



SCOTTISH BORDERS COUNCIL

PERFORMANCE REPORT

Q1 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 1 Performance Report for the 2023/24 Council Plan. It presents the Council's progress against the Key Milestones set out for Quarter 1 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.

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

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



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

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



Performance Indicators Key

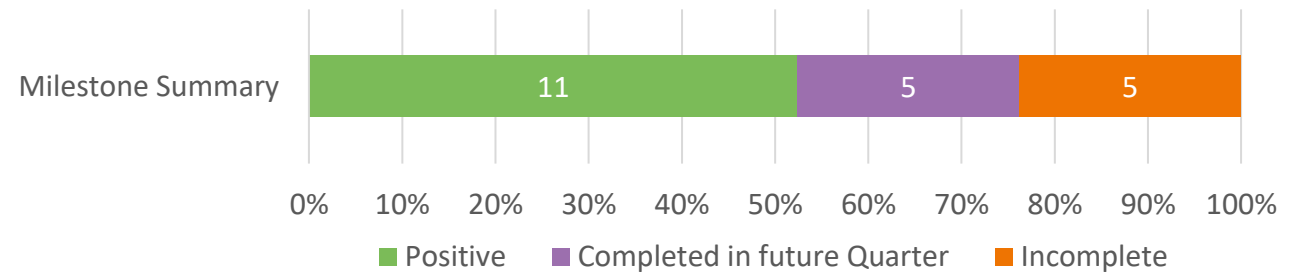
● Positive	There has been a notable improvement, or the data indicates a particularly positive position
○ Neutral	There has been no significant change since the previous review, and progress is satisfactory or as expected
● Focus for Improvement	There has been a notable reduction in performance, or the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

Summary



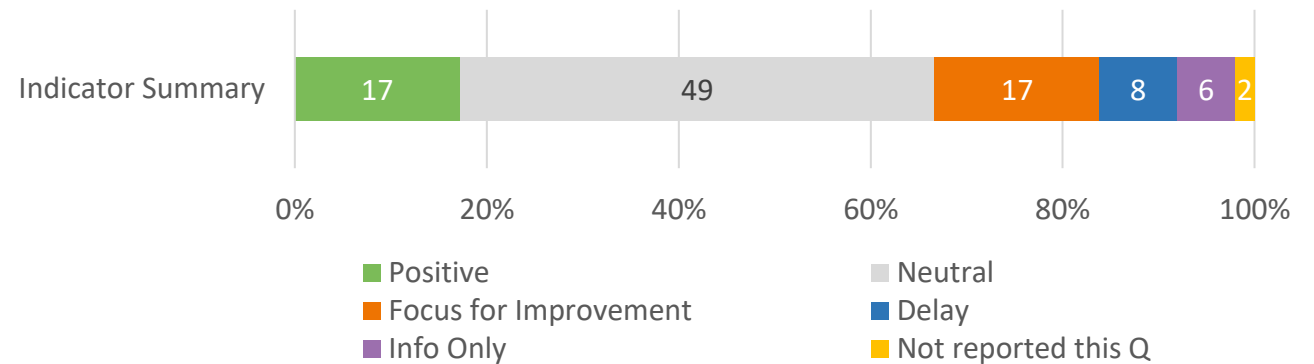
Key Milestones

Progress against the milestones this quarter has been predominately positive. Of the 21 milestones reported in this quarter 11 of them are showing positive progress and work continues on progressing a number of the long-term workstreams. There were 5 milestones which will be completed in future quarters and there were 5 milestones which have been partly completed and work will continue on them.



Performance Indicators

Of the 99 indicators presented 66 are in a good position and 17 are highlighted as areas of focus for improvement. There is a delay in receiving the latest information for 8 of them, 6 are provided for information only and 2 are not reported this quarter



CLEAN GREEN FUTURE

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



Increase allotment creation and participation through year two of 'Cultivating Communities' (the Scottish Borders Community Food Growing Strategy)

SBC provided 9 metres cubed of **free** compost to **Community Food Growing** projects through community benefits scheme



The Cultivating Communities Strategy covers 2021-2026

SBC have **visited** and **provided advice** to **existing** or **proposed** community food growing projects

Reached out to all SBC managed care homes



- offered support with community food growing



Assisted 2 SBC managed **care homes** with **planting** & **supplied 2 raised beds** for community food growing

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

Submit Business cases for Borderlands Natural Capital to UK Government (including species-rich grassland agri-environment, integrated land use and woodland creation, and Tweed catchment environmental projects)

SBC led Project Business Cases for Species Rich Grassland & Woodland Creation to be **submitted by mid-August**



This action will be completed in Q2



Borderlands Natural Capital Programme Business Case **approved**



Works due to **commence** on Greenbank Erosion Restoration for Walkerburn to Innerleithen Multi-use Path



