



SCOTTISH BORDERS COUNCIL

PERFORMANCE REPORT

Q2 2023/24 MILESTONES & PERFORMANCE INDICATORS



Clean, green future



Fulfilling our potential



Strong inclusive economy, transport and infrastructure



Empowered, vibrant communities



Good health and wellbeing



Working together improving lives

Introduction



This is the Quarter 2 Performance Report for the 2023/24 Council Plan. It presents the Council's progress against the Key Milestones set out for Quarter 2 and provides an update on the Council's Performance Indicators. The report is structured into the 6 themes of the Council Plan.

For each theme the progress against key milestones is shown alongside the desired outcome or outcomes that it is contributing towards. Detail is then provided on the theme's performance indicators that are noted as being particularly positive, or areas of focus for improvement. All performance indicators are then summarised in a table, with the progress of each indicator identified as either positive, neutral, focus for improvement or for information only. Further detail on each indicator can be found in the Public Performance Dashboard on our website: [Our performance as a Council: 2018-19 onwards | Scottish Borders Council \(scotborders.gov.uk\)](https://www.scotborders.gov.uk/our-performance-as-a-council-2018-19-onwards)

Indicators showing a **notable improvement**, or where the performance indicates a particularly **positive** position are shown in charts coloured in **green**

Indicators showing a notable **reduction** in performance, or where there is a **focus for improvement** are shown in charts coloured in **orange**

Performance Indicators Key

There has been a consistent **increase** in the number of people Registered for SB Alert



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



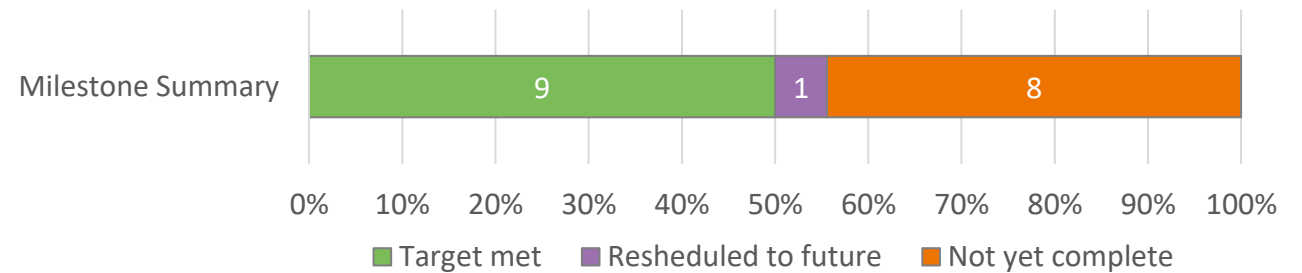
● Positive	There has been a notable improvement, or the data indicates a particularly positive position
○ Neutral	There has been no significant change since the previous review, and progress is satisfactory or as expected
● Focus for Improvement	There has been a notable reduction in performance, or the data suggests a position that we will be focusing on for improvement
í Information only	The indicator shows data for information purposes only

Summary



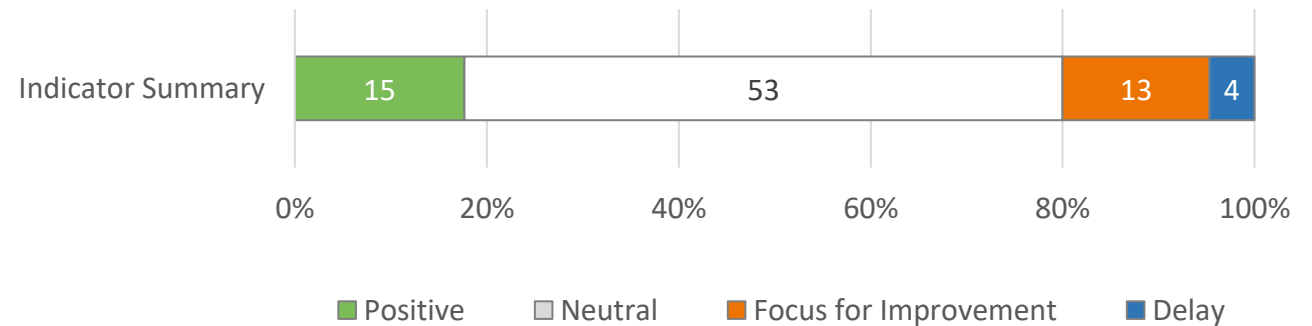
Key Milestones

The 18 milestones reported in this quarter shows that 9 of them have been achieved as planned. There was 1 milestone which has been rescheduled to a future quarter and there were 8 milestones which have been partly completed and work will continue on them.



Performance Indicators

Of the 90 indicators presented 68 are in a good position of which 15 are particularly positive. 13 are highlighted as areas of focus for improvement and there is a delay in receiving the latest information for 4 of them. 9 information only figures which provide context to some of the performance indicators are also shown in the report.



Clarifications

- Please note that in Quarter 1 we reported that the extension of free school meal provision to all Primary School Children would be completed in Q2 but due to a change of policy from the Scottish Government, this has now been put on hold
- Please note that the Complaints figures have changed slightly from those reported in Quarter 1. The change has been reflected in this report.

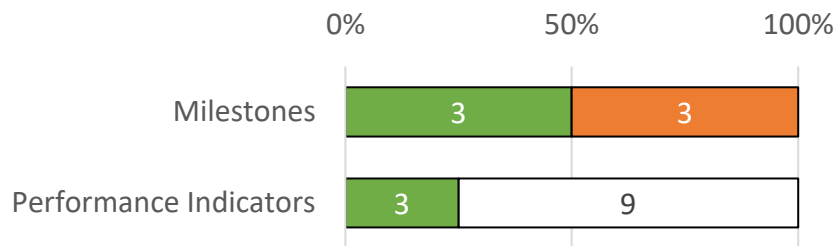


Summary of Performance Year to Date

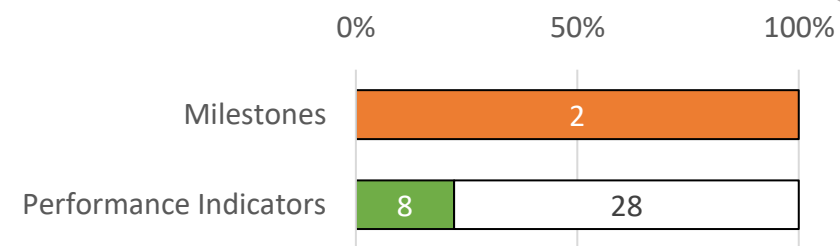
For the milestones green indicates that the milestone was achieved as planned; orange reflects milestones that have not been completed as planned, or that have been rescheduled for a future date. For performance indicators green shows areas where performance has been notably positive; white reflects areas that are performing as we would expect, and orange indicates performance levels that are a focus for improvement.



