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## **SCOTTISH BORDERS COUNCIL'S QUARTER 1 2022/23 PERFORMANCE INFORMATION**

**Director - People, Performance & Change**

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### **EXECUTIVE COMMITTEE**

**13 September 2022**

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#### **1 PURPOSE AND SUMMARY**

- 1.1 This report presents a summary of Scottish Borders Council's Quarter 1 2022/23 performance information.**
- 1.2 The information contained within this report will be made available on the SBC website: [www.scotborders.gov.uk/performance](http://www.scotborders.gov.uk/performance)

#### **2 RECOMMENDATIONS**

##### **2.1 I recommend that the Executive Committee:-**

- (a) Notes the Quarter 1 2022/23 Council Plan Performance Report in Appendix 1**
- (b) Notes the Quarter 1 2022/23 Community Action Team Performance Report in Appendix 2**
- (c) Notes the Quarter 1 2022/23 Performance Indicators summary in Appendix 3.**
- (d) Notes the approach being taken for the performance indicators as detailed in section 3.5 of this report**

### **3 BACKGROUND TO SBC PERFORMANCE REPORTING 2022/23**

#### **Council Plan Performance Report**

3.1 SBC approved a revised Council Plan for 2022/23 in February 2022. The revised Council Plan focuses on 6 different themes:

1. Clean, green future
2. Fulfilling our potential
3. Strong inclusive economy, transport and infrastructure
4. Empowered, vibrant communities
5. Good health and wellbeing
6. Working together improving lives

3.2 The revised Council Plan presents the key milestones planned for delivery in each quarter along with the plan outcomes.

3.3 The quarterly Council Plan Performance Report has been changed to reflect the new plan approach and has also been re-designed to present the information in a simpler and more visual based style. It is shown in Appendix 1.

#### **Community Action Team Performance Report**

3.4 The Community Action Team Performance Report has been updated to reflect Quarter 1 2022/23. It is shown in Appendix 2.

#### **Performance Indicators**

3.5 The 2022/23 performance indicators are the same as those used in 2021/22.

A project will take place to review and revise all performance indicators over the remainder of this year. This will include a close look at options available for benchmarking.

A summary of the performance indicators will be provided to the Executive Committee quarterly with anything of note being flagged. The indicators will be reported on in full in the annual performance report.

For the remainder of 2022/23 performance indicators will be presented to Portfolio holders on a quarterly basis to discuss and review at their meetings with Directors.

The Quarter 1 2022/23 performance indicator information is shown in Appendix 3.

### **4 COUNCIL PLAN – SUMMARY OF PERFORMANCE**

4.1 Progress against the milestones this quarter has been positive and work continues on progressing a number of the long-term workstreams.

## **5 COMMUNITY ACTION TEAM – SUMMARY OF ACTIVITY AND IMPACT**

5.1 An infographic summary on the impact of the Community Action Team (CAT) is provided at Appendix 2.

During Q1 of 2022/23 the CAT has:

- Carried out 254 hours of High Visibility foot patrols and 1,589 hours of mobile patrols;
- Carried out 64 static road checks;
- Issued 121 parking tickets;
- Carried out 34 Person Drug searches (62% positive) and 13 Premises Drug searches (93% positive);

## **6 PERFORMANCE INDICATORS**

Items of note:

- (a) The average recycling rate at the community recycling centres has increased by 1.3%. This is due to increased recycling of materials from the waste stream by the Council's waste treatment contractor and an increase of green waste, rubble and wood being taken to the recycling centres.
- (b) There has been an 8% reduction in the number of FOI and EIR requests being completed on time. Action has been taken to address this including:
  - Holding workshops to understand the factors contributing to delays across the council
  - Changing focus from completing reds to completing ambers
  - Amending the processes the Council uses to speed-up responses
  - Continuing to explore options for digital input to create automatic workflow
- (c) There has been a 24.6% decrease in referrals to the Domestic Abuse Services compared to this time last year. This change is being closely monitored to see there is an identifiable reason for the decrease.
- (d) There has been a 38.2% decrease in the number of people being monitored for antisocial behaviour. This is seen as a positive output of the 9.3% increase in early interventions compared to this time last year.

## **7 IMPLICATIONS**

### **7.1 Financial**

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

## **7.2 Risk and Mitigations**

Effective performance management arrangements will ensure that services, and those providing services on behalf of SBC, are aware of any weaknesses and can take corrective action in a timely manner, therefore mitigating any risks more effectively. The Council's Risk Management Policy and framework ensures that all services, and services delivered by third parties, identify and manage risks to the achievement of their objectives, with senior management providing appropriate levels of oversight. Performance should be enhanced by having robust risk management arrangements in place. In response to the Best Value Assurance Audit of SBC during 2019, a Best Value Audit Action Plan was created. Progress with this Action Plan, designed for strengthening SBC's approach to performance reporting, has been previously reported to the Audit Committee and continues to be prioritised by the Strategic Leadership Team.

## **7.3 Integrated Impact Assessment**

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

## **7.4 Sustainable Development Goals**

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

## **7.5 Climate Change**

There are no significant Climate Change effects arising from the proposals contained in this report.

## **7.6 Rural Proofing**

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

## **7.7 Data Protection Impact Assessment**

There are no personal data implications arising from the proposals contained in this report.

## **7.8 Changes to Scheme of Administration or Scheme of Delegation**

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

# **8 CONSULTATION**

8.1 The Director - Finance & Corporate Governance, the Monitoring Officer/Chief Legal Officer, the Chief Officer Audit and Risk, the Director - People, Performance & Change, the Clerk to the Council and Corporate Communications have been consulted and any comments received incorporated into the final report.

8.2 The Strategic Leadership Team have been consulted on this report and any comments received incorporated into the final report.

**Approved by**

**Clair Hepburn**

**Director - People, Performance & Change Signature .....**

**Author(s)**

| Name            | Designation and Contact Number                       |
|-----------------|--|
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**Background Papers:**

**Previous Minute Reference:** 14 June 2022

**Note** – You can get this document on tape, in Braille, large print and various computer formats by contacting the address below. You can also be given information on other language translations as well as the provision of additional copies.

Contact us at Policy, Planning & Performance, Scottish Borders Council Headquarters, Newtown St Boswells, Melrose, [performance@scotborders.gov.uk](mailto:performance@scotborders.gov.uk)