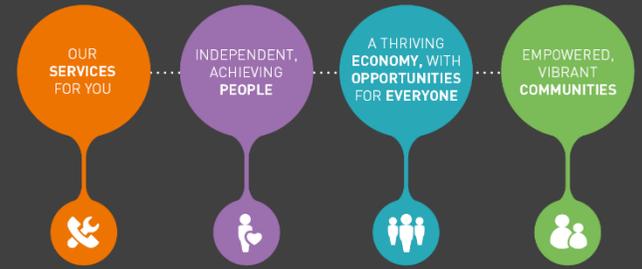


OUR PLAN for 2018-23 and your part in it

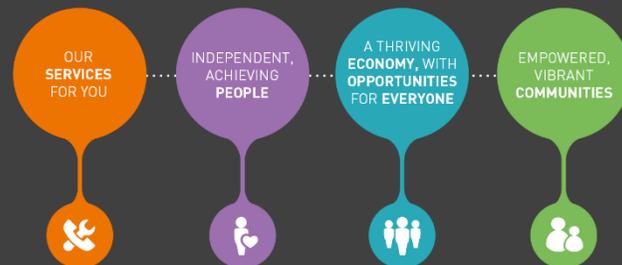
HIGHLIGHTS DURING **QUARTER 2 JULY** to **SEPTEMBER 2019**



APPENDIX 1: HIGHLIGHTS, CHANGE & IMPROVEMENT

OUR PLAN for 2018-23 and your part in it

HIGHLIGHTS DURING **QUARTER 2 JULY to SEPTEMBER 2019**



ENVIRONMENTAL BENEFITS FOR BORDERS AS NEW RESIDUAL WASTE CONTRACT SIGNED

The Scottish Borders has taken the next step towards being a landfill-free area with the procurement of a new residual waste contract.

Levenseat Limited has been awarded the contract which involves the transport and treatment of the 42,000 tonnes of residual waste produced in the Borders each year.

The residual waste will be collected from our Waste Transfer Stations (WTS) - including a new purpose built facility at Easter Langlee near Galashiels, and will be transported to Levenseat's site in West Lothian, where the majority of the waste will be treated to produce a refuse derived fuel - to generate heat and electricity - as well as recover materials which can be recycled.



This new arrangement means the end of landfilling operations at Easter Langlee after almost 50 years. It also means the Scottish Borders will meet the Scottish Government's landfill site ban, well ahead of the January 2021 deadline, and should lead to improved recycling figures. Work is already underway to cap the current landfill site now it has been closed.

COUNCIL GIVES A WARM WELCOME TO PROBATIONER TEACHERS

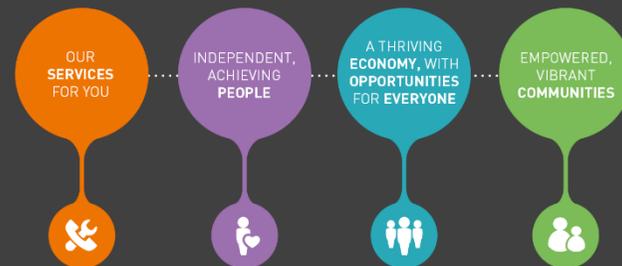


Scottish Borders Council has welcomed 32 probationer teachers and seven student-inductees who will work across Borders schools in the 2019-20 academic year as part of the teacher induction scheme.

The 17 primary, 22 secondary probationers and student-inductees started at their base school on 19 August and attended an induction day on 29 August in Galashiels where they had an opportunity to meet with staff from Children and Young People's Services and learn of our vision for Borders children and young people.

OUR PLAN for 2018-23 and your part in it

HIGHLIGHTS DURING **QUARTER 2 JULY to SEPTEMBER 2019**



PRIORITY TOWNS FOR REGENERATION GET FUNDING BOOST

Scottish Borders Council are welcoming funding support from the Scottish Government through the South of Scotland Economic Partnership, for the recruitment of Community Enterprise Managers in priority regeneration towns (Eyemouth, Hawick, Jedburgh & Galashiels).

The project is a pilot for 12 months and has been awarded £510,000 which will see specialist advisors work with local communities to support new and developing projects. These will have a positive local economic impact.

We will work with host organisations in each of the four towns in the Scottish Borders to recruit appropriate staff and deliver the project. Community Enterprise Managers will be in place by late autumn.

NEW SHOPFRONT IMPROVEMENT SCHEMES LAUNCHED IN FIVE SCOTTISH BORDERS TOWNS

Scottish Borders Council has launched five shopfront and property improvement grant schemes as part of an allocation of funding to key town centre projects. The schemes have been developed in partnership with business/community groups and are being funded through our allocation from the Scottish Government Town Centre Fund.

The funding allocations are:

- Eyemouth - £20k
- Galashiels - £70k
- Hawick - £40k (with additional funding opportunities to be considered)
- Jedburgh - £35k (with additional funding opportunities to be considered)
- Selkirk - £21k

Locally the schemes will be managed and administered by Selkirk Business Improvement District, Energise Galashiels, Future Hawick/Hawick Conservation Area Regeneration Scheme, Jedburgh Conservation Area Regeneration Scheme/Jedburgh Community Council and Eyemouth Community Council.

SECOND COMMUNITY ACTION TEAM LAUNCHED

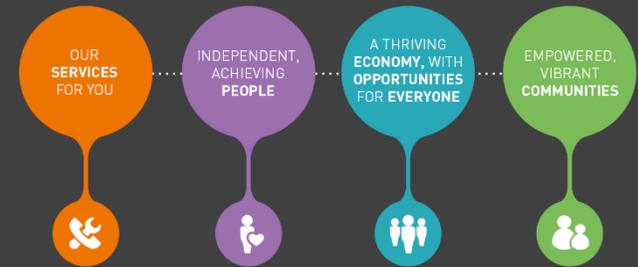
With funding from Scottish Borders Council, a second police Community Action Team (CAT) has been added to the Scottish Borders, aiming to build on the success of the first year (2018/19). The CAT team are additional officers, above established police numbers, whose focus ('tasking') comes from within Scottish Borders Council.

The team will focus on important local issues and community concerns which affect quality of life in the Borders, and which are reflected in the local Community Plan and policing priorities. Examples include anti-social behaviour, drugs, illegal parking and theft. The second CAT will initially operate as a five-strong team, increasing to seven by the end of 2019, and will operate across the area.

Members of the public are encouraged to continue to engage with the teams, through their local Councillors and/or community police officers, if they have any concerns in their area.

fit for 2024

HIGHLIGHTS DURING **QUARTER 2 JULY to SEPTEMBER 2019**
Programmes & projects that will impact on performance



WorkFLEX

A dynamic workforce management platform which leverages cloud and mobile technology to manage communications between relief/casual staff and council service areas, has been developed in collaboration with the suppliers and their partners 1218 Global.

“Sirenum (WorkFLEX)” is the world’s leading enterprise staff management platform for temporary staff. SBC are piloting where relief/casual staff are used, e.g. relief home carers, until June 2020. The project has commenced with Secondary supply teacher bookings. Since 21st October 2019, all offers of supply teaching work in secondary schools are being issued digitally through the MySirenum Mobile App or via the associated Sirenum email.

Staff will be able to self-serve, review and accept or decline job offers, and update their availability.

Offers of work are sent to staff who are eligible and available for the times required by the service. This innovative, digital, available online 24/7/365 solution aims to significantly modernise our way of working and removes time-consuming manual processes, delivering a range of improvements and efficiencies.

Benefits to staff include a less intrusive method of contact, the ability to pick up work/shifts at a time that suits them with a simple to use app. Staff can update availability on this real time system, easily view their relief work diary and see real time updates to work pattern/shifts. It can also provide directions to work locations.



fitfor2024
WorkFLEX Borders

MAKING BEST USE OF OUR PROPERTIES

Community engagement events have taken place in Jedburgh, Earlston and Eyemouth as part of the **fit for 2024** programme and the theme of making best use of our properties.

Recognising this major programme of change, communities are being encouraged to help shape requirements in each town. The drop-in events focussed on the significant investments that the Council and its partners are making across Borders towns, particularly the development of new Community Campuses and associated facilities. They also explored opportunities these investments bring in terms of rethinking and improving community services and helping to reduce our property footprint.