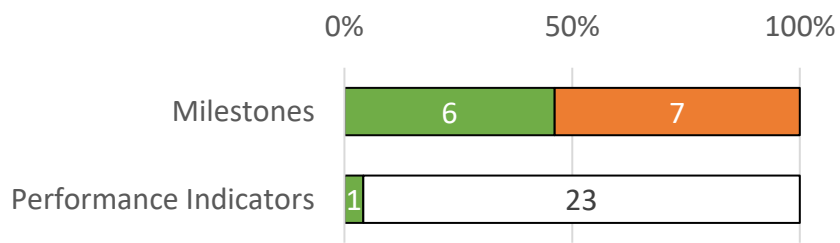
Clean, green future



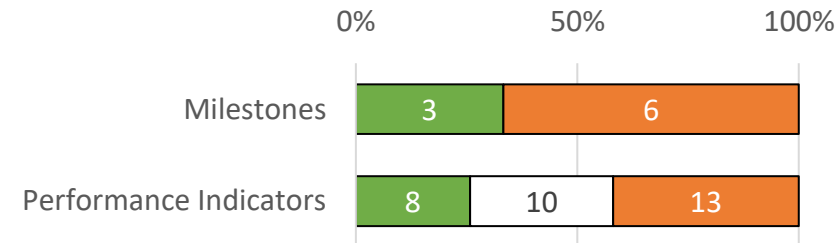
Empowered, vibrant communities



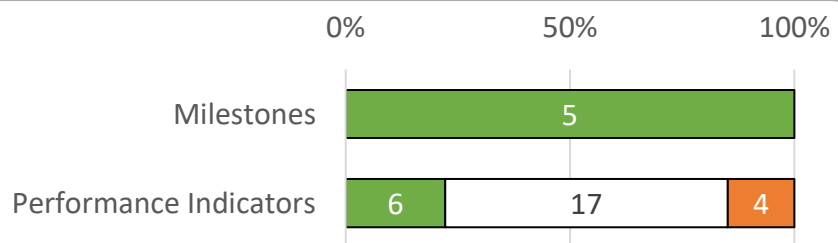
Fulfilling our potential



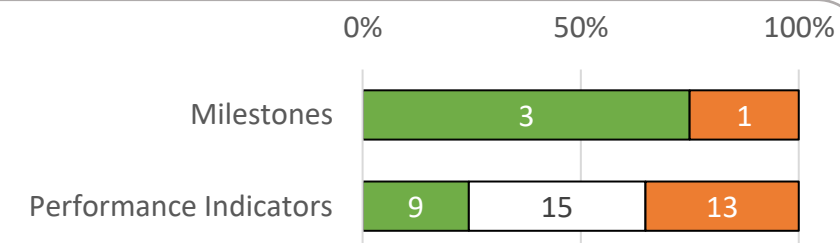
Good health and wellbeing



Strong inclusive economy, transport and infrastructure



Working together improving lives




CLEAN GREEN FUTURE

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



Complete an extreme weather assessment of key coastal infrastructure and bridges

This action will be completed in Q2 2024/25

Bridge General Inspections  **continue** to check for effects of extreme weather



Main coastal assets between **Eyemouth** and **Burnmouth** were subject to an **Asset Condition Assessment**

Part of the **Eyemouth Coastal Study**

Wider coastline is currently under assessment as part of the **Berwickshire Coastal Change Adaptation Plan**

As part of this a number of **triggers** will be **highlighted** such as:



- **actions** to alter a structure
- **changes** to guidance or local policy

Roll out a Schools Resource Pack to all primary schools that promotes sustainability, recycling, and eco-friendly practices linked to the Curriculum for Excellence

Resource developed **jointly** by:

- SBC's **Waste** Services
- SBC's **Education** Department
- **Levenseat** Ltd



Milestone has been **completed** 

Fantastic Resource for teachers and pupils:



- Online Games
- Lesson plans linked to curriculum for excellence

Aim to **increase awareness** amongst Young People about:



- importance of recycling
- what can be recycled
- what happens to the waste in your general waste bin

Resource launched earlier in the year by an **online** Waste & Recycling **lesson** held in conjunction with SBC's Inspire Learning Team 

Levenseat Ltd: Waste Management Company used by SBC

Desired Outcomes linked to this Milestone

- Services and infrastructure that are ready to meet the needs of our communities in the face of climate change and extreme weather events

Desired Outcomes linked to this Milestone

- Enable change through increased public understanding of the need to change our behaviour around how we use resources and the need for increased resilience across our communities

CLEAN GREEN FUTURE

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



Working with partners and key regional stakeholders develop a delivery plan to retrofit domestic housing, which builds on current retrofit schemes

SBC were awarded **£1.8m EES:ABS funding** across **23/24** to support **retrofit** energy efficiency improvements and **renewable** technologies targeted at properties in **fuel poverty**



Successful
22/23
EES:ABS
delivery

For the 3 full financial years **since 2020/21** SBC have:



- Supported **430** households
- Installed **612** measures

Contractors will **support** community benefit activities within the **region**



3 schemes across the region **identified** and **initiated** delivering:

- Air Source Heat Pumps
- Solar PV
- Battery Storage



Also a wider regional **Internal Wall Insulation** for potentially **140** properties

These measures will:

- **increase** the **energy efficiency** of homes
- **raise** the **EPC rating**
- **raise** the levels of **affordable warmth**

EES:ABS : Energy Efficient Scotland: Area Based Scheme

Complete review of the Council's greenspace maintenance operations to identify opportunities for improved environmental management

This action will be completed in Q4

Grass Management Review paper going to Exec in **November 2023**



Pilot will be rolled out across the region



It will work with staff and communities to **identify local priorities**

Desired Outcomes linked to this Milestone

- An approach to energy in the Scottish Borders which is robust, affordable and does not contribute to climate change

Desired Outcomes linked to this Milestone

- Protected, managed and restored environments which support the wellbeing of people and nature

CLEAN GREEN FUTURE

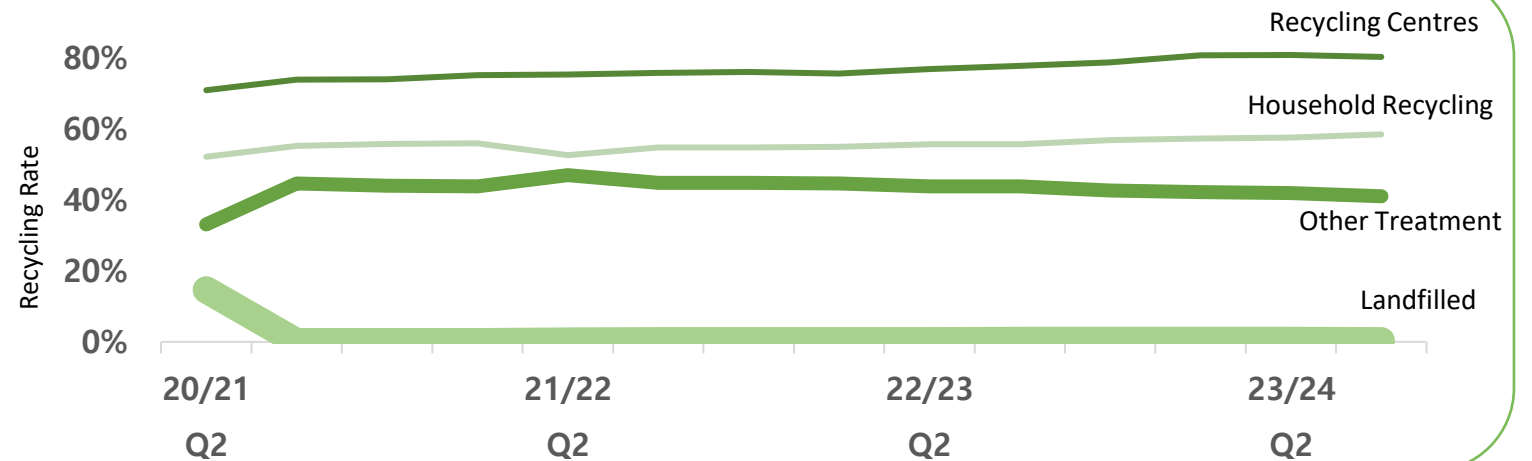
PRIORITY: Accelerate action to adapt to and mitigate the effects of climate change and extreme weather



