



SCOTTISH BORDERS COUNCIL

PERFORMANCE REPORT

Q2-2022/23 INDICATORS



Clean, green future



Fulfilling our potential



Strong inclusive economy, transport and infrastructure



Empowered, vibrant communities



Good health and wellbeing



Working together improving lives



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Q2 Performance Indicators

This report shows a highlight of the Quarter 2 Performance Indicators. Each Indicator is linked to the Council Plan Theme that they contribute towards.

Following feedback from Q1 all indicators are shown in the report in a revised format. The revised format aims to highlight areas of positive change and those we're working to improve, and summarise those indicators that are remaining consistent.

A key has been developed to show the overall trends and also to show our position on those Performance Indicators that have remained consistent.

Key:

- **Positive** (we are pleased with this level of performance)
- **Neutral or Business as Usual** (we are satisfied with the level of performance we are seeing and it is continuing in a consistent fashion, or this indicator shows a measure of activity in this area which is useful information)
- **Working to Improve** (we would like our level of performance to improve in this area)

Following on from the new style of the Council Plan and the presentation of the Key Milestones in Q1, this Performance Indicator report continues along this path.

CLEAN GREEN FUTURE

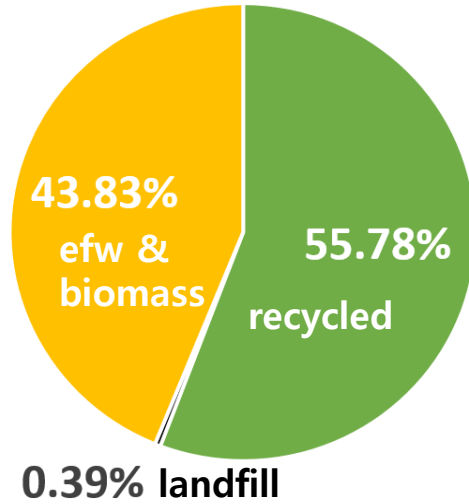
PRIORITY: Accelerate action to adapt to and mitigate the effects of climate change and extreme weather



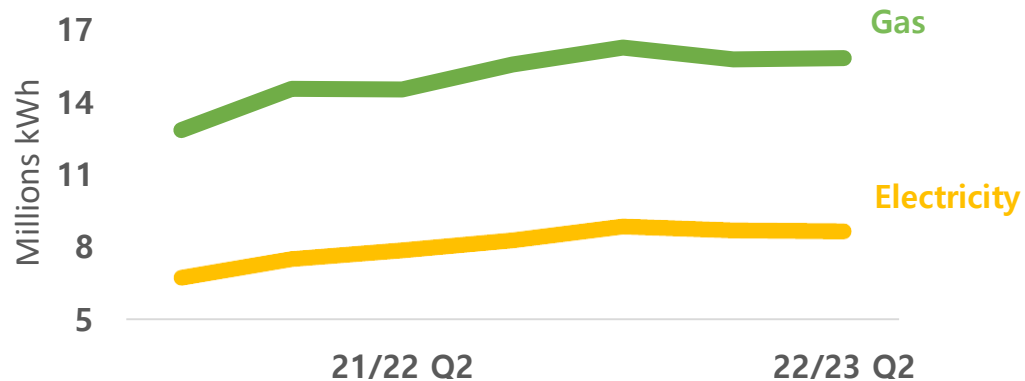
Did you know?

More than **55%** of our household waste is **recycled**, and less than 1% goes to landfill.