Projects are **progressing** with SBC's main partner - **Tweed Forum**



Study work **ongoing** for Galashiels Natural Flood Management

Study work **nearly complete** on **Bluidy Burn**, Duns Wetland Project



Desired Outcomes linked to this Milestone

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

CLEAN GREEN FUTURE

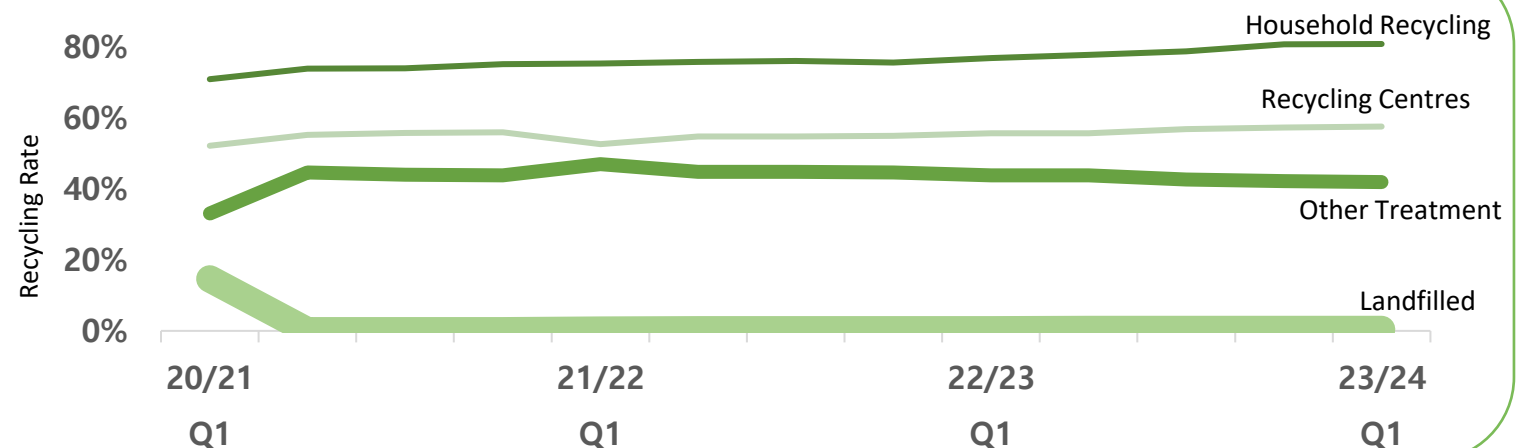
PRIORITY: Accelerate action to adapt to and mitigate the effects of climate change and extreme weather



Service	Indicator	Q1 23/24	Status
Waste	Annual Household Recycling Rate	57.64%	●
	Annual Household Waste Landfilled Rate	0.39%	○
	Annual Household Waste to Other Treatment	41.97%	●
	Annual Average Community Recycling Centre Recycling Rate	80.95%	●
Energy Services	Electricity Consumption (kWh)	1,861,598	○
	Gas Consumption (kWh)	2,592,637	○

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



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



Provide access to training and upskilling opportunities across the digital landscape

Young People

- **10** school leavers with additional support needs from Project Search at Borders College participated in a day of digital skills
- **14** senior pupils completed App Development Course
- **6** primary school pupils & staff participated in a workshop creating a podcast
- **Young People** from Galashiels Academy Springboard group attended 2 days of digital learning and activities at Inspire: Tweedbank



Education Staff

- Inspire Team engaged in digital sessions with Showbie
- Inspire Team focus on delivering regular training on core apps
- Inspire Team support primary school staff with confidence and skills
- Sessions delivered to schools and staff on Accessibility features of the iPad so staff can support learners with additional support needs
- Newly Qualified Teachers participated in a whole day session



Parents/Adults

- Parental Engagement Service held an 8-week course to **support parents** pass their driving theory test
- Inspire Team delivered **parental engagement sessions**



Community Partners

Planning & leading partnership workshop with:

- SBC Employment Services
- Skills Development Scotland
- Dept of Work and Pensions



Inspiring Learning Festival for 3 days in **May** which promoted STEM activity

[Hundreds of primary and secondary pupils from the Scottish Borders attend the Inspiring Learning Festival | Scottish Borders Council \(scotborders.gov.uk\)](#)

Desired Outcomes linked to this Milestone

- Improve employability skills to enable sustained positive school leaver destinations

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



Desired Outcomes linked to this Milestone

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

All schools will implement a Learning, Teaching and Assessment Framework

This action is partially complete and work will continue in future quarters

Audit was carried out across **all schools** to gather information on:

- Learning
- Teaching
- Assessment



Majority of schools have framework in place

- work underway to embed the framework across all classrooms



Implement actions identified from health and well-being survey 2022

1. Bullying



- Respectful Relationships & Anti-Bullying Policy completed in June 2023
- All Head Teachers given briefing of policy & supporting documents

2. Caring responsibilities



- Jo Glover, CHIMES, engages with Child Protection Coordinators every quarter
 - Ensures a strong partnership between commission services & education
- Work is underway around the development of a Young Carers strategy

3. Body Image



- Work continues on the review of PSE programme ensuring an increased focus with up-to-date resources

4. Loneliness, stress and worry

- Kooth & Togetherall continue to be a support for children & young people
- Development of an Asset Map of activities for children and young people in their local area will be launched in September
 - This will be accessible on their Ipad



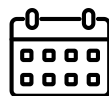
Desired Outcomes linked to this Milestone

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

Extend provision of free school meals provision to all primary school age children

This action will be completed in Q2

Extending free school meals to **P6 and P7** from August 24th 2023



Desired Outcomes linked to this Milestone

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

FULLFILLING OUR POTENTIAL

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Desired Outcomes linked to this Milestone

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

All schools will implement progressive curriculum frameworks for literacy and numeracy

This action is partially complete and work will continue in future quarters

An **audit** took place in schools relating to their **curricular frameworks** in **literacy** and **numeracy**



Most schools have frameworks in place

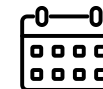
High quality progressive literacy & numeracy frameworks will be **developed** by staff to be **used across all schools** next session

$$2 \times 2 = 4$$

Consider and implement the recommendations of the Community Learning and Development (CLD) review

This action will be completed in Q2

Work will be carried out by the end of **September 23** to look developmental strategies



