does not open. I suspect people are tampering with. The money machine I suspect for drug money. I then have to think about how to get to another public convenience when already needing to use one urgently</p>
<p>As you will see from the answers I gave, I am very involved with the council - attending meetings, gathering and delivering feedback etc. However, I have noticed that whilst I (and the people I work on behalf of) give comments and feedback (which is often of a very similar nature), the people still don't really feel listened to. We are consulted, by the opinions do not appear to be taken in to account. For example, when there was a large consultation on the Assymmetric</p>

<p>week, I did not speak to one parent who had agreed with what was decided, and we had all attended the events and been very forceful in our feedback. Like many 'consultations', it does feel like lip-service.</p>
<p>On a good note, I'd like to say that SBC handled the recent situation with the incredibly adverse weather very well indeed. The Facebook page was really well run - with relevant information being updated often. Huge thanks to the person/people who must have been updating this through the night! The roads were cleared as quickly as practically possible and a massive thanks to the teams for this. Heavy, hard work. Also, although there were some (frankly ridiculous!) comments from some members of the public, the responses on Facebook were always polite and courteous. Thank you.</p>
<p>At present both my wife and I drive so public transport, access to services etc is well under control. We are both approaching 70yrs so sometime in the foreseeable future bus travel, mobility and access to services from our relatively inaccessible village etc will become an issue. Until then we press on! We do not see SCB as the enemy and are both well informed about much of the good work done by SBC. Of course there are mysteries such as why a lorry with bitumen boiler came to repair two small but annoying holes along the edge of our road but ignored several other equal holes within feet of the two repaired ones and drove past several potholes on the way ignoring them completely. I can show the holes if you are curious about a waste of a call out charge for the men and lorry.</p>
<p>Being in the edge of the borders leaves me feeling isolated and very disconnected. Without the internet I would know nothing about anything going on around me. I get few free information newspapers delivered and all services seem to be central around Galashiels and Melrose.</p>
<p>Berwickshire seems to be the forgotten part of the Borders</p>
<p>Better bus service to improve opportunities for all residents.</p>
<p>Better public transport into Edinburgh for onward rail and or air travel would be fantastic. Current bus service under threat but this is the only public transport west Linton has. Should be looking to improve it not cancel it.</p>
<p>BGH waiting lists and waits for results are too long</p>
<p>borders council really needs to look to join the digital age. However current security behaviours exhibited by staff / organisation in general gives me considerable concern about the capability of securing personal info etc</p>
<p>Bring back garden waste disposal but charge users. Its that simple! I agree with 30p toilet charge but only if the money is collected by the cleaners twice a day! Send the city sweep up here once a month and inform us when you will so we can move our bins and cars out the way to do the job properly! And lastly stop wasting money forcing employees to clean empty schools when it snows for pitys sake! The walk to work was far more dangerous than driving with your eyes shut. Follow America's examples and have a Snow Day. Everybody closed. A job well done.</p>
<p>Broughton is part of Scottish Borders. The school is failing to maintain attainment of pupils. The discipline is appalling. The local children have few activities available to them, with 99% being offered from Biggar(south Lanarkshire) or Peebles. The local infrastructure is failing. It appears the east side of the borders is receiving the lions share of money, and support. Broughton is a village about to go into crisis, prevention is usually cheaper in the long run.</p>
<p>build bigger 1 houses for couples not just for single people. they are far too small. couples have families that like to visit especially these days when we have to look after grand children. we need a seperate kitchen and places big enough to put</p>

<p>chairs and tables in. The whole system is unfair when waiting for a house. it should be the amount of time we are on a waiting list, not who comes into the area and gets one straight away.</p>
<p>Bus service price increases and service cuts with no train access. Last bus home from North or south restricts social/entertainment choices substantially for us and family. Refuse collection is communal bins used by others not affected so overfilled constantly.</p>
<p>Bus services need looking at .</p>
<p>Bus services need to be improved. In my family my parents need to access Borders General Hospital regularly and there should be more frequent busses to enable them to attend appointments. We recently travelled on 'The Little White Bus Company' in Swaledale. It is supported by volunteers and sounds a bit like 'Berwickshire Wheels' with a timetable and with 'Book in advance' pick ups and drop offs for stops a bit further away. Worth a look!</p>
<p>Bus Transport is too expensive, especially for 16 year olds. Roads need investment so I can commute out with the region for a better paid job. There are no better opportunities locally for me but commuting is too far when I have children at school and their commitments, even though they are 11 or older. There is not enough locally for them that they can go to meet friends that does not involve cost (e.g. A meal) and is open in the evening. Also teenagers looking for weekend job, there is not much available locally.</p>
<p>Can something be done regarding the amount of litter on our streets? I have not seen a council employee picking up litter in our neighbourhood for months. We are very lucky living in such a beautiful part of Scotland and it is not very difficult to improve our environment, as long as we all make the effort. The Council cannot do it alone, but it can take the lead.</p>
<p>Can we have a train station, line in Peebles please.</p>
<p>Can you advise what additional roads will be fixed with the money XX gave to the council, I cannot see any difference yet</p>
<p>Central government cuts to SBC's budget is a disgrace and is having a profoundly negative impact on the range and quality of services provided. Curriculum for excellence in schools is a joke as is the asymmetric week. Education needs to be fully resourced as matter of the utmost urgency.</p>
<p>Concerned about proposals to alter grass cutting schedules and to remove all bedding plants from all areas of towns. Some key flower beds/hanging baskets ought to be retained. Hawick's Bloom committee could not take on more beds.</p> <p>Inability of our grass cutting staff/equipment to deal with bankings over 30degree slopes which gives the town an unkempt appearance.</p> <p>With no traffic wardens and infrequent Police visits to our town centre parking on the High Street and surrounding streets is abused interfering with turnover/footfall.</p>
<p>Council is constrained by government spending controls so cuts are at their door not Sbc. Focus on rail & bus integrated transport and building opportunities for local business & leisure developments.</p>
<p>Council needs to be more aware of hidden disabilities like dyslexia as this can cause stress in the community due to signs being too confusing also with paper work e-mails etc need plain English.</p>
<p>Bus timetables confusing.</p>

<p>Parking signs etc</p>
<p>Council services have certainly deteriorated over the past decade with more money being demanded by the council for less (and in some cases NO) services. I have this impression that Council headquarters holds a great many "managers" who do not produce anything worthwhile.</p> <p>The feel good factor has gone completely as I feel me and my family are continually facing harassment from the Council regarding Council Tax on a second property which we are trying to sell. Local roads too, are a disgrace.</p> <p>Councillors appear to make decisions without any real thought to the financial consequences of their so called constituents. They do not care!</p> <p>Even neighbour disputes which previously had reached a compromise cannot be followed up when something goes wrong , without yet another money grabbing opportunity by the Council - in this case I refer to a charge for trying to get a hedge reduced in height, of £400.00. Planning charges are also ridiculous!</p> <p>I have talked to other people who feel like me and my family about the Council. The Council is totally out of touch with the bulk of the general public who will not , unfortunately, respond to this survey</p> <p>Instead of looking for volunteers for doing things the Council should be doing the Council should look at how they are affecting the public in general by their money grabbing tactics. Maybe by showing empathy towards constituents instead of GREED, people might be more inclined "to do their bit"?</p> <p>I feel that the Council is not only heading for financial bankruptcy but also for moral bankruptcy.</p>
<p>Council tax on larger properties should be kept in proportion. We live in a Band G house but are now on relatively fixed pensions. The increases in council tax do not reflect the demand for services. Living in a big house doesn't mean we have a large and increasing income.</p>
<p>Current council tax band for my property is set too high - we have collectively as a new development tried to rectify this and asked for this to be reviewed as the smaller (est) house on the site pay the same council tax as houses double the size ?? Council more or less Ignored with no conclusive answer given - as I expect this comment to be as well.....</p>
<p>Denholm Is a lovely village but Hawick where I was born is a horrendous state ie, graveyards, roadsides, high street, general lack of upkeep is very sad to see!</p>
<p>Disappointed that the grass verge behind Berwickshire High School is not maintained as the area could be far better presented.</p>
<p>Do council leaders ever visit outlying parts of Borders region, to see for themselves the state of roads, litter on verges, look at bus timetables etc?</p>
<p>Do more to improve self supporting communities. We can often do more but need a more positive and trusting attitude from the council.</p>
<p>Do SBC want to save money? YES/NO? cancel the tapestry building total waste of money, while elegant will not pay or attract enough visitors. Disband the Scottish Parliament another waste of money and SNP has no idea how to run Scotland.</p>
<p>Dump the Tapestry and spend the money on roads/schools/health care provision. Distinct lack of Council care/nursing home povision. For example someone from Peebles can be placed at Eyemouth, how is that a good thing? No chance an elderly spouse can make that journey regularly. Dovecot Peebles replaced Dunwhinney ? Most definately not a suitable</p>

<p>replacement. Why are the council approving new housing developments when infrastructure (roads/bridges/healthcare/schools) can't cope already. As for "affordable" housing provision as part on the new developments, don't make me laugh!!</p>
<p>Duns does not seem to feature on the Council's radar at all. Everything revolves around Galashiels, Hawick etc.</p>
<p>Excellent service throughout the bad winter. Apologies for not complimenting you sooner.</p>
<p>Far too much money spent on schools; tiny sums left for services we all use are constantly under threat. How is it that other European countries build and maintain vastly superior infrastructure?</p>
<p>Tories and the education mafia are at the root of all our problems.</p>
<p>feel border railway waste of money as is new station opening at Reston .Council house tenants should be made to keep gardens tidy and respect other peoples property especially if they are living next door to someone who has bought their property. Something needs to be done re new shops etc in local towns as too many shops lying empty</p>
<p>Feel often decisions are made and then people consulted. Ie Tapestry coming to Borders. Most people out with Gala are opposed to this. Feel money would be much better spent on improving roads and increasing schools budgets. Things that improve quality of life not a white elephant.</p>
<p>For me the Borders is a great place to live- Quiet but easy access to the city. Borders railway makes this possible and would like to see extension to Carlisle a priority.</p>
<p>Feel our council tax is excessive for the size of house - small 2 bedroom bungalow banded e. Would like to see a new Galashiels Academy school as it would benefit the whole town.</p>
<p>Feel the quality of services provided by SBC is continuing to fall. Cuts to school is unacceptable</p>
<p>Forgot to say earlier about lack of parking at skatepark. Users are taking lay-by spaces at Kerfield Court. This lay-by was intended for visitors and care workers (I think).</p>
<p>The grass banks around the skatepark need more tidying.</p>
<p>Glass collections would help people to recycle.</p>
<p>Further explanation would be useful when projects are cut. why funding for projects are cut rather than hearing this through random newspaper articles ,that rarely consider the hard work and commitment from both NHS and SBC staff. This reporting also gives a negative view to the general public of both the NHS and SBC and the charities involved in associated work.</p>
<p>Gala swimming pool - toilets smell, light bulbs missing for years, not enough hair dryers. Generally an awful place for my daughter to have swimming lessons.</p>
<p>Queens Centre - carpet is disgusting and smells after many roof leaks. I dread to think of the safety issues associated with it.</p>
<p>Get someone more technical to write the questions on the internet usage! Not everyone uses WiFi but they still have internet access...</p>
<p>Grass cutting policy. The unloved looking wilderness as you come into Hawick is not a good look. This is not going to impress visitors! Too much money and effort</p>

<p>into Wilton Park and you are going to get rid of the flower beds! Paying for public toilet - not the money making projected promised and too often I have found No Access and I am not alone.</p>
<p>Had to move to private rental due to lack of affordable housing in Jedburgh , what housing if any is in the pipeline ,is disabled fittings in houses etc as if health gets worse we going to have to move back into Jedburgh to be nearer family</p>
<p>Hardly anyone and no one I know wants the tapestry to come to the Borders but no one on the council, as a body takes the slightest bit of notice to this fact. What about the views of all the people that signed a petition against the proposal? We have a mutual privet hedge with SBHA. We has a problem when the flats belonged to the council as it was cut by them on their side every year. Since then it has been necessary to contact John Lamont in order that this is carried out.</p>
<p>Have XX as our local councillor is already beginning to pay off, the council should encourage more young people to step forward to fill any vacancies.</p>
<p>Have you considered revising or getting rid of SB Connect? It is the most self congratulatory piece of pap. And I believe not beloved by anybody but the council. Certainly not well read or believed. Waste of money.</p>
<p>Hawick is isolated due to poor transport links this should be a priority</p>
<p>How much time and money is wasted with surveys of this kind? I suspect SBC will continue to ignore the basic needs of the area, seeking only to appear concerned to deliver a good service for the high council tax levied.</p>
<p>I am devastated by he cuts to music education in the Borders. From the lack of music teachers in the primary schools to the latest sneaky cuts to the music service. Our young people are being let down.</p>
<p>I am not impressed by the public toilets. I don't know what time they close. But with it being summer and being out later in the day it is very inconvenient when there is no where to take my children to use the toilet after 6pm. I would have thought that now that you have to pay to use the toilet you would be able to use it later in the day.</p>
<p>I am sorry that the facilities sometimes run by Live Borders/SBC or SB Cares are not shared more with the community. For example our church (Peebles Baptist Church) was asked to stop meeting in the Victoria Park Centre, even though it is used rarely on a Sunday. Our church has asked to use the school at Priorsford, but this seems not to be possible, due to caretaking issues, although we would happily provide voluntary caretaking I have heard also that the mens shed project for Peebles, which is a significant mental health project, and reduces social isolation and inequalities, is not allowed to meet at the Victoria Park Centre and is currently homeless. I also am disappointed that the CAN community garden which is in the Victoria Park grounds are not allowed to use the toilet facilities in the Victoria Park centre. All of these issues are around council-voluntary sector participation, and I think if these examples are indicative of issues across the region, then things could be dramatically improved wth a bit of imaginative consultation and partnership</p>
<p>I an very concerned about recycling. We are meticulous but are very unsure of what the council actually recycle. There is a commonly held belief amongst our friends and acquaintances that it's all lumped together anyway. So clarification is needed.</p>
<p>I appreciate funding is difficult but we need more maintenance of the built environment and to see more regular street cleaning. I would expect to see this Monday-Saturday in every town.</p>
<p>I appreciate that the Scottish Borders is a massive area with complex needs but I feel that the council needs aclearer vision for a way forward. Knee jerk reactions to budget issues are not going to help the area. People in the smaller towns like</p>