The remainder goes to a mixture of energy from waste and biomass where it is burnt to generate electricity and heat ●



Energy Consumption has re-established post covid and levelled off in the last 2 quarters ●



Remaining Consistent

Service	Indicator	Q2 22/23	Status
Waste	Annual Household Recycling Rate	55.78%	●
	Annual Household Waste Landfilled Rate	0.39%	●
	Annual Household Waste to Other Treatment	43.83%	●
	Annual Average Community Recycling Centre Recycling Rate	77.83%	●
Energy Services	Electricity Consumption	1,387,697 kWh	●
	Gas Consumption	1,391,493 kWh	●

Key: ● Positive ○ Neutral or Business as Usual ● Working to Improve

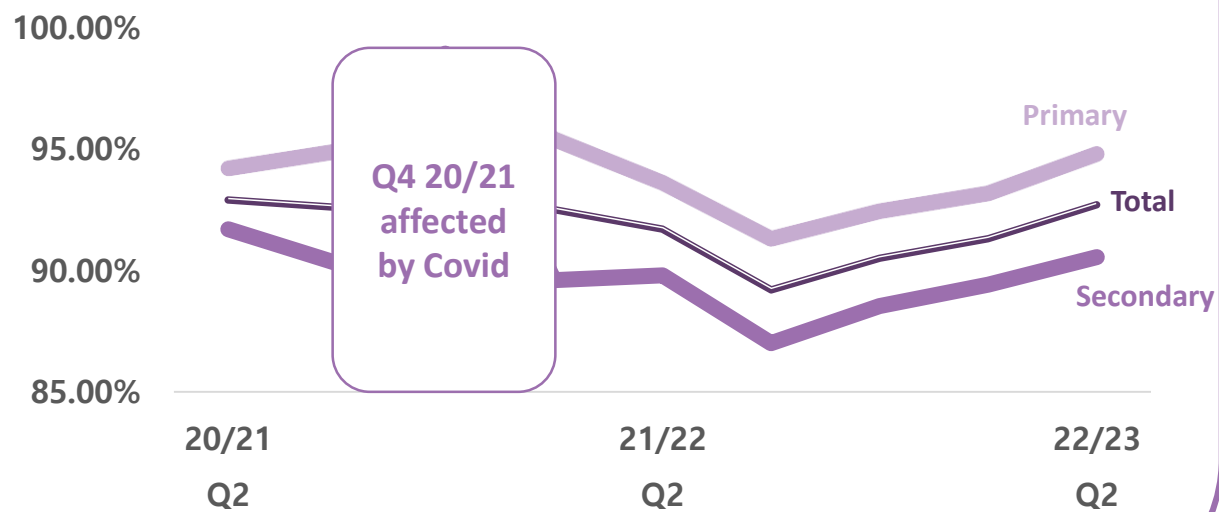
FULFILLING OUR POTENTIAL

PRIORITY: Empower communities and schools to deliver a high quality education focused on excellence, equity, wellbeing and improved outcomes for children and families



Where we've seen positive change

Attendance has been **consistently improving** in both Primary and Secondary Schools over the last year ●



Remaining Consistent

Service	Indicator	Q2 22/23	Status
Education	Number of Exclusion Incidents – Primary Schools	2	○
	How many primary school pupils were excluded?	2	○
	Number of Exclusion Incidents - Secondary Schools	20	○
	How many secondary school pupils were excluded?	19	○
	Number of Exclusion Incidents – Primary and Secondary Schools	22	○
	How many primary and secondary school pupils were excluded?	21	○
	Number of Schools/Nurseries inspected per Quarter	0	○
Modern Apprentices	New Modern Apprentices employed by SBC	28	●
	Current Modern Apprentices employed within SBC	61	●
	Modern Apprentices securing SBC employment after apprenticeship Cumulative Year to Date	19	●