On average we spend £14m each year maintaining a large number of properties. These events seek to engage communities and partners on

how we can best meet changing needs with fewer, but better and more sustainable, properties. Almost 400 people have attended across the three communities. Attendees were asked for feedback on proposals for community use of the Campuses and on the futures of associated buildings no longer core to service delivery. Feedback will help develop plans for not only campuses, but also properties and services in each town.

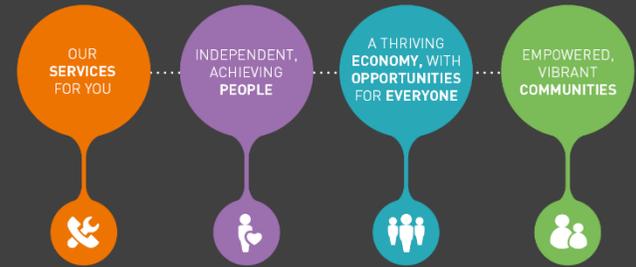
Similar events will be held in other communities, including Galashiels and Hawick, over the coming months building on lessons learned and recognising the different property landscapes in each main town.



fitfor2024
Making best use of our properties

fit for 2024

HIGHLIGHTS DURING **QUARTER 2 JULY to SEPTEMBER 2019**
Programmes & projects that will impact on performance



DEANFIELD TO GET £2.8M TRANSFORMATION AS AMBITIOUS VISION FOR CARE IS SET OUT

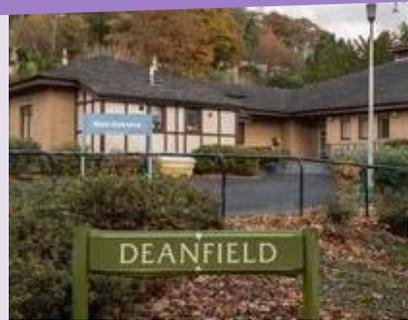
Council on 26th September 2019 approved the investment of £2.8m of capital to re-model Deanfield Care Home (Hawick).

The vision for Deanfield is to develop a model of Residential Care and support for Older People in a homely setting with associated infrastructure providing services such as shops, restaurants and common spaces, available to residents and also to the local community.

We have 5 council-owned care homes in the Borders and the development for

Deanfield can be seen as the beginning of an innovative approach to deliver a model of care that can be applied across our Localities, either through large scale refurbishment of existing property (as with Deanfield), or through new-build.

One of the challenges we face in the Borders is that our age 75+ population is predicted to almost double over the next 20-25 years and whilst the majority of people can remain independent in their own homes well into later life, a significant



number will require a higher level of support, including residential and specialist dementia care.



fitfor2024

Making best use of our properties



fitfor2024

OUR PLAN for 2018-23
and your part in it
PERFORMANCE INDICATORS



APPENDIX 2: PERFORMANCE INDICATORS

OUR SERVICES FOR YOU

OUR PERFORMANCE DURING **QUARTER 2 JULY to SEPTEMBER 2019**



Planning Permission – Average Time to Determine (Weeks)



Performance Indicators	Basis	17-18	18-19	Q3 18-19	Q4 18-19	Target	Trend	Status
Major Developments	Average Weeks to determine	12.4	13.9	12.4	15.4	-	👎	n/a
Local Devs – Non Householder	Average Weeks to determine	7.7	9.0	8.0	11.2	8.0	👎	
Local Devs –Householder	Average Weeks to determine	6.8	7.0	6.7	8.0	8.0	👎	

Planning Permission – Application Numbers

Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
Number of applications	Total number in period	1,307	1,369	339	319	-	👎	Context

Observations:

Adjusted data for time to determine continues to be received from Scottish Government twice yearly. As such, data for Quarter 1 and Quarter 2 2019-20 has not yet been made available. RAG status here are based on the most recent adjusted Quarterly determination times available, i.e. for Quarter 4 of 2018-19 which were 15.4 weeks for Major Developments, 11.2 weeks for Non Householder Local applications and 8.0 weeks for Householder Local Applications.

The figures reported in the National Headline Indicators in 2018/19 demonstrate that for the main reporting categories of planning applications we delivered slightly slower determination times to that achieved in 2017/18. This was influenced by a period of

restructuring for the service, turnover in staff, the reduction in overall staff compliment to deliver services and only having a full complement in the Development Management Team in the last reporting quarter of the 2018-19. Despite this we have again sustained figures that are better than the annual national performance for Scotland as a whole in all reported application categories.

Application numbers in Quarter 2 of 2019-20 at 319 were 20 lower than Quarter 1 of 2019-20 and 29 lower than Quarter 2 of 2018-19.

OUR SERVICES FOR YOU

OUR PERFORMANCE DURING QUARTER 2 JULY to SEPTEMBER 2019



Waste and Recycling



Performance Indicators	Basis	*2017	*2018	Q1 19	Q2 19	Target	Trend	Status
Household Waste Recycled	% Recycled rolling annual basis	39.88%	38.80%	38.95%	39.52%	-	👍	n/a
Household Waste Landfilled	% Landfilled rolling annual basis	59.76%	60.84%	60.71%	60.16%	-	👍	n/a
Household Waste Other Treatment	% Other Treatment rolling annual basis	0.35%	0.36%	0.34%	0.33%	-	n/a	n/a
Recycling – Community Recycling Centres	% Recycled rolling annual basis	58.54%	57.95%	58.52%	59.39%	-	👍	n/a

Observations:

Note: Recycling data is reported on a rolling annual basis. Years related to calendar years to align to SEPA reporting. Q2 19 relates to the year to June-2019

* SEPA verified figs

There has been a slight increase in the Annual Household recycling rate. Some of this will be due to natural variation in the tonnages - for example an increase in collected dry mixed recycle as well as wood and green waste at Community Recycling Centre sites. As the recycling rate has increased, the landfill rate has decreased. This could be due to natural variation in the tonnages collected from year to year and month to month.

'Other Treatment' accounts for a small percentage and is related to material that was sent off for recycling but which was identified as contamination through the sorting process.

The Community Recycling Centre (CRC) recycling rate has also gone up slightly. This is due to an increase in green waste (thought to be due to seasonal variation) and wood at CRC sites.

The opening of a new Waste Transfer Station in July 2019 and the end of landfilling operations at Easter Langlee after almost 50 years means the Scottish Borders will meet the Scottish Government's landfill site ban, well ahead of the January 2021 deadline, and should lead to improved recycling figures. Work is already underway to cap the current landfill site now it has been closed.

OUR SERVICES FOR YOU

OUR PERFORMANCE DURING QUARTER 2 JULY to SEPTEMBER 2019



Energy Use (26 key Sites)



Performance Indicators	Basis					*vs Q2 18-19		
		17-18	18-19	Q1 19-20	Q2 19-20	Target	*Trend	Status
Electricity Consumption	Kwh in period	8,395,393	7,921,217	1,582,702	1,156,560	-	👍	🟢
Electricity Cost	£ in period	£919,671	£974,848	£218,272	£171,751	-	👎	n/a
Gas Consumption	Kwh in period	12,671,961	11,744,733	2,255,140	1,042,607	-	👎	# Note
Gas Cost	£ in period	£299,824	£313,440	£71,687	£44,035	-	👎	n/a

Observations:

Overall energy consumption was 2.7% lower than the same period last year however, due to increases in the cost of fuel overall costs have increased by 4.1%.

Electricity - Our electricity in Q2 was 6.9% lower than the same period last year but costs increased by 3.4% due to price increases. Decreases are linked to LED lighting upgrades, Solar PV (photo voltaic) and CHP (Combined Heat & Power) installations.

Gas - Our gas consumption increased by 2.5% in Q2 compared to the same period last year. **# Note:** We have converted a large boiler room from Oil to Gas which has resulted in an increase in gas consumption with a corresponding decrease in Oil consumption (not reported here). We have also installed a gas fired CHP which reduces electricity consumption but increases gas consumption.

Actions we are taking to improve our performance

The Energy Efficiency Programme (EEP) is focussed on delivering cost effective energy reductions that represent best value for money while reducing the our energy consumption and costs as much as possible.

We have: completed LED upgrades on various sites; installed 14 solar panel arrays retrofitted oil heating systems with biomass boilers at three schools; converted oil boilers to natural gas at Hawick High School ; installed gas CHP at Hawick High

school which generates electricity while capturing heat that would otherwise be wasted and using it in our buildings; upgraded aging storage heaters with high heat retention heaters; replaced older storage heaters with new quick reacting closely controlled electric heaters; replacing thermally inefficient glazing with high efficiency double glazing.