<p>Jedburgh and Duns feel that they are being neglected and that the neglect of the towns will not help attempts to develop tourism. It oes feel that investment tends to be focused on the Gala/Melrose area to the detriment of other parts of the Borders.</p>
<p>I appreciate the effort undertaken to consult with the residents in the borders. Well done!</p>
<p>I believe the council has become out dated and lazy. New blood is required for the future of the borders. Members of the council in charge of the maintenance of the town should be changed to people who actually have the passion to change and not the social or qualification attributes.</p>
<p>I can understand why council services are not as good as they should be. The SB councillors have the duty to themselves of getting themselves re-elected, so they keep council taxes down and the council cannot get good people because they must be so disheartened.</p>
<p>I choose to live in a small town because I think it is important for building as strong supportive community. i am deeply disappointed in all the new poorly built relatively expensive housing that is being built here and in all the communities around here. Are we really experiencing a such a huge increase in population?</p> <p>And if we do need so much new housing, then leaving green spaces within neighbourhoods is important. March Street Mills in Peebles should not become another overcrowded housing estate but be kept as a public space/green space.</p> <p>We deeply in need of more innovative housing rather than the "ticky tacky houses" mushrooming up everywhere in the Borders. Houses which will last for hundreds of years, which are passive energy efficient homes (https://www.passivehouse-international.org/upload/download_complete_PH_Brochure.pdf) with more modern aesthetics.</p>
<p>The Northgate is filthy. Why does it not get a street cleaner? I have seen street cleaner out and about in Innerleithen but not Peebles.</p>
<p>I don't think SBC consult with residents enough regarding their services or any proposed changes. I don't expect individual notification but an e-newsletter would work or a more proactive social media presence. I have no faith at all that SBC actually listens to it's communities unless they say what SBC wish to hear.</p>
<p>I enjoy living and working in the Borders. some joined up thinking and moving with pace is required to improve this beautiful place. Supporting communities instead of controlling with red tape would encourage growth</p>
<p>I feel SBC try their best but waste a lot of money on unnecessary things i.e. Tapestry. As a carer I see first hand that more money needs to be spent on the elderly. Roads are a big problem too, pot holes being reported but not fixed, causing damage to cars.</p>
<p>I feel that Borders Council make decisions that they personally feel best for the local community rather than what the local community actually want. When massive local dissent is voiced regarding decisions they have made, they carry on regardless. Galashiels homing the tapestry - I am yet to meet ONE person who was for this and MANY who voiced their opinions against. Local roads in VERY poor condition, local bridges falling into disrepair permanently closed rather then repaired. Ridiculous installation of traffic lights at Neidpath, when in 18 years of commuting that road I have never witnessed a problem. If the road needs repair, FIX IT. Continual agreement to new housing when the infrastructure simply won't accommodate it. I can understand limited additional low cost homes but this is but</p>

<p>a small percentage of those being built. Doctors waiting times are already beyond acceptable, roads are clogged and parking in town is diabolical. Traffic wardens - we need them it's not rocket science, despite a lack of parking in towns (affecting tourism). there are cars parked in our High Streets that remain for days let alone hours. Nuff said!</p>
<p>I feel the council needs to spend more money on services and not on housing that taperstery. It also need to remember that Gala isn't the only town in the borders</p>
<p>I feel the council would perform much better if we had more adults on board who could put asside their political differences. It is appalling that the bickering prevents people being more engaged with the council.</p> <p>More accountability and scrutiny would also provide a more fair society. This point is very much connected to the first point above.</p>
<p>I feel very strongly that too much money is being squandered on a tapestry that is not required or wanted when this money could be better used improving the roads/education system and general upkeep of the town. Unfortunately SBC do not seem to listen to ordinary people's opinions and forge ahead spending tax payers money willy nilly!! Please stop allowing the grass to grow untidily, please start filling pot holes and maintaining roads and listen to what the community wants rather than just what the councillors deem important. Many thanks</p>
<p>I find it disgraceful that the council public toilet services are no longer free - this is a false economy. Free toilets and car parking in Jedburgh enhanced footfall in the town, now this retrograde step to charge people for toilet use is having a negative impact on the town.</p>
<p>I found this because my local councilor had put it on Facebook (which I rarely look at) otherwise I wouldn't have known about it.</p>
<p>I fully understand that budgets are tight and it's too late to change the decision but the Tapestry is going to cost a huge amount of money and I feel that you will struggle to reap the benefits. Speeding in rural villages is a big problem, I don't feel that resources are being directed to address this.</p>
<p>I have an issue with the road outside my house flooding every time it rains. The rain flows directly into my path and floods the gateway, hence I cannot get to open or shut my gate. I have been in touch with the council about this problem for at least 2 years. I frequently phone to see if they are dealing with this problem. They fob me off with saying they will deal with it shortly. They don't. This is not good enough. I pay council taxes. For what ??.</p>
<p>I have been trying to get in touch with a certain person at council headquarters for 2 months now and he has not responded to my email either. I feel this is not acceptable. Some form of communication would be appreciated instead of being ignored.</p>
<p>I have benefitted from the training offered by Borders Care in St Boswell on issues affecting carers</p>
<p>I have contacted the council several times regarding cars idling and suggested no idle zones to save noise pollution and car theft but never get any reply.</p>
<p>I have lived in Kelso nearly 66 years and never seen our once beautiful wee town in such a mess. And expecting locals to litter pick and bed out flowers. Shocking doesnt cover it. Cemeteries are disgusting. You should hang your heads in shame!!!!</p>
<p>i have lived in the borders my whole life and couldnt imagine a better place to stay. having travelled to lovely places around the world for extended periods of time nowhere feels quite like home as much as the borders.</p>

<p>I know a lot of people slate the Council at every opportunity, but I can see that you are doing your best to operate services on a limited budget.</p>
<p>I know Berwick is in Northumberland but we live within Scottish Borders and commute to Edinburgh daily...the commuter/late night train times are terrible compared to Dunbar and Galashiels...</p>
<p>I know the council has probably no input on policing but there needs to be more police officers to deter anti social behaviour. Dog fouling is also a big problem.</p>
<p>I live in Eyemouth and my perception still is that we do not receive the same level of council priority that areas such as Galashiels and Hawick get. We are very much on the periphery of Scottish Borders. The money spent on central borders is disproportionate eg the tapestry will not benefit the eastern borders. .</p>
<p>I live in a housing assoc house and tend to find because we are out with the local town we always seem to be last for any major refurbishment and we have had to fight for new kitchens, doors etc and feel there should be some kind of department out with them that we could complain too, eg Council</p>
<p>I love and appreciate living in Peebles for over 30 years. What lets is own is: Low wages underpaid staff Alternative is long commutes, no chance of a train Small town thinking no student population, lack of access to teaching Hospital groaning health services with new housing not in place with infrastructure</p>
<p>I love living here and working here. The quality of life is good. Good transport provision is essential though as it enables people to work and that means they can provide for their families. The bus services need to be much more affordable and frequent.</p>
<p>I may have missed this but I couldn't find any information on the form as to when it was to be returned by. I had to contact SBC HQ to find this out which it is apparently 25th September. suggest to be put on future survey forms</p>
<p>i moved here following the death of my husband because my son and his family live here. I have been warmly welcomed by all I have met and i am slowly getting ti know what services and facilities you have to offer.</p>
<p>I personally feel there is a lack of communication between SBC & residents of the Borders. Customer service is patchy. Also believe there is low moral amongst staff & management in position that have little or no experience of the role they lead in. Also feel that Councillors, in some cases, are too political & less about their community they are supposedly representing</p>
<p>I really believe the borders has a large drugs and alcohol problem, which is also linked to mental health problems which often don't get addressed often enough. I think these problems can be helped by various services if they are properly finance and ran to a good standard.</p>
<p>I think Galashiels Swimming Pool is long past due having an extensive upgrade. The community changing room is constantly dirty with a great big bed thing in it that takes up a lot of room, there is frequently a sewage smell in the toilets, the changing facilities themselves are not fit for purpose as they need to be made bigger, young families cannot use most of them and such as us - I have 3 children who take swimming lessons at the same time and to fit them and me into one cubicle if one of the 2 family changing rooms are busy is a no go. It feels the pool is not fit for purpose any more but is very well used by the community. The staff are fab but I think even they feel neglected by Live Borders</p>
<p>I think our council needs to listen to what the majority of borderers want and start really taking care of where our money is spent. The tapestry debacle is my biggest bugbear at the moment. Imagine what services that money could have been used for - instead wee jeanie can come and look at a tapestry that lots of people arent even interested in. Biggest white elephant ever!!</p>

<p>I think planning applications for housing in Peebles should be halted until more schools, bridges, medical services and amenities can be provided.</p>
<p>I think public transport in the borders and elsewhere in Scotland is an essential part of controlling climate change. I also believe there is an area like the borders where there are many older people and many poor people when public transport is even more important</p>
<p>I think that I've said it all apart from the fact that we in West Linton feel that at the far edge of the Borders we are mainly ignored and forgotten. Our young people can't even have an evening out at the cinema or attend a sports facility without having to be driven by parents or friends. I have also heard that the cleaners at the school have had their hours cut and that teachers are vacuuming their own classrooms. (That is hearsay on my part). This is after the increase that the Council get from the extra Council Tax from the new builds in the village.</p>
<p>I think the council is right to be far sighted in its aims - eg regenerating town centres, tapestry, new playgrounds. Spending all the money on fixing potholes really doesn't do anything for our future. I believe that bringing in improvements which will expand tourism, especially year round tourism, is one of the Borders best hopes for a sound financial future.</p>
<p>I think the council provides an excellent service under the present financial conditions and I am very happy to live in the Borders</p>
<p>I think the email and online account access for people who are willing to use the service could help to save money as the amount of letters, glossy publications, and leaflet information all costs money to produce, print and post, most people just bin it, emails are free</p>
<p>I value very highly the quality of life here in Earlston. We have an excellent, caring medical centre, regular (if infrequent) buses on a variety of routes (frequency of buses to the BGH could be improved, as that is currently poor), a friendly village atmosphere, a good sense of community, and a lovely open park by the Leader Water. The range of shops is good for folk unable to drive. It is a safe community to live in.</p>
<p>I was born and have lived in Galashiels for 70 years and it is very sad to see weeds growing in the streets and also dirty empty shop entrances also buckets permanently on the streets. People should be made to keep their property tidy and Galashiels would be a much nicer place to live.</p>
<p>I wasn't aware fuel poverty is classed as when more than 10% of household income is spent on fuel bills. The question has led me to research what percentage I spend on fuel.</p>
<p>I wonder how you expect old people to participate in this survey which I only heard about on Twitter. Internet access is poor enough as it is. It's all very well saying paper copies are available in libraries and contact centres, but the nearest is ten miles away so I do not visit either.</p>
<p>I would like a review of council tax bands please. I live in a modest 3 bed, 1.5 storey house to the value of £220,000, no front garden or driveway and a small garden to the rear and yet my tax band is the same as that of £450,000+ 4/5 bed homes with double garages, large gardens to front and back. The tax is crippling us. Please, I implore you to review. Thank you. Other than that I think borders council is fairly good, much better than most!</p>
<p>I would like Peebles to have more for children in the sense of parks. Kingsmeadows and haylodge play parks are both good parks but I feel they could both be a lot better. I'd love it if we had something similar to the new parks in Hawick and Gala, facilities with disabled access and facilities, as well as something like the water park in Moffat, maybe where the paddling pool used to be in haylodge Park. I'd also like to see a new toilet block built nearer the play park in haylodge Park.</p>

I would like the bus sevice reinstated to Mayfield drive hawick
I would like to add my anger and great sadness about the state of the local cemetery it used to be a calm well kept area which has now been destroyed by the current arrangements , use of weedkiller instead of strimming, lack of lifting grass cutting and cutting between the graves and in my father's case . No grass at all . Disgusting and disrespectful
I would like to know what SBC do spend the budget in as I see no improvement in my local area. I think rather than look at big projects the council need to take a step back and do what the majority of people want, a clean, safe and lovely place to live and work. If you want to increase tourism to the area the same thing needs to happen. Clean the streets regularly, cut the grass (everywhere) frequently and take action on dog fouling. Make our roads safer and look at what we have. If trees were cut from roads we would have lovely views and proper tourist routes. At the moment we have tunnels!
I would like to see free access returned to toilet facilities. I believe access to toilets is a basic human right. A small increase to Council Tax specifically to cover this would be reasonable. Free toilets and free parking are important in town centres that aim to attract tourists and shoppers. Connection to Superfast Broadband would very much help our business. The wires were connected in Lempitlaw in June but our houses are yet to be connected. It is very frustrating for us having it so near - and yet still not be connected.
I would like to see more affordable exercise classes and different types of classes and walking groups made. Available in my area and meet other people of my age 50 years and over
I would like to see more done for the elderly and housebound. also concerned for the young people who are unemployed and have no sense of direction
I would pay more Council tax to allow more things to happen. I also think that contracting out some of the departments is the wrong way to go, and I would not like to pay more council tax for that action to take place
I've lived in the borders 27 years and love the way of life and the people and will hopefully contribute to the local community for many years to come.
If I send an email to my local councilor I don't feel that it is unreasonable to expect them to reply!
If you can't provide the education you are claiming to be able to offer then make arrangements for that education to be provided elsewhere. I would rather my children had to travel to a school where their needs were met and challenged rather than stay local for the sake of staying local and suffer an inferior education. Nat 5s, Highers and Advanced Highers aren't being given the teaching time they require at our school. How dare you play the skinflint with my children's futures! You are failing the most important people in the Borders. Ticking boxes and looking like everything is OK is not the same as providing the real thing. Stop papering over the cracks or there will be nobody to take over from you in years to come. Not locally, anyway.
Improve the quality and cleanliness of our town centres. Galashiels is in a third world classification.
In the future any expenses spent on home improvement should be spent fairly , Peebles seems to be the last choice on comparison to other border towns.
Individual SBC employees tend to be polite and helpful when possible. However overall policy is not generally helpful to Heriot.
interesting survey. Does one get a summary of the findings?

