



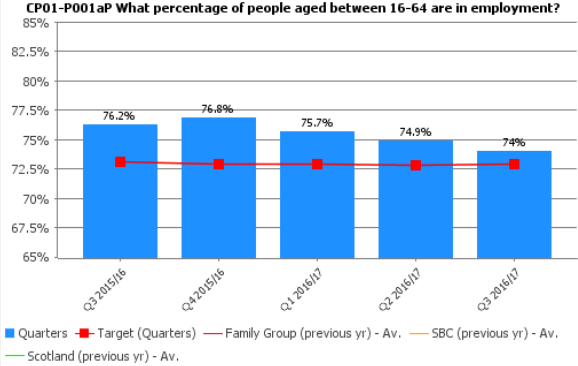

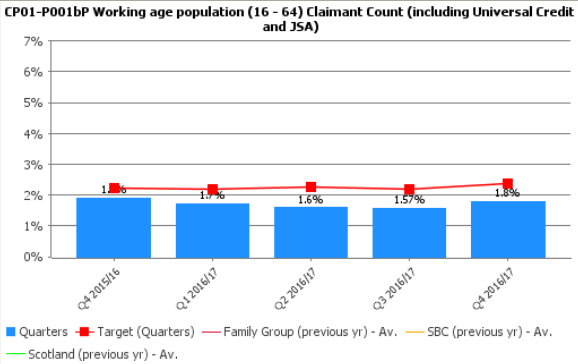



Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

KEY	 Indicator is:	 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 	<ul style="list-style-type: none"> For information or context only, <i>or</i> Difficult to set a target, due to factors out with our control

Corporate Priority 1: Sustainable Economic Growth

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
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>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>76.2%</td> </tr> <tr> <td>Q4 2015/16</td> <td>76.8%</td> </tr> <tr> <td>Q1 2016/17</td> <td>75.7%</td> </tr> <tr> <td>Q2 2016/17</td> <td>74.9%</td> </tr> <tr> <td>Q3 2016/17</td> <td>74%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q3 2015/16	76.2%	Q4 2015/16	76.8%	Q1 2016/17	75.7%	Q2 2016/17	74.9%	Q3 2016/17	74%	74%	<p>Observations: The number of people in work is now 53,300 (74%), which is 300 less than in Q2 of 2016/17. The Scottish Borders rate remains higher than the Scottish rate (72.9%) and is the same as the UK rate.</p> <p>Note: One quarter lag in data</p> <p>Note: Red "target" line indicates National Rate</p>		Bryan McGrath
Quarter	Value (%)																
Q3 2015/16	76.2%																
Q4 2015/16	76.8%																
Q1 2016/17	75.7%																
Q2 2016/17	74.9%																
Q3 2016/17	74%																
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>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>1.8%</td> </tr> <tr> <td>Q1 2016/17</td> <td>1.9%</td> </tr> <tr> <td>Q2 2016/17</td> <td>1.6%</td> </tr> <tr> <td>Q3 2016/17</td> <td>1.57%</td> </tr> <tr> <td>Q4 2016/17</td> <td>1.8%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q4 2015/16	1.8%	Q1 2016/17	1.9%	Q2 2016/17	1.6%	Q3 2016/17	1.57%	Q4 2016/17	1.8%	1.8%	<p>Observations: The average rate of people aged 16-64 claiming out of work benefits was 1.8%, lower than the Scottish rate of 2.37%. At the end of March 2017, there were 1,275 people claiming out of work benefits, 190 more than at the end of the last quarter, but 45 lower than the same time last year.</p> <p>Note: One quarter lag in data</p> <p>Note: Red "target" line indicates National Rate</p>		Bryan McGrath
Quarter	Value (%)																
Q4 2015/16	1.8%																
Q1 2016/17	1.9%																
Q2 2016/17	1.6%																
Q3 2016/17	1.57%																
Q4 2016/17	1.8%																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
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>Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>4.2%</td> </tr> <tr> <td>Q1 2016/17</td> <td>3.73%</td> </tr> <tr> <td>Q2 2016/17</td> <td>3.83%</td> </tr> <tr> <td>Q3 2016/17</td> <td>3.53%</td> </tr> <tr> <td>Q4 2016/17</td> <td>3.7%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q4 2015/16	4.2%	Q1 2016/17	3.73%	Q2 2016/17	3.83%	Q3 2016/17	3.53%	Q4 2016/17	3.7%	3.7%	<p>Observations: The average rate of people aged 18-24 claiming out of work benefits was 3.7% in the last quarter, higher than the Scottish rate of 3.43. At the end of March 2017, there were 295 young people claiming out of work benefits, 25 higher than the end of the last quarter, but 45 lower than the same time last year.</p> <p>Note: Red "target" line indicates National Rate</p>		Bryan McGrath
Quarter	Value (%)																
Q4 2015/16	4.2%																
Q1 2016/17	3.73%																
Q2 2016/17	3.83%																
Q3 2016/17	3.53%																
Q4 2016/17	3.7%																
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>Number of new Business Start Ups -Through Business Gateway</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>85</td> </tr> <tr> <td>Q1 2016/17</td> <td>55</td> </tr> <tr> <td>Q2 2016/17</td> <td>55</td> </tr> <tr> <td>Q3 2016/17</td> <td>50</td> </tr> <tr> <td>Q4 2016/17</td> <td>71</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2015/16	85	Q1 2016/17	55	Q2 2016/17	55	Q3 2016/17	50	Q4 2016/17	71	71	<p>How are we performing: This figure is slightly higher than previous quarters but includes the expected peak which comes at the start of each year. This is on forecast, however.</p> <p>Actions we are taking to improve/maintain performance: Start-up advisors continue to work hard to identify any growth potential but this is very dependent on the local economy.</p>		Bryan McGrath
Quarter	Value																
Q4 2015/16	85																
Q1 2016/17	55																
Q2 2016/17	55																
Q3 2016/17	50																
Q4 2016/17	71																
Business supported through Business Gateway	<p>CP01-P001eP How many businesses has Business Gateway supported?</p> <table border="1"> <caption>Business supported through Business Gateway</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>315</td> </tr> <tr> <td>Q1 2016/17</td> <td>269</td> </tr> <tr> <td>Q2 2016/17</td> <td>283</td> </tr> <tr> <td>Q3 2016/17</td> <td>360</td> </tr> <tr> <td>Q4 2016/17</td> <td>173</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2015/16	315	Q1 2016/17	269	Q2 2016/17	283	Q3 2016/17	360	Q4 2016/17	173	173	<p>How are we performing: The 173 assists will include some start-up businesses, but the majority will be existing or growth businesses. We are able to provide more time to the businesses at this point due to European Regional Development Funding (ERDF).</p> <p>Actions we are taking to improve/maintain performance: We are still an adviser down so each adviser has less time to spend with individual businesses. This may see a temporary reduction in assists in coming months. The locality focus for advisors continues to have a positive impact in terms of business engagement and provision of support</p>		Bryan McGrath
Quarter	Value																
Q4 2015/16	315																
Q1 2016/17	269																
Q2 2016/17	283																
Q3 2016/17	360																
Q4 2016/17	173																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Scottish Borders Business Loan Fund - Number of loans	<p>CP01-P001fP How many loans did we award?</p> <table border="1"> <caption>CP01-P001fP Data</caption> <thead> <tr> <th>Quarter</th> <th>Loans Awarded</th> </tr> </thead> <tbody> <tr> <td>Q2-2015/16</td> <td>4</td> </tr> <tr> <td>Q1-2016/17</td> <td>1</td> </tr> <tr> <td>Q2-2016/17</td> <td>1</td> </tr> <tr> <td>Q3-2016/17</td> <td>2</td> </tr> <tr> <td>Q4-2016/17</td> <td>0</td> </tr> </tbody> </table>	Quarter	Loans Awarded	Q2-2015/16	4	Q1-2016/17	1	Q2-2016/17	1	Q3-2016/17	2	Q4-2016/17	0	0	<p>Observations: One loan was approved in this Quarter, but the client could not fulfil all of the conditions of the loan, so the loan offer was withdrawn.</p> <p>Actions we are taking to improve/maintain performance: Business Loans Scotland, the new national loan scheme, is starting to come on stream and will take up some of the demand from small businesses. It will provide loans from £25–100k so a review will be undertaken to assess the local loan scheme’s future role. Advisers continue to promote the loan scheme to businesses as a key tool for business support.</p>		Bryan McGrath
Quarter	Loans Awarded																
Q2-2015/16	4																
Q1-2016/17	1																
Q2-2016/17	1																
Q3-2016/17	2																
Q4-2016/17	0																
Scottish Borders Business Loan Fund - Value of loans	<p>CP01-P001gP How much money did those loans add up to?</p> <table border="1"> <caption>CP01-P001gP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q2-2015/16</td> <td>£72,000.00</td> </tr> <tr> <td>Q1-2016/17</td> <td>£11,250.00</td> </tr> <tr> <td>Q2-2016/17</td> <td>£20,000.00</td> </tr> <tr> <td>Q3-2016/17</td> <td>£40,000.00</td> </tr> <tr> <td>Q4-2016/17</td> <td>£0.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Q2-2015/16	£72,000.00	Q1-2016/17	£11,250.00	Q2-2016/17	£20,000.00	Q3-2016/17	£40,000.00	Q4-2016/17	£0.00	£0.00	<p>Observations: Business Loans Scotland, the new national loan scheme, is starting to come on stream and will take up some of the demand from small businesses. It will provide loans from £25–100k so a review will be undertaken to assess the local loan scheme’s future role. Advisers continue to promote the loan scheme to businesses as a key tool for business support.</p>		Bryan McGrath
Quarter	Value (£)																
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Q4-2016/17	£0.00																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
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 How many grants to local businesses did we award?</caption> <thead> <tr> <th>Quarter</th> <th>Number of Grants</th> </tr> </thead> <tbody> <tr> <td>Q4-2015/16</td> <td>10</td> </tr> <tr> <td>Q1-2016/17</td> <td>11</td> </tr> <tr> <td>Q2-2016/17</td> <td>13</td> </tr> <tr> <td>Q3-2016/17</td> <td>8</td> </tr> <tr> <td>Q4-2016/17</td> <td>8</td> </tr> </tbody> </table>	Quarter	Number of Grants	Q4-2015/16	10	Q1-2016/17	11	Q2-2016/17	13	Q3-2016/17	8	Q4-2016/17	8	8	<p>Observations: 8 grants were awarded from 11 applications submitted in this Quarter.</p> <p>The amount of grant awarded in this Quarter was slightly up on the previous Quarter and also above the amount awarded in the corresponding Quarter in 2015-16.</p>		Bryan McGrath
Quarter	Number of Grants																
Q4-2015/16	10																
Q1-2016/17	11																
Q2-2016/17	13																
Q3-2016/17	8																
Q4-2016/17	8																
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 How much money did those grants add up to?</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q4-2015/16</td> <td>£23,684.88</td> </tr> <tr> <td>Q1-2016/17</td> <td>£35,093.50</td> </tr> <tr> <td>Q2-2016/17</td> <td>£43,619.44</td> </tr> <tr> <td>Q3-2016/17</td> <td>£26,099.15</td> </tr> <tr> <td>Q4-2016/17</td> <td>£26,671.04</td> </tr> </tbody> </table>	Quarter	Value (£)	Q4-2015/16	£23,684.88	Q1-2016/17	£35,093.50	Q2-2016/17	£43,619.44	Q3-2016/17	£26,099.15	Q4-2016/17	£26,671.04	£26,671.04	<p>Actions we are taking to improve/maintain performance: The Business Fund is a key support tool for the BG Advisers. It continues to be very popular with local businesses, with a strong demand pipeline. The Business Fund complements the wide range of other measures that are made available to small businesses through Business Gateway.</p>		Bryan McGrath
Quarter	Value (£)																
Q4-2015/16	£23,684.88																
Q1-2016/17	£35,093.50																
Q2-2016/17	£43,619.44																
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Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Number of Planning Applications Received	<p>CP01-P001JP How many planning applications do we receive?</p> <table border="1"> <caption>Number of Planning Applications Received</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>300</td> </tr> <tr> <td>Q1 2016/17</td> <td>321</td> </tr> <tr> <td>Q2 2016/17</td> <td>327</td> </tr> <tr> <td>Q3 2016/17</td> <td>291</td> </tr> <tr> <td>Q4 2016/17</td> <td>385</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2015/16	300	Q1 2016/17	321	Q2 2016/17	327	Q3 2016/17	291	Q4 2016/17	385	385	<p>Observations: The number of planning applications received in Q4 is significantly higher than it was both last quarter and at the same time last year which is very positive.</p>		Brian Frater
Quarter	Value																
Q4 2015/16	300																
Q1 2016/17	321																
Q2 2016/17	327																
Q3 2016/17	291																
Q4 2016/17	385																
Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)	<p>CP01-P001kP How long in weeks does it take on average to process all planning applications for major developments?</p> <table border="1"> <caption>Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>0.0</td> </tr> <tr> <td>Q4 2015/16</td> <td>49.9</td> </tr> <tr> <td>Q1 2016/17</td> <td>0.0</td> </tr> <tr> <td>Q2 2016/17</td> <td>0.0</td> </tr> <tr> <td>Q3 2016/17</td> <td>0.0</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value	Q3 2015/16	0.0	Q4 2015/16	49.9	Q1 2016/17	0.0	Q2 2016/17	0.0	Q3 2016/17	0.0	0.0	<p>Observations: There were no major applications determined in the third quarter of 2016/17.</p> <p>Note: One quarter lag in data</p>		Ian Aikman
Quarter	Value																
Q3 2015/16	0.0																
Q4 2015/16	49.9																
Q1 2016/17	0.0																
Q2 2016/17	0.0																
Q3 2016/17	0.0																
Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)	<p>CP01-P001IP How long in weeks does it take on average to process all planning applications for non-household developments?</p> <table border="1"> <caption>Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>17.1</td> </tr> <tr> <td>Q4 2015/16</td> <td>14.8</td> </tr> <tr> <td>Q1 2016/17</td> <td>6.6</td> </tr> <tr> <td>Q2 2016/17</td> <td>7.0</td> </tr> <tr> <td>Q3 2016/17</td> <td>6.9</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value	Q3 2015/16	17.1	Q4 2015/16	14.8	Q1 2016/17	6.6	Q2 2016/17	7.0	Q3 2016/17	6.9	6.9	<p>How are we performing: There has been a further reduction in the time taken to determine this category of application. The Q3 figure of 6.9 weeks relates well to the Scottish national average for that quarter of 11.4 weeks.</p> <p>Actions we are taking to improve/maintain performance: Our performance is influenced heavily by the number of legal agreements required under the developer contributions policy but improvement action to streamline this process is now bringing clear improvements in performance.</p> <p>Note: One quarter lag in data</p>		Ian Aikman
Quarter	Value																
Q3 2015/16	17.1																
Q4 2015/16	14.8																
Q1 2016/17	6.6																
Q2 2016/17	7.0																
Q3 2016/17	6.9																