What's coming up:

- Further phases of LED lighting projects
- Major procurement process is underway through the Non-Domestic Energy Efficiency Framework (NDEEF) for a number of sites
- Looking to maximise renewable energy potential by installing battery systems
- Option appraisals to eliminate expensive and high carbon fuels from our estate
- Planning priority work at our most inefficient properties and highest consumers
- We are working closely with our managed services partners to identify and implement efficiency opportunities
- We continue to work hard with our new buildings to ensure they are run as efficiently as possible
- Engaging on new building projects at design concept to ensure new building stock is as efficient as possible & renewable energy opportunities realized.

OUR SERVICES FOR YOU

OUR PERFORMANCE DURING **QUARTER 2 JULY to SEPTEMBER 2019**



Annual Energy Use (All Sites)

Performance Indicators	Consumption Kwh			Cost £		
	*17-18	18-19	Chg. %	*17-18	18-19	Chg. %
Electricity	16,998,804	15,957,275	-6.1%	£1,956,120	£2,005,430	2.5%
Gas	19,532,723	18,609,902	-4.7%	£476,013	£503,157	5.7%
Oil	7,925,340	6,784,656	-14.4%	£381,884	£367,774	-3.7%
Biomass	178,027	376,956	111.7%	£6,305	£17,305	174.5%
LPG	224,805	399,848	77.9%	£26,990	£40,018	48.3%
Total	44,859,699	42,128,636	-6.1%	£2,847,313	£2,933,682	3.0%

Observations: (*Note 2017-18 figures revised)

The absolute energy consumption in financial year 2018-19 was 6.1% lower than the energy consumption in the previous year with a 3.0% increase in energy costs. Consumption of electricity, gas and oil all fell although our consumption of biomass has increased as we switch our sites heated by oil to biomass as part of our energy and carbon reduction programme. LPG consumption increased during a temporary fault in other heating systems, which has since been rectified and will be closely monitored going forward.

Impact of price increases

There has been a general increase in energy tariffs increasing the cost of fuel. While we reduced our absolute energy consumption by 6.1%, fuel costs increased by 3.0%. This is due to an increase of energy unit costs in almost every fuel.

Impact of weather - This year has been milder than last year and this will have

contributed in part to energy reductions associated with heating.

Changes in our Estate

The Council has undertaken an ambitious programme of building new schools over the past few years and in some cases we are still in transition period where new buildings are occupied but we have some residual energy demand from vacant buildings to protect the building fabric. While we work hard to minimise the impact of this, in some cases this has led to a temporary increase in energy consumption.

Actions we are taking to improve our performance

As part of the transformation programme of works the Energy Efficiency Programme (EEP) is focussed on delivering cost effective energy reductions that represent best value for money while reducing the our energy consumption and costs as much as possible.

OUR SERVICES FOR YOU

OUR PERFORMANCE DURING **QUARTER 2 JULY** to **SEPTEMBER 2019**



Road Casualties

Performance Indicators	Basis	2017	2018	Q1 19	Q2 19	Trend	Status
Killed on Borders Roads	Number in period	7	11	2	* n/a	* n/a	Context
Seriously Injured on Borders Roads	Number in period	54	65	13	* n/a	* n/a	Context

Observations:

*Note that Road Casualty figures here are reported on a calendar year basis, by quarter.
* Full Quarter 2 2019 data has not yet been made available by Police Scotland.*

As at Quarter 1 2019, tragically there were 2 fatalities resulting from road accidents in the Scottish Borders. This compares to a figure of 2 in the equivalent period of 2018 and 2 in the previous quarter (Q4 of 2018).

There were 13 people seriously injured as a result of road accidents in the Scottish Borders in Quarter 1 of 2019. This is up 3 on the equivalent period of 2018 but down 5 on the previous quarter.

OUR SERVICES FOR YOU

OUR PERFORMANCE DURING **QUARTER 2 JULY to SEPTEMBER 2019**



Customer Advice & Support Services



Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
Housing Benefit New Claims	Average time to process in days	29.11	24.20	15.42	13.42	23.00	👍	Green
Housing Benefit Change Events	Average time to process in days	7.06	6.51	5.39	7.72	7.00	👍	Orange
Welfare Benefits – People Contacting Us	Number in period	n/a	1,329	328	299	-	n/a	Green
Welfare Benefits – Monetary Gain	£m in additional benefits, cases closed in the quarter	n/a	£4.534m	£1.300m	£1.080m	-	👎	Green
Welfare Benefits – Cumulative Monetary Gain	£m in additional benefits, cases closed ytd	n/a	£4.537m	£1.300m	£2.380m	-	👍	Green

Observations:

Performance on processing new Housing Benefit claims continues to improve and is within target for Quarter 2 at 13.42 days. Volumes have reduced but there is a higher proportion of more complex claims which are still eligible for Housing Benefit.

Performance at processing Change Events has reduced this quarter due to a higher proportion of older work being completed. However, additional resource in processing will continue to be used that should keep performance within target for the year.

There has been a slight reduction in referrals to the Welfare Benefits service from Quarter 1 figures, however this is an expected trend over the summer months.

With regards to additional benefits, there has been an upward trend in the monetary

gain for cases closed in quarter Quarter 2 2019/20 compared to Quarter 2 2018/19, up by £268.3k. Officers are reporting a continuing increase in the number of positive outcomes at benefit tribunal level which in turn increases the monetary gain for customers across the Scottish Borders.

OUR SERVICES FOR YOU

OUR PERFORMANCE DURING **QUARTER 2 JULY to SEPTEMBER 2019**



Customer Contact



Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
Voice interactions logged by contact centres	Number in period	100.5k	94.1k	22.6k	23.3k	-	👍	
Face to face interactions – logged through CRM	Number in period	62.4k	58.5k	14.6k	14.1k	-	👍	Context
Total Customer Contacts	Number in period	169.3k	162.2k	39.7k	40.1k	-	👍	Context

Observations:

In Quarter 2 (2019/20) the number of **Voice interactions** increased by 732 when compared with the previous quarter. When making a comparison with Quarter 2 last year (2018/19) there has been a decrease of 1649 voice interactions taken through CRM. Voice interactions continue to be the most common method of customer contact and numbers fluctuate throughout the year with increases being seen at significant times, such as the lead up to the start of the new school year which may account for the increase in calls during Q2.

There has been a decrease of 460 **Face-to-face interactions** during Quarter 2 (2019/20) when compared with Quarter 1; the second quarterly decrease in a row and a reduction of 1,594 compared with the Quarter 2 of 2018/19.

Quarter 2 (2019/20) has seen an increase of 384 **Total interactions** taken through CRM when compared with Quarter 1. When reviewing the same period last year there has been a decrease of 2,892 interactions.

Actions we are taking to improve/maintain performance:

We actively promote the website and the Customer Advice & Support Service (0300 100 1800) telephone number. We are also continually working to increase the number of services delivered digitally and to encourage self-service.

OUR SERVICES FOR YOU

OUR PERFORMANCE DURING **QUARTER 2 JULY to SEPTEMBER 2019**



Council Tax Collection



Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
Council Tax Due that was collected	% in period (ytd)	96.81%	96.84%	31.04%	56.67%	57.01%	👎	

Observations:

The gap between target and actual collection is closing month on month and has reduced by 0.22% over the last 3 months. This mirrors last years trend. We are working closely with our Sheriff Officers targeting groups of non payers with high level

current year debts. 12 monthly Direct Debit is still on the increase within the financial year resulting in increased collection within the last quarter. We do not expect any change to our annual forecasted collection rate.

Property



Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
Capital receipts	Cumulative in year £m	£0.380m	£1.444m	£0.390m	£0.402m	£1.55m	👍	Context
Properties surplus	Number at end of period	21	30	38	44	-	n/a	Context
Properties marketed	Number at end of period	7	5	6	8	-	n/a	Context
Properties under offer	Number at end of period	7	16	19	19	-	n/a	Context

Observations:

3 sales have concluded in Q2 for 2019/20 resulting in a small additional capital receipt of £12k. Land has been sold in Langhaugh, Galashiels to Eildon H A to allow them to proceed with their proposed housing development. The year end target has been revised down to £1.55m as a result of reviewing the settlement dates of potential disposals.