<p>Isn't it away past the time you did something about your bungling incompetent council tax department? I wouldn't trust them to run a bath. They never manage to get things right first time, and as for sorting things out, they make Theresa May look like Einstein</p>
<p>It feels as if the past year has been quite a difficult one for the council financially and when challenged, they have been quite evasive with their answers. I know it is hard if peoples expectations cannot be met all the time, but please be honest. No "council" speak. We can see right through it.</p>
<p>It is an absolute disgrace the amount of money being spent on bringing the tapestry to the borders when there is no money for essential services e.g. Public toilets, grass cutting, flower beds, elderly care, potholes.</p>
<p>It is too difficult to contact the council by telephone.</p>
<p>It is utterly pathetic that it is not possible to sign up for notifications about what events are coming up at Live Borders venues eg Victoria Halls, Tait Hall</p>
<p>It seems as though Hawick has been neglected compared to the other towns. Such a shame as so many beautiful buildings and wonderful park. The main bridge in the centre is terribly shabby and shops are deteriorating. I keep hearing that the high rents after 1 year make it too hard for the businesses to stay on top of the shop fronts. The traffic has taken priority through the centre hence pedestrians do not feel as free and safe to wander the shops as they do in Melrose for instance. Such a difference ! Make it a nicer, greener place and shops will want to move in, and people will be able to enjoy ambling around the town centre.</p>
<p>it seems Scottish borders council have always consisted of right wing councillors even when called independent. The consequence of this has been an obsession with saving money.</p>
<p>it would be good if small 2 bedroom retirement complexes could be built in each town</p>
<p>It would be helpful if inter agency communication was better . I am frustratingly trying to get help about the same issues and get passed between them .</p>
<p>It would be nice if there were more opportunities for young adults to mix/meet. Moving into the Borders it hasn't been the easiest to make friends and meet people my own age.</p>
<p>It would help the East Borders to have Reston Station running again</p>
<p>Jed is the First town the tourist meet on the A68 the SBC don't seem to understand that . We are a poor reflection of the town we were The Borders doesn't consist of Melrose or Gala or Tweedbank where most of the capital spend is The. Placement of the Tapestry in Gala is an example it would have been ideally placed in Jed</p>
<p>Just that the council don't seem bothered about Ashkirk. Just as well hardly any children live here. I would be apprehensive about bringing a young family here</p>
<p>Keep doing what you are doing. You wont please everyone all the time - but the general direction looks good. Reassuring signs - keep momentum or rather increase the pace!</p>
<p>Keep moving forward! :)</p>
<p>Lack of CAHMS support (or whatever it is called now as we seem to be between 2 providers) for young people in the Borders. Self harm / drugs / other behaviours seems to be very common in secondary schools but seen as 'normal' and no real help offered</p>
<p>Lack off job. Not everyone can work the Internet. Pot holes are very bad. In town, Jedburgh Road.</p>

<p>like to see the council putting more money towards services to benefit the local community and perhaps less on jobs that do not contribute directly to frontline services. every spare penny should be directed to frontline services</p>
<p>Listen to the residents</p>
<p>Litter is a problem around our local area. some of us do litter pick when we can. We have asked the council if they could provide a skip, due to some larger items dumped near the pond. We are waiting for an answer. (approximately 6weeks).</p>
<p>Little recognition seems to be taken of the general condition of the councils assets within this survey, the Council seriously needs to consider a back to basics approach to provision of services rather than its current approach to promoting individual large scale capital projects. For example the basic provision of a safe road infrastructure, one which is not decaying at a rapid rate, should be something that this Council should have high on its agenda, it should not full the general public of extra funding on roads , one of spikes from central government, which fall massively below that needed to keep the roads in the Scottish Borders in a safe condition for future generations is not prudent. A focus on the core basic service provision would be seen as a step forward.</p>
<p>Living in the borders is great, apart from public transport. Would take me 2+ hours to get to Edinburgh by bus/ train. Kelso town bus service not easy to find on line.</p>
<p>Main issues that I feel have declined in the town: Litter State of road and pavements (pedestrians often overlooked in favour of cars and bikes) Speeding traffic Number of empy shop premises -Incentives needed to help small businesses in the High Street Affordable housing to rent</p>
<p>make things better for young people</p>
<p>Money being spent on tapestry building and further expansion of borders railway would be better spent on education, sports facilities and social care services.</p>
<p>The anticipated Tourism boost is unrealistic and is focused on a very small area of the central borders which has left the rest of us with poor services.</p>
<p>More busses on the A68 to Edinburgh please!</p>
<p>More community interaction options need to be made available online, for those of us who wish to participate, but are unable to attend meetings. Broadband needs improved for those of us in rural areas, not in proximity to the cabinets. Parking is poor throughout the district. We don't want the Tapestry. The National Park is a bad idea. The roads need patching and improving, especially the A68. Too many empty buildings being left to rot, and occupied buildings in poor repair.</p>
<p>More inclusion and participation from residents within communities. More investment with diverse groups especially families of Disabled Children.</p>
<p>More investment needed in local infrastructure to encourage our young people to live and work in the Borders and also to attract new businesses to the area. "What Matters" hubs and community engagement events need to be more frequent and better publicised to encourage communities to feel truly listened to and ensure local authority services actually meet peoples' needs. Things are moving in the right direction though and everyone appreciates the demands on a limited pot of money are difficult to juggle.</p>

<p>more joined up thinking and creativity in resource sharing, eg: school and municipal libraries</p> <p>more awareness of different needs of different communities</p> <p>more commitment to sorting the basics out, and not making life inconvenient for what amounts to no meaningful gain (like the outrageous toilet charges which are very inconvenient to tourists, and impact negatively on the community)</p> <p>more real listening to consultations, and attracting wider more objective responses from the public before introducing a change which looks like it was done by stealth-you are good with newsletters, but not really always as transparent as you should be.</p>
<p>More thought needed for elderly. Both linkim court and swan court involve a hill to get to doctors. I have a relative in one of them and can only access doctors by paying for a taxi there and back. Could a doctor/nurse not visit these once a month to reduce this stress for them? They just seem forgotten about</p>
<p>More/better/any community provision urgently required for Jedburgh !!</p>
<p>My experience of living in Peebles for 40 years is that Peebles is a neglected corner of our region. SBC is far more interested in what is happening in Galashiels , Hawick, Sekirk etc. Peebles is seen as an important source of council tax revenue, while discretionary expenditure largely goes elsewhere.</p>
<p>My only complaint about SBC ..is the state of the roads and inadequate white lining repairs ..especially at busy junctions</p> <p>e.g Chevrons and arrows at Orange Lane junction on A697</p> <p>I have contacted the roads dept about this twice over the last 2 years.</p> <p>An accident waiting to happen.</p>
<p>My rent and council tax has doubled in the last 10 years. My pension sure hasn't.</p> <p>Stop house building in Peebles.</p> <p>I am wheelchair bound and the state of the pavements are deplorable.</p> <p>Dropped kerbs should be brightly coloured.</p> <p>I would like a job going round photographing cars parking there and passing the reg.nos to you to send out warning letters. Don't want paid.</p>
<p>N/A</p>
<p>Need more opportunities for young disabled and disabled children in our area to reduce isolation, improve wellbeing etc that are accessible, supported and not financially disadvantaged</p>
<p>need to improve road access to major cities Edinburgh Newcastle Carlisle Glasgow by campaigning and investment</p>
<p>Need to open more experiences if you want the borders to grow. The borders is full of history that can be taken advantage of. Melrose has one of the most important Roman sites in Scotland but there's is nothing there for people to see. This could be a huge attraction if done right.</p> <p>Battle reenactment's in selkik. Ghost tours in old gala house. Inflatable ball rolling down hills. There's loads to be done. The focus needs to shift from businesses and on to things for people to do.</p>
<p>Need to stop taking the easy option of closing toilets.etc grass cutting ,gardening,general appearance of areas,this is noticed quickly by visitors,stop pushing ahead with costly self indulgent plans that general public do not want or can afford.</p>
<p>Need. More. Things. In. The. Borders. For. The. Next. Generation. And. Move. With. The. Times. And. People. Won't. Need. To. Go. Out. The. Borders. Spend. There. Money. In. Borders.</p>
<p>No</p>
<p>No</p>

No
NO
No
No
No I think you covered everything in this survey
No thank you
No thank you
No thank you.
No.
None
None
None
Not progressive. Not forward thinking. Not helpful. Quality of work you receive is poor when in communication with council departments, and I'm always polite and courteous. They were sending or asking me for things they had or they were very unprofessional.
This side of the borders we are forgotten. Even speaking about the 101 bus service you never even considered Upper Tweeddale as you said it would only affect West Linton 20 miles away. And no parking to leave car there.
Not really...it's important our views are heard. I'd be keen to receive a copy of this report
NOTHING FURTHER
On the whole SBC is running a good service in difficult financial times. However, promoting core support services such as Welfare Benefits and Homeless Services would be a far better use of money than a Tapestry.
One of our concerns is the state of the verges in Heriot. the road isnt particularly wide and the verges were heavily damaged by a communication company laying a cable to heriot primary, as a consequence there are difficulties passing on coming vehicles sometimes without risk damage to ones vehicle.
Also the School run parents do not consider local residents when going to and from Heriot primary, many times they have risked collision with cars as they dont look / drive too fast and run people off the road.
The bins at Heriot primary are frequently overflowing causing rubbish to blow around. they need a bigger bin!
One wonders if there is a better way of doing things regarding local matters by having smaller regions. Lowering the wages of officials and keeping pensions to what is needed to exist. We see cuts in all departments saving money but we seem to pay more for less from an increasing population. Housing also seems to be a huge problem with all the housing association paying out huge salaries and their rents going up beyond inflation affecting vulnerable people. The roads through the area are a disgrace with Sbc expecting people to report problems.
Only found out about this survey through a local community page. Council should advertise surveys more widely. I follow Scottish Borders Council on Facebook but didn't come up.
Our food recycling bin collection can be called sporadic at best. I believe this service has been tendered to a private company I may be wrong. However we live in a cal de sac half way up a dead end road and it's a hit or miss whether it's being

<p>collected. I've had a general look around town and would estimate that around 60% of households utilise this service and still the bins of people wishing to recycle can't be guaranteed to get the service. I have completed the online form on occasion when it has failed.</p>
<p>Our three local SBC Councillors seem to be "out of the loop", with no involvement in decisions being taken by Council officers and other Councillors. The Community Partnership Forum seems to have got off to a good start, but there is no evidence yet that it is making any real difference. I do wonder whether the SBC wastes some of its money on unimportant matters, on fines and on failed contracts - there are never explanations or apologies from the Council when things are reported in the media as going wrong.</p>
<p>Overall everybody knows we are facing challenging times in a tough economic climate, tough decisions have to be made that individually we may not personally agree with and you cannot please everyone as everybody's priorities are different. In this case it is good to see that communities are given more power and influence to put across their views and manage their own communities where possible. The main thing is that regardless of our opinions/political differences that we pull together strengthen the local economy and attractiveness of the Scottish Borders to attract visitors and investment and protect the future of the Scottish Borders as an attractive place to live and work and visit for all ages and condition for generations to come.</p>
<p>Overall life in Innerleithen is great - we seem to have more than our fair share of drug users though.</p>
<p>Park and community centre in the centre of Earlston would make such a difference. At the moment difficult to meet people due to no community centre. No green space in the centre where you can get away from the traffic fumes and noise.</p>
<p>Pay attention to this part of borders and spend some council tax here</p>
<p>Give Peebles a new high school. It is disgraceful that it is the only one not being replaced across all of borders. Yet another example of ignoring west borders</p>
<p>Peebles needs a new High school</p>
<p>Peebles seems to benefit less than other Border towns from council investment in infrastructure.</p>
<p>Peebles used to be a great place to live. Now our parks and cemeteries are a disgrace. Roads are full of pot holes. Street parking is being abused. Antisocial behaviour, crime and drug abuse is on the increase. All these issues need addressed or visitors will stop coming and residents will move.</p>
<p>Perhaps advertise for volunteer Area Ambassadors - local ppl vouching for their area as a direct voice to the council. I'd apply!</p>
<p>Please cut some grass! The state of our towns is a disgrace and needs to be sorted ASAP.</p>
<p>Also, our roads are in desperate need of attention</p>
<p>Please please listen when people are saying we all NEED super fast broadband especially us that are off the beaten track (all 19 households!)</p> <p>Tried all companies involved MP, SMP, councillors etc to no avail best we get is it will be ok in 2020!,,</p> <p>If you want regeneration in SB area you MUST have great internet access so younger people will come and live and set up businesses!</p> <p>I urge you not to bury your heads in the sand.</p> <p>As an area it is fantastic but dying on its feet.</p> <p>AND I'm not old!!</p>
<p>Please sort the walls in Stirches. They are falling down. They are dangerous and an eye sore with bits of bricks lying around everywhere.</p>