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

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

Begin the initial planning with Cluster Headteachers to enhance partnership working through "The Team around the Cluster"

Cluster head teachers and the education Senior Leadership Team met with council services to discuss ways of **working together** in school clusters



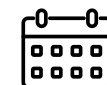
Council services met with **included:**

- catering
- janitorial services
- children and young peoples' social work



Create an Engagement Strategy focusing on gathering and acting upon the views of children and young people and which enables them to experience their rights as set out in the United Nations Convention on the Rights of the Child (UNCRC)

This action will be completed in Q3



Will be completed in next **Quarter 3**

Desired Outcomes linked to this Milestone

- Increase young people's participation in the planning, provision and delivery of services

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	Q1 23/24	Status
Education	What percentage of primary school pupils attend school?	93.62%	○
	What percentage of secondary school pupils attend school?	89.99%	○
	What percentage of primary and secondary school pupils attend school?	91.80%	○
	Number of Exclusion Incidents – Primary Schools	2	○
	How many primary school pupils were excluded?	3	○
	Number of Exclusion Incidents - Secondary Schools	20	○
	How many secondary school pupils were excluded?	22	○
	Number of Exclusion Incidents – Primary and Secondary Schools	22	○
	How many primary and secondary school pupils were excluded?	25	○
	Number of Schools/Nurseries inspected per Quarter	8	i
Modern Apprentices	New Modern Apprentices employed by SBC	3	○
	Current Modern Apprentices employed within SBC	29	○
	Modern Apprentices securing SBC employment after apprenticeship Cumulative Year to Date	8	●

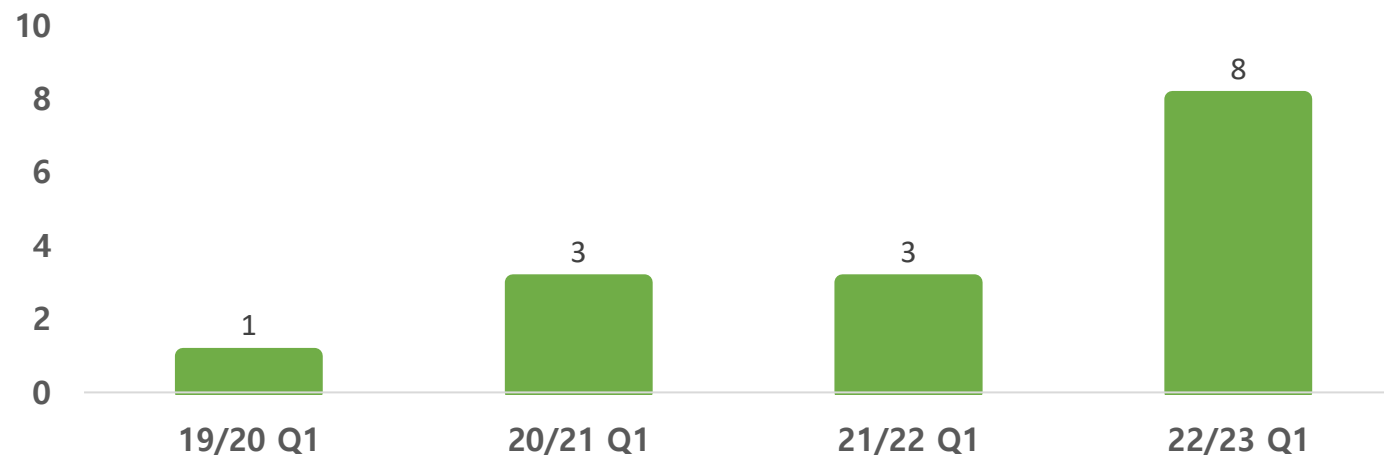
Key: ● Positive ○ Neutral ● Focus for Improvement **i** Information only

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



Modern Apprentices **securing SBC employment** after apprenticeship has continued to increase over the Quarter 1 for the last 4 years.



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.



Deliver a programme of support for international, national and regional events and begin the implementation of SBC's new events strategy

Currently supporting:

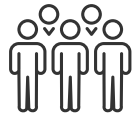
Delivery of UCI Cycling World Championship in Tweed Valley and Glentress



Ongoing event support continues

New strategy implementation underway

Staff recruitment includes:



- Cycling Officer
- Event Officer
- Tourism Officer

A South of Scotland **Responsible** Tourism and Marketing Strategy being **developed** with **partner agencies**:

Dumfries & Galloway Council



SOSE

VisitScotland

Progress Borderlands Inclusive Growth Deal projects which support the visitor economy, including the Mountain Biking Innovation Centre in Innerleithen

Full business case is being taken Council at the end of **August**



Borders Innovation Park progressing



Full Business Case for Coldstream being **submitted** for final approval in **Q2**



Borders Railway: Progress the feasibility work for the railway extension between Tweedbank and Carlisle

Agreement from **UK & Scottish Governments** that the business case process associated with the Borderlands Inclusive Growth Deal can be initiated



Borders Railway Reference Group established

First meeting planned for **24th August**



The **group** will **consist** of:

- key strategic partners
- local politicians

The suggested **remit** will be:

- keep partners **up to date** with **progress**
- try and make sure we are delivering consistent and **focused communication**