Service	Indicator	Q2 23/24	Status
Waste	Annual Household Recycling Rate	58.56 %	○
	Annual Household Waste Landfilled Rate	0.34 %	○
	Annual Household Waste to Other Treatment	41.1 %	○
	Annual Average Community Recycling Centre Recycling Rate	80.37 %	○
Energy Services	Electricity Consumption (kWh)	1,499,156.10	○
	Gas Consumption (kWh)	1,281,764.54	○

The Recycling Rate within the Scottish Borders has continued to **increase** whilst the waste sent to landfill **continues to be below 1%**

This **positive situation** is due to a new contract commencing in July 2019, and further improvements introduced by the contractor for sorting recycling centre waste



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



Implement year 2 of 5 year Equity Strategy to address inequalities and reduce impacts of poverty on attainment

This action is partially completed and will be fully completed in Q4

SBC **agreed** local authority core & core plus stretch aims and **annual trajectories for 2025/26**



SBC have developed an **empowered approach** to attainment **Challenge Funding'** including:

- **Devolving resources** of Strategic Equity Funding and Care Experienced Funding to **clusters**



Achieved through a **consultative** process

An example can be seen here: [SBC Empowering Clusters SAC Funding SWAY](#)



Schools and clusters have set their local stretch aims **collaboratively**



Implemented **updated** Pupil Equity Funding governance **procedures** and provided **training** to **increase quality of** school PEF plans

SBC launched the **Education Power BI Dashboard**

- give schools **easier access** to more **up to date** data
- **trained** all senior school leaders in this

Completed and reported on **Closing the Gap** thematic school reviews in **10** schools with SIMD **Quintile 1** populations



Provide access to mental health supports through the launch of a service directory app to school devices

This action will be completed in a later quarter

Work is **on-going** to populate data into the App



Work with **Apple** is **on-going** re **final adoption** of App following development



Lessons are **developed** to use across schools to **promote** the use of the **App**



Launch event is now being **planned**



Desired Outcomes linked to this Milestone

- Raise attainment in literacy and numeracy closing the attainment gap between the most and least disadvantaged

Desired Outcomes linked to this Milestone

- Raise attainment through improved inclusion, equity and wellbeing for all children and young people

FULLFILLING 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



Build on the success of 'Get into Summer 2022' to plan provision for children and families to access to food, childcare, wellbeing supports and activities during school holidays



2354 children supported

418 families supported

2924 snacks provided

1599 meals provided



Activities

provided across the Borders



Funding was confirmed very close to the end of term



Positive feedback on 2023 events received



Provide high quality professional learning to all school staff to support delivery of digital learning



Online and **in-person** digital skills workshops delivered featuring key apps to enhance:

- Learning
- Teaching
- Assessment



Inspire hosted an **induction** session for **newly qualified teachers**



Session allowed newly qualified teachers to be **ready for teaching** in **Borders schools**

Continue to develop learning and qualification pathways through partnerships with further and higher education establishments, employers and training agencies

CLD service are making use of **National Progression Awards** (NPA) for:

- learners in schools
- young people disengaged from learning



Looking into joint delivery of Youth Work training programmes



Youth Achievement Awards being offered as part of learning programmes



Increase in CLD services use of SQA

Multiply Project

- A UK Government funded project
- aimed at learners 19+years
- teaches functional maths



Works with third sector partners

Desired Outcomes linked to this Milestone

- Raise attainment through improved inclusion, equity and wellbeing for all children and young people

Desired Outcomes linked to this Milestone

- Improve employability skills to enable sustained positive school leaver destinations

Desired Outcomes linked to this Milestone

- Improve employability skills to enable sustained positive school leaver destinations

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



Service	Indicator	Q2 23/24	Status
Education	What percentage of primary school pupils attend school?	96.68%	○
	What percentage of secondary school pupils attend school?	93.68%	○
	What percentage of primary and secondary school pupils attend school?	95.20%	○
	Number of Exclusion Incidents – Primary Schools	9	○
	How many primary school pupils were excluded?	7	○
	Number of Exclusion Incidents - Secondary Schools	19	○
	How many secondary school pupils were excluded?	19	○
	Number of Exclusion Incidents – Primary and Secondary Schools	28	○
	How many primary and secondary school pupils were excluded?	26	○
	Number of Schools/Nurseries inspected per Quarter	0	i
Modern Apprentices	New Modern Apprentices employed by SBC	26	○
	Current Modern Apprentices employed within SBC	45	○
	Modern Apprentices securing SBC employment after apprenticeship Cumulative Year to Date	10	○

Key: ● Positive ○ Neutral ● Focus for Improvement **i** Information only

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.



Desired Outcomes linked to this Milestone

Support our tourism sector, creative industries and our other key industries such as health, social care, construction, land, manufacturing, and food & drink to create a stronger economy where existing and new businesses and social enterprises grow and expand, increasing productivity and investment into the Scottish Borders

Progress the Destination Tweed project as part of the Borderlands Deal



Project's Full Business Case is currently being **drafted**



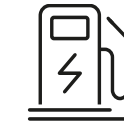
This is part of the **final stage** of the Borderlands Inclusive Growth Deal **approvals process**

Complete an electric vehicle charge point feasibility study outlining the potential to install electric vehicle chargers across the Borders

Feasibility study and expansion plan is **complete**



Study & Plan was **submitted** to Transport Scotland for review



Response received on **10 August 2023** with a couple of minor comments to address

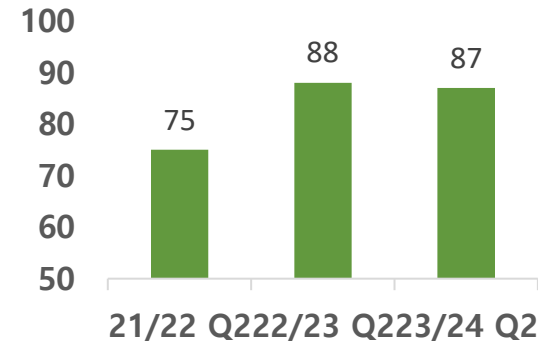
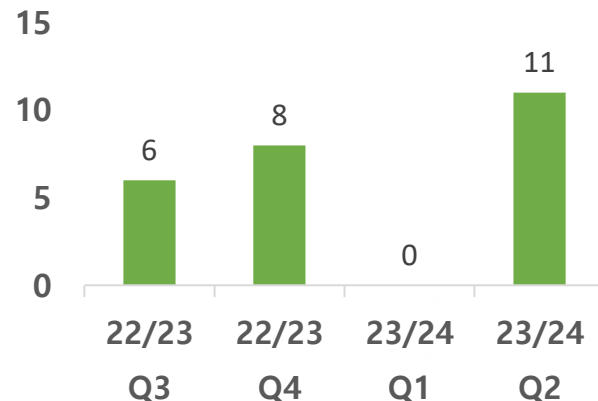
Following conversations with neighbouring authorities around collaboration opportunities, this will be presented to councillors

Desired Outcomes linked to this Milestone

- Enhance digital and transport connectivity

The total number of **new Business Start-Ups** in Q2 are at the highest level since the figures started being collected. The Q2 figure is also **above target**

(through Business Gateway)



The number of **clients attending start-up workshops/seminars** in Q2 have been similar for the past 3 years and the Q2 23/24 figure is **above target**

(through Business Gateway)

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.