<p>Please take care of the roads. Not just filling in potholes but actual resurfacing then proper maintenance so you don't get yourself in the situation you're in now. How can you attract tourists with such lousy roads - and locals are tired of playing dodgem every time they go anywhere, too. It's no fun being a loans woman having to change a tire in the pitch dark on a lonely isolated road in the middle of winter.</p> <p>Cemeteries! How could the council be anymore disrespectful to people in their area than the way they are treating these areas. The council has destroyed the memorial stones with repeated use of Roundup type weed killers and now that they are toppling because of that the council, is refusing to own up to their destruction and sort it out! Shame!</p>
<p>Please think about the less affluent people in your area. A Conservative Council won't think of the more disadvantaged though. Yes, it is great to have the tapestry coming to the Borders to help with regeneration, however don't forget the people who live in the area and need good public services every day-transport, sports facilities, support etc</p>
<p>Question for you would be How well do you think you are managing our resources. On roads you need to maintain not call the fire brigade, look after the verges, a gravel verge is better than a road accident, sort your risk assessment. Government should set minimum standard.</p> <p>Get Social Care sorted before it sorts you. Government should provide structure and uniformity ie who pays for computer system?</p> <p>The punters need leadership, it is good that you are asking, you need to listen and move on, your priorities need to be the local people.</p> <p>Why do you persist in spending where it is not needed ie Reston Station and that Tapestry when you are giving poverty as a reason for cutting services</p>
<p>Regarding the questions relating to the council informing us. I have never seen anything to vote on.</p> <p>I feel like the majority of councils that things are aimed at local/People living in the area for a substantial amount of time.</p> <p>New to the area and indeed to Scotland I feel all information regarding important things/issues should be known to all and not taken for granted that people have always lived here.</p> <p>I have had to ask via email to sbc information which they have attempted to answer for me.</p>
<p>REINSTATE THE FUNDING FOR OUR BUS SERVICE. Borders Council seems to forget about the people living in the north of the region.</p>
<p>Remember Jedburgh is part of Borders and road maintenance is important</p>
<p>Replace Pedestrian traffic lights with zebra crossings. Long delays caused by times of lights changing. Causes a great increase on pollution and wastes energy. Replace grassed areas with wild flowers- no need to cut Do not accept tapestry- use money for essentials.</p>
<p>Reston station waste of money</p>
<p>Road surface/pot holes are numerous and dangerous. Better to repair roads and think less about the railway connection to Carlisle. The country/village roads are a disgrace. I have seen better roads in East Africa, Australia/ new Zealand. speeding is a real problem</p>
<p>Roads are a headache - potholes are poorly patched and the repair is dislodged by the heavy farm vehicles using the road, considering we are on a publicised cycle route, I'm surprised the council allows the roads to be in such a poor state. Come</p>

<p>winter we are hardly ever gritted and when snow falls we have to dig ourselves out or be snowed in for days on end.</p>
<p>Said all in first comment box..</p>
<p>SBC are doing nothing to stop windfall housing development in Peebles. The knock on impact is more people trying to use schools , doctors, dentists and sports facilities that are at full capacity , I keep reading the housing development applications in Peebles where the council requests funds for infrastructure improvements and not one penny of this is being used to improve infrastructure in Peebles</p>
<p>SBC budget should be prioritised for local services eg education,care,roads etc they should not be funding local clubs,events eg festival weeks. Also stop subsidising council canteen. I have to get to work and feed myself. That should be the same for the council.</p>
<p>SBC continues to take a dictatorial approach to services with decision-making in the hands of some 'we know best' officials. Partnership working is tokenistic.</p>
<p>SBC could do so much better and we need to do better to attract more to the economy including Tourism and to have more people live here. The Council do seem to have put a good foot forward with all of the new schools in the area. More attention to detail by the SBC and a can do attitude would put us in the right direction. Answering queries and providing information and help within the prescribed 5 day / 20 day period should be a standard adheared to. I would say that the people who answer the phones in a number of the departments seem often to be very good.</p>
<p>SBC does seem to try and do a good job, but lately I'm concerned about funding decisions and cuts hitting vital services (public toilets, graveyard maintenance, library staffing).</p>
<p>The Tapestry is a stupid idea with a flimsy business plan, I am disgusted SBC is taking out a loan to secure it when we're driving around on dilapidated roads and closing other services (redundancies in Libraries, cutting of other services).</p>
<p>SBC doesn't stand out as particularly good or bad in comparison to other councils we have experienced.</p>
<p>Dog fouling is an issue (and we are a dog owner) but I can appreciate there is no way the council can control that. When we moved to the area there were certain locations we ruled out purely due to levels of dog fouling.</p>
<p>SBC elected should hang their heads in shame!</p>
<p>SBC has a deserved reputation of being arrogant and overbearing in its decision making. It pays lip service to the idea if consultation. It needs to improve its ability to listen properly and engage with local people more effectively.</p>
<p>SBC is a poorly performing council with a lack of imagination that is staggering. The leadership is appalling and the decisions that are made at unbelievable at times. Citizens appear to be an after thought in the pursuance of political and ideological aims, anyone living outside a small circle centred on Gala is ignored and the north west Borders is being sacrificed on the altar of cash, as houses are shoehorned into communities at an alarming rate. Places are filthy, services are being slashed, your pursuit of savings has now gone so far that you don't even respect the dead and leave cemeteries unkempt and in a disgraceful state, yet the tapestry building still sits there like the elephant in the room, a drainer of cash but something that must be achieved at all costs. It would be a breath of fresh air if you could employ a leadership team with the strategic vision to make a difference but I fear the Borders will be stuck with the current incumbents for years and services will continue in their downward spiral until we all become so inured to the</p>

<p>mess and inability of the council to deliver that as citizens we all give up and accept what we get.</p>
<p>SBC is good at asking for opinions but tends to disregard opinions which do not fit with its aims. I have not yet met a single person who wants the tapestry or associated building works, and the evaluation of the visitors and income expected has not been made available to allow people to determine whether this assessment was realistic. Most people believe it has overestimated the impact by a significant amount but cannot verify this without the data. If 90%+ of locals say they don't want this and you go ahead with it, that is going to cause a lot of negative feelings that will take decades to reverse.</p>
<p>SBC much preferable to my previous council NHS ditto</p>
<p>SBC need to prioritise road repairs as roads are a disgrace. They also must stop developers building more houses in Peebles as our Schools, Doctors, Health, Ambulance and Fire Services cannot cope. Parking and Policing issues need to be resolved by SBC.</p>
<p>SBC needs to protect and support the small/independent High Street traders... This is the heart of any community and what tourists notice when they come to the Borders towns.</p>
<p>SBC really needs to spend more money on roads maintenance especially pot holes</p>
<p>SBC should be more proactive about providing customers with feedback on services (particular experience recently with planning: limited feedback, and Building control: no feedback on decision times</p>
<p>Scottish Borders Council are generally good at using the money available to them but no organisation is perfect and improvements can be made across the departments if the people concerned would take decisions realising they are spending their own money.</p>
<p>Scrap the tapestry, or at the very least, scrap the hideous and expensive proposed carbuncle to house it in. Put in the Old Gala House, Abbotsford, the Interchange or Douglas Bridge and turn the space at the former Poundstretcher into much needed car parking. This is the biggest gripe most people have with SBC, signing your constituents up to years of debt for something that only a tiny minority want. It will no doubt fall on deaf ears but you can and you should rethink this!!</p>
<p>should extend to Carlisle asap</p>
<p>Should love more activities in the town for the elderly ie a reading group.</p>
<p>Since the present administration has taken over SBC services have become very poor ,instead of money being spent fairly over the Borders region everything is centered on Galashiels ,grass cutting ,cemetery upkeeps ,pothole repairs and the general cleanliness of the area have sadly gone downhill fast ,SBC blamed the Scottish Government for cuts but then all Scotlands regions are the same ,you all have the power to raise more money by raising the council tax andcto be honest we had better services when the council tax was frozen</p>
<p>Speeding of cars, motorcycles through the village needs checked especially in the evenings.</p>
<p>Spending cuts have left Newcastleton with little. We can not access facilities in Hawick due to rurality however we have been left out in our own. Bulk refuse collection, cuts to library service, cuts to youth programs, cuts to grass cutting, the list could go on.</p>
<p>Start cutting the grass</p>
<p>Still angry about expense of building for tapestry which I have no intention of visiting.</p>

Stop increasing houses until a increase in doctors, school capacity and supermarkets.
Stop robbing people to pay ridiculously high wages to top workers and instead spend the money providing the service you are supposed to provide
Stop that fiasco of a Tapestry building being built . It's a complete waste of money !!!!!!!!!!!
Stop wasting millions on pointless tasks like the bloody tapestry and spent money getting the roads sorted and places tidied up. Why's the point in paying council and road tax . Too many council big wigs sitting on massive salaries . Shower of crooks
stop wasting money on the tapestry and housing it when the money could be put to much better use, such as bus services, road repairs, care for the elderly and infirm etc
Stop wasting money on the tapestry fix the potholes fix the lights stop speeding cars
Tapestry?, Really?
Taxpayers money should be spent on essentials such as roads, grass cutting, street cleaning, instead of airy fairy projects such as Tapestries.
Thank you for all you do for SBC.
Thank you for this!
The amount of traffic in the borders gets heavier every day, and night. The local roads are not suitable for the large heavy vehicle's that come through the small villages. This can cause damage to roads, bridges and sometimes homes.
the area needs to promote itself better to tourists. We have beautiful scenery, a wealth of natural history, small local businesses and an historical background on our doorsteps, yet we do little to promote it. Promote again the textile companies who are known world wide and who visitors are looking for in the Borders. We need to preserve what we do have and curtail the endless windfarm developers who want to ruin our unique countryside and turn it into an industrial landscape. We need to enhance further education courses so it is affordable for our young folk to do so in their own area.
The Arts council should be funding the Tapestry building not the taxpayers of the Borders. The money would be better spent on the roads and social services
The Borders appears to be a shadow of its former self when the textile industry was booming. It needs some form of economic renaissance to get it out of its rut. That in turn would help to solve many of the social problems which are a symptom of the underlying problem.
Scottish education is also in danger of being left behind. I was horrified to read that the police have had to patrol the corridors in Hawick High School. Academic results seem to be slipping down the international scale and there appears to be no ambition within the system for our children.
I think the Borders has huge potential for tourism. I see a lot of talk but no action on this point. There is no "Borders" brand on which to build.
Reforestation (mixed woodland not monoculture plantations) would make a huge improvement to the environment in the long term.
The Borders Council is making it more and more difficult for people to live here. Without good public transport, I envisage having to move out in the future. Also lack of banking facilities.
The borders is a beautiful place to stay, keep it that way. Extend the railway line asap, stop this tapestry debacle please, its a lot of it money to waste! Get more

<p>police on the streets and please please please stop the speeding on liddesdale road in Hawick i see it daily and its frightening!</p>
<p>The Borders look shabby - it will not only not attract visitors as it looks now it will begin to turn away those who have always visited - the roads are a disgrace and the roadsides and green areas even more so. The lack of grass cutting and the poor quality of cutting when it is done is beginning to affect the type of grass that is growing - no cutting means that the more vigorous types are overwhelming the finer types and there are more weeds taking hold. It is a false economy that is making the Borders look unkempt and unattractive.</p>
<p>The Borders needs to encompass the whole area and not just the Central Borders. There are very few facilities in the East. It takes an hour to get to BGH in a car and much longer by bus. No trains, no theatres, no cinema.minimal sports facilities. School students have no access to wider opportunities that require transport. Mini bus costs are too high and they can only be accessed from Central Borders meaning someone has to go pick up then return after and this makes them too expensive and time consuming.</p>
<p>The cleanliness of my local area seems to have gone down hill over the last couple of years. We rarely get the street cleaner now, whereas previously we used to have them on a regular basis. We also have major problems with pigeons roosting in the street and have had no help in preventing this.</p>
<p>The condition of the roads on the Borders when we moved here was very good and was part of the reason for moving into the area. They are so bad with potholes, ruts and damage it is like driving a dodgem car. They are in a desperate state and in great need of repair. Holes - deep holes that damage your vehicle and tyres. This should be a priority, without good roads how can we expect to encourage visitors and for the locals to get somewhere where there are 'local' services which can be a 30 mile round trip or more.</p>
<p>The council appears to have little regard for energy efficiency - street lights near me have remained on for 24 hours a day for 10 months now.</p>
<p>The council need to address poverty in families--listening to what customers are actually telling them. Times are very hard for some families right now and I feel that the council at certain levels do not care if they push people into poverty with their rules and regulations---each person's situation should be treated individually . Single parent family's seem to be treated particularly badly. They listen and seem sympathetic on the phone but when it comes to the staff who make decisions they are awful. (with the exception of XX who seems to be the only person that has a true understanding of poverty and actually helps people) The council need to re address housing benefit amounts to coincide with rising rents . Also be aware that to feed a family these days costs a huge amount of money even for basics. I was shocked to be told that I spend too much on FOOD!! by them . Quite frankly--some of the staff havent got a clue the difficulties faced by some families.</p>
<p>The Council need to encourage small businesses on the High Street, we have lived in Peebles 18 months and many shops have closed down and premises lying empty. Parts of the High Street look poor. Tourism needs to be encouraged. The Council should look at putting overnight parking in for motorhomes with access to electricity and water for a small fee. This is hugely popular in Europe and very limited in the UK. We see many motorhomes in Peebles over the summer months.</p>
<p>The council needs to invest in all areas of the Borders not just Galashiels and Tweedbank.</p>
<p>The Council needs to think long and hard about spending money on vanity projects such as the tapestry. The vast majority of Scottish Borders residents do not agree with this project and are aggrieved as the money should be spent for the benefit of the council tax paying residents</p>