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

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

Desired Outcomes linked to this Milestone

- Enhance digital and transport connectivity

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	Q1 23/24	Status
Major Capital Projects	RAG status is "Green"	8	○
	RAG status is "Amber"	6	○
	RAG status is "Red"	0	○
Working Age Population	Working age population (16 - 64) employment rate*	79.4%	●
	Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)	3.03%	○
	Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)	4.40%	○
Customer Advice & Support - Financial Inclusion	Number of People referred in the quarter	283	○
	Monetary Gain for cases closed in the quarter	£1,004,027.32	○
	Cumulative Monetary Gain for cases closed in the year to date	£1,004,027.32	○
Customer Advice & Support – Housing Benefit	New Claims (Avg No. of Days to process)	16.28	○
	Change Events (Avg No. of Days to process)	6.62	○
Business Gateway	Total number of new Business Start-Ups (Business Gateway)	51	○
	Number of clients attending start-up workshops/seminars (Business Gateway)	94	○
Economic Dev & Procurement	Occupancy Rates of Industrial and Commercial Units	89%	●
Community Benefit Clauses	Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included ** Reported Q2 & Q4	Not Reported this quarter	
	Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC) ** Reported Q2 & Q4	Not Reported this quarter	

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

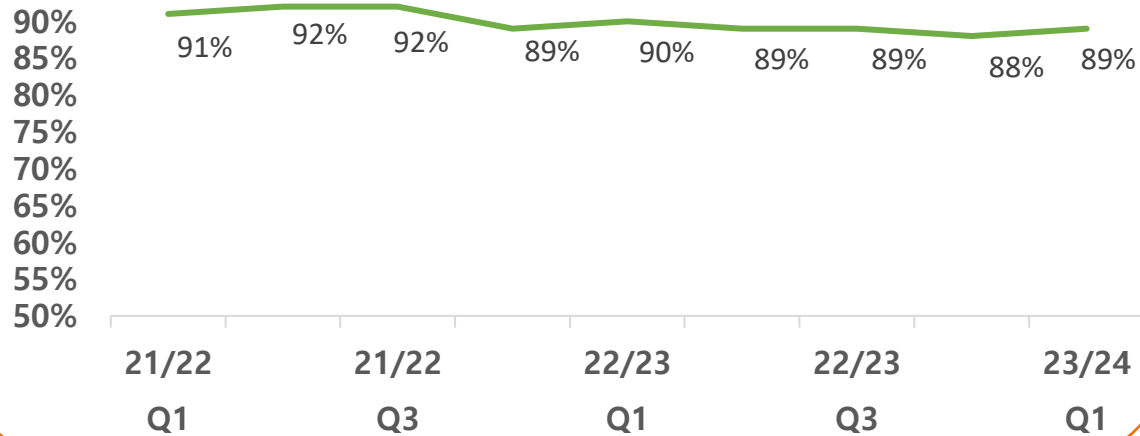
Key: ● Positive ○ Neutral ● Focus for Improvement ⓘ Information only

STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

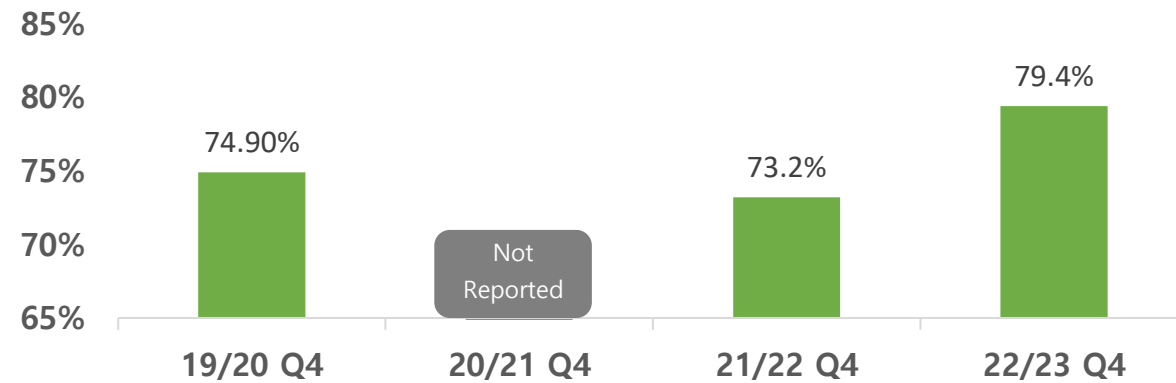
PRIORITY: Deliver the key economic development programmes for our region - the South of Scotland Regional Economic Strategy, Borderlands Inclusive Growth Deal and the Edinburgh and South East Scotland City Region Deal and Regional Prosperity Framework - making our economy stronger, greener and more sustainable.



The **Occupancy Rates of Industrial and Commercial Units** in the Scottish Borders has been **consistently positive** over the last 3 years



The **Working age population 16-64 Employment Rate** in the Scottish Borders has **increased** to the highest figure in 4 years and is **higher** than that of **Scotland** (74.4%) and of **Great Britain** (75.6%)



EMPOWERED VIBRANT COMMUNITIES

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

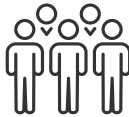


Develop an options appraisal for the review of area partnerships

This action will be completed in the Autumn

Area Partnerships are being considered alongside the governance of the Community Planning Partnership