Key: ● Positive ○ Neutral or Business as Usual ● Working to Improve

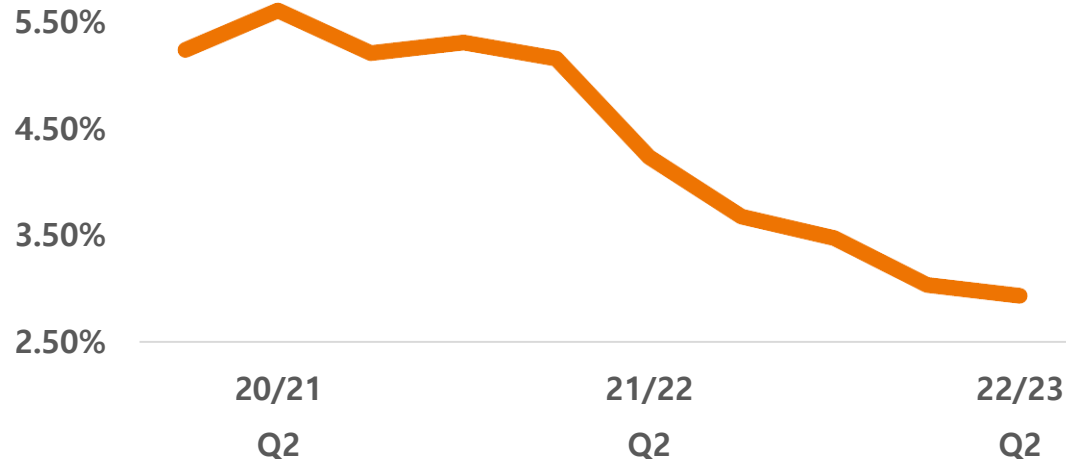
STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

PRIORITY: Deliver the key economic development programmes for our region - the South of Scotland Regional Economic Strategy, Borderlands Inclusive Growth Deal and the Edinburgh and South East Scotland City Region Deal and Regional Prosperity Framework - making our economy stronger, greener and more sustainable.



Areas where we've seen positive change

The **Working age population (16 - 64)** Claimant Count (including Universal Credit and JSA) has consistently **reduced** over the past 2 years ●



Remaining Consistent

Service	Indicator	Q2 22/23	Status
Community Benefit Clauses	Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included	10	○
	Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC)	23	○
Major Capital Projects	RAG status is "Green"	11	○
	RAG status is "Amber"	6	○
	RAG status is "Red"	0	○
Working Age Population	Working age population (16 - 64) employment rate	*74.4%	○
	Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)	4.33%	○

* Please Note that there is a lag of one Quarter for data provided re employment rates

Key: ● Positive ○ Neutral or Business as Usual ● Working to Improve

STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

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Remaining Consistent

Customer Advice & Support – Financial Inclusion

The 3 indicators are all **Remaining Consistent**. However, there have been delays with DWP dealing with appeals and these figures all **expected to increase** in the last 2 Quarters of the year ○



Remaining Consistent

Service	Indicator	Q2 22/23	Status
Customer Advice & Support - Financial Inclusion	Number of People referred in the quarter	261	○
	Monetary Gain for cases closed in the quarter	£871.3k	○
	Cumulative Monetary Gain for cases closed in the year to date	£1.687m	○
Customer Advice & Support – Housing Benefit	New Claims (Avg No. of Days to process)	19.84	●
	Change Events (Avg No. of Days to process)	8.73	●
Business Gateway	Total number of start-up customers who have begun trading (Business Gateway)	56	○
	Number of clients attending start-up workshops/seminars (Business Gateway)	88	○
Economic Dev & Procurement	Occupancy Rates of Industrial and Commercial Units	89%	○

Key: ● Positive ○ Neutral or Business as Usual ● Working to Improve

EMPOWERED VIBRANT COMMUNITIES

PRIORITY: Support and empower people to achieve strong, active, resilient and sustainable communities and realise opportunities for improving people's lives.



Remaining Consistent

Service	Indicator	Q2 22/23	Status
Community Funding	The number of people carrying out volunteer work with SBC	268	○
Community Resilience	SB Alert - No. of people registered	6935	○
	No. of Active community resilience plans (cumulative)	45	○
	No. of Progressing community resilience plans (cumulative)	13	○

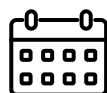
SBC now **turning requests around** for Neighbourhood Small Schemes Fund in a **tighter timescale** and more **timeously**