Service	Indicator	Q2 23/24	Status
Major Capital Projects	RAG status is "Green"	8	○
	RAG status is "Amber"	10	●
	RAG status is "Red"	1	●
Working Age Population	Working age population (16 - 64) employment rate*	76.20%	í
	Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)	2.93%	í
	Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)	4.57%	í
Customer Advice & Support - Financial Inclusion	Number of People referred in the quarter	335	○
	Monetary Gain for cases closed in the quarter	£1,253,076.28	○
	Cumulative Monetary Gain for cases closed in the year to date	£2,257,153.60	○
Customer Advice & Support – Housing Benefit	New Claims (Avg No. of Days to process)	25.35	●
	Change Events (Avg No. of Days to process)	8.49	○
Business Gateway	Total number of new Business Start-Ups (Business Gateway)	11	●
	Number of clients attending start-up workshops/seminars (Business Gateway)	87	●
Economic Dev & Procurement	Occupancy Rates of Industrial and Commercial Units	86%	●
Community Benefit Clauses	Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included ** Reported Q2 & Q4	Now reported annually to align with Annual Procurement Report cycle	
	Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC) ** Reported Q2 & Q4		

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

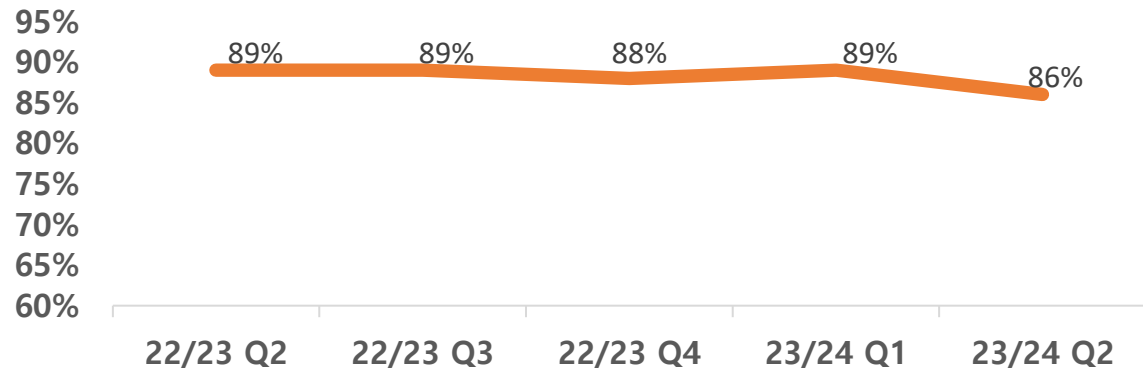
Key: ● Positive ○ Neutral ● Focus for Improvement í Information only

STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

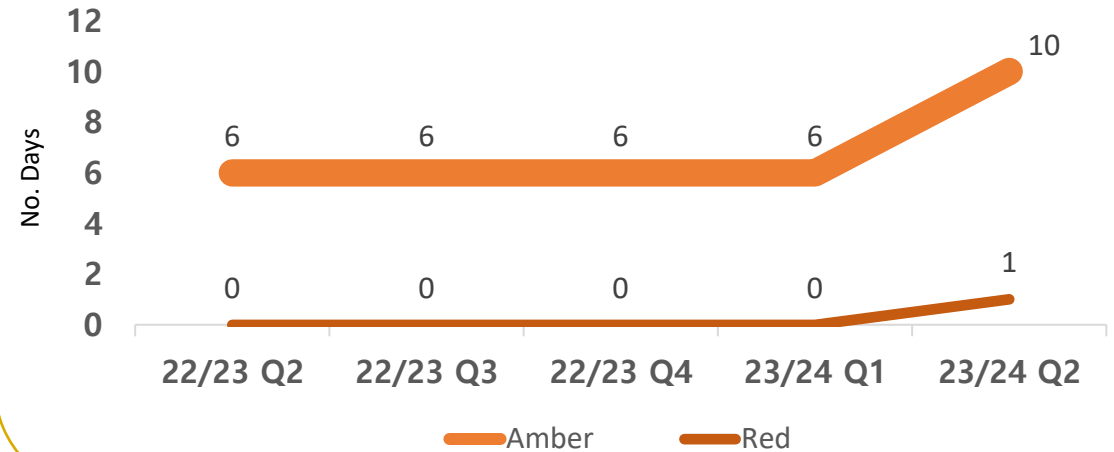
PRIORITY: Deliver the key economic development programmes for our region - the South of Scotland Regional Economic Strategy, Borderlands Inclusive Growth Deal and the Edinburgh and South East Scotland City Region Deal and Regional Prosperity Framework - making our economy stronger, greener and more sustainable.



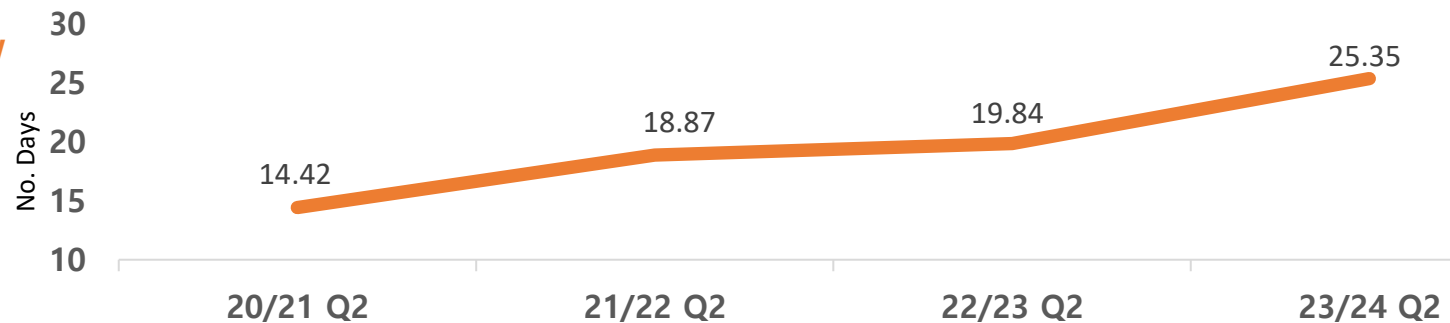
The **Occupancy Rates of Industrial and Commercial Units** in the Scottish Borders has **decreased by 3%** over the past year and also since Q1.