<p>The Council needs to think on a much higher level, and in a strategic way to grow the economy . It has let services that were once highly regarded decline in the pursuit of political goals such as Independence that are irrelevant and unlikely ever to improve the people’s standard of living.</p>
<p>the Council seems to have plenty of money to spend on vanity projects but very little to actually help to improve simple things in the community. Ie £297K on a new playpark. We need rubbish bins everywhere. Severe lack of</p>
<p>The council spends too much on those who don't have and those who contribute most don't get nearly enough for their money.</p>
<p>The current roadworks are a nightmare a ten minute journey is now taking almost an hour. multiple road closures are poor planning at best. Waste collection services, specifically garden waste need to be looked at. Maybe increasing the amount of morning classes to allow those that work in the latter part of the day to extend their skillsets or hobbies. Most of the Day/ evening classes are in the afternoon or early evening. not useful for shift workers.</p>
<p>The current upkeep of the town at minute is horrendous grass needs cut streets need weed killer dog fouling is a menace anti social behaviour becoming too regular the towns really going downhill.</p>
<p>The earlier section which asked about the extension of the Borders Railway and the opening of Reston Station should have been two separate questions as the two are totally unrelated as the Reston Station is an urgent priority and the other a dream scheme for the future.</p>
<p>The first bus prices from Peebles are far too expensive. The railway should have gone through Peebles as the amount of commuters to Edinburgh is crazy and this would have reduced the amount of cars travelling on the road day to day.</p>
<p>The impact of cuts on the lives of Border people are now beginning to take effect, the council needs to support front line services more or communities will break down and crime etc will increase.</p>
<p>The main concern I have is over the sustainability of our local primary school. I would like to see more support from SBC to assist us with encouraging more pupils to the school (and local area via affordable housing) and improved support in providing transport from Selkirk to the school to encourage children from the town to access our amazing rural school.</p>
<p>The maintenance and grass cutting team is jedburgh do a fantastic job, but unfortunately due to council cuts the frequency of cutting is ever increasing which makes the town look like an absolute mess. The council should look long and hard at this, because we keep hearing that tourism and foot fall is very important for our local economy but i don't think visitors would recommend us to family or friends because our public areas and road network is one that resembles a third world country!</p>
<p>The park in Coldstream needs attention. Its full of glass. Coldstream seems to be forgotten about and there need a to be more for children of a young age to do without having to travel to other towns.</p>
<p>The planning application system has to be more transparent and you MUST hold developers to account. House builders / developers are able to do whatever they want as long as someone gets paid, and their consultation process is a joke - they recently put in a planning application for 38 houses, following "consultation". They took non of the community concerns into account. The same with the proposal for the new caravan park, I fear you will just let the developer do whatever he wants and that the consultation was just to keep us quiet. In the end of the day, they get away with whatever they want because you do not hold them to account.</p>

<p>The provision of education and standards of attainment in Scottish Borders schools feels outdated and significantly lower than that in other parts of the country. I feel like we are really failing our children and young people in this area!</p>
<p>The recycling centre in Galashiels is poorly designed and open at inconvenient times, this should be addressed ASAP.</p>
<p>The roads and parks in and around Hawick are a disgrace. As myself and eldest son are cyclists we feel we are in danger of injury due to the potholes. Also have to carry my 2 year old grand daughter down to sleepy Valley play park as I'd lose her in the long grass.</p>
<p>The rural nature of the Borders contributes massively to the quality of life here however this can cause disadvantages too. You have to be fairly 'well off' to enjoy the benefits of living 'in the country', e.g. you need to own a car to get about or be fit enough to cycle long distances (and this does not take into consideration transporting children). If you have to use public transport it is expensive and difficult, e.g. getting from Eyemouth to a health appointment at the BGH with your children. Poor public transport services is a contributor to inequality in the Borders and does not promote reduction in car use for environmental reasons.</p>
<p>The rural roads are in need of repair in places and as a weekly commuter to Edinburgh, the main roads are no better in areas. The rural roads are used as high speed rat runs and are dangerous enough without the pot holes etc. The amount of litter lying around is terrible, and needs cleaned up. There appears to be a bad drug problem in Hawick with used needles and drug paraphernalia being found regularly. This is unsafe and should be taken care of as soon as reported but it seems to take a while to happen.</p>
<p>The SBC doesn't have a good reputation for good planning decisions. (I don't know if this is justified or not!)</p> <p>I have used the Business Gateway services delivered through the Council and found them to be excellent - thanks!</p> <p>And thanks for this survey!</p>
<p>The standard of teaching in Parkside Primary and Jed Grammar is very poor. The level of disruption of our children's education caused by one or two individuals is disgraceful. It is disgusting that the needs of the few are allowed to outweigh the needs of the many. The control the teachers have over behaviour is very poor. Whilst I agree that some grass can be left and is better for insects and environment if it is, I don't think this should apply to play parks or regularly used amenity spaces.</p>
<p>The state of cemetery and grassed public areas are a disgrace. The recycling locally is a brilliant service. Innerleithen high street is a joke, the surface needs totally redone. During the beast from the east ... again massive fail,</p>
<p>The third world has better phone signal and internet services than the Scottish Borders. Working and studying from home is becoming impossible!!! Rural communities are suffering and also young people leave rural areas as the services are so bad. My four children struggle to do homework tasks online. They feel disadvantaged living in a rural area.</p>
<p>The transportation routes should be increased and business development improved.</p>
<p>The Valley I live in is beautiful but has many forestry plantations already, continuation of afforestation would be to the detriment of the visual amenity of the area.</p> <p>Some logging lorries cause a lot of damage to the roads, especially when travelling in convoy(up to five) at speed and are also a danger to walkers and cyclists.</p>
<p>There are a wealth of opportunities in the Borders to generate wealth and replace much of the older industries. In my view the lack of available high speed broadband makes the borders a place business cannot look to relocate. In my</p>

<p>view prioritising this is the quickest way to generate genuine sustainable growth for business, education, research, the arts and quality of life in general. Wider promotion of walking, cycling, clear air, peace, beautiful views, fantastic places to visit, great restaurants etc could help bring more visitors holidaying here. Broadband will help build those businesses too. Supporting the National Park for the Scottish Borders movement will help massively too. I have come across some of the 'initiatives' from SBC and much is made of contacting and inclusivity. However upon reading results, it feels like someone has swallowed a business bullshit bingo book and regurgitated it onto the pages. The results so far seem to be that trying to do more with less is resulting in glossy brochures that don't really help win people over.</p>
<p>There are no local buses and the borders railway services only the west side of the borders. You really need to look at this.</p>
<p>There are prospects of building houses in the field behind my house in Mxxxxx Av and I strongly object to it as some of the houses which become vacant at the moment take ages to be occupied - not with local people I may say, so you could get people who don't want to be here and give nothing to the community.</p>
<p>There are too many cutbacks on services, ie the state of the roads are terrible and to spend stupid money on a Tapestry when the money could be used on other local services.</p>
<p>There is not enough information to tell us how and where Community Payback is benefiting our communities.</p>
<p>There is very little in the way of amenities in Heriot therefore a lack of spaces and places for people to meet eg no cafe, no bars or restaurants. People, especially older folk, can become isolated and lonely through having nowhere to go to meet others.</p>
<p>There needs to be an increase emphasis on peoples' emotional and mental health. Also there are many elderly people who are isolated and lonely in their own homes owing to age and health problems. Improvement in swimming pool facilities for all age groups</p>
<p>There will always be room for improvement, people with good ideas do not always want to put them forward in a public meeting. Borders councilors could do a door canvas and ascertain if there are any solutions or suggestions from people who cannot have their voice heard</p>
<p>There. Is.nothing. for. Young. People. To. Do. As why. We. Go. To. Edinburgh. Soft. Plays for. Children. Very. Few. As. Why. The. Young. Ones. Leave. The. Borders. As. Nothing. For. Them. To. Do. Nice. Parks. Winter. Time. Nothing.</p>
<p>There's still a massive disconnection between GP Practices/Community nursing/BGH/Social Work which needs to be fixed. There are too many elderly people "just getting by" and a lack of clarity about what they can receive in terms of support from Social Work and NHS services.</p>
<p>think again about bringing tapestry to borders- money could be better spent</p>
<p>This is a wonderful are in which to live but some aspects of the services provided are not as good as they might be. Far to much control of budgets and direct are controlled by the Scottish Government and SBC. Much more decision making should be at a lower level with revenue raising and expeniture and control by an enhanced version of Community Councils as is done in many other countries including the other side of the border. Similarly local control of schools would save money on SBC staff and make them more accountable.</p>
<p>This side of the borders is wonderful place to live very friendly- not much trouble. Starting to get cut off by transport cutbacks.</p>
<p>This survey is probably a complete waste of time as all the council can think about is cut backs and that bloody tapestry anybody we have spoken to isn't even</p>

<p>interested in it never mind seeing it the money would go a long way to tidying up jedburgh</p>
<p>To all concerned - thank you for listening to our comments. Would love to be more involved but old age is upon me .</p>
<p>Tourist information closing in Peebles is a shame. Some of the planning for houses for Peebles increases mistrust in the council, there is no assurance that the infrastructure can cope with the increase in housing. Health centres, leisure facilities, road congestion, parking and schools all affected</p>
<p>Train station at reston would boost area in many ways. Services cant be improved unless council tax goes up Holiday home problem needs tackled- somehow? Young people need to be encouraged to get involved in community</p>
<p>Tweedsmuir is at the "forgotten" end of the borders, we are on a main road from the south to Edinburgh which is busy with speeding vehicles. The community are very keen to develop facilities in this area and are working towards our community action plan but have little in the way of services from Scottish Borders Council. It is 13th July and our roadside verges have not been but - visibility of oncoming vehicles is restricted and signs are hidden behind overgrown branches. Weeds are not being controlled and will affect many future crops in nearby fields. Our Church looks like a disused building due to the lack of strimming on the front face. We have no white lines on may parts of the road - and this road is prone to fog. Please can the school grass be cut after school hours - so that children can play without causing "grass disruption" in the schools.</p>
<p>Two recent SBC decisions have especially worried me. Firstly, the removal of the two council welfare rights officers at a time when the new Universal Credit system is being rolled out seems perverse. We need more advice in this time of austerity -for the elderly, the disabled, the unemployed and the disadvantaged in our area - not less. Secondly, dispensing with school librarians in the Borders is an act of folly. For very little saving, this will impair pupils' quality of education: school libraries need a responsible, trained librarian to offer advice on a wide range of topics, (not least on books and computer-based learning). The library can be a safe, quiet, environment for study and, for those pupils who need it, a refuge for those feeling overwhelmed by school life. This cannot be achieved by the ad hoc use of volunteers, be they pupils or adults. A final thought: we need more community education classes for all ages. Leisure and continuing education classes are thin on the ground. Borders College does provide a few, but these seem to centre mainly on Galashiels. Many people would love the chance to update their skills for employment purposes or just learn a new skill for fun. Funding for this would pay dividends in the long run.</p>
<p>Very pleased with the children 's playparks in Hawick and Galashiels . Excellent both .</p>
<p>Very sad to see Burnfoot as it is now, having lived here for over 40 years when the scheme was a great place to live when everyone took great pride in their surroundings.</p>
<p>Voted for XX and very dissatisfied with decisions made. Wont do it again</p>
<p>We appreciate that times are hard for local government but in western borders the pinch is being felt particularly hard as cuts to commuter buses are hard to live with, road edges, pot holes are bad. Even when fixed the surface is far from smooth so maintenance costs on tyres and vehicles has increased. Roads are not gritted in time for school run not early commuters. Hard to bear when crossing into neighbouring council area to catch the threatened bus, and the roads are done</p>