There are 44 land and property assets surplus to the Councils requirements. 17 currently fall under the surplus category. This now includes the 3 recently declared

surplus primary schools at Etrick, Eccles and Hobkirk. Discussions on bringing these to the market or community interest disposals are on-going. The Council is actively marketing 8 properties and our selling agents indicated interest is limited. A further 19 properties are currently under offer with two sales at Lauder and Kelso hopefully settling in November. There is still interest in development sites within the Councils industrial estates with a number being pursued to a conclusion on planning consent approval.

OUR SERVICES FOR YOU

OUR PERFORMANCE DURING **QUARTER 2 JULY to SEPTEMBER 2019**



Complaints Handling

Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
Complaints Closed at Stage One avg days	Average time to process in days	4.0	4.55	4.5	4.3	5	👍	Green
Complaints Closed at Stage One within time	% Closed within 5 working days	86.4%	81.0%	82.4%	85.3%	100%	👍	Orange
Complaints Closed at Stage Two avg days	Average time to process in days	17.7	18.22	20.7	22.0	20	👎	Orange
Complaints Closed at Stage Two within time	% Closed within 20 working days	67.4%	73.9%	71.4%	59.5%	100%	👎	Red
Complaints Closed – Escalated – avg days	Average time to process in days	18.0	14.93	21.8	17.5	20	👎	Green
Complaints Closed – Escalated – within time	% Closed within 20 working days	53.8%	78.6%	60%	76.9%	100%	👍	Red
Number of Complaints Closed	Number in period	691	645	173	157	-	👍	Context

Observations:

The council aspires to meet all complaints within timetable. Average closure time at stage one remains within the 5 day target at 4.3 days. The majority of complaints closed are closed at Stage one. The average closure time for Stage Two complaints was above the target of 20 days. With regards to Escalated complaints, significant swings in performance for can occur given the very limited numbers in this category.

Actions we are taking to improve/maintain performance:

Our Customer Relationship Management System is used to manage complaints within the allocated timescales. We also provide refresher training to staff where necessary.

Note: A new reporting suite for Complaints is to be developed as part of the Digital Customer Access programme.

OUR SERVICES FOR YOU

OUR PERFORMANCE DURING **QUARTER 2 JULY to SEPTEMBER 2019**



Freedom of Information Requests (FOI)



Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
% of FOI requests completed on time	% in period	93.3%	85.8%	86%	91%	100%	👍	
Number of FOI requests received	Number in period	1,279	1,418	303	338	-	👍	Context

Observations:

Scottish Borders Council received 338 requests for information in Q2 2019/20, 35 higher than Q1 2019/20 and 25 less than Q4 2018/19. In Q2 2019/20 91% were completed on time. This is a good achievement in comparison to previous quarters reported as it is 5% higher than Q1 2019/20 and 9% higher than Q4 2018/19. We always endeavour to reach 100% however, in recent months this has not been possible. The FOI process is under review to see what changes could be made to

improve efficiency. Changes are likely to include: a proposed change of process in terms of removing the Service Director approval stage for the majority of uncontentious FOIS; the introduction of a new log and workflow; the recruitment of a Modern Apprentice to assist with administration of the FOI function; and provision of additional Information Team support for the social work department (which we anticipate will reduce the burden of Subject Access Requests on that department and, in turn, allow more time to be spent on FOI requests).

Social Media



Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
Facebook Engagements	Number in period	368.2k	259.6k	95.6k	86.3k	-	👍	Context
Twitter Engagements	Number in period	120.8k	33.2k	7.3k	8.8k	-	👍	Context

Observations:

During Q2 the total reach of all our Facebook posts was 1,549,751, with 86,341 post engagements. The posts with the most engagements included the school holiday consultation, welcoming probationer teachers, CCTV consultation, a video showing

path works on the Eildons, an exam results video, the launch of the mobile recycling service in Jedburgh, the launch of a new horse riding trail and the announcement of the name of the new Jedburgh campus. Our Twitter posts during the quarter were seen 498,720 times, with 8,785 engagements.

OUR SERVICES FOR YOU

OUR PERFORMANCE DURING **QUARTER 2 JULY to SEPTEMBER 2019**



Assessor – Council Tax Valuation List and Valuation Roll (Non Domestic Rates)



Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
Council Tax Valuation List- Time taken to add new properties to the List	% Within 3 months of the date of occupation/completion and the issue of the banding notice	88%	91%	84% Ytd	88% Ytd	92%	-	Orange
Valuation Roll (<i>Non Domestic</i>) - Time taken to amend the valuation roll to reflect new, altered or demolished properties	% Within 3 months of the date of completion and the issue of the valuation notice	45%	56%	100% Ytd	86% Ytd	65%	👍	Green

Observations:

These figures are reported annually to Scottish Government. The Assessor Performance Reports are published at www.saa.gov.uk/scottishborders/our-performance/ and other statistical information can be found at www.saa.gov.uk/general-statistics/

The Assessor for Scottish Borders Council is an independent statutory official who is responsible for the preparation and maintenance of the Valuation Roll and Council Tax Valuation List for the Scottish Borders Valuation Area.

The Council Tax Valuation List contains all domestic properties showing an allocated Council Tax band which is based on the market value of the property as at 1991. The Assessor measures performance relating to the time taken new properties are added to the Valuation List within the current financial year. Targets are based on previous achievements, the pressures on resources and the volume of work anticipated in

other areas of the Service. At the end of Quarter 2 88% of new properties were added within 3 months, just below the target of 92%.

The Valuation Roll contains an entry and a rateable value for every non-domestic property in the Scottish Borders. The Assessor measures performance relating to the time taken valuation amendments are reflected in the Valuation Roll within the current financial year. At the end of Quarter 2 86% of valuation amendments were completed within 3 months, well above the target of 65%.

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OUR PERFORMANCE DURING **QUARTER 2 JULY to SEPTEMBER 2019**



Schools

Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
Attendance – Primary Schools	% Attendance in period	95.4%	95.3%	95.30%	96.44%	95%	👍	Green
Attendance – Secondary Schools	% Attendance in period	91.1%	91.2%	91.48%	92.93%	92%	👍	Green
School Attendance – Overall	% Attendance in period	93.3%	93.2%	93.4%	94.7%	-	👍	Green
Exclusion Incidents – Primary Schools	Number in period	51	31	12	10	-	👎	Orange
Exclusions – Primary Schools	Number in period	49	29	9	8	-	👎	Orange
Exclusion Incidents – Secondary Schools	Number in period	178	263	59	22	-	👍	Green
Exclusions – Secondary Schools	Number in period	166	236	51	25	-	👍	Green
School Exclusion Incidents – Overall	Number in period	229	294	71	32	-	👍	Orange
School Exclusions – Overall	Number in period	215	265	60	33	-	👍	Orange
School / Nursery Inspections	Number in period	1	15	2	1	-	n/a	Context

Observations:

Quarter 2 has traditionally seen a higher level of attendance in comparison to Q1. Primary and Secondary attendance remains consistent with previous years showing a higher level of attendance. Continued monitoring of absences, control of authorised absences and further investigation into unauthorised absence has been a priority during the first part of the new academic year.

Quarter 2 of 2019-20 has seen the lowest level of overall exclusions for the same period over the past 5 years. The majority of the 25 pupils excluded from secondary school during Q2 were single incidents, with few repeat exclusions (i.e. where a pupil is excluded more than once in a 3 month period). Schools continue to focus on reducing exclusions and providing a more inclusive education.

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Children & Families Social Work



Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
Looked After Children (aged 12+) in Community Family Based Placement rather than residential	% at end of period	71%	70%	69%	70%	80%	👍	Orange
Looked After Children (all ages) in Community Family Based Placement rather than residential	% at end of period	84%	84%	85%	85%	80%	👍	Green
Number of Looked After Children	Number at end of period	224	202	198	196	-	👍	Context
Inter-agency Referral Discussions - child	Number in period	559	590	107	116	-	👍	Context
Child Protection Register	Number at end of period	42	46	43	46	-	👍	Context

Observations:

We have seen a slight increase in Quarter 2 to 70% of the number of **Looked After Children** aged 12 or over **placed within a family setting** rather than a residential setting. Taking into account those in 'Continuing Care' status, this figure rises to 77%. Across all age groups we continue to meet and exceed our target and ensure the majority of Looked After Children are placed within a family setting. We continue to focus on increasing the number of foster carers within the Scottish Borders. This year's foster care conference, held to acknowledge the dedication and commitment of foster carers from across the region, has been heralded by attendees as being the best so far. The overall theme was 'Change a Future', with a focus on continuing care and supporting young people into adulthood.