The number of **Capital Projects with Red and Amber Status** have both **increased** in Q2 and are a **focus for improvement**



The time taken to process **new** housing benefit claims has **increased** compared to previous years and this area is seen as a **focus for improvement**



EMPOWERED VIBRANT COMMUNITIES

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



Implement our Community Engagement Strategy

This action will be completed in a later quarter



Draft strategy developed



Further work required to reshape strategy to reflect **Target Operating Model** which went to council on 31 August 2023



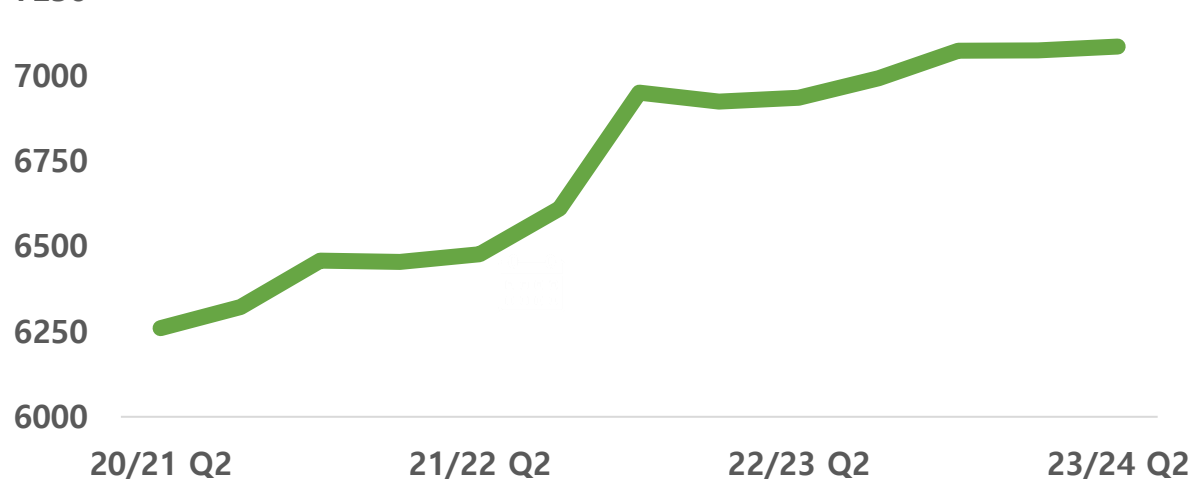
Desired Outcomes linked to this Milestone

- Enhanced participation and engagement which empowers communities to shape the decisions which affect them

1 request has been **agreed** in Q2 for Asset Transfers



There has been a consistent **increase** in the number of people Registered for SB Alert



339 people carried out volunteer work with SBC in Quarter 2

£231,877 funds have been awarded through the Neighbourhood Small Schemes Fund by the end of Quarter 2

EMPOWERED VIBRANT COMMUNITIES

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



Service	Indicator	Q2 23/24	Status
Communities & Partnerships - Asset Transfers	Number of Requests Received	0	●
	Number of Requests Agreed	1	●
	Number of Requests Refused	0	●
Communities & Partnerships - Participation Request	Number of Requests Received	0	○
	Number of Requests Agreed	0	○
	Number of Requests Refused	0	○
Communities & Partnerships	The number of people carrying out volunteer work with SBC	339	○
Communities & Partnerships – Value of Funding Awarded	Total Scottish Borders	£33,888.15	○
	Berwickshire	£0	○
	Cheviot	£0	○
	Eildon	£31,845.15	○
	Teviot & Liddesdale	£995.00	○
	Tweeddale	£1,048.00	○
	Borderswide	£231,877.00	○
	Neighbourhood Small Schemes Fund – Total Value of funds awarded (cumulative)	£231,877	○
Community Resilience	SB Alert - No. of people registered	7085	●
	No. of Active community resilience plans (cumulative)	56	○
	No. of Progressing community resilience plans (cumulative)	3	○

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.



Publish a locality directory on health / wellbeing and social care services

This action will be completed in Q4

Locality model will be developed first



- Locality directories **will be developed** when this is **complete**



Desired Outcomes linked to this Milestone

- People of the Scottish Borders are supported and enabled to take control of their health and wellbeing, and enjoy a high quality of life

Review the approach to early intervention services for children and families who require additional support

This action will be completed in a later quarter

Work is at an **early stage**



Support will be on a multi-agency basis based on the principles of:

- relationship-based practice
- Holistic Family Support
- focused specifically presenting needs of children and families



Multi-agency **developments** being proposed include:



- Setting up **2** early intervention Wellbeing Support/Intensive **Family Support Teams** in the Scottish Borders

Desired Outcomes linked to this Milestone

- Every child grows up loved, safe and respected and able to realise their full potential (The Promise)

Timescales are **indicative** but it is hoped that:



- the approach will be formally ratified at the end of **October 2023**
- the 2 early intervention teams will be operational by the **end of the financial year**
- commissioning strategy concluded by **October 2024**

Further initiatives include:

- review of current **early intervention commissioned services** for Children & Families

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.



Develop our social prescribing function for care at home and GP's

This action will be completed in a later quarter

Collaborative Care at home design project **agreed** at **key destinations** including:

- Health Social Care Partnership Joint Executive
- SBC Council Management Team



Collaborative project **launching** after going to Commissioning Board on **31st October**



Providers have **signed up** to the project



Desired Outcomes linked to this Milestone

- Services are designed around service users' needs, focus on prevention, early intervention and minimising health inequalities

Develop and action a Cycling Strategy, a Sport and Physical Education Strategy, and a Library Strategy

This action has been delayed due to a review of Live Borders and will be moved to a later quarter

Desired Outcomes linked to this Milestone

- People have access to quality cultural, play, leisure and sport activities

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 2023. This is the same as the preceding 3 month period and in line with the corresponding quarter 2 in 2022.

There were 22 people seriously injured as a result of road accidents in the Scottish Borders in Quarter 2 of 2023. This is 13 up on the equivalent period in 2022 and 11 up on the previous quarter. The figure of 22 is also significantly worse than the figure (13.2) required to meet the revised national reduction targets for the area. Roads policing colleagues have not suggested any particular trend or reason for the increase and it should be noted that these short-term indicators do have a tendency to spike up and down.

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.



Service	Indicator	Q2 23/24	Status
Social Work C&F	Looked After Children (aged 12+) in family-based placements compared to those in residential placements	67%	●
	Looked After Children (All ages) in family-based placements compared to those in residential placements	74%	●
	Number of Looked After Children (LAC)	217	●
	Number of Inter-agency Referral Discussions (IRDs) held about a child	175	í
	Number of children on Child Protection Register	43	í
Adult Protection	Number of Concerns	63	○
	Number of Investigations	46	○
Economic Development & Procurement	Additional homes provided affordable to people in the Borders, based on our wages	18	○
NHS**	Bed days associated with delayed discharges in residents aged 75+; rate per 1,000 population*	373	●

* Please note that the data provided in Q2 is derived from Board of Residence monthly figures

