# Introduction

This is the Quarter 2 (July 24 – September 24) Performance Report for the 2024/25 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)

Indicators which indicate an **excellent** position are shown in charts coloured in **bright green** and show a star ⭐

The percentage of invoices paid within 30 days **remains consistent** and has remained **above 90%** for the last 4 financial years
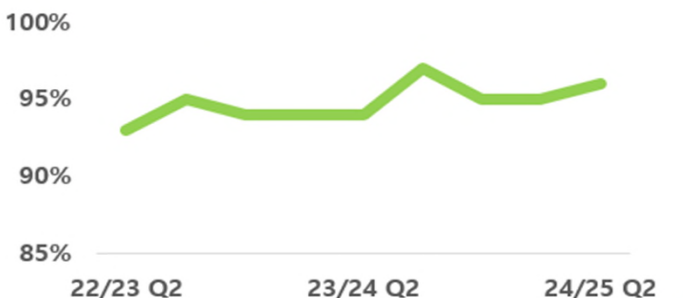
Indicators showing a notable **reduction** in performance, or where there is a **focus for improvement** are shown in charts coloured in **orange**

The percentage of **FOI Requests Completed on Time** has increased over Q2 but further action needs still to take place in order to meet the **target of 90%**

Performance Indicators Key

⭐ Excellent	There has been a notable improvement, or the data indicates an excellent position
🟢 Positive/ Satisfactory	There has been no significant change since the previous review, and progress is positive or satisfactory
🔴 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
i Information only	The indicator shows data for information purposes only

Changes in this Quarter

Work is being undertaken to review and maintain the current Performance Indicators and this has resulted in a number of changes made for Q2. These are:

Removal of the following performance indicators:
- Electricity Consumption kWh
- Gas Consumption kWh

Addition of the following performance indicators:
- Electricity Consumption kWh (whole estate)
- Gas Consumption kWh (whole estate)
- Water Consumption m3
- Renewable Energy Generation
- Oil Consumption
- LPG kWh
- Biomass kWh

The existing indicators reported the Gas and Electricity Consumption for 12 buildings in the SBC estate but have now been replaced by indicators which look at not only Gas and Electricity Consumption for the whole estate, but also Water, Oil, LPG and Biomass Consumption and Renewable Energy Generation for the whole estate.

Removal of the following performance indicators:
- The percentage of referrals into the Mediation service that were progressed and agreement was reached
- The number of referrals into the Mediation Service
- Number of ASB Early Interventions
- Number monitored for ASB

Addition of the following performance indicators:
- Number of persons being monitored for Antisocial Behaviour
- Number of new temporary homelessness accommodation tenancies that commenced in the time period
- Average number of days from assessment to closure for applications assessed as homeless or threatened with homelessness
- Percentage of households assessed as unintentionally homeless or threatened with homelessness (where contact was maintained) who secured settled accommodation in either Social Housing, Private Rented Housing or Owner/Occupied housing
- Average number of days households spent in temporary accommodation during the course of their homeless assessment

There has been a piece of work undertaken with Safer Communities to review all of their PIs. The removal and addition of the PIs above reflect this and provide an insight into the work undertaken by the team and a fuller impact on the community can be seen.

Change of Indicators to 'Information only':
- Asset Transfer Requests Received
- Asset Transfer Requests Agreed
- Asset Transfer Requests Refused
- Participation Request Requests Received
- Participation Request Requests Agreed
- Participation Request Requests Refused
- Value of Funding Awarded – Total Scottish Borders
- Value of Funding Awarded – Berwickshire
- Value of Funding Awarded – Cheviot
- Value of Funding Awarded – Eildon
- Value of Funding Awarded – Teviot & Liddesdale
- Value of Funding Awarded – Tweeddale

There has been an increase of 12 information only indicators for Q2 as it was agreed indicators relating to Asset Transfers, Participation Requests and Funding Awards should be changed to information only as they are more reflective of activity rather than performance.
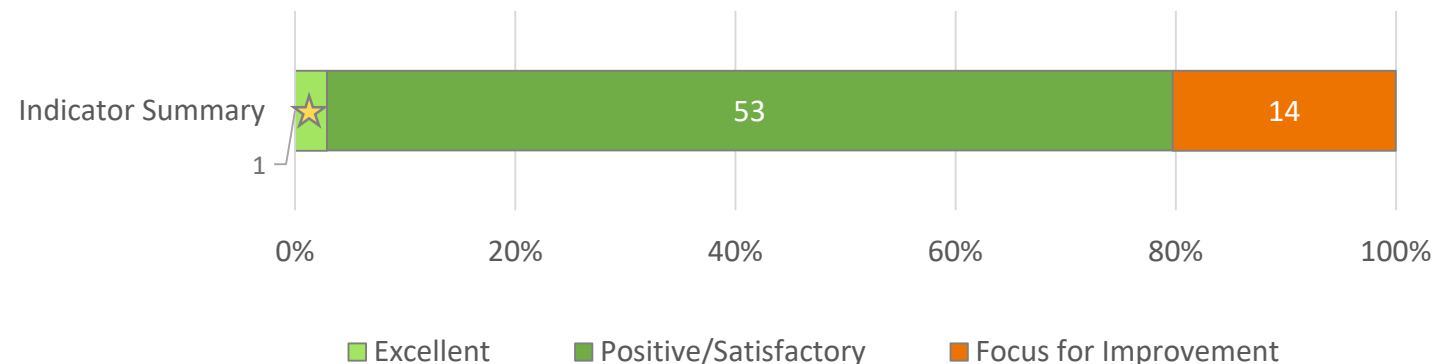
Summary