Work is continuing to better understand other models



Plan to complete a paper on this in the autumn

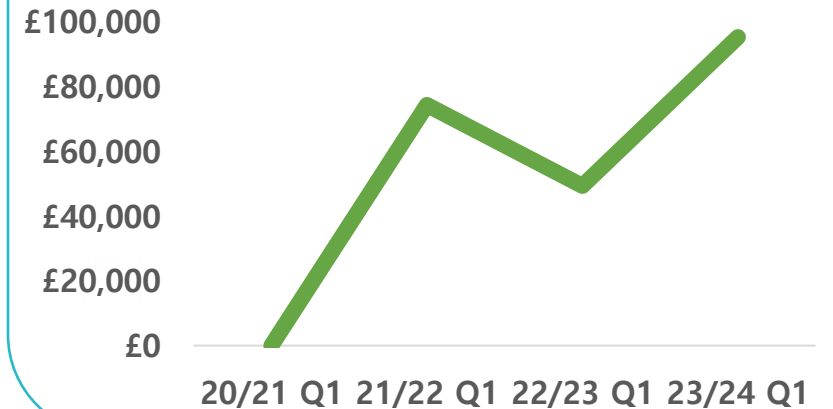
view to implement changes from April 2024



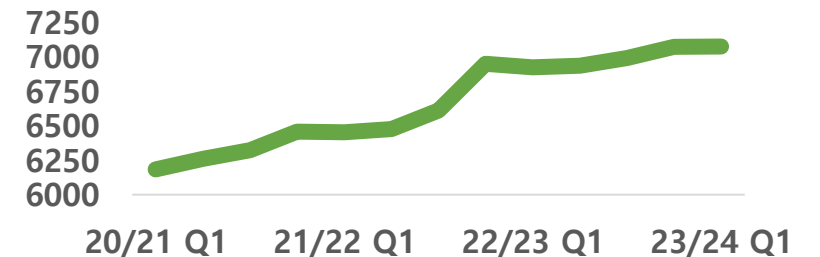
No requests have been refused in Q1 for either Asset Transfers or Participation Requests



There has been a consistent increase in the Total Value of funds awarded to the Neighbourhood Small Schemes Fund in Q1 of the last 4 years



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



Desired Outcomes linked to this Milestone

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

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	Q1 23/24	Status
Communities & Partnerships - Asset Transfers	Number of Requests Received	1	○
	Number of Requests Agreed	0	○
	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	£100k	○
	Berwickshire	£8.8k	○
	Cheviot	£51.9k	○
	Eildon	£10.6k	○
	Teviot & Liddesdale	£5k	○
	Tweeddale	£23.8k	○
	Borderswide	£0	○
	Neighbourhood Small Schemes Fund – Total Value of funds awarded (cumulative)	£95,474	●
Community Resilience	SB Alert - No. of people registered	7074	●
	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.



The Health and Social Care Strategic Framework for 2023-2026 will be launched and work commenced on the implementation of its recommendations

Framework **launched** on 1st April 2023



Commenced work on **implementation** through the **HSCP Annual Delivery Plan**



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

Reframe the language used in relation to care experienced children, young people and their families across practice, policy and procedure

In **February 2023** SBC published:



'Scottish Borders Reframing Our Language'

Guide draws on **recommendations** from:

- SBC's **Foster Carer Service** Develop Group 
- Work undertaken with **care experienced young people**

SBC ensure policy & procedure **updates** incorporate the **language** within the guide 

SBC continue to **promote awareness** of this guide 


Desired Outcomes linked to this Milestone

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

Establish collaboratives for Care at Home and Care Home provision

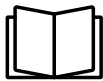
This action is partially complete and work will continue in future quarters

Draft terms of reference 
developed for **both**

Focus of meetings will be on the **purpose** of  **collaboratives**



There will be a focus on **improving** the **sustainability** of Care at Home provision through a **design project**

Care Home collaborative will be **reviewed** in line with a change in **Scottish Government** guidance 

Desired Outcomes linked to this Milestone

- The right services are commissioned and developed with partners and will meet the outcomes of any future National Care Service

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.



Revise the Commissioning Governance Structure for social care commissioning

This action is partially complete and work will continue in future quarters

Draft terms of reference **developed** & **shared** for the Strategic Commissioning Board ✓

Inaugural Strategic Commissioning Board meeting held in **April 2023**

Meetings **monthly** from **August 2023**



Membership to **reflect** commissioning remit **beyond social care**



Work progressing around establishing **Commissioning Governance Structure** and **accountability** under both the IJB and SBC

Strategic Commissioning Programme Board established **monthly** to **drive** the work



Desired Outcomes linked to this Milestone

- The right services are commissioned and developed with partners and will meet the outcomes of any future National Care Service

Map the current commissioning arrangements across social care

Template now on **sharepoint** and populated with **service contract** information



Template **developed** and **consulted** upon ✓

SBC will **build** further **dashboards** through **Power BI** in order to support **decision-making**



Initial dashboard developed showing **totality** and **history** of **commissioning** in **Scottish Borders**



Work **continues**



Desired Outcomes linked to this Milestone

- The right services are commissioned and developed with partners and will meet the outcomes of any future National Care Service

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	Q1 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)	200	●
	Number of Inter-agency Referral Discussions (IRDs) held about a child	140	<i>i</i>
	Number of children on Child Protection Register	35	<i>i</i>
Adult Protection	Number of Concerns	75	○
	Number of Investigations	54	○
Economic Development & Procurement	Additional homes provided affordable to people in the Borders, based on our wages?	36	●
NHS	Bed days associated with delayed discharges in residents aged 75+; rate per 1,000 population	330	●

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

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

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	Q1 23/24	Status
Safer Communities	Number of Referrals To Domestic Abuse Services (Cumulative)	116	●
	Number of reported incidents of domestic abuse (cumulative)	307	●
	Number of High Risk domestic abuse cases discussed at Multi Agency Risk Assessment Conference (MARAC) (cumulative)	39	○
	The percentage of referrals into the Mediation Service that were progressed and agreement was reached (cumulative)	0%	●
	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)	4	●
	The number of reported ASB Incidents (Cumulative)	1197	●
	Number of ASB Early Interventions	118	●
	Number monitored for ASB	265	●
	Number of Group 1-5 recorded crimes and offences (cumulative)	942	○

Road Incidents

Unfortunately there was a fatality as the result of a road accident in the Scottish Borders in Quarter 1 of 2023. This is a decrease of 4 from the preceding 3 month period and a decrease of one from the corresponding quarter 1 in 2022.