Quarter 2 has seen another reduction in the **number of looked after children**. This

figure is a snap shot during the last month of the quarter and fluctuates throughout the time period.

The number of **Inter-agency Referral Discussions (IRD)** continues to fluctuate over the quarters, there was a significant increase in Quarter 2 to 116 from 107 in Quarter 1. As children are brought to the attention of Social Care via other agencies, organisation or the public, a co-ordinated response is provided. IRD's provide a whole system co-ordinated approach to ensuring vulnerable children are highlighted, supported and their situation monitored to provide a stability.

We continue to see fluctuating levels of children on the **Child Protection Register**.

INDEPENDENT, ACHIEVING PEOPLE

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Community Learning & Development (Annual Performance)

Performance Indicators	17-18	18-19	Trend	Status
Participation – Number of Learners	877	717		
Participation - Number of learning programmes delivered	937	896		
Achievement - Number of learning programmes that lead to outcomes of: Increased employability	156	204		
Achievement - Number of learning programmes that lead to outcomes of: Increased health and wellbeing	635	562		
Achievement - Number of learning programmes that lead to outcomes of: Increased skills	374	317		
Achievement - Number of learning programmes that lead to outcomes of: Family outcomes	379	326		
Progression - Number of learning programmes that lead to: Progression to employment, further learning, volunteering or participation in a community activity	387	484		
Progression - Number of learning programmes that lead to: Accreditation (nationally recognised)	273	346		



Observations: *(Note: Figs currently compiled on Annual Basis)*

Each learning programme leads to the achievement of evidenced learning outcomes. Learners of all ages (9-65+yrs) may take part in more than one learning programme, which is delivered locally, largely in schools and Community Centres, across the Borders. Learning is designed to be accessible to vulnerable learners, including: people with few or no qualifications; socially isolated; additional support needs; living in SIMD deciles 1-3; low income; unemployed; health issues and Looked After Children.

2018/19: Lower **participation figures** reflect shift away from universal provision towards increased targeting of vulnerable learners. The Service carried several

vacancies across the year. Learning programmes include: literacy, numeracy; English for Speakers of Other Languages (ESOL); employability; family learning; transitions for vulnerable young people; building young people's resilience; intergenerational learning; health and wellbeing and skills development 2018/19 figures reflect increased focus on employability **outcomes**.

2018/19 figures reflect increased focus on learners gaining nationally recognised **accreditation**.

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Modern Apprentices



Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
New Modern Apprentices employed this year	Number in period	n/a	33	25	33	-	👍	Context
Number of Current Modern Apprentices	Number at end of period	30	34	58	54	-	👍	Context
Modern Apprentices securing employment with SBC after MA	Cumulative in year number	n/a	11	3	10	-	👍	Context

Observations:

Scottish Borders Council have recruited 33 Modern Apprentices (MA's) since April 2019 which equals the number recruited during 2018/19. There are 54 MA's currently employed by the council overall.

There continues to be a growing interest from departments surrounding the MA process and the opportunities they can offer. Departments continue to consider MA's as an option to fill vacancies which provides great opportunities for young people to

gain valuable workplace skills and qualifications.

10 MA's have secured paid employment with SBC after completion of their apprenticeship this year.

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Adult Social Care



Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
Adults (aged 65+) receiving care at home	% at end of period	78%	78%	79%	78%	70%	-	
Adults using Self Directed Support approach	% at end of period TBC	77.6%	85.2%	89.0%	91.6%	90%	👍	

Bed days



Performance Indicators	Basis	17-18	18-19	Q4 18-19	Q1 19-20	Target	Trend	Status
Bed days associated with delayed discharges from hospital (residents 75+)	Rate per 1000 population, in period	855	761	171	164	180	👍	
Bed days associated with Emergency Admissions (75+)	Rate per 1000 population, in period	3,599.5	3,544.9	883	824.3	-	👍	

Observations:

The percentage of adults (aged 65+) receiving care at home has continued to remain relatively stable, at 78% for Quarter 2. We continue to assess clients under the Self Directed Support (SDS) approach and review their needs to help ensure they are able to remain within the community.

The percentage of adults who are now directing their own care and support has increased in Quarter 2 to 91.6%. New clients are assessed using the Self Directed Support approach and SBC is continuing the progression of existing clients, during reassessment, onto the Self Directed Support (SDS) approach.

The quarterly rate of bed days associated with delayed discharges for Scottish Borders

residents aged 75 and over has fluctuated since the start of the 2013/14 financial year, but has generally remained around 150 to 200 per 1,000 residents. 2018/19 has consistently been above average with Q3 18/19 seeing the 2nd highest rate over the past 2 years. A target (for 2019/20) to reduce delayed discharges by 30% has been set.

Occupied bed day rates for emergency admissions (age 75+) has seasonal fluctuations but performance trend is positive – both long-term (over 3-years) and short-term (over 4 quarters) – and we perform better than the Scottish average. (NB: Does not include bed days in the four Borders' community hospitals).

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Adult Protection



Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
Adult protection - Concerns	Number in period	277	338	98	100	-	👍	Context
Adult protection - Investigations	Number in period	131	176	53	63	-	👍	Context
Referrals To Domestic Abuse Services	Number in year to date	756	762	196	391	*369	👍	Context
Reported incidents of domestic abuse	Number in year to date	1,082	1,005	263	575	*513	👍	Context
High Risk domestic abuse cases discussed at Multi Agency Risk Assessment Conference	Number in year to date	99	93	31	48	*53	👎	Context

* Target = 2018/19 Q2 Ytd. value

Observations:

We continued to see an increasing trend in the number of **Concerns** raised. 2018/19 appears to have some of the highest level experienced and the first and second quarters of 2019/20 have continued to follow that trend.

Quarter 2 has seen a large increase in the number of **Investigations** over previous quarters, which is in balance with the number of concerns raised for the same period.

There have been 391 **Referrals to SBC Domestic Abuse services** (Adults) in the year to date, which is 22 referrals more than 2018/19 at this point and equates to a 6% increase. The increase in referrals has mainly been in the Domestic Abuse Advocacy Support (DAAS) and Safe Housing Options (SHO) aspects of the service.

With regards **Reported Incidents of Domestic Abuse**, there was 62 additional incidents

reported in the year to date when compared to 2018/19 for the same time period, which equates to a 12.1% increase.

48 cases have been discussed at **MARAC** (Multi Agency Risk Assessment Conference) in the year to date. This is a decrease of 9.4% (5 cases) when compared to the same time period in 2018/19. MARAC referrals remain lower than the expected yearly total of 200. This projected figure is based on a national UK wide statistical indicator that suggests that a population the size of Scottish Borders could expect 200 high risk cases per year (SafeLives 2015).

INDEPENDENT, ACHIEVING PEOPLE

OUR PERFORMANCE DURING **QUARTER 2 JULY to SEPTEMBER 2019**



Safer Communities



Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
Cases showing agreement or improvement after mediation	% in period	87.7%	93.3%	86.7%	91.2%	80%	👍	
Referrals to mediation	Number in year to date	153	123	49	87	*74	👍	Context
Number of reported ASB Incidents	Number in year to date	5,633	5,676	1,454	2,931	*3,066	👍	Context
ASB Early Interventions	Number in year to date	806	899	192	375	*468	👎	Context
Monitored for ASB	Number in year to date	1,688	1,561	448	865	*820	👎	Context
Group 1-5 recorded crimes and offences	Number in year to date	3,404	3,704	1,021	1,930	*1,674	👎	Context

* Target = 2018/19 Q2 Ytd. value

Observations:

Mediation referrals increased by 13 in the year to date when compared to 2018/19, which equates to a 17.6% increase. The increase in referrals to the service is positive as this early intervention can help prevent escalation in issues. There has been an increase of 11.2% in the % of **mediation cases that show agreement/improvement** after mediation in 2019/20 when compared to the baseline target of 80%. Mediation is proving to be successful in the majority of cases taken on for mediation. Action has included increased integration of the mediation service into the daily operations of the ASBU (Anti-Social Behaviour Unit) and awareness raising of the service.