<p>there pre7am.</p> <p>I don't think our council tax is particularly value for money. It feels very like the focus is central and not on outlying areas. Our experience with education was fairly poor at primary level and we felt that the quality of teaching was hit and miss.</p>
<p>We appreciated that SBC is doing its best to provide services on a reducing budget and the priorities have to be set.</p>
<p>We are aware that the SBC is subject to fiscal restraint and dwindling budgets just like many others and there is an impact end user. We don't use local services, or the police, fire or ambulance or even the NHS and we should be thankful for those circumstances. The issues we raised are simply resolved but they continue. There is no police stopping the speeding log wagons with the driver on the phone, there is no one from SBS checking waste collections and how residents leave their bins and its impact on others, there is no one ensuring dog walkers pick up their pets waste, there was no return call when we left messages (twice) for damage to street furniture due to a skidding car during the snow. What are we to think, truly !</p>
<p>We do not think it is a good idea for SBC and NHS Borders to merge. We object strongly to the Scottish Government being able to over ride the decision of 6 councils to not allow a Wind Farm just up the road from where we live. How can we protest and reinstate our objection to this decision. It will destroy our lifestyle here for the rest of our lives forcing us to consider moving.</p>
<p>we live in what might be Scotland's best kept secret. Visitors to the village love it and are surprised they had been unaware of the Borders previously. Local businesses may need more help to attract custom, but not at the expense of our current lifestyle (difficult to balance). I did not prioritise, but aware that cost of housing for young families may be problematic.</p>
<p>We moved to Borders 14 years ago from West Lothian for work. At that time I felt Borders was in a bit of a time warp and to some extent it still is. The railway gave opportunities for growth and development which doesn't appear to have been acted on quickly enough. Gala Town Centre is so disappointing, empty properties and failing businesses everywhere, whilst Melrose, Peebles and Kelso thrive! We keep hearing that the tapestry will make the difference but it will require much more than that to revitalise Gala. Perhaps the councils focus should be on encouraging and incentivising businesses to set up in the likes of Gala & Hawick, areas which are not on the tourist trail as such. Improve our surroundings and facilities and you improve morale, health etc..</p>
<p>we need bus link 101/102 to keep going. that's only public transport we have here. we need something direct to edinburgh not peniciuk. just wondering why borders council hate west linton so much!</p>
<p>We need to do a lot more for our Scottish Borders we only seem to concentrate on one area eg gala Thisbbsbresukting on other areas going down hill fast</p>
<p>We think the council do their best considering the severe shortage of funds from Holyrood and people should not complain about the grass not being cut so frequently.</p> <p>We think the decision to remove librarians from three Borders Schools is a big mistake for the proper education of our children.</p>
<p>West of Peebles the roads are more in need of repairs, repainting of marking etc (with the obvious exception of the A702) much more than East of Peebles</p>
<p>what has my religion and sexual orientation got to do with the services the council does/doesn't provide me with. Do transgenders use more recycling compared to lesbians or Christians compared to Buddhists. what use is this info?</p>
<p>What's t point no one ever listens to ppl in Jedburgh , our councillors always are out numbered by other towns on anything we ask for example shops ,</p>

When I moved to the borders, I did try to get involved in local decision making etc. Regretfully decided it was a waste of my time I suspect this exercise may be likewise.

my neighbourhood is neither cleaned or mentioned by the council. our gulley's have never been cleaned. The state of our roads is well documented and repairs appear to be not so good. But the gritting of main roads in winter is good.

I like living in the Borders because of the countryside but have little confidence in SBC decision making, planning and financial expenditure. What I expect from you at #yourpart is that you spend public money wisely and concentrate on your core services. and see p5 that services are delivered with due care and diligence.

When I moved to the Borders, I did try to get involved in local decisions. Regretfully decided it was a waste of my time. My neighbourhood is neither cleaned or maintained by the council. But the gritting of main roads in the winter is good.

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While cuts and savings have to made, it is essential to the small Border towns that they look attractive to visit. Un-mown grass, unkempt gardens. litter and dog fouling is not attractive to tourists. There appears to be lots of unnecessary spending by the Council on far too many so-called initiatives - the general public have absolutely no idea what they are supposed to do. When services to the elderly and grassroots services are being cut back, spending money on the essentials must come before anything else.

Policing our area seems to be very patchy. If you report vandalism or fire starting, by the time the police arrive the culprits could be 30 miles away!

The level of violence and drugs is also very worrying and has increased year on year. The police seem to know who the culprits are ie drug-dealers but it's rarely arrests are made.

Community service is a waste of time. I watched a group of them once who were supposed to be cleaning up streets, cutting back hedges etc, and they stood watching the man in charge, had a desultory sweep of the broom, then went back to their mobile phones. It rained so they then spent the next hour in the mini-bus. They don't seem to do anything when serving this sentence and if there are any projects undertaken, some towns seem to benefit from it more than others - yes we are talking Melrose once more.

Dog fouling is simply not being taken seriously enough. The Council needs to charge more people and make an example of them to deter others. The amount they clawed back in fines from their dog warden initiative was laughable, considering what the scheme cost.

While I recognise that SBC does pretty well in providing some, perhaps even many, services, it is utterly woeful in others.

Provision of mental health services, despite being a very topical subject in the London & Edinburgh parliaments, are virtually non-existent and the very few which do exist are totally inadequate, inept and very poorly organised.

The maintenance of the region's A & B class roads is woeful. At best, it invariably appears to be nothing other than a cheap, short-term "quick & dirty" box-ticking exercise. I'm aware of the sums of money spent on this work and would challenge SBC management concerned to justify it, in terms of value for money. I strongly suspect that the only "winners" in this area are the sub-contractors used to carry out the work.

<p>However, one shining example of where this kind of work is very well executed in the repair and/or restoration of some of our historic bridges. Well Done !</p>
<p>For the vast majority of residents in the region, I am convinced SBC is seen as a "citadel", with impenetrable walls of bureaucracy, gobbledygook, "job's worths", poor cohesion & co-ordination, etc. It's feeble attempts to translate the Empowerment Act of 2015 into something in any way meaningful bears testament, I suspect, to those failings and a fear of dilution of authority, and thereby, power.</p>
<p>Ultimately, I suppose the one question to be answered is "Am I disappointed in the range & quality of services provided by SBC ?". My honest answer to that question would have to be "No". However, this is purely due to the fact that my expectations are not high.</p>
<p>Whilst I appreciate cut need to be made, it seems that SBC is not fully utilising the tax payers money by not investing in their workers or equipment and that far too much is out sourced and not getting the correct return.</p>
<p>Why are budgets being cut when more people (more council tax) than ever live in the Borders? The graveyards and public grass areas are a disgrace.</p>
<p>More needs to be done helping the vulnerable, vital transportation and interaction is a problem being put on the voluntary sector more and more, the council need to address this.</p>
<p>Why do SBC not listen to the vast majority of the people in the Borders who don't want OUR money wasted on the tapestry. Do a handful of people at Scottish Borders Council think they no best and to hell with the people.</p>
<p>Why have you not included average in the questions. The performance is not always good yet not really poor either.</p>
<p>With regard to the representation of the views of local people at SBC I find the current set up unhelpful and a bit self-serving. The refusal to admit opposition councillors to the administration I think leads to a lack of debate and leads to wrong decisions being made. This can be either as a result of adherence to blinkered ideology or to the lack of any constructive criticism. A lot of money seems to be wasted on 'experimental' schemes which turn out to be expensive mistakes, one thinks of the waste management scheme at Langlee, the recent 'dog inspectors' debacle. There must be best practice schemes in place in other Local Authorities which SBC could replicate in whole or in part.</p>
<p>Without improving the bus and rail network there is not much hope of an upward financial future for Borders - transport has to become a priority.</p>
<p>Worried about more housing being built as I think there is already too much pressure on schools and health services.</p>
<p>Would like Councillors to listen and act for the people of the borders. At the moment they are not and the quality of service has diminished and I know question what I pay council tax for. The council needs to act for the majority not the few</p>
<p>Would like to see a bigger police presence, more emphasis on developing business, better transport links, improved road maintenance.</p>
<p>Would love to see new Galashiels Academy building as the present one is out of date</p>
<p>Yes I honestly think the closer of the tourist information centre is awful and will really not help at all with Peebles tourist trade</p>
<p>Yes, as someone who voted for my local SNP councillor I was angered when I heard that Scottish Borders council had decided not to include any SNP councillors in the executive. I'm not a member of the SNP but they were the only candidate to</p>

<p>represent my views. In light of this I feel my views have been, to a large extent, officially disregarded. As far as I'm concerned party politics should not come into executive positions, rather... the best person for the job is the right person.</p>
<p>Yes, bring the railway back to Hawick Sort potholes and bad roads</p>
<p>Yes. Spelling throughout this survey needs looked at!!!!!! Please proof read all surveys in future before publicising.</p>
<p>Yes.</p>
<p>I lack confidence in SBC's ability and willingness to hold developers to account in considering planning applications</p>
<p>You asked whether I would like the reinstatement of Reston station along with the Borders rail link, this question should have been split as I have no intention of using the Borders rail link nor am I interested in the Hawick to Carlisle rail. As I live in Reston this would be more appropriate for anyone living in Berwickshire to have been asked about the reopening of Reston station. Berwickshire is often forgotten about by the council and needs more focus open its residents and infrastructure.</p>
<p>You complain about lack of revenue. I pay council tax higher than most in my street. Most other houses have big extensions and continue to pay you the original rateable value set many years ago, when in fact they should be in a higher band. The amount of lost revenue to you must run in to millions. No other business would let this inequality continue.</p>

Scottish Borders Household Survey 2018

APPENDIX 2: SCOTTISH BORDERS HOUSEHOLD SURVEY 2018



Scottish Borders Council would like to hear your views about issues such as quality of life in the Borders, your neighbourhood, council services and your involvement in public decision making.

We need to get the views of as many residents as possible in order to build an accurate picture of life in the Scottish Borders. This will help us plan for future services and we would like you to play **#yourpart** in helping us to do this.

Our 2018-2023 Corporate Plan is very different to our previous plan, we're not just saying what we're going to do, we're asking you to play **#yourpart**. As an individual, a family, a business, as part of a community or Third Sector organisation we are asking you to:

- **help us plan** what we do with our resources
- **be involved** with delivering some services
- **think differently** about what you expect from us, and what you might be able to do yourself

By completing this survey you will be playing **#yourpart** and helping us plan what we do with our resources.

You do not have to answer all the questions but please answer as many as you can.

At the end of this survey is information about our Scottish Borders People's Panel. Joining our Panel is another way in which you can play **#yourpart**.

As a thank you for completing our survey you can choose to be entered into a free prize draw to win one of five £10 M&S vouchers.

If you would like to be entered into the free prize draw please let us know where to send your voucher if you are a winner. This information will not be used for any other purpose.

YOUR NAME

YOUR ADDRESS

YOUR POSTCODE

Please return your completed survey to:

FREEPOST RRBV-KBCB-JBJG
 Communities & Partnerships Team
 Scottish Borders Council Headquarters
 Newtown St Boswells
 MELROSE TD6 0SA



Scottish Borders Household Survey 2018



LIFE IN THE SCOTTISH BORDERS

1. Thinking about your neighbourhood, how would you rate it as a place to live?

VERY GOOD	<input type="checkbox"/>	FAIRLY POOR	<input type="checkbox"/>
FAIRLY GOOD	<input type="checkbox"/>	VERY POOR	<input type="checkbox"/>
NO OPINION	<input type="checkbox"/>		

2. Do you think your neighbourhood has got better or worse over the past three years?

BETTER	<input type="checkbox"/>	HAVE NOT LIVED HERE FOR THREE YEARS	<input type="checkbox"/>
STAYED THE SAME	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>
WORSE	<input type="checkbox"/>		

3. Please explain your answer



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4. Please select the five issues that are most important to you (from those listed below) and rank them in order of importance. Ensuring that the Borders remains a safe place in which to live, work and visit is a top priority for all of us. We are asking you to think about other priorities.

PLEASE TICK ONE ISSUE PER COLUMN.

	ORDER OF IMPORTANCE				
	1ST	2ND	3RD	4TH	5TH
Reducing inequality and poverty	<input type="checkbox"/>				
Growing the economy of the Borders, and supporting retailers and businesses	<input type="checkbox"/>				
Improving mobile phone coverage in the Borders	<input type="checkbox"/>				
Improving access to superfast broadband in the Borders	<input type="checkbox"/>				
Providing sustainable transport links including demand responsive transport	<input type="checkbox"/>				
Reinstatement of Reston Station and Borders railway link to Hawick and Carlisle	<input type="checkbox"/>				
Providing activities and facilities for younger people	<input type="checkbox"/>				
Providing high quality care for older people	<input type="checkbox"/>				
Making more affordable housing available	<input type="checkbox"/>				
Raising education attainment/achievement and helping people of all ages obtain the skills they need	<input type="checkbox"/>				
Maintaining/improving the quality of the natural environment and biodiversity	<input type="checkbox"/>				
Maintaining/improving the quality of our arts, culture, heritage and leisure activities for all ages	<input type="checkbox"/>				
Increasing energy efficiency in the home and at work	<input type="checkbox"/>				
Maintaining/improving the quality of our town centres and civic spaces	<input type="checkbox"/>				

Scottish Borders Household Survey 2018



COMMUNITY SAFETY

5. How safe do you feel in the following situations?

	VERY SAFE	FAIRLY SAFE	A BIT UNSAFE	VERY UNSAFE	DON'T KNOW
Alone in your home at night					
Walking alone in your local area during the day?					
Walking alone in your local area after dark?					

6. Have you experienced the following in your local area?

	FREQUENTLY	OCCASIONALLY	RARELY	NEVER	DON'T KNOW
Noisy neighbours or loud parties					
Neighbourhood disputes					
Unwanted callers at the door					
Groups or individuals intimidating or harassing others					
People using or dealing drugs					
Racially motivated attacks					
Off road motorbikes					
Abandoned or burnt out vehicles					
Parking problems					
Anti-social driving behaviour including speeding					
Vandalism/graffiti/damage to vehicles					
Rubbish and litter lying around					
People setting fires to cause damage					
Animal nuisance as noise or dog fouling					
Vandalism/graffiti/damage to property					



Scottish Borders Household Survey 2018

7. Please let us know if you have any community safety concerns that you would like to highlight.

8. In the last three years, whilst in the Scottish Borders, have you experienced any kind of discrimination?

YES (GO TO Q9)	YES	NO (GO TO Q10)	NO
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9. Please tell us how you were discriminated against.