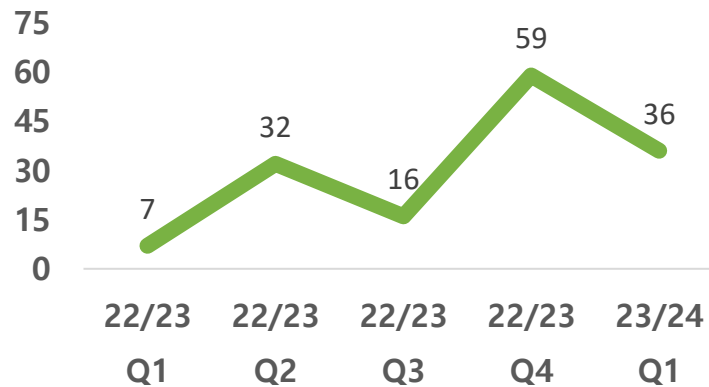
There were 11 people seriously injured as a result of road accidents in the Scottish Borders in Quarter 1 of 2023. This is a decrease of 3 on the on the equivalent period of 2022 and 2 less than in the previous quarter. It is also slightly ahead of (better than) the revised national reduction targets.

GOOD HEALTH AND WELLBEING

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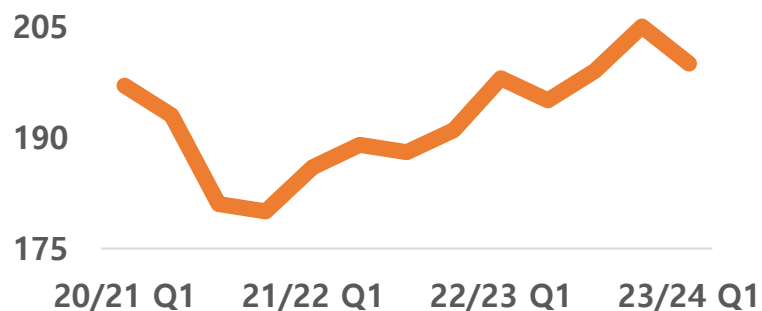
The number of **Additional homes provided** affordable to people in the Borders, based on our wages, has **increased** over the last year. Although there has been a decrease between Q4 and Q1, the number is still vastly higher than Q1 last year



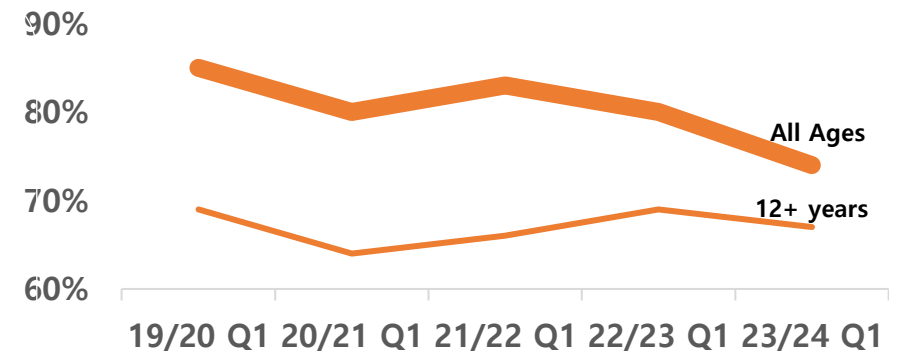
The number of bed days associated to **Delayed Discharges** have continued to decrease but are still an area with a **focus for improvement** (NHS data)



The number of **Looked After Children** has **increased** since the pandemic, although the number has decreased slightly in Q1 23/24



The percentage of **Looked After Children** in **family-based placements** in Q1 had **decreased** for all children and also for those aged only 12 years and over.

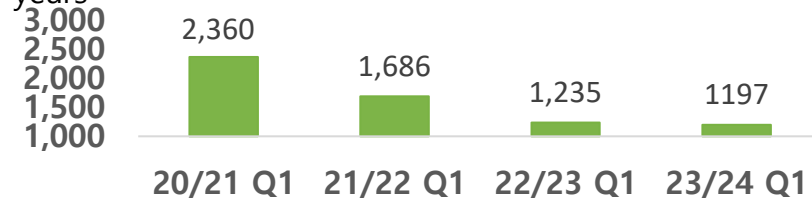


GOOD HEALTH AND WELLBEING

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.