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Short Name	Trend Chart	Value	Commentary	Status	Managed By												
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>CP01-P001mP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (wks)</th> </tr> </thead> <tbody> <tr> <td>Q3-2015/16</td> <td>6.5</td> </tr> <tr> <td>Q4-2015/16</td> <td>6.4</td> </tr> <tr> <td>Q1-2016/17</td> <td>6.5</td> </tr> <tr> <td>Q2-2016/17</td> <td>6.7</td> </tr> <tr> <td>Q3-2016/17</td> <td>7.4</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (wks)	Q3-2015/16	6.5	Q4-2015/16	6.4	Q1-2016/17	6.5	Q2-2016/17	6.7	Q3-2016/17	7.4	7.4	<p>How are we performing: There has been an increase in the time taken to determine householder applications this quarter to 7.4 weeks. The performance is still below the Scottish national average for this category of application of 7.5 weeks.</p> <p>Actions we are taking to improve/maintain performance: As above.</p> <p>Note: One quarter lag in data</p>		Ian Aikman
Quarter	Value (wks)																
Q3-2015/16	6.5																
Q4-2015/16	6.4																
Q1-2016/17	6.5																
Q2-2016/17	6.7																
Q3-2016/17	7.4																
% 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>CP01-P001rP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4-2015/16</td> <td>90%</td> </tr> <tr> <td>Q1-2016/17</td> <td>94%</td> </tr> <tr> <td>Q2-2016/17</td> <td>85%</td> </tr> <tr> <td>Q3-2016/17</td> <td>93%</td> </tr> <tr> <td>Q4-2016/17</td> <td>92%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q4-2015/16	90%	Q1-2016/17	94%	Q2-2016/17	85%	Q3-2016/17	93%	Q4-2016/17	92%	92%	<p>How are we performing: 91% of invoices were paid within 30 days in 2016/17 consistent with 92% for 2015/16.</p> <p>Actions we are taking to improve/maintain performance: Given the significant impact our performance in this area can have in the local economy, this indicator is continuously monitored. However, with the introduction of new IT systems as part of the CGI contract, the whole invoice payment process is being examined to ensure that it is fit for purpose in the context of reducing resources.</p>		David Robertson
Quarter	Value (%)																
Q4-2015/16	90%																
Q1-2016/17	94%																
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Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
<p>How many additional homes were provided last year that were affordable to people in the Borders, based on our wages?</p>	<p>CP01-P001TP How many additional homes were provided last year that were affordable to people in the Borders, based on our wages?</p> <table border="1"> <caption>Data for CP01-P001TP Trend Chart</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>113</td> </tr> <tr> <td>2013/14</td> <td>72</td> </tr> <tr> <td>2014/15</td> <td>62</td> </tr> <tr> <td>2015/16</td> <td>220</td> </tr> <tr> <td>2016/17</td> <td>131</td> </tr> </tbody> </table> <p>Legend: Years (blue bars), Family Group - Av. (pink line), Family Group (previous yr) - Av. (red line), SBC (previous yr) - Av. (orange line), Scotland - Av. (light blue line), Scotland (previous yr) - Av. (green line).</p>	Year	Value	2012/13	113	2013/14	72	2014/15	62	2015/16	220	2016/17	131	<p>131</p>	<p>Observations: During 2016/17, 131 affordable homes were delivered across Scottish Borders, exceeding our annual 100 unit target.</p> <ul style="list-style-type: none"> • 22 homes for mid-market rent by Bridge Homes at Denholm, Kelso and Innerleithen • 3 homes for particular needs in Innerleithen by Scottish Borders Council • 38 homes for social rent in Denholm, Hawick and Galashiels by Eildon Housing Association • 38 homes for social rent in Hawick and Galashiels by Scottish Borders Housing Association • 4 homes for social rent in Coldstream by Berwickshire Housing Association • 26 individual house purchases assisted by Scottish Government Open Market Shared Ownership Scheme (OMSE)* <p>*In terms of the 26 OMSE figure the final figure may be higher. These have not been released from the Scottish Government as yet.</p>	<p></p>	<p>Cathie Fancy</p>
Year	Value																
2012/13	113																
2013/14	72																
2014/15	62																
2015/16	220																
2016/17	131																

Corporate Priority 2: Improving attainment & achievement

Short Name	Trend Chart	Value	Commentary	Status	Managed By								
What % of primary and secondary school pupils attend school?	<p>CP02-P24P What % of primary and secondary school pupils attend school?</p> <table border="1"> <caption>CP02-P24P Attendance Data</caption> <thead> <tr> <th>Year</th> <th>Attendance %</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>94.5%</td> </tr> <tr> <td>2015/16</td> <td>94.5%</td> </tr> <tr> <td>2016/17</td> <td>94.0%</td> </tr> </tbody> </table>	Year	Attendance %	2014/15	94.5%	2015/16	94.5%	2016/17	94.0%	93.4%	<p>Observations: Overall attendance remains consistent within primary and secondary schools. The historic trends remain constant without any major changes or fluctuations.</p>		Donna Manson
Year	Attendance %												
2014/15	94.5%												
2015/16	94.5%												
2016/17	94.0%												
What % of primary school pupils attend school?	<p>CP02-P11aP What % of primary school pupils attend school? (CP02-P11aP)</p> <table border="1"> <caption>CP02-P11aP Attendance Data</caption> <thead> <tr> <th>Year</th> <th>Attendance %</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>96.5%</td> </tr> <tr> <td>2015/16</td> <td>96.5%</td> </tr> <tr> <td>2016/17</td> <td>96.0%</td> </tr> </tbody> </table>	Year	Attendance %	2014/15	96.5%	2015/16	96.5%	2016/17	96.0%	95.07%	<p>How are we performing: The trends during the final quarter of the year are similar to previous year. 2016/17 has seen a slight elevation, when compared to the last 2 years performance.</p> <p>Actions we are taking to improve/maintain performance: We continue to focus on attendance at all level within schools and HQ. Regular analysis of authorised and unauthorised absence is undertaken and best practice is discussed between schools and learning communities to ensure a consistent approach to absence and attendance.</p>		Donna Manson
Year	Attendance %												
2014/15	96.5%												
2015/16	96.5%												
2016/17	96.0%												

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By
What % of secondary school pupils attend school?	<p>CP02-P11bP What % of secondary school pupils attend school? (CP02-P11bP)</p>	91.73%	<p>How are we performing: The trends during the final quarter of the year remain consistent. Quarter 4 2016/17 remains the same as quarter 4 for the past 3 years.</p> <p>Actions we are taking to improve/maintain performance: As above</p>		Donna Manson
How many primary and secondary school pupils were excluded?	<p>CP02-P25P How many primary and secondary school pupils were excluded?</p>	80	<p>Observations:</p> <p>Similar to previous years, there has been slight increase in the number of pupils excluded between January and March this year. However, the numbers remain well below the levels experienced in 2013/14. 2015/16 showed the lowest levels in 3 years, so the increase this year has already prompted action planning with schools to ensure a return to a decreasing trend and a focus on inclusion.</p>		Donna Manson
How many primary school pupils were excluded?	<p>CP02-P09aP How many primary school pupils were excluded? (CP02-P09aP)</p>	12	<p>How are we performing: The number of pupils excluded from primary schools remains low and is now significantly lower than it was in 2013/14, despite the increase since last quarter and when compared to the same time last year. However, detailed analysis at school level has shown that the majority of the 12 exclusions were single incidents, demonstrating that restorative work is having an impact.</p> <p>Actions we are taking to improve/maintain performance: Detailed analysis has already prompted action planning within specific school contexts, with a clear focus on inclusion and on reducing exclusions during 2017/18</p>		Donna Manson

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By																									
How many secondary school pupils were excluded?	<p>CP02-P09bP How many secondary school pupils were excluded? (CP02-P09bP)</p> <table border="1"> <caption>CP02-P09bP Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>105</td> <td>45</td> <td>35</td> <td>35</td> </tr> <tr> <td>2014/15</td> <td>55</td> <td>55</td> <td>35</td> <td>50</td> </tr> <tr> <td>2015/16</td> <td>90</td> <td>60</td> <td>38</td> <td>65</td> </tr> <tr> <td>2016/17</td> <td>105</td> <td>80</td> <td>55</td> <td>68</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2013/14	105	45	35	35	2014/15	55	55	35	50	2015/16	90	60	38	65	2016/17	105	80	55	68	68	<p>How are we performing: Although Q4 has seen the highest levels of exclusions during 2016/17 in secondary schools, the overall levels are reducing over the longer term and significantly since 2013/14. The majority of the 68 pupils excluded from secondary school during Q4 were single incidents, with few repeat exclusions (i.e. where a pupil is excluded more than once in a 3 month period)</p> <p>Actions we are taking to improve/maintain performance: Schools continue to focus on reducing exclusions and providing a more inclusive education. We continue to analyse exclusions at a high school level and the increase in Q4 has prompted action planning within specific school contexts to ensure a clear focus on reducing exclusions during 2017/18</p>		Donna Manson
Year	Q1	Q2	Q3	Q4																										
2013/14	105	45	35	35																										
2014/15	55	55	35	50																										
2015/16	90	60	38	65																										
2016/17	105	80	55	68																										
Number of Schools/Nurseries inspected per Quarter	<p>CP02-P21P How many schools/nurseries in the Scottish Borders were inspected?</p> <table border="1"> <caption>CP02-P21P Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>0</td> <td>0</td> <td>1</td> <td>0</td> </tr> <tr> <td>2015/16</td> <td>0</td> <td>0</td> <td>0</td> <td>2</td> </tr> <tr> <td>2016/17</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	0	0	1	0	2015/16	0	0	0	2	2016/17	0	0	0	0	0	<p>Observations: No Inspections were undertaken in Borders schools and nurseries this quarter</p>		Donna Manson					
Year	Q1	Q2	Q3	Q4																										
2014/15	0	0	1	0																										
2015/16	0	0	0	2																										
2016/17	0	0	0	0																										

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By										
School leavers in an Initial Positive Destination	<p>CP02-P01a School leavers in an Initial Positive Destination</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>92.3%</td> </tr> <tr> <td>2013/14</td> <td>94.4%</td> </tr> <tr> <td>2014/15</td> <td>95.2%</td> </tr> <tr> <td>2015/16</td> <td>94.2%</td> </tr> </tbody> </table>	Year	Percentage	2012/13	92.3%	2013/14	94.4%	2014/15	95.2%	2015/16	94.2%	94.2%	<p>Observations:</p> <p>This figure is as reported by Scottish Government in March 2017, for the academic year 2015/16</p> <p>Nationally 93.3% of 2015/16 senior phase school leavers were in a positive destination approximately 3 months after leaving school (compared to 93% in 2014/15). The Scottish Borders has again exceeded the nation figure with 94.2% of leavers in a positive destination.</p> <p>A new measurement is under development which shows the level of participation of 16 to 19 years old in education, training or employment. This measurement will, in time, become more relevant than the Initial Positive Destinations information. Nationally in 2016, 90.4% of 16-19 years old were participating in education, training or employment. The Scottish Borders exceeded the national trend with 91.3% of its 16 to 19 years old in education, training or employment.</p>		Donna Manson
Year	Percentage														
2012/13	92.3%														
2013/14	94.4%														
2014/15	95.2%														
2015/16	94.2%														