10. In the last three years, whilst in the Scottish Borders, have you experienced any kind of harassment?

YES (GO TO Q11)	YES	NO (GO TO Q12)	NO
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11. Please tell us how you were harassed.

12. If you were concerned about the welfare of a child or adult at risk of harm, and you wished to report it, would you know who to contact?

CHILD AT RISK	YES	NO	DON'T KNOW
ADULT AT RISK	YES	NO	DON'T KNOW

If you have concerns about any child or young person you should do something about it and speak to someone. You can get advice or report a concern by contacting the Children and Families Duty team on 01896 662787. In an emergency, out of office hours, please contact the Emergency Duty Social Work Team on 01896 752111.

If you are concerned about the welfare of an adult at risk of harm please contact our Social Care and Health team, as a matter of priority, on 0300 100 1800. You can also speak to a health professional or the police.

Scottish Borders Household Survey 2018



ABOUT YOUR COUNCIL

13. To what extent do you agree or disagree with the following statements about Scottish Borders Council?

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
It provides high quality services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is good at letting local people know how well it is performing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It designs its services around the needs of people who use them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It does the best it can with the money available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is addressing the key issues affecting the quality of life in my local neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is good at listening to local people's views before it takes decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is good at letting people know about the kinds of services it provides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can influence decisions affecting my local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I want greater involvement in decisions my council makes that affect my local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Scottish Borders Household Survey 2018

HOUSEHOLD WASTE COLLECTION, RECYCLING AND WASTE SERVICES

14. Scottish Borders Council provides a collection service for general household waste and recycling. Please let us know how satisfied you are with the following:

	VERY SATISFIED	FAIRLY SATISFIED	FAIRLY DISSATISFIED	VERY DISSATISFIED	NO OPINION	DO NOT USE
Your kerbside waste and recycling collection services overall	<input type="checkbox"/>					
The service offered at the Community Recycling Centres	<input type="checkbox"/>					
The recycling bring sites (glass and textiles) that are situated across the Borders?	<input type="checkbox"/>					
Bulky waste item collection service	<input type="checkbox"/>					
Council communications, guidance and information you receive about waste and recycling services? (E.g. the website, collection calendars, SBConnect magazine)	<input type="checkbox"/>					

15. Do you have any comments you would like to make about household waste collection, recycling or waste services?

Scottish Borders Household Survey 2018



LOCAL SERVICES

16. How satisfied are you with the following services provided the Council?

	VERY SATISFIED	FAIRLY SATISFIED	FAIRLY DISSATISFIED	VERY DISSATISFIED	DO NOT USE
The cleaning and maintenance of the area in which you live	<input type="checkbox"/>				
Maintenance of your local churchyard or cemetery	<input type="checkbox"/>				
Speed of repair to your local damaged roads	<input type="checkbox"/>				
Maintenance of your local public conveniences	<input type="checkbox"/>				
Grass cutting in parks and open spaces and sports areas	<input type="checkbox"/>				
Parks and open spaces in general	<input type="checkbox"/>				
Local schools	<input type="checkbox"/>				

17. How satisfied are you with the following services which are managed by Live Borders on behalf of the Council?

	VERY SATISFIED	FAIRLY SATISFIED	FAIRLY DISSATISFIED	VERY DISSATISFIED	DO NOT USE
Sports & leisure facilities	<input type="checkbox"/>				
Libraries	<input type="checkbox"/>				
Museums & galleries	<input type="checkbox"/>				
Theatres or concert halls	<input type="checkbox"/>				
Community centres	<input type="checkbox"/>				

18. Are you aware of the service provided by Community Payback?

“Offenders who are sentenced to Community Payback do unpaid work which allows them to learn new skills and give something back to the community.”

YES (GO TO Q19)	YES	NO (GO TO Q20)	NO
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19. Do you think Community Payback work made a difference in the last year?

YES	NO	DON'T KNOW
-----	----	------------

20. Based on your experience, how would you rate Scottish Borders Council overall?

EXCELLENT	<input type="checkbox"/>	POOR	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>
GOOD	<input type="checkbox"/>	VERY POOR	<input type="checkbox"/>		

Scottish Borders Household Survey 2018



YOUR INVOLVEMENT IN LOCAL DECISION MAKING

21. How satisfied are you with the opportunities for participating in the local decision making process provided by Scottish Borders Council?

VERY SATISFIED	<input type="checkbox"/>	VERY DISSATISFIED	<input type="checkbox"/>
FAIRLY SATISFIED	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>
FAIRLY DISSATISFIED	<input type="checkbox"/>		

22. In the last year have you

Attended a public meeting of Scottish Borders Council? E.g. Area Partnership	YES	NO
Attended a community council meeting?	YES	NO
Taken part in a Council consultation or survey (not including this one)?	YES	NO
Contacted a local Councillor?	YES	NO
Responded to a planning application?	YES	NO
Voted for a project in the Localities Bid Fund?	YES	NO

Scottish Borders Household Survey 2018



YOUR LIFE IN THE BORDERS

23. How would you rate your quality of life in the Scottish Borders?

VERY GOOD	<input type="checkbox"/>	VERY POOR	<input type="checkbox"/>
FAIRLY GOOD	<input type="checkbox"/>	DON'T KNOW/PREFER NOT TO SAY	<input type="checkbox"/>
FAIRLY POOR	<input type="checkbox"/>		

24. Are you involved in any voluntary work, e.g. Parent Council, sports club committee, helping a neighbour with their shopping?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

25. How do you play #yourpart in your local community?

YOUR WELLBEING

26. How is your health in general? Would you say it was:

VERY GOOD	<input type="checkbox"/>	BAD	<input type="checkbox"/>
GOOD	<input type="checkbox"/>	VERY BAD	<input type="checkbox"/>
FAIR	<input type="checkbox"/>	PREFER NOT TO SAY	<input type="checkbox"/>



Scottish Borders Household Survey 2018

27. How often do you take part in a 30 minute period of moderate physical activity that raises your heart rate?

DAILY	<input type="checkbox"/>	ONCE A WEEK	<input type="checkbox"/>
4-6 TIMES A WEEK	<input type="checkbox"/>	LESS THAN ONCE A WEEK	<input type="checkbox"/>
2-3 TIMES A WEEK	<input type="checkbox"/>	NEVER	<input type="checkbox"/>

28. Do you ever feel lonely or isolated?

HARDLY EVER OR NEVER	<input type="checkbox"/>	YES, AT CERTAIN TIMES OF THE YEAR	<input type="checkbox"/>
YES, SOME OF THE TIME	<input type="checkbox"/>	PREFER NOT TO SAY	<input type="checkbox"/>
YES, OFTEN	<input type="checkbox"/>		

HEALTHY LIFESTYLES

29. You can get information, help and advice about healthy lifestyles from a number of services other than just your GP/Doctor. Please let us know which of the following services you have heard of.

	YES, I HAVE HEARD OF THIS SERVICE	NO, I HAVEN'T HEARD OF THIS SERVICE	I HAVE HEARD ABOUT ANOTHER SERVICE
DIET/HEALTHY EATING			
Lifestyle Advisor Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DRUGS AND/OR ALCOHOL			
Addaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Borders Addiction Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SMOKING			
Pharmacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quit your Way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EXERCISE/PHYSICAL ACTIVITY			
Lifestyle Advisor Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Scottish Borders Household Survey 2018



30. If you have heard about any other services please tell us about them

YOUR ACCESS TO SERVICES

31. Is accessibility to any of the following an issue for you? Please tick all that apply.

	I HAVE NO PROBLEMS ACCESSING THIS	YES, DUE TO WHERE I LIVE	YES, DUE TO A DISABILITY	YES, DUE TO A SENSORY IMPAIRMENT	YES, DUE TO A LANGUAGE BARRIER	YES, DUE TO COST	YES, DUE TO ANOTHER REASON
Public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leisure activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

32. If other, please specify

33. Do you have any comments you would like to make about accessibility?

Scottish Borders Household Survey 2018

THE INTERNET/WEB

34. Do you use the internet/web?

YES (GO TO Q35)	YES	NO (GO TO Q40)	NO
-----------------	-----	----------------	----

35. Please tell us where you use the internet

HOME	<input type="checkbox"/>	COMMUNITY CENTRE	<input type="checkbox"/>
WORK	<input type="checkbox"/>	LOCAL CAFE	<input type="checkbox"/>
LIBRARY	<input type="checkbox"/>		
OTHER, PLEASE SPECIFY	<input type="text"/>		

36. What type of access do you use? Please tick all that apply.

HOME WI-FI	<input type="checkbox"/>	3G/4G	<input type="checkbox"/>
WORK WI-FI	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>
FREE WI-FI	<input type="checkbox"/>	DON'T USE/HAVE HOME WI-FI	<input type="checkbox"/>

37. If you use and/or have home Wi-Fi how satisfied are you with the internet speed that you receive?

VERY SATISFIED	<input type="checkbox"/>	VERY DISSATISFIED	<input type="checkbox"/>
FAIRLY SATISFIED	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>
FAIRLY DISSATISFIED	<input type="checkbox"/>	DON'T USE/HAVE HOME WI-FI	<input type="checkbox"/>

38. What devices do you use to access the internet/web (including email). PLEASE TICK ALL THAT APPLY.

OWN MOBILE DEVICE, E.G. LAPTOP, SMART PHONE OR TABLET	<input type="checkbox"/>	WORK MOBILE DEVICE E.G. LAPTOP, SMART PHONE OR TABLET	<input type="checkbox"/>
OWN HOME FIXED DEVICE E.G. COMPUTER, GAMING MACHINE OR SMART TV	<input type="checkbox"/>	WORK FIXED DEVICE E.G. COMPUTER	<input type="checkbox"/>
COMPUTER AT LIBRARY OR COMMUNITY CENTRE	<input type="checkbox"/>		
OTHER, PLEASE SPECIFY	<input type="text"/>		

Scottish Borders Household Survey 2018



39. What do you use the internet/web for? PLEASE TICK ALL THAT APPLY.

EMAIL	<input type="checkbox"/>	TV E.G. BBC IPLAYER, NOW TV, VIRGIN MEDIA, NETFLIX	<input type="checkbox"/>
SOCIAL MEDIA E.G. FACEBOOK, TWITTER, SNAPCHAT	<input type="checkbox"/>	NEWS E.G. CURRENT EVENTS, SPORT, CELEBRITY GOSSIP	<input type="checkbox"/>
GAMES E.G. CANDY CRUSH, CALL OF DUTY	<input type="checkbox"/>	BROWSING, ONLINE INFORMATION SERVICES E.G. GOOGLE	<input type="checkbox"/>
ONLINE BANKING	<input type="checkbox"/>	BOOKING/CHECKING FACILITIES E.G. HOTELS, FLIGHTS, SPORTS PITCHES/CLASSES	<input type="checkbox"/>
SMART HOME E.G. HEATING CONTROLS, ALEXA, GOOGLE HOME	<input type="checkbox"/>	SHOPPING E.G. AMAZON, EBAY, TESCO, NEXT	<input type="checkbox"/>
OTHER, PLEASE SPECIFY	<input type="text"/>		

40. If you don't use the internet/web please tell us why. PLEASE TICK ALL THAT APPLY.

NO BROADBAND IN YOUR AREA	<input type="checkbox"/>	YOU DON'T HAVE THE SKILLS OR CONFIDENCE TO USE THE INTERNET	<input type="checkbox"/>
POOR BROADBAND SPEED IN YOUR AREA	<input type="checkbox"/>	YOU DON'T NEED OR WANT TO USE THE INTERNET	<input type="checkbox"/>
COST	<input type="checkbox"/>	YOU DON'T TRUST THE INTERNET	<input type="checkbox"/>
NO MOBILE SIGNAL (3G/4G)	<input type="checkbox"/>		
OTHER, PLEASE SPECIFY	<input type="text"/>		

FUTURE USE OF THE INTERNET/WEB

41. Many companies now send information to their customers electronically, rather than posting out paper copies. If Scottish Borders Council offered this service would you choose to receive information this way?

YES (GO TO Q43)	YES	NO (GO TO Q42)	NO
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42. If you said "no" please tell us why not



Scottish Borders Household Survey 2018

43. If you could access council services and your own personal information, such as Council Tax payments, using a secure account number would you use it? (This would be similar to online banking, having an account with Amazon, an energy supplier, shop or supermarket).

YES (GO TO Q45)	YES	NO (GO TO Q44)	NO
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44. If you said "no" please tell us why not

FINANCIAL WELLBEING

45. How well would you say your household is currently managing financially?

MANAGING VERY WELL		NOT MANAGING VERY WELL	
MANAGING QUITE WELL		HAVE SOME FINANCIAL DIFFICULTIES	
GETTING BY ALRIGHT		IN DEEP FINANCIAL TROUBLE	
DON'T KNOW/PREFER NOT TO SAY			

46. Fuel Poverty is defined as the need to spend more than 10% of income to pay for fuel bills. Do you feel your household is experiencing Fuel Poverty?