** There is a lag of one Quarter for data provided for NHS data

Key: ● Positive ○ Neutral ● Focus for Improvement í Information only

GOOD HEALTH AND WELLBEING

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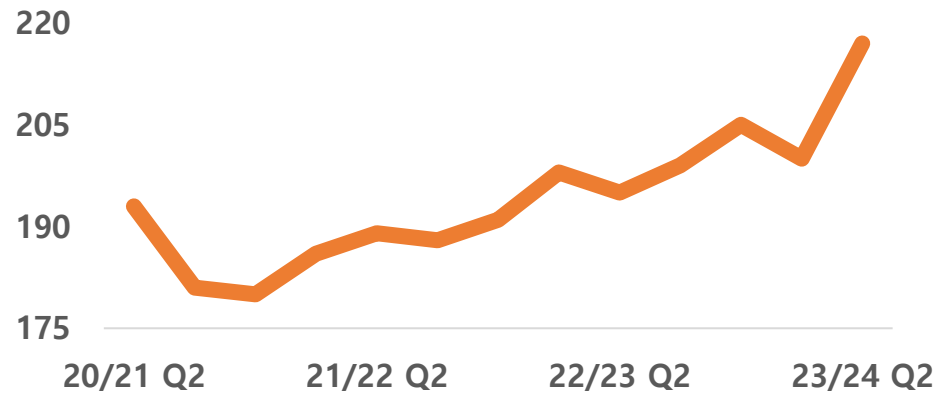
Service	Indicator	Q2 23/24	Status
Safer Communities	Number of Referrals To Domestic Abuse Services (Cumulative)	220	●
	Number of reported incidents of domestic abuse (cumulative)	Awaiting Publication by Police	
	Number of High Risk domestic abuse cases discussed at Multi Agency Risk Assessment Conference (MARAC) (cumulative)	67	●
	The percentage of referrals into the Mediation Service that were progressed and agreement was reached (cumulative)	100%	●
	The percentage of individuals who were satisfied with the Mediation Intervention on exit from the service (Cumulative)	0%	○
	The number of referrals into the Mediation Service (Cumulative)	15	●
	The number of reported ASB Incidents (Cumulative)	Awaiting Publication by Police	
	Number of ASB Early Interventions	312	○
	Number monitored for ASB	589	●
	Number of Group 1-5 recorded crimes and offences (cumulative)	Awaiting Publication by Police	

GOOD HEALTH AND WELLBEING

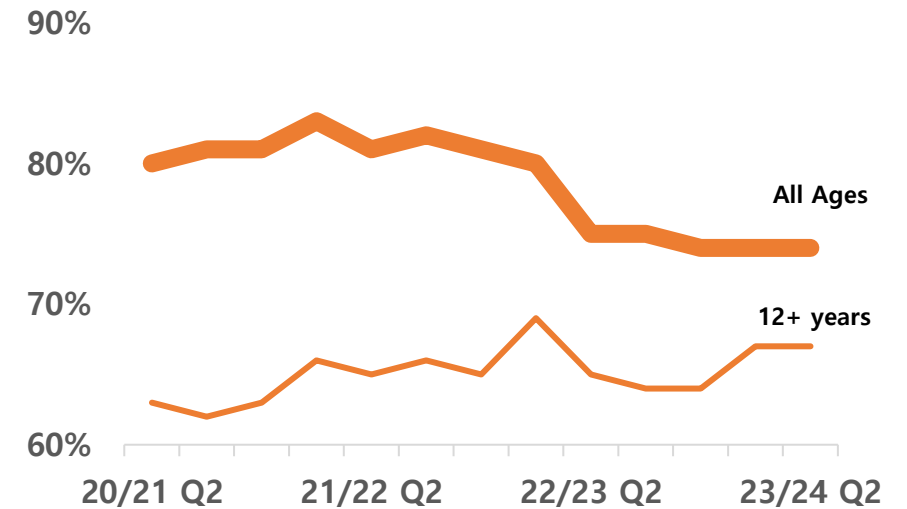
PRIORITY: The people of the Scottish Borders have the opportunities and are supported to take control of their health and wellbeing, enjoying a high quality of life.



The number of **Looked After Children** has **increased** since the pandemic and the number has also increased since Q1 23/24

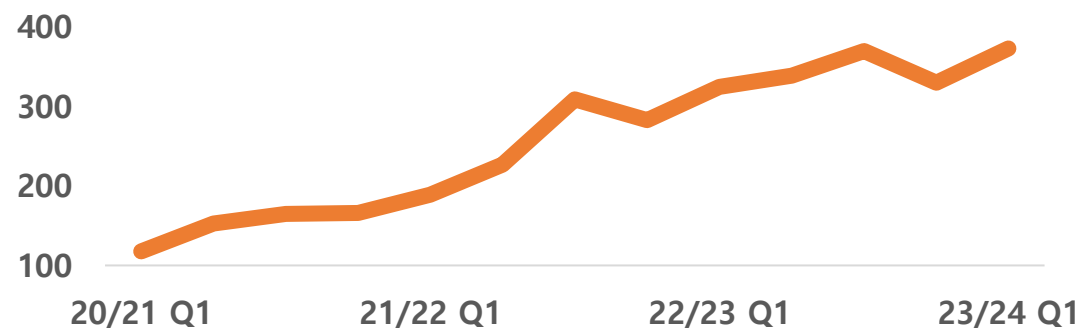


The percentage of **Looked After Children** in **family-based placements** in Q2 had **decreased** for all children but there is an **increase** for those aged only 12 years and over. This continues to be an area for Focus for Improvement



The number of bed days associated to **Delayed Discharges** have **increased** this quarter are still an area with a **focus for improvement**

(NHS data)

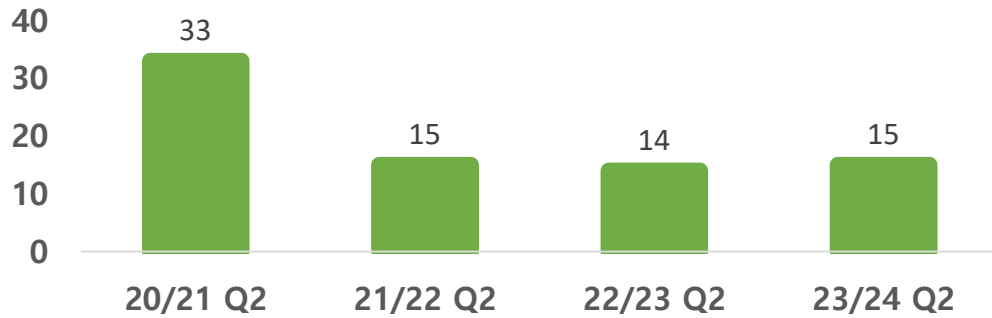


GOOD HEALTH AND WELLBEING

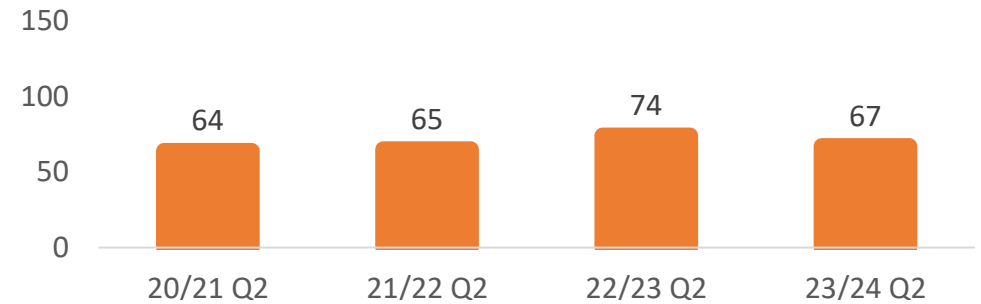
PRIORITY: The people of the Scottish Borders have the opportunities and are supported to take control of their health and wellbeing, enjoying a high quality of life.