Corporate Priority 3: Care, Support and Protection

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
% of Adults 65+ receiving care at home to sustain an independent quality of life as part of the community compared to those in a care home.	<p>CP03-P02bP % of Adults 65+ receiving care at home to sustain an independent quality of life as part of the community compared to those in a care home.</p> <table border="1"> <caption>Data for CP03-P02bP</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4-2016/16</td> <td>72%</td> </tr> <tr> <td>Q1-2016/17</td> <td>73%</td> </tr> <tr> <td>Q2-2016/17</td> <td>76%</td> </tr> <tr> <td>Q3-2016/17</td> <td>76%</td> </tr> <tr> <td>Q4-2016/17</td> <td>76%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q4-2016/16	72%	Q1-2016/17	73%	Q2-2016/17	76%	Q3-2016/17	76%	Q4-2016/17	76%	76%	<p>How are we performing: Performance in this area shows stabilisation and continued consistency during 2016/17.</p> <p>Actions we are taking to improve/maintain performance: With an aging population we continue to support and sustain an independent quality of life for the changing population.</p>		Elaine Torrance
Quarter	Value (%)																
Q4-2016/16	72%																
Q1-2016/17	73%																
Q2-2016/17	76%																
Q3-2016/17	76%																
Q4-2016/17	76%																
Percentage of Clients using the Self Directed Support (SDS) approach based on Finance Commitment Records	<p>CP03-P04bP Percentage of Clients using the SDS approach based on Finance Commitment Records</p> <table border="1"> <caption>Data for CP03-P04bP</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4-2016/16</td> <td>20.6%</td> </tr> <tr> <td>Q1-2016/17</td> <td>31.2%</td> </tr> <tr> <td>Q2-2016/17</td> <td>41.0%</td> </tr> <tr> <td>Q3-2016/17</td> <td>50.0%</td> </tr> <tr> <td>Q4-2016/17</td> <td>59.0%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q4-2016/16	20.6%	Q1-2016/17	31.2%	Q2-2016/17	41.0%	Q3-2016/17	50.0%	Q4-2016/17	59.0%	59.0%	<p>How are we performing: The % of adults who are now directing their own care and support has increased over the last 8 quarters and has recently plateaued.</p> <p>Actions we are taking to improve/maintain performance: 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>		Elaine Torrance
Quarter	Value (%)																
Q4-2016/16	20.6%																
Q1-2016/17	31.2%																
Q2-2016/17	41.0%																
Q3-2016/17	50.0%																
Q4-2016/17	59.0%																

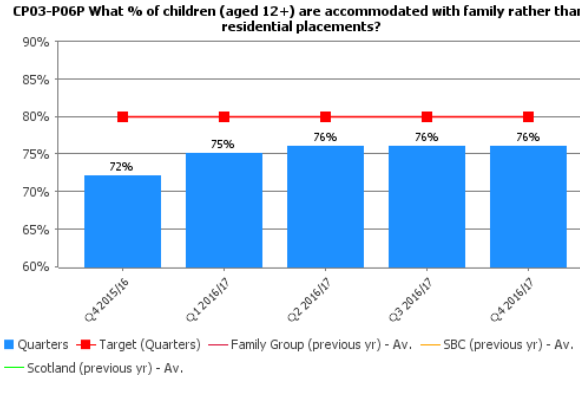

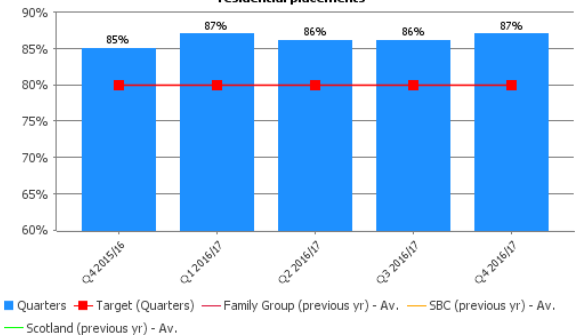

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Adults with self-directed care arrangements per 1,000 population	<p>CP03-P04P How many adults have self-directed care (SDS) arrangements? (rate per 1,000 people)</p> <table border="1"> <caption>CP03-P04P Data</caption> <thead> <tr> <th>Quarter</th> <th>Rate per 1,000 people</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>7.27</td> </tr> <tr> <td>Q1 2016/17</td> <td>10.10</td> </tr> <tr> <td>Q2 2016/17</td> <td>12.82</td> </tr> <tr> <td>Q3 2016/17</td> <td>14.29</td> </tr> <tr> <td>Q4 2016/17</td> <td>15.58</td> </tr> </tbody> </table>	Quarter	Rate per 1,000 people	Q4 2015/16	7.27	Q1 2016/17	10.10	Q2 2016/17	12.82	Q3 2016/17	14.29	Q4 2016/17	15.58	15.58	<p>Observations: Continuing increase in existing and new clients being assessed using the SDS approach. This is shown as the rate of individuals using SDS arrangements per 1,000 population increases.</p> <p>Expectation is that all clients will be assessed using the SDS approach by the end of 2018</p>		Elaine Torrance
Quarter	Rate per 1,000 people																
Q4 2015/16	7.27																
Q1 2016/17	10.10																
Q2 2016/17	12.82																
Q3 2016/17	14.29																
Q4 2016/17	15.58																
Proportion of new service users who receive a service within 6 weeks of assessment (year to date)	<p>CP03-P28P What % of people contacting Social Work receive a service within 6 weeks of their assessment?</p> <table border="1"> <caption>CP03-P28P Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>95%</td> </tr> <tr> <td>Q1 2016/17</td> <td>98%</td> </tr> <tr> <td>Q2 2016/17</td> <td>97%</td> </tr> <tr> <td>Q3 2016/17</td> <td>97%</td> </tr> <tr> <td>Q4 2016/17</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Percentage	Q4 2015/16	95%	Q1 2016/17	98%	Q2 2016/17	97%	Q3 2016/17	97%	Q4 2016/17	100%	100%	<p>How are we performing: The % of new service users receiving a service within 6 weeks of assessment continues to meet and exceed target.</p> <p>Actions we are taking to improve/maintain performance: With new process embedded and methods of recording assessments understood this indicator has shown a steady recovery and is now maintained above the target of 95%.</p>		Elaine Torrance
Quarter	Percentage																
Q4 2015/16	95%																
Q1 2016/17	98%																
Q2 2016/17	97%																
Q3 2016/17	97%																
Q4 2016/17	100%																
Adult protection - Number of Concerns	<p>CP03-P149 Adult protection - Number of Concerns</p> <table border="1"> <caption>CP03-P149 Data</caption> <thead> <tr> <th>Quarter</th> <th>Number of Concerns</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>40</td> </tr> <tr> <td>Q1 2016/17</td> <td>48</td> </tr> <tr> <td>Q2 2016/17</td> <td>65</td> </tr> <tr> <td>Q3 2016/17</td> <td>52</td> </tr> <tr> <td>Q4 2016/17</td> <td>41</td> </tr> </tbody> </table>	Quarter	Number of Concerns	Q4 2015/16	40	Q1 2016/17	48	Q2 2016/17	65	Q3 2016/17	52	Q4 2016/17	41	41	<p>Observations: Small reduction in the number of concerns raised during Q4. This trend matches last year.</p>		Elaine Torrance
Quarter	Number of Concerns																
Q4 2015/16	40																
Q1 2016/17	48																
Q2 2016/17	65																
Q3 2016/17	52																
Q4 2016/17	41																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Adult protection - Number of Investigations	<p>CP03-P150 Adult protection - Number of Investigations</p> <table border="1"> <caption>CP03-P150 Adult protection - Number of Investigations</caption> <thead> <tr> <th>Quarter</th> <th>Number of Investigations</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>9</td> </tr> <tr> <td>Q1 2016/17</td> <td>27</td> </tr> <tr> <td>Q2 2016/17</td> <td>40</td> </tr> <tr> <td>Q3 2016/17</td> <td>25</td> </tr> <tr> <td>Q4 2016/17</td> <td>26</td> </tr> </tbody> </table>	Quarter	Number of Investigations	Q4 2015/16	9	Q1 2016/17	27	Q2 2016/17	40	Q3 2016/17	25	Q4 2016/17	26	26	<p>Observations: Increasing number of investigations during the final quarter of the year. In the previously year we have seen a reduction during the last quarter. However this year's trend matched 2 years prior, with an increase within the final quarter.</p>		Elaine Torrance
Quarter	Number of Investigations																
Q4 2015/16	9																
Q1 2016/17	27																
Q2 2016/17	40																
Q3 2016/17	25																
Q4 2016/17	26																
Adult protection - Number of Case Conferences	<p>CP03-P151 Adult protection - Number of Case Conferences</p> <table border="1"> <caption>CP03-P151 Adult protection - Number of Case Conferences</caption> <thead> <tr> <th>Quarter</th> <th>Number of Case Conferences</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>4</td> </tr> <tr> <td>Q1 2016/17</td> <td>3</td> </tr> <tr> <td>Q2 2016/17</td> <td>7</td> </tr> <tr> <td>Q3 2016/17</td> <td>2</td> </tr> <tr> <td>Q4 2016/17</td> <td>10</td> </tr> </tbody> </table>	Quarter	Number of Case Conferences	Q4 2015/16	4	Q1 2016/17	3	Q2 2016/17	7	Q3 2016/17	2	Q4 2016/17	10	10	<p>Observations: Increase in the number of cases which progressed to conference in the final quarter of the month. This is a similar trend to previous years. However the total number is the highest experienced over the past 3 years.</p>		Elaine Torrance
Quarter	Number of Case Conferences																
Q4 2015/16	4																
Q1 2016/17	3																
Q2 2016/17	7																
Q3 2016/17	2																
Q4 2016/17	10																


Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By
<p>Looked After Children (aged 12+) in family-based placements compared to those in residential placements</p>	<p>CP03-P06P What % of children (aged 12+) are accommodated with family rather than residential placements?</p> 	<p>76%</p>	<p>How are we performing: This indicator has now reached the point where it been 76% for the last 3 quarters. Continued action is underway to increase the number of children in family-based placements in comparison to residential.</p> <p>Actions we are taking to improve/maintain performance: The target of 80% is ambition and continues to drive this performance area.</p> <p>We have seen a continued increase in the number of foster carers within the Scottish Borders. In the past year we have increased and maintained the number of foster carer and with continued support and recruitment the ambitious target of 80% will be achievable.</p>		<p>Ann Blackie</p>
<p>Looked After Children (All ages) in family-based placements compared to those in residential placements</p>	<p>CP03-P06bP Looked After Children in family-based placements compared to those in residential placements</p> 	<p>87%</p>	<p>Observations: Continued stabilisation in this indicator, above target.</p>		<p>Ann Blackie</p>

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By										
Number of Looked After Children (LAC)	<p>CP03-P83P Number of Looked After Children (LAC)</p> <table border="1"> <caption>CP03-P83P Number of Looked After Children (LAC)</caption> <thead> <tr> <th>Year</th> <th>Q4 Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>185</td> </tr> <tr> <td>2015/16</td> <td>205</td> </tr> <tr> <td>2016/17</td> <td>225</td> </tr> <tr> <td>2016/17 (Q4)</td> <td>251</td> </tr> </tbody> </table>	Year	Q4 Value	2014/15	185	2015/16	205	2016/17	225	2016/17 (Q4)	251	251	<p>Observations: Q4 has seen a further increase in the number of looked after children. This figure is a “snap shot” from the last month of the quarter and fluctuates thought out the time period.</p>		Ann Blackie
Year	Q4 Value														
2014/15	185														
2015/16	205														
2016/17	225														
2016/17 (Q4)	251														
% of children looked after as a % of 0-17 year old population (with national comparators)	<p>CP03-P84P % of children looked after as a % of 0-17 year old population (with national comparators)</p> <table border="1"> <caption>CP03-P84P % of children looked after as a % of 0-17 year old population (with national comparators)</caption> <thead> <tr> <th>Year</th> <th>Q4 Value</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>0.8%</td> </tr> <tr> <td>2013/14</td> <td>0.8%</td> </tr> <tr> <td>2014/15</td> <td>0.9%</td> </tr> <tr> <td>2015/16</td> <td>1%</td> </tr> </tbody> </table>	Year	Q4 Value	2012/13	0.8%	2013/14	0.8%	2014/15	0.9%	2015/16	1%	1%	<p>Observations: While there is a slight increase in the %, our Looked After Children rate continues to be significantly less than the National % and the “Family Group” average (other local authorities similar to us)</p>		Ann Blackie
Year	Q4 Value														
2012/13	0.8%														
2013/14	0.8%														
2014/15	0.9%														
2015/16	1%														
Number of Inter-agency Referral Discussions (IRDs) held about a child	<p>CP03-P85P Number of Inter-agency Discussions (IRDs) held</p> <table border="1"> <caption>CP03-P85P Number of Inter-agency Discussions (IRDs) held</caption> <thead> <tr> <th>Year</th> <th>Q4 Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>90</td> </tr> <tr> <td>2015/16</td> <td>85</td> </tr> <tr> <td>2016/17</td> <td>165</td> </tr> <tr> <td>2016/17 (Q4)</td> <td>161</td> </tr> </tbody> </table>	Year	Q4 Value	2014/15	90	2015/16	85	2016/17	165	2016/17 (Q4)	161	161	<p>Observations: The number of Interagency Referral Discussions (IRD) continues to fluctuate over the quarters. Q4 2016/17 (161) is less than the previous years Q4 2015/16 (180). As IRDs are established they continue to be ratified as being appropriate via the scrutiny of Child Protection Reviewing Officers (CPROs) as well as being audited at the IRD review group.</p>		Ann Blackie
Year	Q4 Value														
2014/15	90														
2015/16	85														
2016/17	165														
2016/17 (Q4)	161														