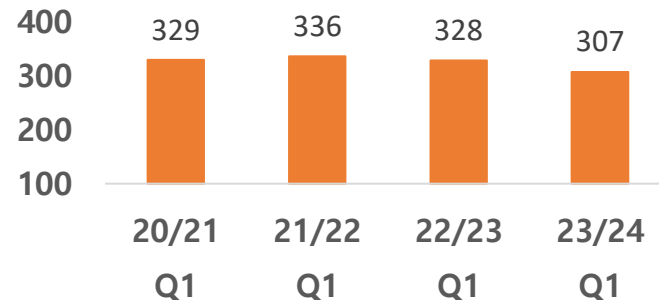


There has been a **decrease** in the number of Reported Cases for **Anti-Social Behaviour** compared to the same period over the previous 3 years

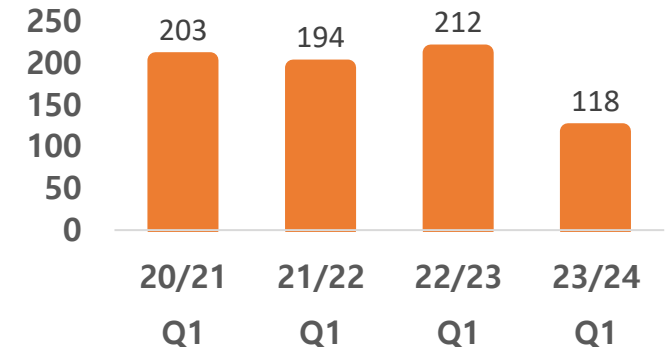


0 referrals into the Mediation Service were progressed

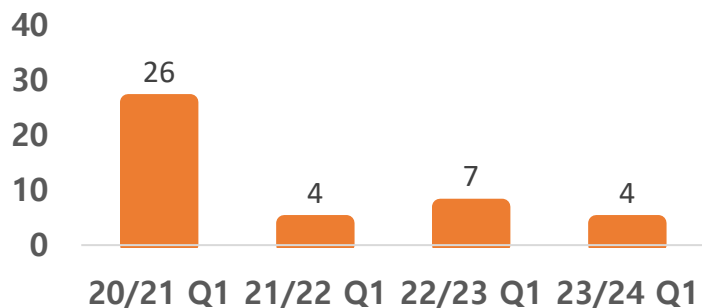
The number of **reported Incidents** made to the **Domestic Abuse Service** in Q1 has **decreased** over the last 4 years



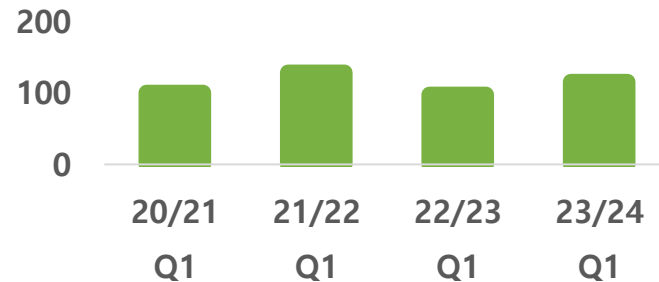
There has been a **decrease** in the number of **Anti-Social Behaviour Early Interventions**



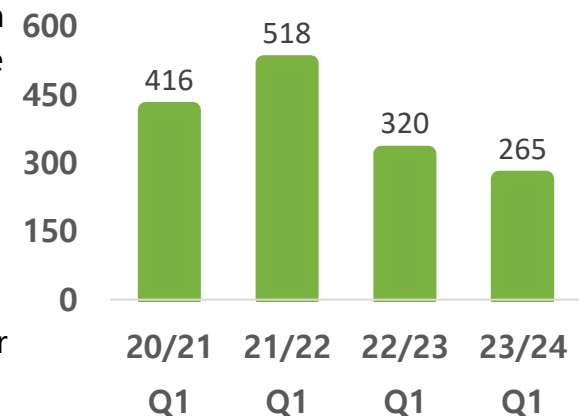
There has been a **decrease** in the number of **Referrals into the Mediation Service** since 2020/21



The number of **referrals** made to the **Domestic Abuse Service** in the year to date have remained **consistently positive** in Q1 over the past 4 years



There has been a **decrease** in the number of cases monitored for **Anti-Social Behaviour** in Q1 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.



Implement changes to project planning process to ensure closer working with communities within all service redesign activities

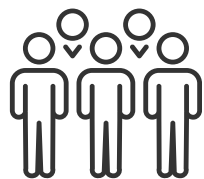
This action is partially complete and work will continue in future quarters

Placemaking activity and **survey work** allows community feedback to:

- Council Plan
- Transformation priorities



Development discussions take place with **Town Teams & Community Groups**



A **Community Engagement Strategy** and **toolkit** is being developed later this year to further **enhance feedback**

Increased **focus** on **customer & community data analysis** from SBC's Digital Transformation Programme



A new process will be implemented to ensure that all new policies, service changes and major developments will be informed by a transparent impact assessment, which is published and easily accessible


A more robust process has been **fully implemented** ✓



From the **outset** SBC now ensures that all **key decisions** and **developments** fully **consider** the impact on:

- service users
- staff
- stakeholders



Particular focus on those with **protected characteristics** under **national equalities legislation** 