Remaining Consistent

Service	Indicator	Q2 22/23	Status
Community Funding – Value of Funding Awarded	Total Scottish Borders	£42k	○
	Berwickshire	£9.5k	○
	Cheviot	£2.5k	○
	Eildon	£30k	○
	Teviot & Liddesdale	£0	○
	Tweeddale	£0	○
	Borderswide	£0	○
	Neighbourhood Small Schemes Fund – Total value of funds awarded (cumulative)	£202.1k	●

SBC Emergency Planning are about to embark on a process where all resilience plans will be **updated** over the **next 6 months to a year**



Key: ● Positive ○ Neutral or Business as Usual ● Working to Improve

EMPOWERED VIBRANT COMMUNITIES

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Where we've seen positive change

There has been **one** Asset Transfer Request **received** this quarter. **One** was received in 2021/22 and **three** were received in 2020/21 ●



There has been one Participation Requests **agreed** this quarter.

This request was received last quarter from Scottish Borders Community Councils' Network (**SBCCN**).

This is the first request that has been received and agreed since the end of **2019/20** ●



Asset Transfers and Participation Requests

Service	Indicator	Q2 22/23	Status
Community Funding - Asset Transfers	Number of Requests Received	1	●
	Number of Requests Agreed	0	○
	Number of Requests Refused	0	○
Community Funding - Participation Request	Number of Requests Received	0	○
	Number of Requests Agreed	1	●
	Number of Requests Refused	0	○

Key: ● Positive ○ Neutral or Business as Usual ● Working to Improve

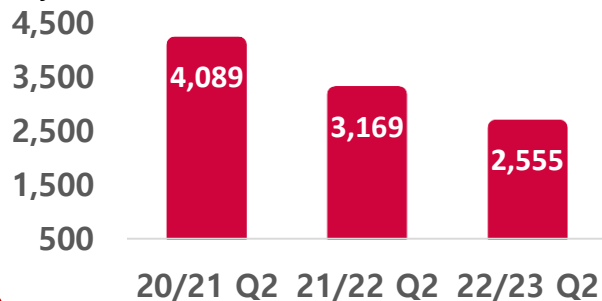
GOOD HEALTH AND WELLBEING

PRIORITY: The people of the Scottish Borders have the opportunities and are supported to take control of their health and wellbeing, enjoying a high quality of life.

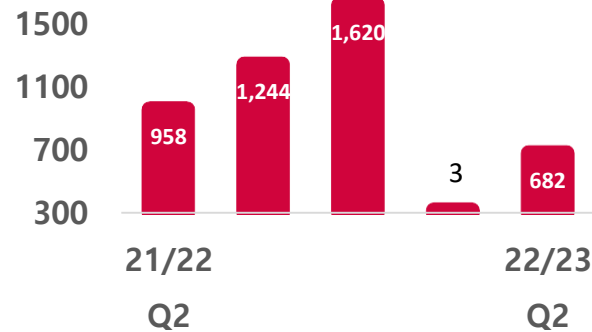


Where we've seen positive change

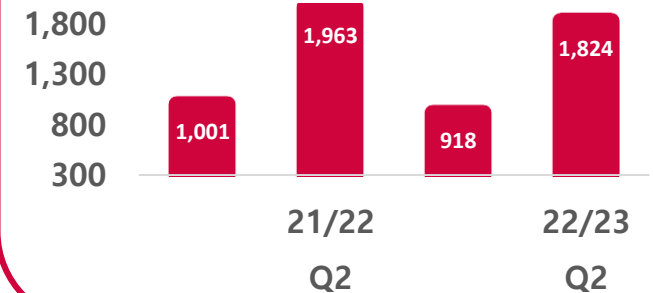
The number of **Anti-Social Behaviour** incidents reported this year is **lower** than the previous 2 years ●