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By																				
Number of children on Child Protection Register	<p style="text-align: center;">CP03-P86P Number of children on Child Protection Register</p> <table border="1"> <caption>Data for CP03-P86P Number of children on Child Protection Register</caption> <thead> <tr> <th>Quarter</th> <th>2014/15</th> <th>2015/16</th> <th>2016/17</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>14</td> <td>28</td> <td>65</td> </tr> <tr> <td>Q2</td> <td>15</td> <td>23</td> <td>65</td> </tr> <tr> <td>Q3</td> <td>17</td> <td>15</td> <td>65</td> </tr> <tr> <td>Q4</td> <td>32</td> <td>28</td> <td>54</td> </tr> </tbody> </table>	Quarter	2014/15	2015/16	2016/17	Q1	14	28	65	Q2	15	23	65	Q3	17	15	65	Q4	32	28	54	54	<p>Observations: Continuing decline in the number of children on the child protection register. Although Q4 is showing a downward trend, it continues to be higher than the levels experienced in 2015/16.</p>		Ann Blackie
Quarter	2014/15	2015/16	2016/17																						
Q1	14	28	65																						
Q2	15	23	65																						
Q3	17	15	65																						
Q4	32	28	54																						

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By
No. of People Referred to Welfare Benefits	<p>CP03-P35 No. of People Referred to Welfare Benefits</p>	797	<p>How are we performing: The number of people contacting the services is higher than previous months and the highest it has been all year.</p> <p>The monetary gains remain high, but not as high as last year and could be due to difficulties recording the information before end of year, in March. There were a high number of cases closed so that action could be finalised before the switch from Social Work's "Framework" system to "Mosaic" and these will be shown in 1st quarter of 2017/18. While some of the gains are a result of challenging incorrect decisions, a good deal of work is through promoting benefit take up and maximising income.</p>		Cathie Fancy
Welfare Benefit - Monetary Gain	<p>CP03-P36 Welfare Benefit - Monetary Gain</p>	£1,851,144.86	<p>Actions we are taking to improve/maintain performance: Our trained advisors will continue to help people through the complex system. Even the more able customers are often uncertain as how to resolve situations. Jobcentre Plus no longer offer benefits advice to customers (now focused on job coaching). Work is ongoing to train a range of SBC and NHS staff.</p> <p>In addition to our own Welfare Benefits service, our contract with CAB sees them dealing with between 250 and 300 live benefit cases each quarter. Q4 saw just over £439k in monetary benefit gains for customers (up from £371k in Q3). And 2016/17 saw just over £1.5m in benefit gains for clients working with the CAB.</p>		Cathie Fancy

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By								
Number of reported incidents of domestic abuse (cumulative)	<p>CP03-P37P How many incidents of domestic abuse are reported to Police Scotland? (cumulative)</p> <table border="1"> <caption>CP03-P37P Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>230</td> </tr> <tr> <td>2015/16</td> <td>180</td> </tr> <tr> <td>2016/17</td> <td>220</td> </tr> </tbody> </table>	Year	Value	2014/15	230	2015/16	180	2016/17	220	871	<p>How are we performing: There has been a 33 incident decrease when compared to the same time period in 2015/16.</p> <p>Actions we are taking to improve/maintain performance: The Pathway 2 project (2017-20) is a continuation of Pathway (2012-17), maintaining the advocacy service (DAAS) and the community project (DACS) for victims of domestic abuse and their families. The funding secured from Big Lottery, Scottish Government (pending) and partner agencies such as Scottish Borders Council, Police Scotland, NHS Borders, Borders Housing Alliance and Children1st also enables the development of two new resources – a Court Advocate and Community Engagement Officer. These new resources have been identified as gaps in the current response and will provide vital support for both victims and communities.</p>		Elaine Torrance
Year	Value												
2014/15	230												
2015/16	180												
2016/17	220												
Number of Group 1-5 recorded crimes and offences (cumulative)	<p>CP03-P39P How many crimes and offences are recorded by Police Scotland? (cumulative)</p> <table border="1"> <caption>CP03-P39P Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>750</td> </tr> <tr> <td>2015/16</td> <td>1550</td> </tr> <tr> <td>2016/17</td> <td>1600</td> </tr> </tbody> </table>	Year	Value	2014/15	750	2015/16	1550	2016/17	1600	3053	<p>Observations: A 4.4% increase in crimes in 2016/17 when compared to 2015/16. This equates to 130 additional victims. There has been an increase in sexual crimes and crimes of dishonesty in 2016/17 that has resulted in the overall increase in crime rates. Within the crimes of dishonesty category shoplifting, motor vehicle crime and fraud have shown the largest increases in 2016/17. A high profile and nationally recognised rural crime initiative has seen a 62% reduction in the value of property stolen. It is planned to repeat this initiative in 2017/18.</p> <p>Actions we are taking to improve/maintain performance: Police Scotland have introduced a model that is focused on crime prevention and tackling inequalities. The model takes best practice examples from throughout Scotland and applies these consistently within local areas with the aim of preventing crime and reducing offending. The rural crime initiative in Scottish Borders is one such example of best practice.</p>		Elaine Torrance
Year	Value												
2014/15	750												
2015/16	1550												
2016/17	1600												

Corporate Priority 4: Communities

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
SB Alert - No. of people registered	<p>CP04-P001n SB Alert - No. of people registered</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>3,800</td> </tr> <tr> <td>Q1 2016/17</td> <td>3,900</td> </tr> <tr> <td>Q2 2016/17</td> <td>3,900</td> </tr> <tr> <td>Q3 2016/17</td> <td>4,200</td> </tr> <tr> <td>Q4 2016/17</td> <td>4,502</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2015/16	3,800	Q1 2016/17	3,900	Q2 2016/17	3,900	Q3 2016/17	4,200	Q4 2016/17	4,502	4,502	<p>How are we performing: There are now 4502 people signed up to SBC’s messaging service,</p> <p>During a recent Resilient Communities evening held by SBC, SB Alert was highlighted to the members of the public and examples shown of situations where the messaging system has provided valuable and timely information to people across a huge area – an increase in the number of registered users was noted after the Resilient Communities evening in April.</p> <p>Actions we are taking to improve/maintain performance: Further evenings are being scheduled over the coming months which should again impact positively on both the increase of active resilient communities and their activity, and also SB Alert members.</p>		Jim Fraser
Quarter	Value																
Q4 2015/16	3,800																
Q1 2016/17	3,900																
Q2 2016/17	3,900																
Q3 2016/17	4,200																
Q4 2016/17	4,502																
Landfill Communities Fund - Number awarded	<p>CP04-P001g Landfill Communities Fund - Number awarded</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>0</td> </tr> <tr> <td>Q1 2016/17</td> <td>0</td> </tr> <tr> <td>Q2 2016/17</td> <td>6</td> </tr> <tr> <td>Q3 2016/17</td> <td>3</td> </tr> <tr> <td>Q4 2016/17</td> <td>0</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2015/16	0	Q1 2016/17	0	Q2 2016/17	6	Q3 2016/17	3	Q4 2016/17	0	0	<p>How are we performing: The Scottish Landfill Communities Fund is a tax credit scheme linked to Scottish Landfill Tax, which encourages Landfill Operators to voluntarily participate in providing funding to facilitate community and environmental projects in areas affected by landfill activity. Berwickshire Community Councils’ Forum (BCCF) Environmental is the Approved Body registered to receive funding generated by the scheme. BCCF Environmental has reported that only one application has been progressed through the administration and decision making processes since the beginning of Q4 2016/17. An award has been made to Eastgate Theatre, Peebles (£5,195) but as yet the offer has not been formally accepted. BCCF Environmental has confirmed that 15 applications are currently progressing towards decision-making stage.</p> <p>Actions we are taking to improve/maintain performance:</p>		Shona Smith
Quarter	Value																
Q4 2015/16	0																
Q1 2016/17	0																
Q2 2016/17	6																
Q3 2016/17	3																
Q4 2016/17	0																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Landfill Communities Fund - Value of funds awarded	<p>CP04-P001h Landfill Communities Fund - Value of funds awarded</p> <table border="1"> <caption>CP04-P001h Landfill Communities Fund - Value of funds awarded</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>0</td> </tr> <tr> <td>Q1 2016/17</td> <td>0</td> </tr> <tr> <td>Q2 2016/17</td> <td>125,000</td> </tr> <tr> <td>Q3 2016/17</td> <td>70,000</td> </tr> <tr> <td>Q4 2016/17</td> <td>0</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value (£)	Q4 2015/16	0	Q1 2016/17	0	Q2 2016/17	125,000	Q3 2016/17	70,000	Q4 2016/17	0	£0	The fund is promoted via the SBC website and where possible, applications which appear to meet the criteria for Scottish Landfill Communities Fund are directed to BCCF Environmental for progression.		Shona Smith
Quarter	Value (£)																
Q4 2015/16	0																
Q1 2016/17	0																
Q2 2016/17	125,000																
Q3 2016/17	70,000																
Q4 2016/17	0																
Landfill Communities Fund - Total Project Cost	<p>CP04-P001i Landfill Communities Fund - Total Project Cost</p> <table border="1"> <caption>CP04-P001i Landfill Communities Fund - Total Project Cost</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>0</td> </tr> <tr> <td>Q1 2016/17</td> <td>0</td> </tr> <tr> <td>Q2 2016/17</td> <td>800,000</td> </tr> <tr> <td>Q3 2016/17</td> <td>300,000</td> </tr> <tr> <td>Q4 2016/17</td> <td>0</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value (£)	Q4 2015/16	0	Q1 2016/17	0	Q2 2016/17	800,000	Q3 2016/17	300,000	Q4 2016/17	0	£0			Shona Smith
Quarter	Value (£)																
Q4 2015/16	0																
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Q4 2016/17	0																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Community Grant - No. of grants awarded	<p>CP04-P001a Community Grant - No. of grants awarded</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>No. of grants awarded</th> </tr> </thead> <tbody> <tr> <td>Q4-2015/16</td> <td>15</td> </tr> <tr> <td>Q1-2016/17</td> <td>42</td> </tr> <tr> <td>Q2-2016/17</td> <td>10</td> </tr> <tr> <td>Q3-2016/17</td> <td>11</td> </tr> <tr> <td>Q4-2016/17</td> <td>7</td> </tr> </tbody> </table>	Quarter	No. of grants awarded	Q4-2015/16	15	Q1-2016/17	42	Q2-2016/17	10	Q3-2016/17	11	Q4-2016/17	7	6	<p>How are we performing: The number of applications received this quarter is lower than equivalent Q4 2015/16. This is due to lack of available budget towards the end of 2016/17. Three areas (Eildon, Teviot & Liddesdale and Tweeddale) have been fully utilised and only minimal funding available in the remaining Berwickshire (£160) and Cheviot areas (£90). £986 remains in the generic Borders budget.</p> <p>The value of awards is also lower than in Q4 2015/16 for this reason.</p> <p>Where appropriate, applicants have been re-directed down other sources of funding. There are currently 8 applications awaiting decision in early April 2017 (Peebles Golf Club, Walkerburn Bowling Club, Galashiels Camera Club, Stow Community Park, Earlston Community Council, Selkirk Football Club, Rowlands (Selkirk) and Kelso Chamber of Trade) when more CGS funding becomes available.</p>		
Quarter	No. of grants awarded																
Q4-2015/16	15																
Q1-2016/17	42																
Q2-2016/17	10																
Q3-2016/17	11																
Q4-2016/17	7																
Community Grant - Value of funding granted	<p>Exec - Community Grant Scheme: Grants / Total Project Value</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q4-2015/16</td> <td>£36,869</td> </tr> <tr> <td>Q1-2016/17</td> <td>£95,235</td> </tr> <tr> <td>Q2-2016/17</td> <td>£88,627</td> </tr> <tr> <td>Q3-2016/17</td> <td>£265,748</td> </tr> <tr> <td>Q4-2016/17</td> <td>£214,247</td> </tr> </tbody> </table>	Quarter	Value (£)	Q4-2015/16	£36,869	Q1-2016/17	£95,235	Q2-2016/17	£88,627	Q3-2016/17	£265,748	Q4-2016/17	£214,247	£13,211	<p>Total value of project costs is higher than in Q4 2015/16. This is due to Community Grants Scheme match-funding being required for a major project in Peebles (Peebles Lawn Tennis Club - £198,948). Total value of project costs for CGS can fluctuate due to the flexibility of CGS accommodating both small community projects and large projects requiring match-funding.</p>		
Quarter	Value (£)																
Q4-2015/16	£36,869																
Q1-2016/17	£95,235																
Q2-2016/17	£88,627																
Q3-2016/17	£265,748																
Q4-2016/17	£214,247																
Community Grant Award - Total Project Cost	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Total Project Cost (£)</th> </tr> </thead> <tbody> <tr> <td>Q4-2015/16</td> <td>£36,869</td> </tr> <tr> <td>Q1-2016/17</td> <td>£95,235</td> </tr> <tr> <td>Q2-2016/17</td> <td>£88,627</td> </tr> <tr> <td>Q3-2016/17</td> <td>£30,130</td> </tr> <tr> <td>Q4-2016/17</td> <td>£24,246</td> </tr> </tbody> </table>	Quarter	Total Project Cost (£)	Q4-2015/16	£36,869	Q1-2016/17	£95,235	Q2-2016/17	£88,627	Q3-2016/17	£30,130	Q4-2016/17	£24,246	£214,247	<p>Total cost of project funding is higher this quarter than in equivalent Q4 2015/16. This is due to CGS match-funding being required for a major project in Peebles (Peebles Lawn Tennis Club - £198,948).</p>		
Quarter	Total Project Cost (£)																
Q4-2015/16	£36,869																
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Q4-2016/17	£24,246																