With regards the **Number of Reported ASB Incidents**, there has been a 4.4% decrease in incidents in the year to date when compared to the same time period in 2018/19. This equates to 135 fewer incidents recorded, which is positive. We continue to intervene early in cases of antisocial behaviour to try and reduce the number of cases where there is an escalation in antisocial behaviour. Effective partnership working

allows us to target problematic cases and provide a coordinated response to addressing more persistent issues of antisocial behaviour.

Early ASB interventions have decreased by 93 Year to date. when compared to 2018/19, which equates to a 19.9% decrease.

45 additional persons are **Monitored for antisocial behaviour** in the year to date in 2019/20 when compared to 2018/19, which equates to a 5.5% increase. The increase is largely attributed to an increase in telephone complaint logs received directly into Scottish Borders Council in quarter 2. We are continuously looking at what other agencies do or what diversions can be implemented. A formal process exists between partner agencies to take a consistent approach to addressing antisocial behaviour.

There has been a 15.3% increase in **Group 1-5 crimes** in 2019/20 when compared to the same time period in 2018/19, which equates to 256 additional victims.

A THRIVING ECONOMY, WITH OPPORTUNITIES FOR EVERYONE

OUR PERFORMANCE DURING **QUARTER 2 JULY to SEPTEMBER 2019**



Economic Development and Procurement

£

Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
New businesses were created with Business Gateway help	Number in period	224	218	49	48	49	👎	n/a
Businesses supported by Business Gateway	Number in period	1,324	1,497	283	*n/a	*n/a	👎 (Q1)	n/a
Industrial and commercial properties owned by the council that were occupied	% occupied at end of period	88.8%	88%	88%	90%	88%	👍	
SB Business Fund - grants	Number in period	33	19	5	1	-	👎	Context
SB Business Fund – grants £	Amount £ in period	£100.9k	£57.1k	£16.9k	£2.7k	-	👎	Context
Invoices paid within 30 days	% in period	78%	84%	89%	87%	93%	👍	
PCIP Score (Procurement Capability Improvement Programme)	Bi-annual score	72% 2016	78% 2018	n/a	n/a		👍	

Observations:

New businesses created with the help of Business Gateway, at 48 was very close to the forecast of 49, considered satisfactory against a context of stretched resources. A new report will allow for some focussed proactive work in identifying local start-up businesses and providing support to them. * *Overall businesses supported not yet available.*

Occupancy rates increased to 90% in Quarter 2. Figures by locality were Berwickshire 78% (Q1 76%), Cheviot 95% (Q1 95%), Eildon 96% (Q1 92%), Teviotdale & Liddesdale 74% (Q1 77%) and Tweeddale 97% (Q1 97%). The total number of new leases in Quarter 2 was 8 (Q1 7).

With regards to the **Scottish Borders Business Fund**, during this Quarter, 1 grant was approved from 3 applications. This project is expected to create 1 job (FTE) and safeguard a further 1 job. The amount of grant awarded was £2,725.30. The sector supported is food and drink.

The long term trend is positive around **Invoices paid within 30 days**. Work is continuing on corporate adherence to the payment process.

The 2018 **Procurement Capability Improvement Programme (PCIP)** score was 78% (6% higher than 2016), placing Scottish Borders Council in the top 'F1 Band' and above local authority average of 70%. *Note this is a bi-annual score.*

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OUR PERFORMANCE DURING **QUARTER 2 JULY to SEPTEMBER 2019**



Employment



Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
16 - 64 Employment rate	% final quarter in period	74.1% Q4	75.7% Q4	75.2%	n/a	74.7% National Rate	👍	Context
16 - 64 Claimant Count	% final quarter in period	1.63% Q4	2.47% Q4	2.53%	2.6%	3.23% National Rate	👎	Context
18 - 24 Claimant Count	% final quarter in period	3.43% Q4	4.53% Q4	4.83%	5.07%	4.67% National Rate	👎	Context

Observations:

The number of **people in employment** in the Scottish Borders in Quarter 1 2019-20 was 53,600 (75.2%), which is 100 less than in the previous Quarter. The Scottish Borders rate is above that of Scotland (74.7%), but below that of Great Britain (75.6%).

The average rate of people aged **16-64 claiming out-of-work benefits** was 2.6%, lower than the Scottish rate of 3.23%, in Quarter 2. At the end of September 2019, there were 1,755 people claiming out-of-work benefits, which is five more than at the end of the previous Quarter.

The average rate of people aged **18-24 claiming out-of-work benefits** was 5.07% in this Quarter, which was higher than the Scottish average of 4.67%. At the end of September 2019, there were 385 young people claiming out-of-work benefits, which was five more than at the end of the previous Quarter.

A THRIVING ECONOMY, WITH OPPORTUNITIES FOR EVERYONE

OUR PERFORMANCE DURING **QUARTER 2 JULY to SEPTEMBER 2019**



Major Projects



Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Trend	Status
Top Capital projects on target	Number with 'Green' RAG at end of period	18	18	18	19	👍	Green
Top Capital projects slightly behind target	Number with 'Amber' RAG at end of period	3	1	1	0	👍	White
Top Capital projects not on target	Number with 'Red' RAG at end of period	0	0	0	0	-	White

Observations:

As at the end of Quarter 2, all of the top capital projects were considered overall on track (green).

EMPOWERED VIBRANT COMMUNITIES

OUR PERFORMANCE DURING **QUARTER 2 JULY to SEPTEMBER 2019**



Community Empowerment



Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
Asset transfer requests Received	Number in period	4	0	0	0	-	-	n/a
Asset transfer requests Agreed	Number in period	0	3	0	0	-	-	n/a
Asset transfer requests Refused	Number in period	1	0	0	0	-	-	n/a
Community Participation requests Received	Number in period	1	6	1	0	-	-	n/a
Community Participation requests Agreed	Number in period	0	3	0	1	-	-	n/a
Community Participation requests Refused	Number in period	1	2	1	0	-	-	n/a
People carrying out volunteer work with SBC	Number of people volunteering	213 Q4 17-18	155 Q4 18-19	161	178	-	👎	Context

Observations:

Relatively small Asset Transfer and Community Participation figures limit the value of showing a Trend indication here.

With regards to **Asset Transfer requests**, during Quarter 2 three groups made informal enquiries about purchasing, leasing or using SBC land or buildings. Of these, discussions are taking place with one group, out-with the Community Empowerment Act process, regarding a potential lease or sale. Heads of Terms regarding a lease are being discussed with two groups that had previously intimated interest in a building - these are also out-with the Community Empowerment Act.

One group has decided not to continue with a formal request but is instead sub-letting SBC premises and land from a third party. One group, who had expressed interest in a facility, has stated that they would rather continue to use the facility once a new

operator has been identified rather than take on the day to day running of it.

The Estates and Community & Partnerships teams are actively working with a further six groups.

Although no **Participation requests** were received in Quarter 2 the participation request that was received in Quarter 1 was agreed.

There is a slight increase in the **Number of volunteers** recorded in Quarter 2. This is due to an increase in the number of volunteers working with the Walk It programme and volunteers from the mental health service being reported this quarter. The economic benefit to the Borders is £14.3k based on average income in the Borders (£12.46).

EMPOWERED VIBRANT COMMUNITIES

OUR PERFORMANCE DURING **QUARTER 2 JULY to SEPTEMBER 2019**



Community Funding

£

Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
Community Fund - Value of funding awarded - Berwickshire	£ awarded in period	n/a	n/a	£1.5k	£8.5k	-	n/a	Context
Community Fund - Value of funding awarded – Cheviot	£ awarded in period	n/a	n/a	0	£2.6k	-	n/a	Context
Community Fund - Value of funding awarded – Eildon	£ awarded in period	n/a	n/a	£2.8k	£15.2k	-	n/a	Context
Community Fund - Value of funding awarded - Teviot & Liddesdale	£ awarded in period	n/a	n/a	£5k	0	-	n/a	Context
Community Fund - Value of funding awarded - Tweeddale	£ awarded in period	n/a	n/a	£3k	£4.8k	-	n/a	Context
Neighbourhood Small Schemes Fund	£ awarded in period	£151.8k	£176.7k	£19.0k	£36.2k	-	👇	Context

Observations:

10 projects were awarded funding across the Scottish Borders in the second quarter: four were awarded to Eildon; three to Berwickshire; two were awarded to Tweeddale while Cheviot received funding for one project. These awards helped to meet 55% of the overall costs associated with the projects and amounted to £31,155 in the second quarter. It is worth noting that the Communities & Partnership Team continue to promote the Community Fund across the Scottish Borders and support groups in progressing their applications. They are also undertaking monitoring and evaluation

of all awards to ensure that successful applicants deliver the stated outcomes of their projects.