Desired Outcomes linked to this Milestone

- Community action is facilitated and supported by complementary actions by SBC

Desired Outcomes linked to this Milestone

- Inequality is reduced through targeted activity with all partners

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	Q1 23/24	Status
Planning Permission	Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)	Information Delayed	
	Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)	Information Delayed	
	Av.time (wks) taken to process all planning apps - Local Dev (householder) - ADJUSTED (cumulative)	Information Delayed	
	Number of Planning Applications Received	Information Delayed	<i>i</i>
Council Tax	Council Tax – In Year Collection Level	30.67%	○
Property	Capital Receipts Generated (cumulative)	Information Delayed	
	Properties surplus to requirements	Information Delayed	
	Properties actively being marketed	Information Delayed	
	Properties progressed to “under offer”	Information Delayed	
*Complaints Handling	Average times: the average time in working days to respond to complaints at stage one	8.08	●
	Performance against timescales: the number of complaints closed at stage one within 5 working days as percentage of total number of stage one complaints	66.32%	●
	Average times: the average time in working days to respond to complaints at stage two	26.78	●
	Performance against timescales: the number of complaints closed at stage two within 20 working days as percentage of total number of stage two complaints	37.5%	●
	Average times: the average time in working days to respond to complaints after escalation	38.44	●
	Performance against timescales: the number of escalated complaints closed within 20 working days as a percentage of total number of escalated stage two complaints	33.33%	●
	Number of Complaints Closed	218	<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	Q1 23/24	Status
Freedom of Information	FOI Requests Received	316	<i>i</i>
	Percentage of FOI Requests Completed on Time	89%	●
Social Media	Number of Facebook Engagements	1,773,443	○
	Number of Twitter Engagements	221,509	○
Assessor	Council Tax Valuation List-Time taken to add new properties to the List	80%	●
	Valuation Roll (Non Domestic)-Time taken to amend the valuation roll to reflect new, altered or demolished properties	86%	●
Staff Absences	SBC Absence Rate – Staff	5.71%	●
	SBC Absence Rate – Teaching Staff	3.25%	●
	Staff Absence Rate (overall)	5.11%	●
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

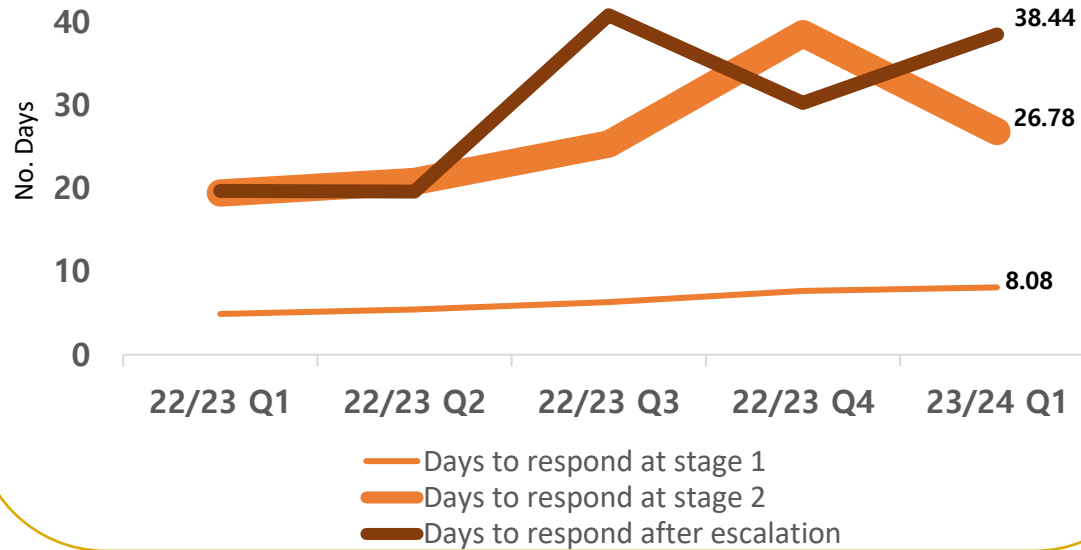
Key: ● Positive ○ Neutral ● Focus for Improvement *i* Information only

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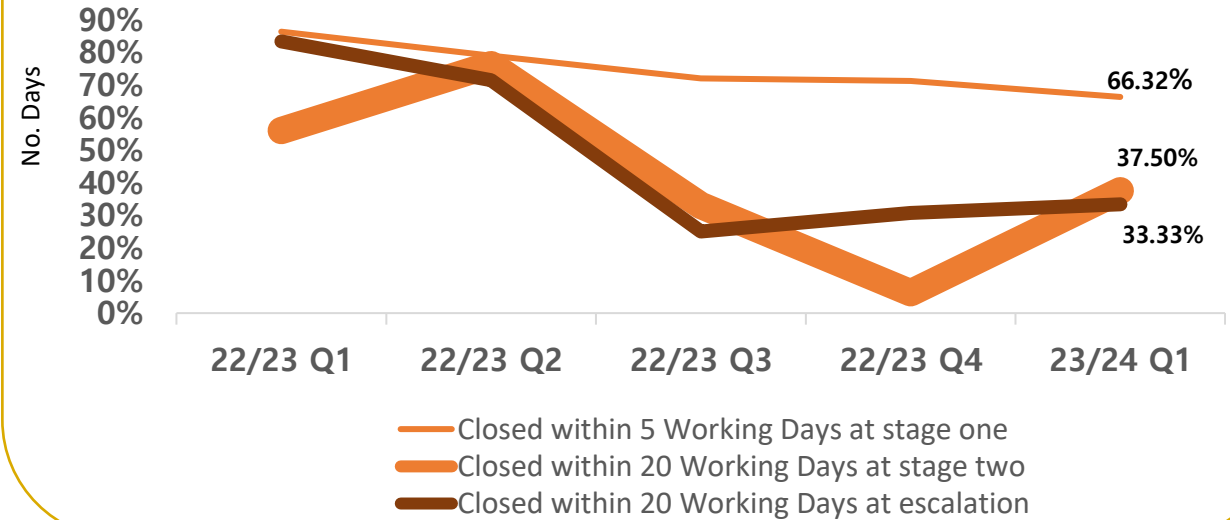


The number of days taken to respond to complaints at **stages 1** and **after escalation** have **increased**, although the number of days taken to respond at **stage 2** has **decreased**. This is still an area to **focus on improvement**.



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.

With the exception of complaints closed at **stage 1** the percentage of complaints closed within target timescales has **increased**. These all continue to be a **focus for improvement**.



The number of complaints closed has stayed at a consistent level over the last 2 years except for a drop in Q3 22/33.