Shona Smith

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By
National Lottery Funds - Overall Award Total	<p>CP04-P001f National Lottery Funds - Overall Award Total</p>	£1,141,413	<p>How are we performing: The number of grants is higher in Q4 2016/17 than in Q4 2015/16 by around £34k. In 2015/16 only 7 awards were made but in 2016/17 12 awards were made. Diminished internal funds has prompted groups to explore external funding options.</p>		Shona Smith
National Lottery Fund - Total Awards made up to £10,000	<p>CP04-P001d National Lottery Fund - Total Awards made up to £10,000</p>	£88,668	<p>Actions we are taking to improve or maintain performance: We continue to promote external funding streams on SBC's website along with internal funds to maximise leverage of funding into Scottish Borders. Where possible groups are directed to external funding streams to maximise limited internal funding and generate more income into Scottish Borders.</p>		Shona Smith
National Lottery Fund - Total Awards made over £10,000	<p>CP04-P001e National Lottery Fund - Total Awards made over £10,000</p>	£1,052,745	<p>How are we performing: The awards total is significantly higher in Q4 2016/17 than in Q4 2015/16. 5 awards were made overall, 2 were over £200k (Newcastleton Fuel Project and SBC Pathway 2 Projects) and one over £100k (PND Borders). This is in comparison to last year's Q4 total of £669,832 with 7 awards made however only 2 of these were over £100k.</p> <p>Actions we are taking to maintain or improve performance: We continue to work closely with local Trusts, The Bridge and SBC Officers to provide assistance and support towards the development of major projects in the area to secure large scale funding. We also promote lottery larger</p>		Shona Smith

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
			schemes via the SBC website and undertake regular webinars with Big Lottery Funding Officers. There are currently 109 projects in the pipeline at present, approximately 40 are large scale projects progressing towards funding applications or awaiting decision.														
Quality of Life Fund – Total value of funds awarded (cumulative)	<p>CP04-P001j Quality of Life Fund - Total value of funds awarded (cumulative)</p> <table border="1"> <caption>Quality of Life Fund - Total value of funds awarded (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>75,000</td> </tr> <tr> <td>Q1 2016/17</td> <td>40,000</td> </tr> <tr> <td>Q2 2016/17</td> <td>70,000</td> </tr> <tr> <td>Q3 2016/17</td> <td>85,000</td> </tr> <tr> <td>Q4 2016/17</td> <td>110,000</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (£)	Q4 2015/16	75,000	Q1 2016/17	40,000	Q2 2016/17	70,000	Q3 2016/17	85,000	Q4 2016/17	110,000	£113,424.00	<p>Observations: In Q4, £28.5k was allocated to "Quality of Life" projects, covering all 5 localities. This takes the total for the year to £113.4k across 87 projects, inclusive of a number of projects carried over from 2015/16. Average funding in the year was £1,304 per project and allocations ranged from £60 to £10,000.</p>	✔	Jason Hedley
Quarter	Value (£)																
Q4 2015/16	75,000																
Q1 2016/17	40,000																
Q2 2016/17	70,000																
Q3 2016/17	85,000																
Q4 2016/17	110,000																
Neighbourhood Small Schemes Fund – Total value of funds awarded (cumulative)	<p>CP04-P001k Neighbourhood Small Schemes Fund - Total value of funds awarded (cumulative)</p> <table border="1"> <caption>Neighbourhood Small Schemes Fund - Total value of funds awarded (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>125,000</td> </tr> <tr> <td>Q1 2016/17</td> <td>115,000</td> </tr> <tr> <td>Q2 2016/17</td> <td>150,000</td> </tr> <tr> <td>Q3 2016/17</td> <td>210,000</td> </tr> <tr> <td>Q4 2016/17</td> <td>280,000</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (£)	Q4 2015/16	125,000	Q1 2016/17	115,000	Q2 2016/17	150,000	Q3 2016/17	210,000	Q4 2016/17	280,000	£288,747.00	<p>Q4 saw £75.0k allocated to Small Schemes. For the full year 142 schemes were allocated funding totalling £288.7k, inclusive of a number of projects carried over from 2015/16. Average funding in the year was £2,033 per project and allocations ranged from £50 to £24,090.</p>	✔	Jason Hedley
Quarter	Value (£)																
Q4 2015/16	125,000																
Q1 2016/17	115,000																
Q2 2016/17	150,000																
Q3 2016/17	210,000																
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Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By																		
No. of Active community resilience plans (cumulative)	<p>Exec - Community Resilience Plans - Active and Progressing</p> <table border="1"> <caption>Exec - Community Resilience Plans - Active and Progressing</caption> <thead> <tr> <th>Quarter</th> <th>Active (CP04-P001l)</th> <th>Progressing (CP04-P001m)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>35</td> <td>15</td> </tr> <tr> <td>Q1 2016/17</td> <td>35</td> <td>17</td> </tr> <tr> <td>Q2 2016/17</td> <td>37</td> <td>13</td> </tr> <tr> <td>Q3 2016/17</td> <td>38</td> <td>12</td> </tr> <tr> <td>Q4 2016/17</td> <td>39</td> <td>12</td> </tr> </tbody> </table>	Quarter	Active (CP04-P001l)	Progressing (CP04-P001m)	Q4 2015/16	35	15	Q1 2016/17	35	17	Q2 2016/17	37	13	Q3 2016/17	38	12	Q4 2016/17	39	12	39	<p>Observations: A resilient community coordinator evening was held in Duns in April. All active and progressing resilient community coordinators and deputies from the Berwickshire area were invited to attend this information evening to provide them with an update on the role of SBC in supporting resilient communities and their teams. This meeting also provided an opportunity for discussion in other areas of the Borders around the resilient community intuitive and how to join/expand and what provisions are provided etc. This evening was a pilot event for the roll out of similar meetings covering all other active areas of the Borders, with the hope of increasing interest and promoting the scheme.</p>		Jim Fraser
Quarter		Active (CP04-P001l)	Progressing (CP04-P001m)																				
Q4 2015/16	35	15																					
Q1 2016/17	35	17																					
Q2 2016/17	37	13																					
Q3 2016/17	38	12																					
Q4 2016/17	39	12																					
No. of Progressing community resilience plans (cumulative)	12		Jim Fraser																				
The number of people carrying out volunteer work with SBC	<p>CP04-P001o The number of people carrying out volunteer work with SBC</p> <table border="1"> <caption>CP04-P001o The number of people carrying out volunteer work with SBC</caption> <thead> <tr> <th>Quarter</th> <th>Volunteers</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>280</td> </tr> <tr> <td>Q1 2016/17</td> <td>80</td> </tr> <tr> <td>Q2 2016/17</td> <td>90</td> </tr> <tr> <td>Q3 2016/17</td> <td>85</td> </tr> <tr> <td>Q4 2016/17</td> <td>84</td> </tr> </tbody> </table>	Quarter	Volunteers	Q4 2015/16	280	Q1 2016/17	80	Q2 2016/17	90	Q3 2016/17	85	Q4 2016/17	84	84	<p>Observations: Due to staff changes and staff leaving within the SBC Community Learning and Development (CLD) service, some youth clubs didn't take place in the last quarter and consequently the number of young people volunteering fell to none.</p> <p>Walk It - Four new walks started in January and four new Walk Leaders joined additional walks and logged longer hours.</p>		Shona Smith						
Quarter	Volunteers																						
Q4 2015/16	280																						
Q1 2016/17	80																						
Q2 2016/17	90																						
Q3 2016/17	85																						
Q4 2016/17	84																						

Corporate Priority 5: High Quality Environment

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Annual Household Recycling Rate (%) - UNVERIFIED (cumulative rolling average)	<p>CP05-P001cP How much of our household waste is recycled (%) - UNVERIFIED (cumulative rolling average)</p> <table border="1"> <caption>Annual Household Recycling Rate (%) - UNVERIFIED (cumulative rolling average)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015</td> <td>37.51</td> </tr> <tr> <td>Q1 2016</td> <td>38.03</td> </tr> <tr> <td>Q2 2016</td> <td>37.53</td> </tr> <tr> <td>Q3 2016</td> <td>37.22</td> </tr> <tr> <td>Q4 2016</td> <td>39.03</td> </tr> </tbody> </table> <p>■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q4 2015	37.51	Q1 2016	38.03	Q2 2016	37.53	Q3 2016	37.22	Q4 2016	39.03	39.03	<p>Observations: Over the last four quarters there has been a small but consistent increase in recycling rate observed. This is thought to be related to the introduction of food waste kerbside collections and an increase in garden waste collected at the recycling centres.</p> <p>The tonnes of waste going to landfill have increased slightly over the period of the past four quarters. This could be related to economic activity. However, over this same time there has been a small but consistent decrease in the percentage of waste going to landfill. This is thought to be related to the introduction of food waste kerbside collections and an increase in garden waste collected at the recycling centres.</p>		Ross Sharp-Dent
Quarter	Value (%)																
Q4 2015	37.51																
Q1 2016	38.03																
Q2 2016	37.53																
Q3 2016	37.22																
Q4 2016	39.03																
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"> <caption>Annual Household Waste Landfilled Rate (%) - UNVERIFIED (cumulative rolling average)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015</td> <td>62.22</td> </tr> <tr> <td>Q1 2016</td> <td>61.70</td> </tr> <tr> <td>Q2 2016</td> <td>62.20</td> </tr> <tr> <td>Q3 2016</td> <td>62.52</td> </tr> <tr> <td>Q4 2016</td> <td>60.71</td> </tr> </tbody> </table> <p>■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q4 2015	62.22	Q1 2016	61.70	Q2 2016	62.20	Q3 2016	62.52	Q4 2016	60.71	60.71	<p>Note: This data is calendar year.</p> <p><i>A system error which has subsequently been resolved has resulted in a small increase in the recycling rates and decrease in the landfilled rates for the first three quarters of 2016.</i></p>		Ross Sharp-Dent
Quarter	Value (%)																
Q4 2015	62.22																
Q1 2016	61.70																
Q2 2016	62.20																
Q3 2016	62.52																
Q4 2016	60.71																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
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"> <caption>Data for CP05-P001eP</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015</td> <td>0.27</td> </tr> <tr> <td>Q1 2016</td> <td>0.27</td> </tr> <tr> <td>Q2 2016</td> <td>0.27</td> </tr> <tr> <td>Q3 2016</td> <td>0.27</td> </tr> <tr> <td>Q4 2016</td> <td>0.26</td> </tr> </tbody> </table>	Quarter	Value (%)	Q4 2015	0.27	Q1 2016	0.27	Q2 2016	0.27	Q3 2016	0.27	Q4 2016	0.26	0.26%	<p>Observations: The percentage of waste going to 'other treatment' has remained steady over the last four quarters. 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>Note: This data is calendar year.</p>		Ross Sharp-Dent
Quarter	Value (%)																
Q4 2015	0.27																
Q1 2016	0.27																
Q2 2016	0.27																
Q3 2016	0.27																
Q4 2016	0.26																
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>Data for CP05-P001fP</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015</td> <td>51.06</td> </tr> <tr> <td>Q1 2016</td> <td>52.41</td> </tr> <tr> <td>Q2 2016</td> <td>54.74</td> </tr> <tr> <td>Q3 2016</td> <td>56.46</td> </tr> <tr> <td>Q4 2016</td> <td>56.23</td> </tr> </tbody> </table>	Quarter	Value (%)	Q4 2015	51.06	Q1 2016	52.41	Q2 2016	54.74	Q3 2016	56.46	Q4 2016	56.23	56.23%	<p>Observations: There has been an increase in the recycling centre recycling rates. This is related to increased garden waste tonnages being brought to the sites to be recycled, and also some improvements in the way that we obtain weights from sites where we cannot separately weigh recycling centre tonnages.</p> <p>Note: This data is calendar year.</p>		Ross Sharp-Dent
Quarter	Value (%)																
Q4 2015	51.06																
Q1 2016	52.41																
Q2 2016	54.74																
Q3 2016	56.46																
Q4 2016	56.23																
Number of people killed on Border Roads	<p>CP05-P001aP How many people are killed on our roads?</p> <table border="1"> <caption>Data for CP05-P001aP</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015</td> <td>1</td> </tr> <tr> <td>Q1 2016</td> <td>2</td> </tr> <tr> <td>Q2 2016</td> <td>7</td> </tr> <tr> <td>Q3 2016</td> <td>2</td> </tr> <tr> <td>Q4 2016</td> <td>1</td> </tr> </tbody> </table>	Quarter	Value	Q4 2015	1	Q1 2016	2	Q2 2016	7	Q3 2016	2	Q4 2016	1	1	<p>Observations: In relation to roads in the Scottish Borders there was one fatality in the final quarter of 2016.</p> <p>There were a total of 13 serious casualties as a result of roads accidents in the Scottish Borders in Q4 of 2016. This was down on the previous two quarters. In order to meet national reduction targets, there should be 13 or less serious casualties per quarter.</p>		David Girdler
Quarter	Value																
Q4 2015	1																
Q1 2016	2																
Q2 2016	7																
Q3 2016	2																
Q4 2016	1																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Number of people seriously injured on Border Roads	<p>CP05-P001bP How many people are seriously injured on our roads?</p> <table border="1"> <caption>Data for CP05-P001bP</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015</td> <td>17</td> </tr> <tr> <td>Q1 2016</td> <td>12</td> </tr> <tr> <td>Q2 2016</td> <td>21</td> </tr> <tr> <td>Q3 2016</td> <td>19</td> </tr> <tr> <td>Q4 2016</td> <td>13</td> </tr> </tbody> </table>	Quarter	Value	Q4 2015	17	Q1 2016	12	Q2 2016	21	Q3 2016	19	Q4 2016	13	13			David Girdler
Quarter	Value																
Q4 2015	17																
Q1 2016	12																
Q2 2016	21																
Q3 2016	19																
Q4 2016	13																
What condition are our roads in? (% of roads requiring maintenance)	<p>CP05-P001gP What condition are our roads in?</p> <table border="1"> <caption>Data for CP05-P001gP</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>41.7%</td> </tr> <tr> <td>2013/14</td> <td>43.5%</td> </tr> <tr> <td>2014/15</td> <td>45.5%</td> </tr> <tr> <td>2015/16</td> <td>46.3%</td> </tr> <tr> <td>2016/17</td> <td>46.6%</td> </tr> </tbody> </table>	Year	Value	2012/13	41.7%	2013/14	43.5%	2014/15	45.5%	2015/16	46.3%	2016/17	46.6%	46.6%	<p>How are we performing: The % of roads now considered as requiring maintenance has only increased by 0.3 percentage points since last year, and is comparable to many other rural local authorities with similar road network challenges.</p> <p>Actions we are taking to maintain or improve performance: During the financial year 2016/17, a mid-year review led to an extra £2.4m being committed to roads and infrastructure. When SBC agreed its capital plan in February this year, an extra 32.5% was committed towards roads and infrastructure for the period 2017/18 to 2019/20 (equating to an increase of almost £7m over the 3 years). A mid-year review will be undertaken during 2017/18 and will establish if additional investment is possible.</p> <p>However, SBC will continue to balance its capital investments priorities across the <i>entire</i> asset base and in future of years will look to shift the balance of investment in roads to <i>planned</i> rather than <i>reactive</i> works. The Roads service will continue to monitor condition and invest where appropriate to avoid further deterioration.</p>		David Girdler
Year	Value																
2012/13	41.7%																
2013/14	43.5%																
2014/15	45.5%																
2015/16	46.3%																
2016/17	46.6%																