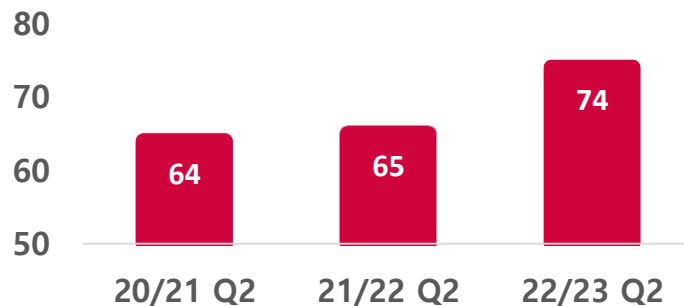
There has been a **decrease** in the number of cases monitored for **Anti-Social Behaviour** ●



There has been a **decrease** in the Number of **Group 1-5 recorded crimes & offences** in the year to date ●



The number of **High Risk Domestic Abuse cases** discussed at Multi Agency Risk Assessment Conference this year is **higher** than the previous 2 years ●



14 Referrals for **Mediation** have been received so far this year. **2** of these Referrals have been progressed and both of these have reached an agreement.

Data relating to Mediation Services is currently being collected on and will be fully reported in future reports

Key: ● Positive ○ Neutral or Business as Usual ● Working to Improve

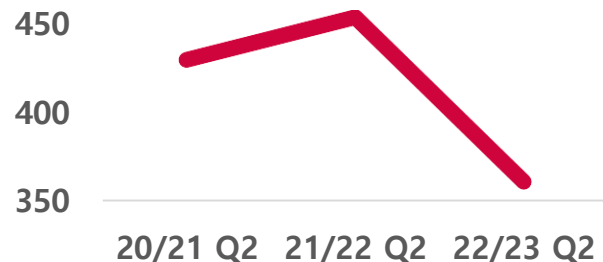
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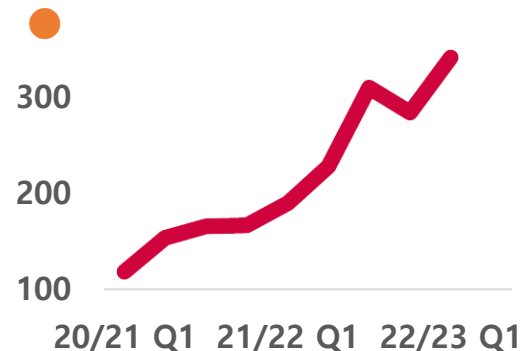


Working to improve

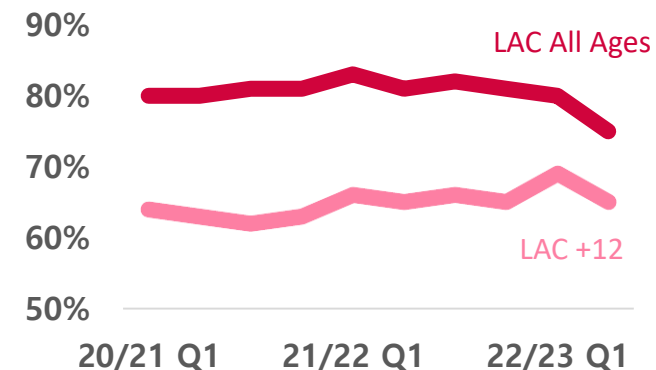
There has been a **decrease** in the number of **Anti-Social Behaviour Early Interventions** in the year to date ●



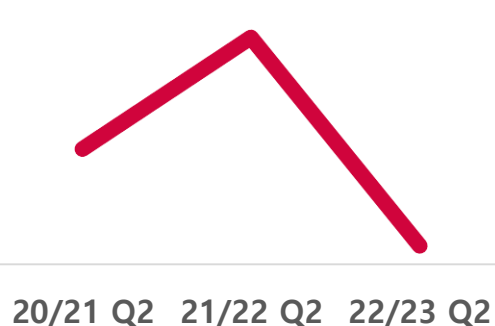
The number of bed days associated to **Delayed Discharges** have continued to **increase** (NHS data) ●