With regards the **Neighbourhood Small Schemes Fund**, cumulatively to Q2, 24 projects have been awarded a total of £36,187. The amounts awarded range from £90 to £5,586 and averaged £1,508.

EMPOWERED VIBRANT COMMUNITIES

OUR PERFORMANCE DURING **QUARTER 2 JULY to SEPTEMBER 2019**



Community Resilience



Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
Community Resilience – SB Alert Registrations	Number at end of period	5,163 Q4 17-18	5,266 Q4 18-19	5,679	5,690	10,000 (2 yrs)	👍	
Active community resilience plans	Number at end of period	42 Q4 17-18	47 Q4 18-19	47	47	-	-	Context
Progressing community resilience plans	Number at end of period	12 Q4 17-18	6 Q4 18-19	6	0	-	👎	Context

Observations:

Note: Target for SB Alert Registrations is an aspiration to reach 10,000 over 2 years.

There were 5,690 **people registered with SB Alert** at the end of Quarter 2, a small increase over the previous quarter. The benefits of SB Alert will continue to be highlighted through the social media feeds and Resilient Community Groups to encourage additional sign up.

The number of **Active Community Resilience plans** remains at 47. The Resilient Communities initiative enables communities to respond locally to incidents such as severe weather more effectively, with appropriate training and support from SBC. They do this by carrying out local tasks such as:

- Clearing snow from pathways/community facilities
- Delivering supplies
- Providing meals and assistance to those in need
- Communicating with residents as well as the Emergency Bunker based at HQ

SBC support the groups by providing equipment, First Aid and general training as well as early warnings of severe weather or other important information. SBC are calling on local people to either join a group or approach the Council to set up their own. More information about resilient communities can be found at https://www.scotborders.gov.uk/info/20008/emergencies_and_safety/191/resilient_communities

An audit of all groups will be conducted before the end of the year to ensure that we are accurately reflecting the current situation.

EMPOWERED VIBRANT COMMUNITIES

OUR PERFORMANCE DURING **QUARTER 2 JULY to SEPTEMBER 2019**



Community Benefits Clauses



Performance Indicators	Basis	17-18	18-19	Q1 19-20	Q2 19-20	Target	Trend	Status
Number of Contracts Awarded with Community Benefit Clauses (CBC) included	Number in Period	21	26	5	3	-	⬇️	n/a
Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC)	Number in Period	28	25	13	14	-	⬆️	n/a

Observations: (Note – reporting covers most recent 2 Quarters / reported twice yearly)

The number of contracts awarded during this reporting period containing a **Community Benefit Clause (CBC)** continues to be encouraging.

Contracts included Passenger Transport Dynamic Purchasing System; Eildon Paths Project; Stirches Primary School- Early Years; Selkirk High School – Social Spaces; Priorsford Primary School – Early years; Burgh Primary School- Secure Reception; Knowepark Primary School- Secure Reception and 3G Pitch Melrose Rugby.

Examples of **significant projects due to commence later this year**, all containing added value through CBCs include Armstrong Building Works Hawick; Hawick Flood Protection Scheme; Borders Union Bridge; Borders Innovation Park Building; Swinton Primary School - Early Years; St Ronans Primary School - Early Years.

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.

With regards to **Employment and Skills Opportunities**, in this reporting period six new jobs, which included one new apprenticeship and twenty-one work experience posts were realised from our projects. New job opportunities for unemployed people were

delivered from The Great Tapestry of Scotland Building in Galashiels; The new 3G Sports Facility at Melrose Rugby Club; The Domestic Abuse Community Support Service and The Short Term Vehicle Hire Framework.

The Construction Sector Skills Academy continues to provide a number of work experience opportunities for local unemployed people. This programme is delivered by the Job Centre in Galashiels and community benefit contract clauses contained in our third party contracts are used to facilitate two week work experience opportunities for candidates on the course. This arrangement has already led to a number of students securing full-time employment in the construction industry.

During this reporting period work experience has been provided on a range of contracts. These were Langlee Waste Transfer Facility; Linglee Mill Selkirk; Stirches Primary School Early Years Provision; Priorsford Primary School Early Years Provision; Knowepark Primary School Secure Accommodation; Burgh Primary School Secure Accommodation; Melrose 3G Sports Facility; Jedburgh Intergenerational Campus; Great Tapestry of Scotland Building and Home Energy Efficiency Programme.

Monitoring of all contracted community benefit clause is in place to ensure delivery is achieved.

COMMUNITY ACTION TEAM

IMPACT REPORT FOR QUARTER 2 JULY to SEPTEMBER 2019



APPENDIX 3: COMMUNITY ACTION TEAM

COMMUNITY ACTION TEAM

IMPACT REPORT FOR QUARTER 2 JULY to SEPTEMBER 2019



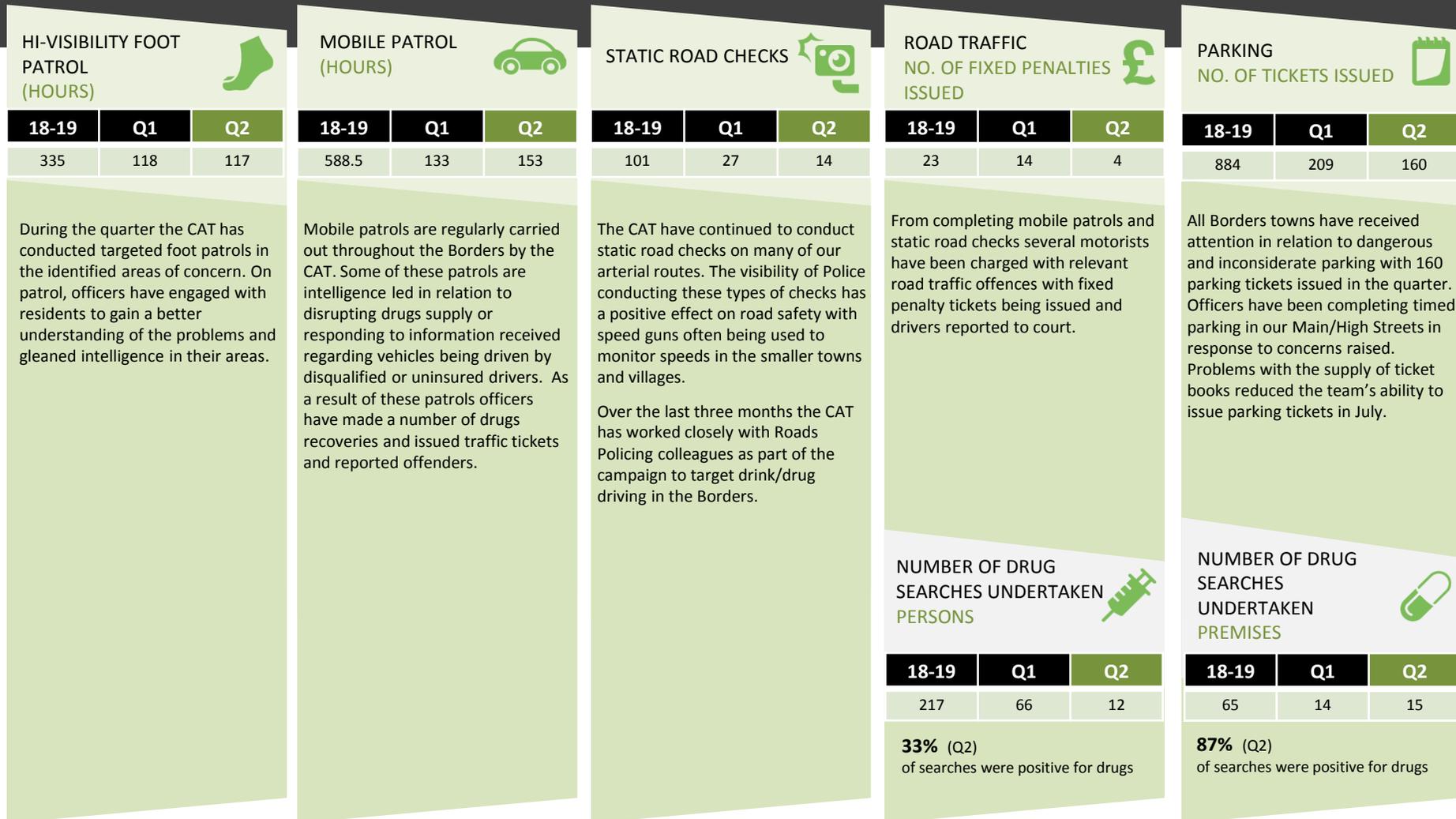
BERWICKSHIRE	CHEVIOT	EILDON	TEVIOT	TWEEDDALE
TASKING DURING PERIOD	TASKING DURING PERIOD	TASKING DURING PERIOD	TASKING DURING PERIOD	TASKING DURING PERIOD
<ol style="list-style-type: none"> Youth issues of antisocial behaviour in Eyemouth High Street during weekends. 	<ol style="list-style-type: none"> Reported youth issues in Shedden Park, Kelso. Several premises in Kelso are subject to monitoring for antisocial behaviour and potential licensing issues. 	<ol style="list-style-type: none"> CAT officers executed drugs warrants in Tweedbank in September. The CAT executed drugs warrants in Newtown St Boswells in July 	<ol style="list-style-type: none"> The CAT executed drugs warrants in Hawick in August. 	<ol style="list-style-type: none"> The CAT were present at cycling and crime prevention events in Peebles and Innerleithen. Antisocial driving issues in several locations in Peebles.
EVIDENCE OF IMPACT	EVIDENCE OF IMPACT	EVIDENCE OF IMPACT	EVIDENCE OF IMPACT	EVIDENCE OF IMPACT
<ol style="list-style-type: none"> Patrols carried out by CAT, alcohol seizures made and youths identified and charged with offences. Incidents numbers have reduced by 70% in September. 	<ol style="list-style-type: none"> CAT patrolled the area and addressed issues of antisocial behaviour. Licensed premises checks carried out in Kelso. 	<ol style="list-style-type: none"> Dealer amounts of drugs recovered and charges being progressed. Significant seizures of class A and class B drugs and charges brought. 	<ol style="list-style-type: none"> Significant amounts of class A and class B drugs were recovered and charges brought. 	<ol style="list-style-type: none"> Positive response from event organisers, supporters and local businesses. CAT are currently investigating issues and building a case in respect of individuals engaging in antisocial driving.