Corporate Priority 6: Developing our Workforce

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Percentage of Working Days Lost - Council Average	<p>CP06-P14 Percentage of Working Days Lost - Council Average</p> <table border="1"> <caption>CP06-P14 Percentage of Working Days Lost - Council Average</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>4.1%</td> </tr> <tr> <td>Q1 2016/17</td> <td>4.1%</td> </tr> <tr> <td>Q2 2016/17</td> <td>4.2%</td> </tr> <tr> <td>Q3 2016/17</td> <td>3.8%</td> </tr> </tbody> </table> <p>■ Quarters ■ Family Group (previous yr) - Av. ■ SBC (previous yr) - Av. ■ Scotland (previous yr) - Av.</p>	Quarter	Percentage	Q4 2015/16	4.1%	Q1 2016/17	4.1%	Q2 2016/17	4.2%	Q3 2016/17	3.8%	3.80% Q3	Q4 data not available until mid-June.	tbc	Ian Angus		
Quarter	Percentage																
Q4 2015/16	4.1%																
Q1 2016/17	4.1%																
Q2 2016/17	4.2%																
Q3 2016/17	3.8%																
CP06-P45 Work Opportunities Scheme - Current Total Work Opportunities (incl. ESS supported employees)	<p>CP06-P45P How many people do we currently employ through our Work Opportunities Scheme? (CP06-P45P)</p> <table border="1"> <caption>CP06-P45P How many people do we currently employ through our Work Opportunities Scheme? (CP06-P45P)</caption> <thead> <tr> <th>Quarter</th> <th>Number of People</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>56</td> </tr> <tr> <td>Q1 2016/17</td> <td>59</td> </tr> <tr> <td>Q2 2016/17</td> <td>51</td> </tr> <tr> <td>Q3 2016/17</td> <td>52</td> </tr> <tr> <td>Q4 2016/17</td> <td>50</td> </tr> </tbody> </table> <p>■ Quarters ■ Target (Quarters) ■ Family Group (previous yr) - Av. ■ SBC (previous yr) - Av. ■ Scotland (previous yr) - Av.</p>	Quarter	Number of People	Q4 2015/16	56	Q1 2016/17	59	Q2 2016/17	51	Q3 2016/17	52	Q4 2016/17	50	50	<p>Observations: There are currently 50 opportunities being provided within SBC through the Work Opportunities Policy.</p>		Cathie Fancy
Quarter	Number of People																
Q4 2015/16	56																
Q1 2016/17	59																
Q2 2016/17	51																
Q3 2016/17	52																
Q4 2016/17	50																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By																								
CP06-P31 Work Opportunities Scheme - Current Employability Fund Posts	<table border="1"> <caption>Executive - Supported Employment excl. ESS</caption> <thead> <tr> <th>Quarter</th> <th>CP06-P31P</th> <th>CP06-P32P</th> <th>CP06-P37P</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>0</td> <td>10</td> <td>37</td> </tr> <tr> <td>Q1 2016/17</td> <td>1</td> <td>9</td> <td>42</td> </tr> <tr> <td>Q2 2016/17</td> <td>1</td> <td>7</td> <td>36</td> </tr> <tr> <td>Q3 2016/17</td> <td>0</td> <td>10</td> <td>36</td> </tr> <tr> <td>Q4 2016/17</td> <td>0</td> <td>3</td> <td>36</td> </tr> </tbody> </table>	Quarter	CP06-P31P	CP06-P32P	CP06-P37P	Q4 2015/16	0	10	37	Q1 2016/17	1	9	42	Q2 2016/17	1	7	36	Q3 2016/17	0	10	36	Q4 2016/17	0	3	36	0	SDS employability fund posts within SBC -2 individuals have benefited from a Employability Fund work placement within SBC this year. Other Employability Fund placements are delivered externally within large and small businesses throughout the Scottish Borders.		Cathie Fancy
Quarter		CP06-P31P	CP06-P32P	CP06-P37P																									
Q4 2015/16		0	10	37																									
Q1 2016/17	1	9	42																										
Q2 2016/17	1	7	36																										
Q3 2016/17	0	10	36																										
Q4 2016/17	0	3	36																										
CP06-P32 Work Opportunities Scheme - Current Student Placements	3	Student Placements - Students continue to approach SBC for paid work experience during the summer break and unpaid work experience from September as part of their studies.		Cathie Fancy																									
CP06-P37 Work Opportunities Scheme - Current Modern Apprentices employed within SBC	36	Apprentices – There are currently 24 male and 12 female apprentices employed by SBC.		Cathie Fancy																									
CP06-P44 Work Opportunities Scheme - Current Other SBC opportunities	<table border="1"> <caption>CP06-P44P How many other work opportunities do we currently have? (CP06-P44P)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/16</td> <td>3</td> </tr> <tr> <td>Q1 2016/17</td> <td>1</td> </tr> <tr> <td>Q2 2016/17</td> <td>1</td> </tr> <tr> <td>Q3 2016/17</td> <td>0</td> </tr> <tr> <td>Q4 2016/17</td> <td>11</td> </tr> </tbody> </table>	Quarter	Value	Q4 2016/16	3	Q1 2016/17	1	Q2 2016/17	1	Q3 2016/17	0	Q4 2016/17	11	11	11 individuals benefitted from “other” opportunities e.g. work experience, through the Work Opportunities Scheme during this quarter.		Cathie Fancy												
Quarter	Value																												
Q4 2016/16	3																												
Q1 2016/17	1																												
Q2 2016/17	1																												
Q3 2016/17	0																												
Q4 2016/17	11																												

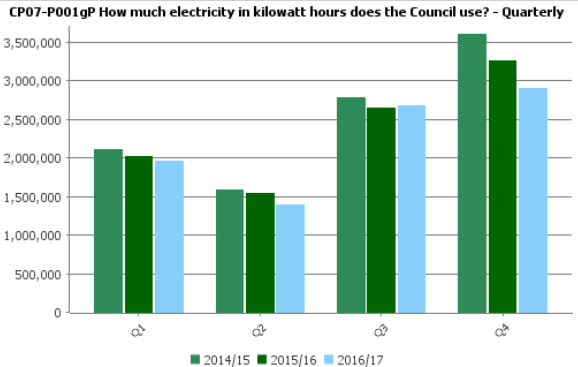
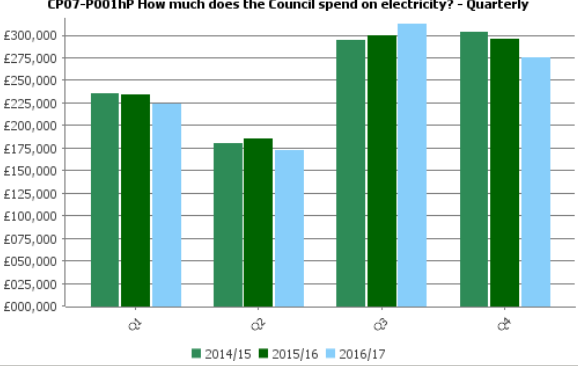
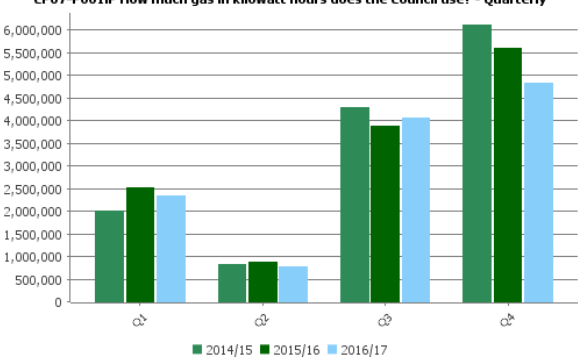
Corporate Priority 7: Assets and Resources

Short Name	Trend Chart	Value	Commentary	Status	Managed By																				
Council Tax - In Year Collection Level	<p>CP07-P001aP How much Council Tax is collected in a particular year?</p> <table border="1"> <caption>CP07-P001aP Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>~32%</td> <td>~32%</td> <td>~32%</td> <td>~32%</td> </tr> <tr> <td>2015/16</td> <td>~58%</td> <td>~58%</td> <td>~58%</td> <td>~58%</td> </tr> <tr> <td>2016/17</td> <td>~84%</td> <td>~84%</td> <td>~84%</td> <td>96.63%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	~32%	~32%	~32%	~32%	2015/16	~58%	~58%	~58%	~58%	2016/17	~84%	~84%	~84%	96.63%	96.63%	<p>How are we performing: The 2016/17 collectable debt increased by approximately £1.25 million from £47,355,879 at March 2016 to £48,611,485 at March 2017.</p> <p>Monies collected in 2016/17 increased by £1.285 million compared to the same period in 2015/16 resulting in an in year Council Tax collection rate of 96.63% which is the second highest collection level achieved in the last 10 years.</p> <p>Actions we are taking to improve/maintain performance: Improvement in collection has been achieved and will continue to be achieved from a combination of a dedicated staff resource and more effective arrangements with our Sheriff Officers.</p>		Jenni Craig
Year	Q1	Q2	Q3	Q4																					
2014/15	~32%	~32%	~32%	~32%																					
2015/16	~58%	~58%	~58%	~58%																					
2016/17	~84%	~84%	~84%	96.63%																					
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>CP07-P001bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Occupancy Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>93%</td> </tr> <tr> <td>Q1 2016/17</td> <td>90.6%</td> </tr> <tr> <td>Q2 2016/17</td> <td>88%</td> </tr> <tr> <td>Q3 2016/17</td> <td>89%</td> </tr> <tr> <td>Q4 2016/17</td> <td>88.8%</td> </tr> </tbody> </table>	Quarter	Occupancy Rate (%)	Q4 2015/16	93%	Q1 2016/17	90.6%	Q2 2016/17	88%	Q3 2016/17	89%	Q4 2016/17	88.8%	88.8%	<p>Observations: The occupancy rate within SBC industrial and commercial properties has remained similar to last quarter, with a total of 8 new leases this quarter. A breakdown by locality is shown below to give a better understanding of where the availability is:</p> <ul style="list-style-type: none"> Berwickshire: 79.7%. (Q3 - 79.7%) Cheviot: 90.8%. (Q3 - 92.9%) Eildon: 91.7%. (Q3 - 93.1%) Teviotdale & Liddesdale: 84.6%. (Q3 - 81.3%) Tweeddale: 96.7%. (Q3 - 96.7%) 		Bryan McGrath								
Quarter	Occupancy Rate (%)																								
Q4 2015/16	93%																								
Q1 2016/17	90.6%																								
Q2 2016/17	88%																								
Q3 2016/17	89%																								
Q4 2016/17	88.8%																								