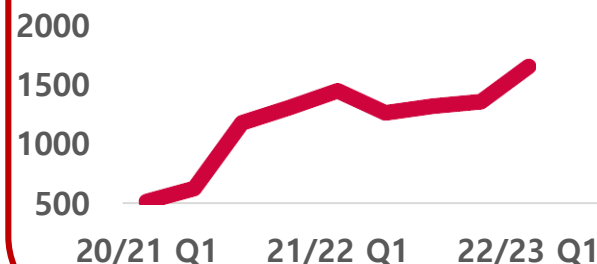
There has been a **reduction** in LAC Children in **Family Based Placements** ●



There has been a **reduction** in the number of **referrals** made to the **Domestic Abuse Service** in the year to date ●



The number of bed days associated to **Emergency Admissions** have continued to **increase** (NHS data) ●



The % of Looked After Children aged 12+ in family based placements has been in the mid-to-high 60s since January 2020.

The **target of 80%** was last achieved in **March 2012**, with a gradual decline since.

The target of 80% for all ages of Looked After Children has **not been achieved** for the first time since it was introduced in March 2013. There has been a gradual decline in from a high of 90% in February 2019.

GOOD HEALTH AND WELLBEING

PRIORITY: The people of the Scottish Borders have the opportunities and are supported to take control of their health and wellbeing, enjoying a high quality of life.



Remaining Consistent

Service	Indicator	Q2 22/23	Status
Social Work C&F	Number of Looked After Children (LAC)	195	○
	Number of Inter-agency Referral Discussions (IRDs) held about a child	126	○
	Number of children on Child Protection Register	48	○
Adult Protection	Number of Concerns	77	●
	Number of Investigations	55	●

Remaining Consistent

Service	Indicator	Q2 22/23	Status
Economic Development & Procurement	Additional homes provided affordable to people in the Borders, based on our wages?	32	○
Safer Communities	Number of reported incidents of domestic abuse (cumulative)	610	○
	The percentage of individuals who were satisfied with the Mediation Intervention on exit from the service (Cumulative)	0%	*

* Please Note that this is a new PI so a trend cannot be ascertained

Road Incidents

Based on unvalidated data, unfortunately there was one fatality as the result of a road accident in the Scottish Borders in Quarter 2 of 2022. This is one less than the preceding 3 month period and in line with the corresponding quarter 2 in 2021

There were 9 people seriously injured as a result of road accidents in the Scottish Borders in Quarter 2 of 2022. This is 10 down on the equivalent period in 2021 and five down on the previous quarter. The figure of 9 is also ahead of the figure of below the level (13.9) required to meet the revised national reduction targets for the area.

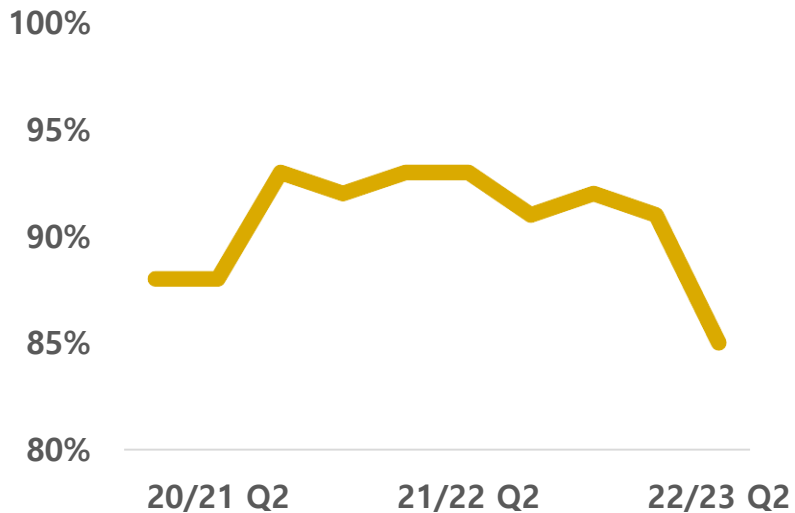
WORKING TOGETHER, IMPROVING LIVES

PRIORITY: Ensure that Scottish Borders Council is effective, sustainable, responsive and aligned to the needs and priorities of our communities.