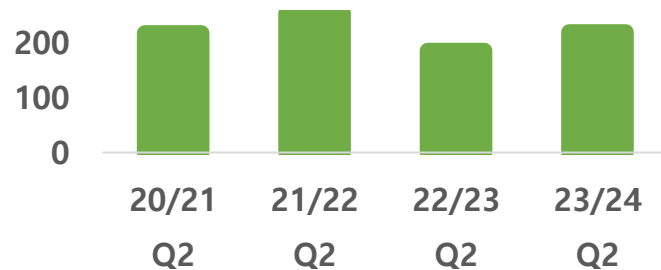
The number of **Referrals into the Mediation Service** in Q2 have **remained consistent** since 2020/21 which is **positive**



The number of **High Risk domestic abuse cases discussed at MARAC** in Q2 has remained consistent over the last 4 years but there is **a focus for improvement**

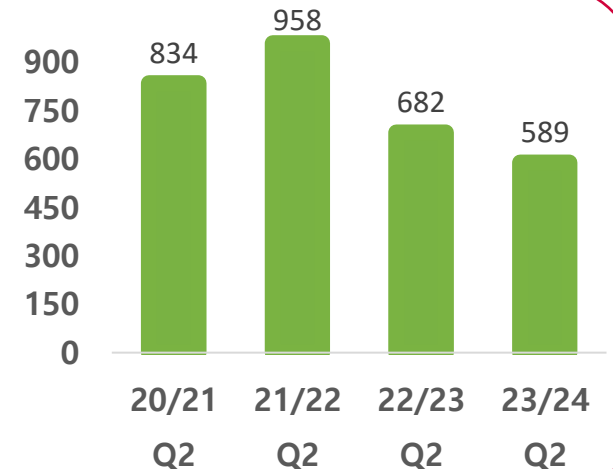


The number of **referrals** made to the **Domestic Abuse Service** in the year to date have remained **consistently positive** in Q2 over the past 4 years



100% of referrals into the Mediation Service were progressed and agreement was reached in the year to date

There has been a **decrease** in the number of cases **monitored** for **Anti-Social Behaviour** in Q2 in 23/24 compared to the same period over the previous 3 years



WORKING TOGETHER, IMPROVING LIVES

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



Review the delivery of the Inequalities Strategy and the Child Poverty Strategy – now referred to as the Local Child Poverty Report and Action Plan

The **CPP** on **8th June** heard:



- The Local Child Poverty Report and Action Plan **2023/24**
- **Progress** on the **2022/23** report

Improvement in gap between average wages in Scottish Borders and Scotland



- In 2022 the Scottish Borders average was £69 less per week than Scotland
- In 2021 the Scottish Borders average was £96 less per week than Scotland

Children in **low-income families** has **risen** to **19.7%** due to the cost of living crisis



SBC has a **£1.2m** cost of living support package



- Approx **2,695 children** received a warm clothing payment of **£100**

CPP: Community Planning Partnership

Develop, consult & launch a new Community Plan that sets out key partnership priorities and actions for the Scottish Borders

New **Community Plan 2023/33** agreed by the Strategic Board on **7 September**



New plan sets out **11** outcomes for **improvement** under **4** themes of:



- Poverty
- Learning, skills and economy
- Good health and wellbeing
- Place, community and connectivity

Underpinning Values

- People focused
- Inclusive
- Innovative
- Sustainable

Cross Cutting Issue



- A resilient and net zero Scottish Borders by **2045**

Desired Outcomes linked to this Milestone

- Inequality is reduced through targeted activity with all partners

Desired Outcomes linked to this Milestone

- Better outcomes are delivered through effective partnership working

WORKING TOGETHER, IMPROVING LIVES

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



Service	Indicator	Q2 23/24	Status
Planning Permission	Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)	Data unavailable until Q3 23/24	
	Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)	Data unavailable until Q3 23/24	
	Av.time (wks) taken to process all planning apps - Local Dev (householder) - ADJUSTED (cumulative)	Data unavailable until Q3 23/24	
	Number of Planning Applications Received	253	<i>i</i>
Council Tax	Council Tax – In Year Collection Level	55.66%	○
	Capital Receipts Generated (cumulative)	£306K	○
Property	Properties surplus to requirements	18	○
	Properties actively being marketed	11	○
	Properties progressed to “under offer”	12	○
	Average times: the average time in working days to respond to complaints at stage one	9.2	●
*Complaints Handling	Performance against timescales: the number of complaints closed at stage one within 5 working days as percentage of total number of stage one complaints	77%	●
	Average times: the average time in working days to respond to complaints at stage two	32.7	●
	Performance against timescales: the number of complaints closed at stage two within 20 working days as percentage of total number of stage two complaints	35%	●
	Average times: the average time in working days to respond to complaints after escalation	47.3	●
	Performance against timescales: the number of escalated complaints closed within 20 working days as a percentage of total number of escalated stage two complaints	44%	●
	Number of Complaints Closed	242	<i>i</i>

Key: ● Positive ○ Neutral ● Focus for Improvement *i* Information only

WORKING TOGETHER, IMPROVING LIVES

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



Service	Indicator	Q2 23/24	Status
Freedom of Information	FOI Requests Received	344	<i>i</i>
	Percentage of FOI Requests Completed on Time	86%	●
Social Media	Number of Facebook Engagements	10,479	●
	Number of Twitter Engagements	3,620	●
Assessor	Council Tax Valuation List-Time taken to add new properties to the List	47%	○
	Valuation Roll (Non Domestic)-Time taken to amend the valuation roll to reflect new, altered or demolished properties	30%	○
Staff Absences	SBC Absence Rate – Staff	5.28%	○
	SBC Absence Rate – Teaching Staff	2.22%	○
	Staff Absence Rate (overall)	4.54%	○
Economic Dev & Procurement	Percentage of Invoices paid within 30 days	94%	○
Customer Contact	*Voice calls Answered	Information Delayed	

* Please note that this PI is place of the previous Customer Contact PIs

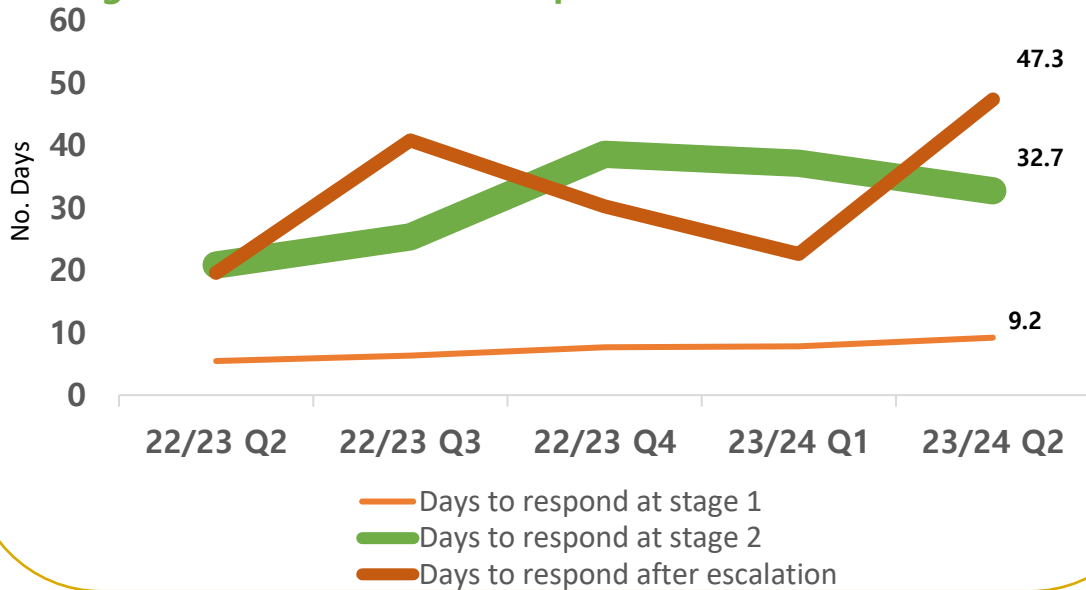
Key: ● Positive ○ Neutral ● Focus for Improvement *i* Information only