COMMUNITY ACTION TEAM (CAT) ACTIONS																				
	Q1	Q2	Q3	Q4																
Raised in Quarter	5	2			5	5			5	6			3	7			2	6		
Accepted in Quarter	3	2			2	3			3	5			3	4			1	5		

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

COMMUNITY ACTION TEAM

IMPACT REPORT FOR QUARTER 2 JULY to SEPTEMBER 2019





APPENDIX 4: PERFORMANCE INDICATOR SCHEDULE

OUR PLAN for 2018-23 and your part in it

PERFORMANCE INDICATORS SCHEDULE



Our Services For You

Indicators	Quarterly (#Exec)	Annual (*LGBF)
Planning Application Times	•	Bus & Ind
Planning Application numbers	•	
Cost Per Planning Application		•
Waste Treatment/Recycling Rates	•	Household
Adult Satisfaction - refuse collection		•
Net cost of waste collection per premise		•
Net cost of waste disposal per premise		•
Energy Consumption & Costs By Fuel Type	•	
Road Casualties - Killed & Seriously Injured	•	
Housing Benefits Processing Times	•	
Welfare Benefits - Referrals & Monetary Gain	•	
Customer Interactions By Channel	•	
Council Tax - Collection Levels	•	•
Cost per dwelling of collecting council tax		•
Operation Buildings % - Suitable for current use / Satisfactory Condition		•
Capital Receipts Generated	•	
Properties Surplus / Marketed / Under Offer	•	
Complaints - % Within Timescale	•	
Complaints - Days to respond	•	
Complaints - Numbers	•	

Indicators	Quarterly (#Exec)	Annual (*LGBF)
FOI's Received & Completed on Time	•	
Social Media Engagements By Type	•	
Assessor Performance	•	
Gender pay gap		•
Highest paid 5% employees who are women		•
Sickness absence days - non teacher		•
Sickness absence days - teacher		•
Support services as a % of total gross expenditure		•
Adult Satisfaction - Libraries / Parks & Open Spaces / Museums & Galleries / Leisure Facilities		•
Cost of parks & open spaces per 1,000 popn		•
Cost per attendance - Sports / Libraries / Museums		•
% Roads that should be considered for maintenance treatment by Class	Annual Overall	•
Adult Satisfaction - street cleaning		•
Cost of roads per kilometre		•
Cost per 1,000 population -Trading Standards / environmental health		•
Net cost of street cleaning per 1,000 population		•
Street Cleanliness Score		•

OUR PLAN for 2018-23 and your part in it

PERFORMANCE INDICATORS SCHEDULE



Independent, Achieving People

Indicators	Quarterly (#Exec)	Annual (*LGBF)
School Attendance Rate(s)	•	•
School Exclusions Rates(s)	•	•
School attendance rate (Looked After Children)		•
School exclusion rates ('looked after children')		•
Schools/Nurseries inspected	•	
Resident Satisfaction - Schools		•
Cost per Pupil By School Type (Pri/Sec/Pre)		•
Funded early years provision which is graded good/better		•
Children meeting developmental milestones		•
Pupil Attainment - Deprived Areas By Level		•
Pupil Attainment By Level	Annual	•
Pupil Attainment By SIMD Quintile		•
Pupils Positive Destinations		•
Participation rate for 16-19 year olds	Annual	•
Child - Inter-agency Referral Discussions	•	
Looked After Children - Number	•	
Looked After Children - Placement	•	Community
Looked After Children - Gross Costs - Residential / Community		•
Looked After Children - more than 1 placement in the last year		•
Number on Child Protection Register	•	
Child protection re-registrations		•

Indicators	Quarterly (#Exec)	Annual (*LGBF)
Community Learning & Development - Achievement	Annual	
Community Learning & Development - Participation	Annual	
Community Learning & Development - Progression	Annual	
Modern Apprentices - Council Employment	•	
Adults 65+ receiving care at home	•	•
Adults supported at home - agree that services/support had an impact in improving/maintaining quality of life		•
Home care costs per hour 65+		•
Residential costs per week 65+		•
Clients using the Self Directed Support approach	•	
Bed Days - Delayed Discharges / Emergency Admissions 75+	•	
Adult Protection - Concerns & Investigations	•	
Adult Satisfaction - Care or Support		•
Direct Payments + Managed Personalised Budgets spend on adults 18+ as a % of total social work spend on adults 18+		•
Domestic Abuse - Referrals / Incidents / MARAC	•	
Anti-Social Behaviour - Numbers / Early Interventions / Monitored	•	
Group 1-5 Crimes Numbers	•	
Mediation - Referrals & Improvement	•	

OUR PLAN for 2018-23 and your part in it

PERFORMANCE INDICATORS SCHEDULE



A Thriving Economy, With Opportunities For Everyone

Indicators	Quarterly (#Exec)	Annual (*LGBF)
Business Gateway - Businesses Supported	•	
Business Gateway - Start Ups	•	per 10k popn
Invoices paid within 30 days	•	•
Occupancy Rates of Industrial and Commercial Units	•	
Immediately available employment land as a % of total land allocated for employment purposes in the local dev plan		•
Procurement Capability Improvement Programme Score	Annual	
% of procurement spend spent on local enterprises		•
Scottish Borders Business Fund - Number / Value of grants	•	
Employment Rate & Claimant Count	•	
Unemployed people assisted into work - council operated / funded employability programmes		•
Investment in Economic Development & Tourism per 1,000 Population		•
Proportion of people earning less than the living wage		•
Proportion of properties receiving superfast broadband		•
Town Vacancy Rates		•
Capital Project Summary	•	

Empowered Vibrant Communities

Indicators	Quarterly (#Exec)	Annual (*LGBF)
Asset Transfers	•	
Participation Requests	•	
Volunteer Hours	•	
Community Fund - Value of Funding By Locality	•	
Neighbourhood Small Schemes Fund - value awarded	•	
Community Resilience Plans by Stage	•	
SB Alert Registration Numbers	•	
Community Benefit Clauses - Contracts / Employment & Skills Opportunities	•	