Working to improve

A **lower** percentage of new properties are being added to the **Council Tax Valuation List** ●



The **Complaints** figures can be improved upon and it is expected, long term, that an improvement will be seen.

The new **Jadu process** for complaints is now live and will help to **facilitate** this **improvement**.

Remaining Consistent

Service	Indicator	Q2 22/23	Status
Complaints Handling	Average times: the average time in working days to respond to complaints at stage one	5.42	●
	Performance against timescales: the number of complaints closed at stage one within 5 working days as % of total number of stage one complaints	78.95%	●
	Average times: the average time in working days to respond to complaints at stage two	20.81	●
	Performance against timescales: the number of complaints closed at stage two within 20 working days as % of total number of stage two complaints	76.19%	●
	Average times: the average time in working days to respond to complaints after escalation	19.57	●
	Performance against timescales: the number of escalated complaints closed within 20 working days as a % of total number of escalated stage two complaints	71.43%	●
	Number of Complaints Closed	215	●

Key: ● Positive ○ Neutral or Business as Usual ● Working to Improve

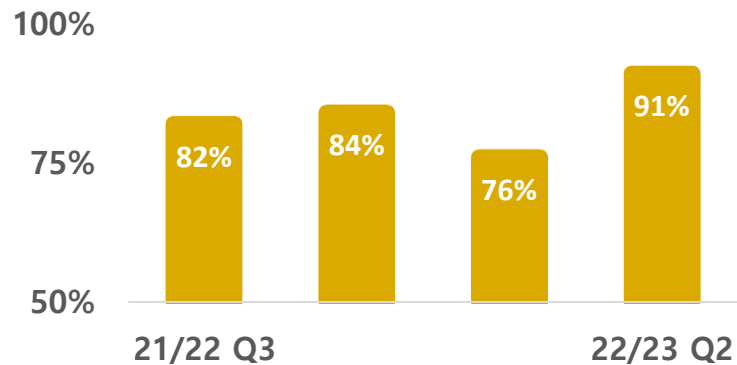
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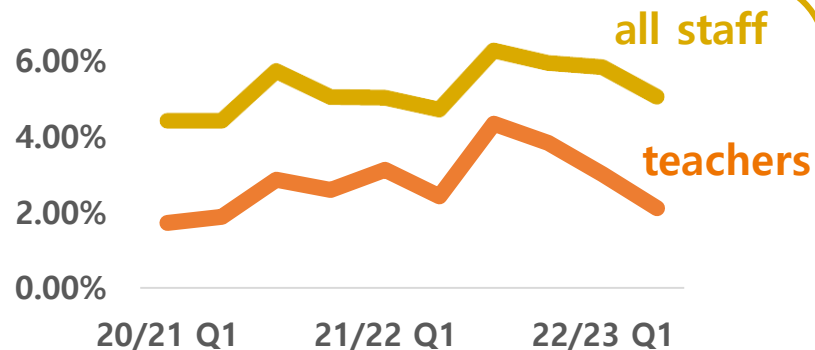


Where we've seen positive change

There has been an **increase** in the number of **Freedom of Information Requests completed on time** ●



There has been a **reduction** in **staff absence rates** ●



Remaining Consistent

Service	Indicator	Q2 22/23	Status
Social Media	Number of Facebook Engagements	35.8k	○
	Number of Twitter Engagements	5.5k	○
Council Tax	Council Tax – In Year Collection Level	56.97%	○
Property	Capital Receipts Generated (cumulative)	£134k	○
	Properties surplus to requirements	17	○
	Properties actively being marketed	11	○
	Properties progressed to "under offer"	11	○
Assessor	Valuation Roll (Non Domestic)-Time taken to amend the valuation roll to reflect new, altered or demolished properties	64%	○
Economic Dev & Procurement	% of Invoices paid within 30 days	93%	●
Freedom of Information	FOI Requests Received	261	○