WORKING TOGETHER, IMPROVING LIVES

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

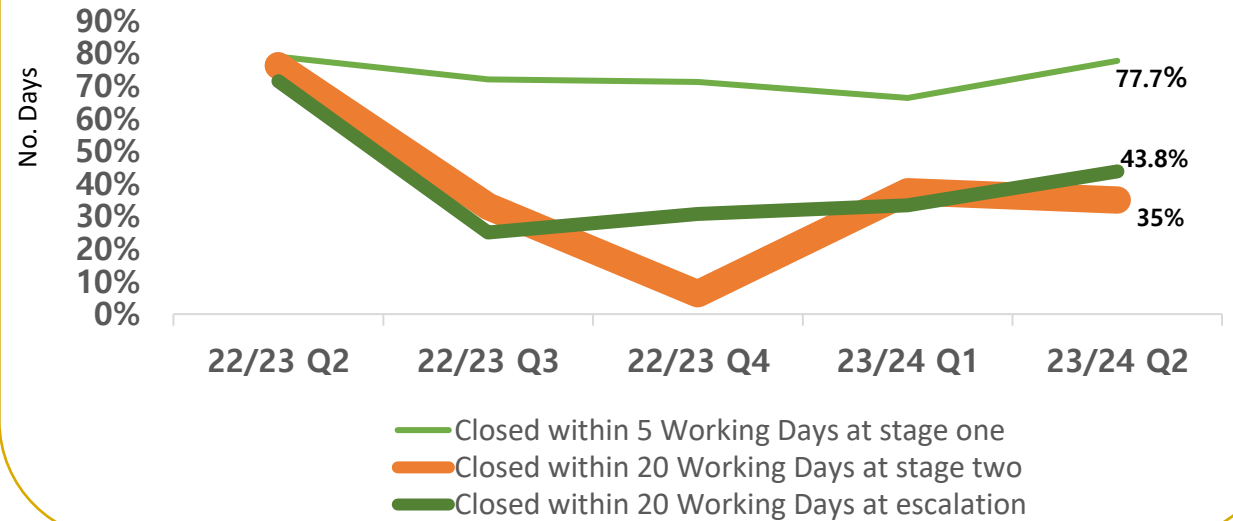


The number of days taken to respond to complaints at **stages 1** and **after escalation** have **increased and are** areas to **focus on improvement**. However, the number of days taken to respond at **stage 2** has **decreased**. This is **positive**.

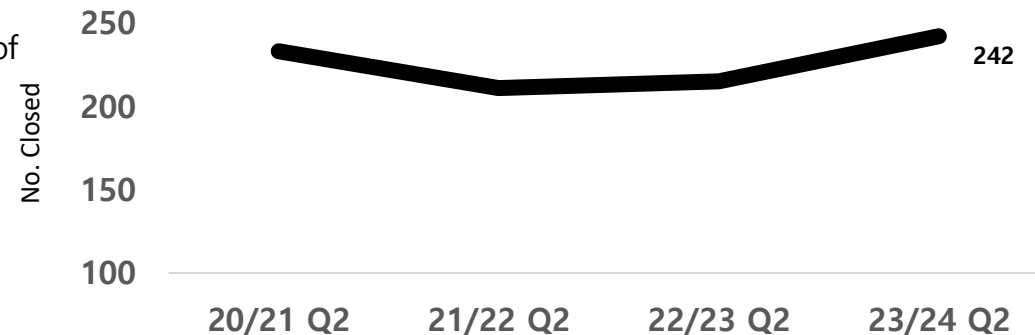


A **new system** to record complaints was implemented in Q3 22/23 and we expect to see an improvement in the second half of 23/24.

The percentage of complaints closed at **stage 1** and **after escalation** has **increased**, which is **positive**. However, the percentage of complaints closed at **stage 2** has **decreased**. This is a **focus for improvement**.



The number of complaints closed has stayed at a consistent level over the last 3 years

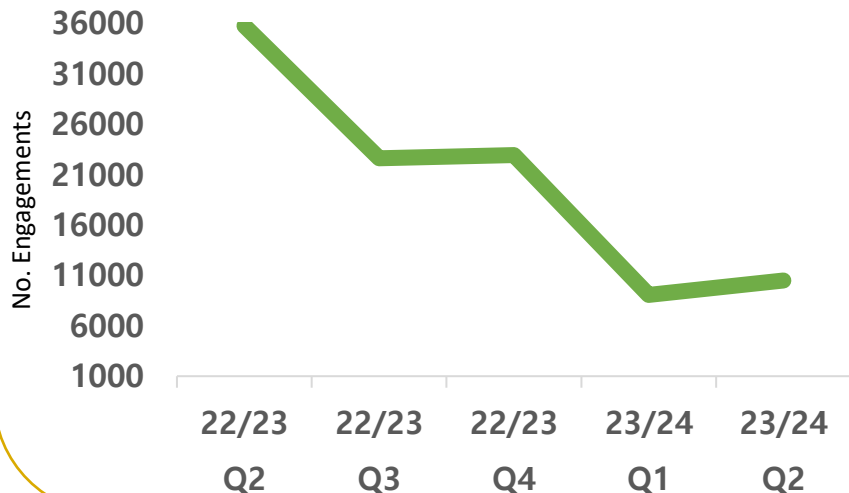


WORKING TOGETHER, IMPROVING LIVES

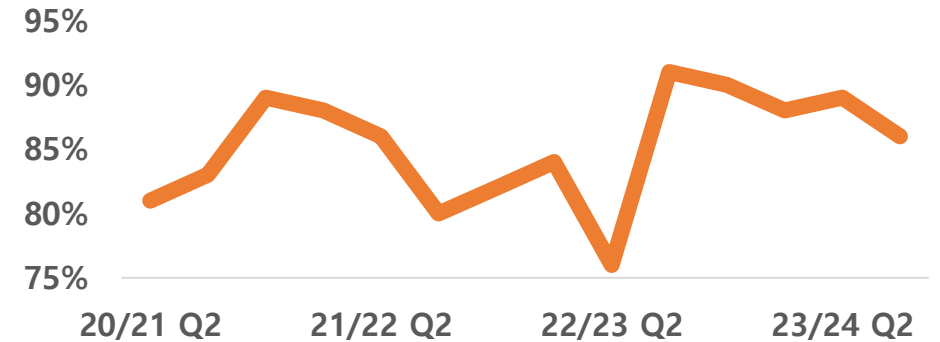
PRIORITY: Ensure that Scottish Borders Council is effective, sustainable, responsive and aligned to the needs and priorities of our communities.



Although the number of **Facebook Engagements** has fallen over the last year, there has been an **increase** between Q1 and Q2 and this is **positive**



Although the percentage of **FOI Requests Completed** on Time remains high, further action needs to take place in order to meet the **target of 100%**



Despite an initial drop in the number of **Twitter Engagements** in the past year, the number remained stable and then **increased** over the last quarter