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By
Capital Receipts Generated (cumulative)	<p>CP07-P001c Capital Receipts Generated (cumulative)</p> <p>£1,500,000.00 £1,250,000.00 £1,000,000.00 £750,000.00 £500,000.00 £250,000.00 £0.00</p> <p>Q4 2016/16 Q1 2016/17 Q2 2016/17 Q3 2016/17 Q4 2016/17</p> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	£1,437,000.00	<p>How are we performing: A total of four properties have been sold over the reporting period (16/17) resulting in a total of £1.437 million of capital receipts 2016/17.</p> <p>Actions we are taking to improve/maintain performance: Properties advertised for sale are now being marketed with planning permission for change of use in place, where it is felt that this will enhance the property value. This will also result in offers no longer being conditional upon obtaining planning permission for change of use.</p>		Neil Hastie
Total no. of properties surplus to requirements	<p>Executive - Properties no longer required</p> <p>25 22 20 18 15 12 10 8 7 6 5 4 3 2 1 0</p> <p>Q4 2016/16 Q1 2016/17 Q2 2016/17 Q3 2016/17 Q4 2016/17</p> <p>■ CP07-P001dP ■ CP07-P001eP ■ CP07-P001fP</p>	19	<p>How are we performing: Nineteen properties are surplus to the Council's requirements. Seven properties are actively being marketed through the Council's selling Agents. A further eight properties are under offer, two to Community Groups. Settlement dates have been set for two of these in the next reporting period.</p> <p>Actions we are taking to improve/maintain performance: The performance of the selling agent is monitored closely ensuring that particulars and web details are produced timeously and updated according to the status of the marketing period. Regular contact is maintained with the selling agent during the marketing process so that closing dates are set when interest is strong.</p> <p>Where missives are conditional realistic and workable timescales and deadlines are put in place to ensure that there is no slippage between financial years with properties under offer</p>		Neil Hastie
Total no. of properties actively being marketed		7			Neil Hastie
Total no. of properties under offer		8			Neil Hastie

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By
Electricity Consumption (KWh) – Quarterly	<p>CP07-P001gP How much electricity in kilowatt hours does the Council use? - Quarterly</p>  <p>■ 2014/15 ■ 2015/16 ■ 2016/17</p>	2,897,572	<p>How are we performing: As can be seen from the data, electricity consumption in Q4 16/17 compared to the same period the previous year has reduced by around 11%. The cost of electricity for the same period has also reduced, however only by around 7%.</p>	✔	Martin Joyce
Electricity Consumption Cost (£) – Quarterly	<p>CP07-P001hP How much does the Council spend on electricity? - Quarterly</p>  <p>■ 2014/15 ■ 2015/16 ■ 2016/17</p>	£275,434	<p>Looking at the year as a whole, 2016/17 was milder than 2015/16 (2373DD compared to 2469DD – around 4% Milder)</p> <p>Gas consumption fell by around 7% with associated costs falling by around 27%.</p> <p>Actions we are taking to improve/maintain performance: SBC continues to implement an Energy Efficiency Programme across its whole estate, along with a Property and Assets rationalisation programme to ensure that our future estate is for purpose, which will include energy efficiency.</p>	✔	Martin Joyce
Gas Consumption (KWh) – Quarterly	<p>CP07-P001iP How much gas in kilowatt hours does the Council use? - Quarterly</p>  <p>■ 2014/15 ■ 2015/16 ■ 2016/17</p>	4,825,330.38		✔	Martin Joyce

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By																				
Gas Consumption Cost (£) – Quarterly	<p>CP07-P001JP How much does the Council spend on gas? - Quarterly</p> <table border="1"> <caption>Gas Consumption Cost (£) – Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>2014/15</th> <th>2015/16</th> <th>2016/17</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~70,000</td> <td>~75,000</td> <td>~55,000</td> </tr> <tr> <td>Q2</td> <td>~40,000</td> <td>~40,000</td> <td>~30,000</td> </tr> <tr> <td>Q3</td> <td>~120,000</td> <td>~105,000</td> <td>~85,000</td> </tr> <tr> <td>Q4</td> <td>~165,000</td> <td>~145,000</td> <td>~95,000</td> </tr> </tbody> </table>	Quarter	2014/15	2015/16	2016/17	Q1	~70,000	~75,000	~55,000	Q2	~40,000	~40,000	~30,000	Q3	~120,000	~105,000	~85,000	Q4	~165,000	~145,000	~95,000	£94,785			Martin Joyce
Quarter	2014/15	2015/16	2016/17																						
Q1	~70,000	~75,000	~55,000																						
Q2	~40,000	~40,000	~30,000																						
Q3	~120,000	~105,000	~85,000																						
Q4	~165,000	~145,000	~95,000																						

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By																								
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>Green (CP07-P001nP)</th> <th>Amber (CP07-P001P)</th> <th>Red (CP07-P001mP)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>108</td> <td>16</td> <td>1</td> </tr> <tr> <td>Q1 2016/17</td> <td>99</td> <td>1</td> <td>1</td> </tr> <tr> <td>Q2 2016/17</td> <td>95</td> <td>3</td> <td>0</td> </tr> <tr> <td>Q3 2016/17</td> <td>95</td> <td>4</td> <td>0</td> </tr> <tr> <td>Q4 2016/17</td> <td>93</td> <td>4</td> <td>2</td> </tr> </tbody> </table>	Quarter	Green (CP07-P001nP)	Amber (CP07-P001P)	Red (CP07-P001mP)	Q4 2015/16	108	16	1	Q1 2016/17	99	1	1	Q2 2016/17	95	3	0	Q3 2016/17	95	4	0	Q4 2016/17	93	4	2	93	<p>Observations: Of the 99 capital projects currently being managed by SBC, 2 have been assessed as red in terms of progress being made to deliver the project (time, quality, & budget) These are:</p> <ul style="list-style-type: none"> Wilton Lodge Park: The café project has experienced budget and project pressures as a direct consequence of 3rd party contractual performance failures. SBC is working to expedite completion <i>and</i> recover the additional costs incurred New Easter Langlee Waste Transfer Station: as planning consent was refused the project is now delayed and is likely to incur significant additional cost. <p>4 have been assessed as Amber:</p> <ul style="list-style-type: none"> Street Lighting Energy Efficiency Project: final phase of project delayed due to a procurement challenge which was successfully defended. Duns Primary School & Locality Support Centre: As a consequence of the contractor not achieving the planned completion date, an opportunity has arisen to instruct additional works to accommodate educational outcome requirements Broomlands Primary School: Work on site currently behind contractor's schedule. Officers are working with the contractor to ensure the completion is not delayed but there potential risk of delay. Council ICT Transformation: Work is ongoing with CGI to complete implementation of Business World. Digital Customer Access work has been delayed pending demonstration from CGI and their 3rd party providers that the proposed solution meets the Councils specification as set out in the business case. 		Martin Joyce
Quarter		Green (CP07-P001nP)	Amber (CP07-P001P)	Red (CP07-P001mP)																									
Q4 2015/16		108	16	1																									
Q1 2016/17	99	1	1																										
Q2 2016/17	95	3	0																										
Q3 2016/17	95	4	0																										
Q4 2016/17	93	4	2																										
Number of Capital Projects where RAG status is "Amber"	4																												
Number of Capital Projects where RAG status is "Red"	2																												

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included	<p>CP07-P002aP Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included</p> <table border="1"> <caption>CP07-P002aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/16</td> <td>11</td> </tr> <tr> <td>Q1 2016/17</td> <td>4</td> </tr> <tr> <td>Q2 2016/17</td> <td>5</td> </tr> <tr> <td>Q3 2016/17</td> <td>0</td> </tr> <tr> <td>Q4 2016/17</td> <td>1</td> </tr> </tbody> </table>	Quarter	Value	Q4 2016/16	11	Q1 2016/17	4	Q2 2016/17	5	Q3 2016/17	0	Q4 2016/17	1	1	<p>How are we performing: During the reporting period, the following contract has awarded with a Community Benefits clause</p> <ul style="list-style-type: none"> •Mental Health Housing Support Service <p>Actions we are taking to improve/maintain performance: Each contract opportunity is fully considered for added value. It should be noted that the number of the contracts awarded and start dates of those contracts will be subject to natural variation dependant on the timing of contract award, scope and scale of contract opportunities from the Council. It is therefore not possible to trend this indicator on a short term basis.</p>		Kathryn Dickson; Shona Smith
Quarter	Value																
Q4 2016/16	11																
Q1 2016/17	4																
Q2 2016/17	5																
Q3 2016/17	0																
Q4 2016/17	1																
Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC)	<p>CP07-P002bP Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC)</p> <table border="1"> <caption>CP07-P002bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/16</td> <td>8</td> </tr> <tr> <td>Q1 2016/17</td> <td>12</td> </tr> <tr> <td>Q2 2016/17</td> <td>15</td> </tr> <tr> <td>Q3 2016/17</td> <td>14</td> </tr> <tr> <td>Q4 2016/17</td> <td>18</td> </tr> </tbody> </table>	Quarter	Value	Q4 2016/16	8	Q1 2016/17	12	Q2 2016/17	15	Q3 2016/17	14	Q4 2016/17	18	18	<p>How are we performing: During this period of Quarter a further 32 opportunities have been delivered.</p> <ul style="list-style-type: none"> • 11 new jobs created; • 2 apprenticeship starts; • 5 work experience opportunities. <p>Further benefits created through Council contracts include:</p> <ul style="list-style-type: none"> • Engagement with over 1,400 school pupils at a variety of events in Kelso, Hawick and Galashiels schools; • Earlston Paths Group benefited from the supply of 20 tonnes of aggregate for their projects. <p>Actions we are taking to improve/maintain performance: Monitoring of all contracted community benefit clauses is in place to ensure delivery is achieved.</p>		Kathryn Dickson; Shona Smith
Quarter	Value																
Q4 2016/16	8																
Q1 2016/17	12																
Q2 2016/17	15																
Q3 2016/17	14																
Q4 2016/17	18																