YES		NO	
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Scottish Borders Household Survey 2018



TRANSPORT

47. Do you use the local bus service?

YES (GO TO Q48)	YES	NO (GO TO Q49)	NO
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48. If you said "yes" how satisfied are you with:

	VERY SATISFIED	FAIRLY SATISFIED	FAIRLY DISSATISFIED	VERY DISSATISFIED	DO NOT USE
LOCAL BUS SERVICES					
QUALITY OF SERVICE PROVIDED					
LOCAL BUS INFORMATION					

49. Are there any comments you would like to make about the local bus service?

50. Do you use the Borders Railway?

YES (GO TO Q51)	YES	NO (GO TO Q52)	NO
-----------------	-----	----------------	----

51. If you said "yes" how satisfied are you with:

	VERY SATISFIED	FAIRLY SATISFIED	FAIRLY DISSATISFIED	VERY DISSATISFIED	DO NOT USE
THE BORDERS RAILWAY SERVICE					
QUALITY OF SERVICE PROVIDED					
LOCAL RAIL INFORMATION					

52. Are there any comments you would like to make about the Borders Railway?

Scottish Borders Household Survey 2018

FINAL THOUGHTS

53. Is there anything else you would like to add?

ABOUT YOU

All the information you give in this section will be used for analysis purposes only and will not be used to identify individuals.

54. How long have you lived in the Borders?

LESS THAN 1 YEAR	<input type="checkbox"/>	BETWEEN 6-10 YEARS	<input type="checkbox"/>
BETWEEN 1-5 YEARS	<input type="checkbox"/>	LONGER THAN 10 YEARS	<input type="checkbox"/>

55. What is your year of birth? (yyyy)

56. Are you...?

MALE	<input type="checkbox"/>	FEMALE	<input type="checkbox"/>	PREFER NOT TO SAY	<input type="checkbox"/>
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57. Do you identify as transgender? (For the purposes of this question transgender is defined as an individual who lives, or wants to live, full time in the gender opposite to that they were assigned at birth).

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	PREFER NOT TO SAY	<input type="checkbox"/>
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58. Do you consider yourself to have a disability? (This is defined as having a physical or mental impairment which is substantial and long term (i.e. has lasted or is expected to last at least 12 months) and has an adverse effect on your ability to carry out normal day to day activities).

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	PREFER NOT TO SAY	<input type="checkbox"/>
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Scottish Borders Household Survey 2018

59. What religious denomination do you belong to?

NO RELIGION OR BELIEF	<input type="checkbox"/>	JEWISH	<input type="checkbox"/>
BUDDHIST	<input type="checkbox"/>	MUSLIM	<input type="checkbox"/>
CHRISTIAN	<input type="checkbox"/>	SIKH	<input type="checkbox"/>
HINDU	<input type="checkbox"/>	PREFER NOT TO SAY	<input type="checkbox"/>
ANOTHER RELIGION OR BELIEF (PLEASE SPECIFY)	<input type="text"/>		

60. Which of the following describes your sexual orientation?

BISEXUAL	<input type="checkbox"/>	HETEROSEXUAL	<input type="checkbox"/>
LESBIAN/GAY	<input type="checkbox"/>	PREFER NOT TO SAY	<input type="checkbox"/>

61. What is your ethnic group/background?

SCOTTISH	<input type="checkbox"/>	ANY MIXED OR MULTIPLE ETHNIC GROUP (PLEASE SPECIFY BELOW)	<input type="checkbox"/>
ENGLISH	<input type="checkbox"/>	INDIAN, INDIAN SCOTTISH OR INDIAN BRITISH	<input type="checkbox"/>
WELSH	<input type="checkbox"/>	PAKISTANI, PAKISTANI SCOTTISH OR PAKISTANI BRITISH	<input type="checkbox"/>
NORTHERN IRISH	<input type="checkbox"/>	BANGLADESHI, BANGLADESHI SCOTTISH OR BANGLADESHI BRITISH	<input type="checkbox"/>
BRITISH	<input type="checkbox"/>	CHINESE, CHINESE SCOTTISH OR CHINESE BRITISH	<input type="checkbox"/>
IRISH	<input type="checkbox"/>	ANY OTHER ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	<input type="checkbox"/>
GYPSY TRAVELLER	<input type="checkbox"/>	CARIBBEAN, CARIBBEAN SCOTTISH, OR CARIBBEAN BRITISH	<input type="checkbox"/>
POLISH	<input type="checkbox"/>	ANY OTHER AFRICAN, CARIBBEAN OR BLACK ETHNIC ORIGIN (PLEASE SPECIFY BELOW)	<input type="checkbox"/>
ANY OTHER WHITE ETHNIC BACKGROUND (PLEASE SPECIFY BELOW)	<input type="checkbox"/>	ARAB	<input type="checkbox"/>
ANY OTHER ETHNIC ORIGIN (PLEASE SPECIFY BELOW)	<input type="checkbox"/>	PREFER NOT TO SAY	<input type="checkbox"/>
OTHER ETHNIC ORIGIN	<input type="text"/>		

62. What is your postcode? Postcode information is only used for geographical analysis purposes and will not be used to identify individual addresses in the analysis.

Scottish Borders Household Survey 2018

SCOTTISH BORDERS PEOPLE'S PANEL

We would like to invite you to join the Scottish Borders Community Planning Partnership People's Panel. Scottish Borders Council manages the People's Panel on behalf of the Scottish Borders Community Planning Partnership.

As a member of the People's Panel you will be invited to participate in surveys, take part in workshops and respond to consultations that are of interest to you. It is up to you how much or how little you take part in and you can leave the Panel at any time.

If you decide to join all your details will be treated in strictest confidence, used for administrative purposes only and will not be given to anyone outside of the Partnership. Your personal details will not appear on any of the reports that are generated by Panel consultations; they will not be sold on to any other organisations and will not be held any longer than necessary.

If you are interested in joining the Scottish Borders People's Panel please complete the information below and we will get in touch with you.

YOUR NAME
YOUR ADDRESS
YOUR POSTCODE
YOUR EMAIL ADDRESS
YOUR TELEPHONE NUMBER

How would you like to be contacted? Please tick all that apply.

POST	<input type="checkbox"/>	TELEPHONE	<input type="checkbox"/>	EMAIL	<input type="checkbox"/>
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Scottish Borders Household Survey 2018

PRIVACY NOTICE

The information you have provided will be processed by Scottish Borders Council, Newtown St Boswells, TD6 0SA. You can contact the Council on 0300 100 1800 or customerservices@scotborders.gov.uk.

You can contact the Council's Data Protection Officer, using the contact details for the Council as set out above or by email at dataprotection@scotborders.gov.uk

HOW WE WILL USE YOUR INFORMATION

We wish to use the information you give us to help shape our services, see how well we are doing compared with other local authorities and report on the equalities outcomes in our Equalities Mainstreaming report. By completing this survey you are giving us your consent to collect and use the information provided by you.

The information you provide will be kept securely and retained for five years.

Should you wish to withdraw your consent at any time we ask that you contact the Data Protection Officer using the contact details above.

WHO WE MAY SHARE YOUR INFORMATION WITH

The information you provide will be accessed by Council staff that need to use it for internal analysis to provide management information, inform service delivery reform and similar purposes to meet our duty to achieve best value and continuous service improvement.

We will not share your personal data with any other organisation.

In general the Council does not transfer personal data outside either the UK or the European Economic Area (EEA) and on the rare occasions when it does so the Council will inform you. The Council will only transfer data outside the UK and the EEA when it is satisfied that the party which will handle the data and the country it is processing it in will provide adequate safeguards for personal privacy.

YOUR RIGHTS

For information on the rights you have over your personal data, please visit our website <http://www.scotborders.gov.uk/DYourRights> or if you would like a hard copy of this information, please contact us using the contact details provided above.

Please visit our website <http://www.scotborders.gov.uk/DYourRights> for information on how to raise a complaint if you are unhappy with the way the Council has processed your data.

You can get this document on audio CD, in large print, and various other formats by contacting us at the address below. In addition, contact the address below for information on language translations, additional copies, or to arrange for an officer to meet with you to explain any areas of the publication that you would like clarified.

CHIEF EXECUTIVE'S
Council Headquarters | Newtown St Boswells | MELROSE | TD6 0SA
tel: 01835 826626 | email: communityengagement@scotborders.gov.uk



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**APPENDIX 3: SCOTTISH BORDERS HOUSEHOLD SURVEY 2018
– EASY READ**

Household Survey



This survey is about the quality of life in the Borders.



We will not give anyone any details about you – it will be anonymous.



If you do not want to answer a question just leave it blank.



If you complete this survey you can be entered into a raffle.

The prize is a voucher for Marks and Spencer.

If you would like to enter the raffle please write your name and address in the box below.

.....

.....

.....

Scottish Borders Household Survey 2018 – Easy Read

About you



How old are you?



.....

Are you



Male



Female

Other



.....

.....

Where do you live?



Please tell us the name of the village or town where you live?



.....



How long have you lived in the Scottish Borders?



.....

The Survey

Please put a circle around the answer you want to choose.



How safe do you feel?

	<p>Do you feel safe home alone at night?</p>		
	<p>Do you feel safe walking during the day?</p>		
	<p>Do you feel safe walking when it is dark?</p>		

Scottish Borders Household Survey 2018 – Easy Read

Is there anything you would like to tell us about your safety?

What do you think about living in the Borders



Do you think your neighbourhood is a good place to live?



Yes

No



Do you think your neighbourhood has got worse?



Yes

No

Scottish Borders Household Survey 2018 – Easy Read

	<p>Have you experienced any discrimination in the Borders?</p> <p>‘Discrimination’ (treating you less fairly or less well than other people)</p>	 <p>Yes</p>	 <p>No</p>
	<p>Have you experienced any harassment in the Borders?</p> <p>‘Harassment’ (unwanted behaviour which makes you feel scared or ashamed)</p>	 <p>Yes</p>	 <p>No</p>

Scottish Borders Household Survey 2018 – Easy Read

What do you think about your local services?

	<p>Are you happy with your recycling service?</p>	 <p>Yes</p>	 <p>No</p>
	<p>Are you happy with the bottle banks?</p>	 <p>Yes</p>	 <p>No</p>
	<p>Are you happy with how clean your area is?</p>	 <p>Yes</p>	 <p>No</p>
	<p>Are you happy with the grass cutting in parks, open spaces and sport areas?</p>	 <p>Yes</p>	 <p>No</p>

Scottish Borders Household Survey 2018 – Easy Read

	<p>Are you happy with the schools?</p>	 <p>Yes</p>	 <p>No</p>
	<p>Are you happy with the libraries?</p>	 <p>Yes</p>	 <p>No</p>
	<p>Are you happy with the museums and galleries?</p>	 <p>Yes</p>	 <p>No</p>
	<p>Are you happy with the sport and leisure facilities?</p>	 <p>Yes</p>	 <p>No</p>

Scottish Borders Household Survey 2018 – Easy Read

What do you think about your involvement in decision making?

	<p>Have you been to a public meeting at the Council?</p>		
	<p>Have you been to a Community Council meeting?</p>		
	<p>Have you taken part in a Council survey like this one?</p>		
	<p>Have you contacted a local councillor?</p>		

Scottish Borders Household Survey 2018 – Easy Read

	<p>Were you aware of the Council election last year?</p>		
		<p>Yes</p>	<p>No</p>

What do you think about your life in the Borders?

	<p>Would you say your quality of life in the Borders is good?</p>		
		<p>Yes</p>	<p>No</p>
	<p>Do you do anything work based that you don't get paid for?</p>		
		<p>Yes</p>	<p>No</p>
	<p>Is your health good?</p>		
		<p>Yes</p>	<p>No</p>

Scottish Borders Household Survey 2018 – Easy Read

	<p>Do you ever feel lonely?</p>	 Yes	 No
	<p>Do you exercise a lot? (30 mins a day)</p>	 Yes	 No

What do you think about your access to services?

	<p>Do you have problems getting public transport?</p>	 Yes	 No
	<p>Do you have problems being able to use leisure activities?</p>	 Yes	 No
	<p>Do you have problems getting to work?</p>	 Yes	 No

Scottish Borders Household Survey 2018 – Easy Read

	<p>Do you have being able to use education?</p>	 <p>Yes</p>	 <p>No</p>
	<p>Do you have problems being able to use health services?</p>	 <p>Yes</p>	 <p>No</p>

What do you think about your use of internet?

	<p>Do you use the internet?</p>	 <p>Yes</p>	 <p>No</p>
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What do you think about the buses and trains?

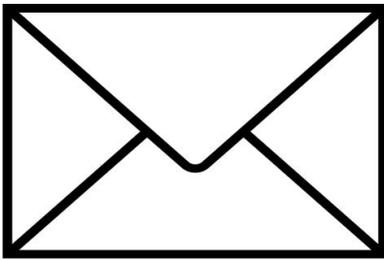
	<p>Do you use the bus service?</p>	 <p>Yes</p>	 <p>No</p>
	<p>Do you use the Borders Railway?</p>	 <p>Yes</p>	 <p>No</p>

Scottish Borders Household Survey 2018 – Easy Read

Do you have anything else to say about living in the Scottish Borders?



Thank you for completing our survey.



Please put this survey in an envelope and send it to:

FREEPOST RRBU-KBCB-JBJG
 Communities & Partnerships Team
 Scottish Borders Council Headquarters
 Newtown St Boswells
 MELROSE
 TD6 0SA



You do not need to put a stamp on the envelope



Tuesday, Sep 25th 2018

You must post the survey before Tuesday 25 September 2018.