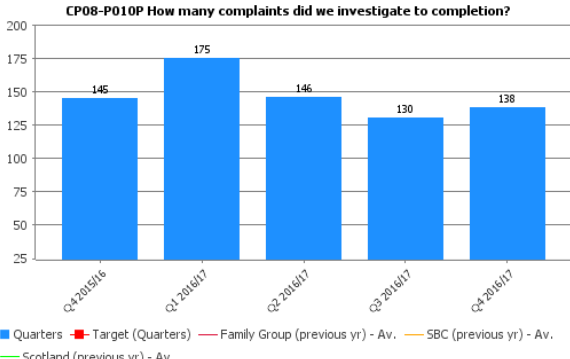

Corporate Priority 8: Excellent Public Services

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Total number of interactions (taken through our Customer Relationship Management (CRM) system) by Customer Services	<p>CP08-P066P How many transactions were logged as handled by Customer Services staff?</p> <table border="1"> <caption>Transaction Data</caption> <thead> <tr> <th>Quarter</th> <th>Transactions</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>46,672</td> </tr> <tr> <td>Q1 2016/17</td> <td>46,042</td> </tr> <tr> <td>Q2 2016/17</td> <td>44,665</td> </tr> <tr> <td>Q3 2016/17</td> <td>36,848</td> </tr> <tr> <td>Q4 2016/17</td> <td>44,523</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Transactions	Q4 2015/16	46,672	Q1 2016/17	46,042	Q2 2016/17	44,665	Q3 2016/17	36,848	Q4 2016/17	44,523	44,523	<p>How we are performing:</p> <p>There has been an increase in the number of interactions for Quarter 4 by 7675 compared to Quarter 3 and a decrease of 2149 compared to the same period last year.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>We actively promote the website and the Customer Services 0300 100 1800 line and are continually working to increase the number of services delivered digitally and to encourage self service.</p>		Les Grant
Quarter	Transactions																
Q4 2015/16	46,672																
Q1 2016/17	46,042																
Q2 2016/17	44,665																
Q3 2016/17	36,848																
Q4 2016/17	44,523																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By																		
Face-to-Face interactions (taken through CRM) by Customer Services (CP08-P63)	<p>Exec - Customer Services Interactions logged on CRM</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>CP08-P063P</th> <th>CP08-P065P</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>16,709</td> <td>28,266</td> </tr> <tr> <td>Q1 2016/17</td> <td>16,051</td> <td>28,603</td> </tr> <tr> <td>Q2 2016/17</td> <td>16,575</td> <td>26,625</td> </tr> <tr> <td>Q3 2016/17</td> <td>13,659</td> <td>21,657</td> </tr> <tr> <td>Q4 2016/17</td> <td>16,185</td> <td>26,876</td> </tr> </tbody> </table>	Quarter	CP08-P063P	CP08-P065P	Q4 2015/16	16,709	28,266	Q1 2016/17	16,051	28,603	Q2 2016/17	16,575	26,625	Q3 2016/17	13,659	21,657	Q4 2016/17	16,185	26,876	16,185	<p>How are we performing: There has been an increase of 2,526 in the number of Face-to Face interactions taken through CRM than the previous quarter.</p> <p>In comparison to quarter 4 of 2015/16 there has been a reduction of 524 Face-to-Face interactions.</p> <p>Actions we are taking to improve/maintain performance: Work is ongoing to move our services on-line</p>		Les Grant
Quarter	CP08-P063P	CP08-P065P																					
Q4 2015/16	16,709	28,266																					
Q1 2016/17	16,051	28,603																					
Q2 2016/17	16,575	26,625																					
Q3 2016/17	13,659	21,657																					
Q4 2016/17	16,185	26,876																					
Voice interactions (taken through CRM) by Customer Services (CP08-P65)	<p>Exec - Customer Services Interactions logged on CRM</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>CP08-P063P</th> <th>CP08-P065P</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>16,709</td> <td>28,266</td> </tr> <tr> <td>Q1 2016/17</td> <td>16,051</td> <td>28,603</td> </tr> <tr> <td>Q2 2016/17</td> <td>16,575</td> <td>26,625</td> </tr> <tr> <td>Q3 2016/17</td> <td>13,659</td> <td>21,657</td> </tr> <tr> <td>Q4 2016/17</td> <td>16,185</td> <td>26,876</td> </tr> </tbody> </table>	Quarter	CP08-P063P	CP08-P065P	Q4 2015/16	16,709	28,266	Q1 2016/17	16,051	28,603	Q2 2016/17	16,575	26,625	Q3 2016/17	13,659	21,657	Q4 2016/17	16,185	26,876	26,876	<p>How are we performing: The number of voice interactions in Quarter 4 has decreased by 1390 over the number taken in Quarter 4 2015/16.</p> <p>Actions we are taking to improve/maintain performance: We actively use media campaigns to promote our services and the Customer Services 0300 100 1800 line. We continue to promote the Customer Relationship Management (CRM) system corporately. Work on training new starts and existing staff is on-going. We are also working to channel shift customers to on-line self-service options.</p>		Les Grant
Quarter	CP08-P063P	CP08-P065P																					
Q4 2015/16	16,709	28,266																					
Q1 2016/17	16,051	28,603																					
Q2 2016/17	16,575	26,625																					
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Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Number of Social Work Statutory Complaints Received	<p>CP08-P030P How many complaints were received by our Social Work service?</p>  <table border="1"> <caption>CP08-P030P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/16</td> <td>20</td> </tr> <tr> <td>Q1 2016/17</td> <td>29</td> </tr> <tr> <td>Q2 2016/17</td> <td>10</td> </tr> <tr> <td>Q3 2016/17</td> <td>30</td> </tr> <tr> <td>Q4 2016/17</td> <td>20</td> </tr> </tbody> </table>	Quarter	Value	Q4 2016/16	20	Q1 2016/17	29	Q2 2016/17	10	Q3 2016/17	30	Q4 2016/17	20	20	<p>Observations: At present we are only reporting information up until the end February 2017. Due to an issue with the reporting mechanism we are unable to provide a definitive update to the number of complaints during March. This issue will be resolved shortly.</p>		Sylvia Mendham
Quarter	Value																
Q4 2016/16	20																
Q1 2016/17	29																
Q2 2016/17	10																
Q3 2016/17	30																
Q4 2016/17	20																
Number of Complaints Closed - All (excl. invalid & statutory Social Work)	<p>CP08-P010P How many complaints did we investigate to completion?</p>  <table border="1"> <caption>CP08-P010P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/16</td> <td>146</td> </tr> <tr> <td>Q1 2016/17</td> <td>175</td> </tr> <tr> <td>Q2 2016/17</td> <td>146</td> </tr> <tr> <td>Q3 2016/17</td> <td>130</td> </tr> <tr> <td>Q4 2016/17</td> <td>138</td> </tr> </tbody> </table>	Quarter	Value	Q4 2016/16	146	Q1 2016/17	175	Q2 2016/17	146	Q3 2016/17	130	Q4 2016/17	138	138	<p>Observations: In Q4 the majority of complaints were classified as 'Unjustified' (36.4%) followed by 29.3% which were 'Invalid' and 'Justified' at 21.2%. In Q4 the majority of complaints were classified as 'Failure to deliver service' at 38%, followed by 'Policy' at 25% and 'Other' at 18%.</p>		Les Grant;
Quarter	Value																
Q4 2016/16	146																
Q1 2016/17	175																
Q2 2016/17	146																
Q3 2016/17	130																
Q4 2016/17	138																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Average times: the average time in working days to respond to complaints at stage one (SPSO-04a)	<p>SPSO-04a Average times: the average time in working days to respond to complaints at stage one (SPSO-04a)</p> <table border="1"> <caption>SPSO-04a Average times data</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Working Days)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>4.0</td> </tr> <tr> <td>Q1 2016/17</td> <td>3.5</td> </tr> <tr> <td>Q2 2016/17</td> <td>3.5</td> </tr> <tr> <td>Q3 2016/17</td> <td>3.5</td> </tr> <tr> <td>Q4 2016/17</td> <td>4.5</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Average Time (Working Days)	Q4 2015/16	4.0	Q1 2016/17	3.5	Q2 2016/17	3.5	Q3 2016/17	3.5	Q4 2016/17	4.5	4.5	<p>How are we performing: There has been a slight increase in the average number of days taken to respond to complaints at stage one, compared with the same quarter last year. A few unexpected staff absences during the quarter has resulted a small number of complex complaints running over time and not being closed within the required time scale.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management (CRM) System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		Les Grant
Quarter	Average Time (Working Days)																
Q4 2015/16	4.0																
Q1 2016/17	3.5																
Q2 2016/17	3.5																
Q3 2016/17	3.5																
Q4 2016/17	4.5																
Average times: the average time in working days to respond to complaints at stage two (SPSO-04b)	<p>SPSO-04b Average times: the average time in working days to respond to complaints at stage two (SPSO-04b)</p> <table border="1"> <caption>SPSO-04b Average times data</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Working Days)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>16.5</td> </tr> <tr> <td>Q1 2016/17</td> <td>15.5</td> </tr> <tr> <td>Q2 2016/17</td> <td>15.0</td> </tr> <tr> <td>Q3 2016/17</td> <td>15.0</td> </tr> <tr> <td>Q4 2016/17</td> <td>17.6</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Average Time (Working Days)	Q4 2015/16	16.5	Q1 2016/17	15.5	Q2 2016/17	15.0	Q3 2016/17	15.0	Q4 2016/17	17.6	17.6	<p>How are we performing: There has been an increase in the average number of days taken to respond to complaints at stage two, when compared to the same quarter last year. (Should be responded to within 20 days)</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		Les Grant
Quarter	Average Time (Working Days)																
Q4 2015/16	16.5																
Q1 2016/17	15.5																
Q2 2016/17	15.0																
Q3 2016/17	15.0																
Q4 2016/17	17.6																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By
Average times: the average time in working days to respond to complaints after escalation (SPSO-04c)	<p>SPSO-04c Average times: the average time in working days to respond to complaints after escalation (SPSO-04c)</p> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	18.1	<p>How are we performing: There were 13 stage two complaints that were escalated. The average time taken to respond to the customer has increased compared to the previous quarter but slightly decreased compared to the same quarter last year.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		Les Grant
Performance against timescales: the number of complaints closed at stage one within 5 working days as % of total number of stage one complaints (SPSO-05a)	<p>SPSO-05a Performance against timescales: the number of complaints closed at stage one within 5 working days as % of total number of stage one complaints (SPSO-05a)</p> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	84.3%	<p>How are we performing: There has been a slight decrease of 1.2% in comparison to the same quarter last year, however overall the figure continues to remain fairly consistent.</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

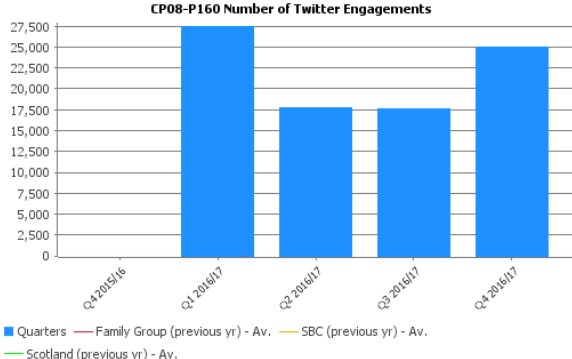

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Performance against timescales: the number of complaints closed at stage two within 20 working days as % of total number of stage two complaints (SPSO-05b)	<p>SPSO-05b Performance against timescales: the number of complaints closed at stage two within 20 working days as % of total number of stage two complaints (SPSO-05b)</p> <table border="1"> <caption>SPSO-05b Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/16</td> <td>~78</td> </tr> <tr> <td>Q1 2016/17</td> <td>~82</td> </tr> <tr> <td>Q2 2016/17</td> <td>~85</td> </tr> <tr> <td>Q3 2016/17</td> <td>~88</td> </tr> <tr> <td>Q4 2016/17</td> <td>84</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Performance (%)	Q4 2016/16	~78	Q1 2016/17	~82	Q2 2016/17	~85	Q3 2016/17	~88	Q4 2016/17	84	84%	<p>How are we performing: There has been an increase of 5.4% in comparison to the same period last year.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to SPSO manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		Les Grant
Quarter	Performance (%)																
Q4 2016/16	~78																
Q1 2016/17	~82																
Q2 2016/17	~85																
Q3 2016/17	~88																
Q4 2016/17	84																
Performance against timescales: the number of escalated complaints closed within 20 working days as a % of total number of escalated stage two complaints (SPSO-05c)	<p>SPSO-05c Performance against timescales: the number of escalated complaints closed within 20 working days as a % of total number of escalated stage two complaints (SPSO-05c)</p> <table border="1"> <caption>SPSO-05c Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/16</td> <td>~85</td> </tr> <tr> <td>Q1 2016/17</td> <td>~50</td> </tr> <tr> <td>Q2 2016/17</td> <td>~80</td> </tr> <tr> <td>Q3 2016/17</td> <td>~65</td> </tr> <tr> <td>Q4 2016/17</td> <td>69.2</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Performance (%)	Q4 2016/16	~85	Q1 2016/17	~50	Q2 2016/17	~80	Q3 2016/17	~65	Q4 2016/17	69.2	69.2%	<p>How are we performing: There were 13 complaints within stage two that were escalated,</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		Les Grant
Quarter	Performance (%)																
Q4 2016/16	~85																
Q1 2016/17	~50																
Q2 2016/17	~80																
Q3 2016/17	~65																
Q4 2016/17	69.2																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Freedom of Information (FOI) Requests Received	<p>CP08-P053 FOI Requests Received</p> <table border="1"> <caption>CP08-P053 FOI Requests Received</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>325</td> </tr> <tr> <td>Q1 2016/17</td> <td>250</td> </tr> <tr> <td>Q2 2016/17</td> <td>320</td> </tr> <tr> <td>Q3 2016/17</td> <td>300</td> </tr> <tr> <td>Q4 2016/17</td> <td>372</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2015/16	325	Q1 2016/17	250	Q2 2016/17	320	Q3 2016/17	300	Q4 2016/17	372	372	<p>Observations: The number of FOI requests received each quarter continues to rise, in line with national trends. Each FOI requires officer time to collate responses and depending on the request, can take significant amounts of time.</p>		Nuala McKinlay
Quarter	Value																
Q4 2015/16	325																
Q1 2016/17	250																
Q2 2016/17	320																
Q3 2016/17	300																
Q4 2016/17	372																
% 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>CP08-P054P What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>84%</td> </tr> <tr> <td>Q1 2016/17</td> <td>91%</td> </tr> <tr> <td>Q2 2016/17</td> <td>92%</td> </tr> <tr> <td>Q3 2016/17</td> <td>92%</td> </tr> <tr> <td>Q4 2016/17</td> <td>92%</td> </tr> </tbody> </table> <p>■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2015/16	84%	Q1 2016/17	91%	Q2 2016/17	92%	Q3 2016/17	92%	Q4 2016/17	92%	92%	<p>How are we performing: SBC has made good progress over the year, and steady progress over the longer term. Whilst we strive to reach 100%, many of the requests are very complex, and require information held across a number of departments.</p> <p>Actions we are taking to improve/maintain performance: All staff must undergo training on dealing with FOIs, and the streamlining of processes within departments, as well as the availability of information on SBC's new website, means that we can respond to the majority of FOI requests quickly and efficiently</p>		Nuala McKinlay
Quarter	Value																
Q4 2015/16	84%																
Q1 2016/17	91%																
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Number of Facebook Engagements	<p>CP08-P159 Number of Facebook Engagements</p> <table border="1"> <caption>CP08-P159 Number of Facebook Engagements</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>45,000</td> </tr> <tr> <td>Q1 2016/17</td> <td>25,000</td> </tr> <tr> <td>Q2 2016/17</td> <td>32,000</td> </tr> <tr> <td>Q4 2016/17</td> <td>84,143</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2015/16	45,000	Q1 2016/17	25,000	Q2 2016/17	32,000	Q4 2016/17	84,143	84,143	<p>Observations: On Facebook, SBC posts reached an estimated 509,483 people, with 84,143 engaging (liking, commenting, sharing) with posts. Over Q4 the number of Facebook followers rose by over a thousand to 14,174.</p> <p>The most popular Facebook posts in Q4 were posts connected to Storm Doris and the "teaser" video ahead of the opening of Wilton Lodge Park playpark.</p>		Tracey Graham		
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Q4 2015/16	45,000																
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<p>Number of Twitter Engagements</p>	 <p>CP08-P160 Number of Twitter Engagements</p> <p>25,018</p>	<p>25,018</p>	<p>Observations: During the quarter Twitter post links were clicked 25,018 times. The number of followers at Q4 end was 9,892.</p> <p>The most popular Twitter posts during this Quarter were regarding School transport cancellation in advance of storm Doris and other weather warnings.</p>		<p>Tracey Graham</p>
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