Key Milestones

Updates for 9 Key Milestones were required in Q2 and services are happy with the progress of each one. The Q2 Key Milestones cover 5 of the 6 Council Plan Themes. SBC is undertaking work on the Local Heat and Energy Efficiency Strategy (LHEES) with committee approval of the Local Heat and Energy Efficiency Strategy & Delivery Plan. A CYP Participation and Engagement strategy has been completed which looks at ensuring that multi-agency decisions are made with the voices of children and young people, especially those with protected characteristics, being heard. A refresh of SBC's Anti-Poverty Strategy has been completed as well as producing an annual update of the Local Child Poverty report and action plan. There has been an increase of Technology Enabled Care (TEC) which is allowing more people to remain independent for as long as possible. There have been programmes put in place to enhance joint staff development arrangements and information sharing between SBC and NHS and a development of upskilling SBC staff in Digital Skills is underway.

Performance Indicators

Of the 93 indicators presented, 54 are in a good position of which 1 is excellent. 14 are highlighted as areas of focus for improvement and there are 25 information only figures which provide context to some of the performance indicators also shown in the report.

Indicator Summary: 1 | 53 | 14

- Excellent
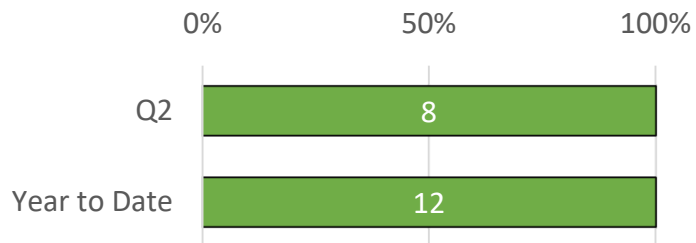- Positive/Satisfactory
- Focus for Improvement
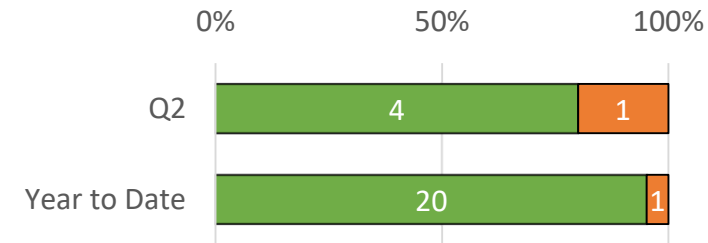
Summary of Performance Year to Date

In the Summary of Performance Indicators, bright green with a star shows areas where performance has been excellent, green reflects areas that are positive/satisfactory and orange indicates performance levels that are a focus for improvement.
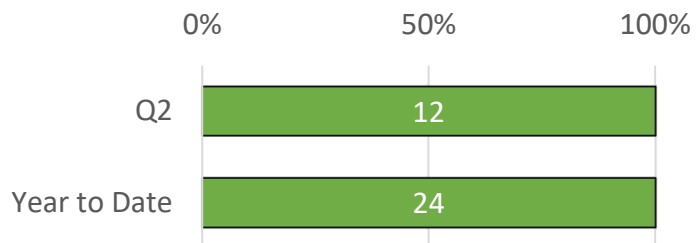
Clean, green future

	0%	50%	100%
Q2	8		
Year to Date	12		

Empowered, vibrant communities

	0%	50%	100%
Q2	4	1	
Year to Date	20	1	

Fulfilling our potential

	0%	50%	100%
Q2	12		
Year to Date	24		

Good health and wellbeing

	0%	50%	100%
Q2	7	4	
Year to Date	13	9	

Strong inclusive economy, transport and infrastructure

	0%	50%	100%
Q2	10	2	
Year to Date	19	4	

Working together improving lives

	0%	50%	100%
Q2	1	12	7
Year to Date	2	24	14
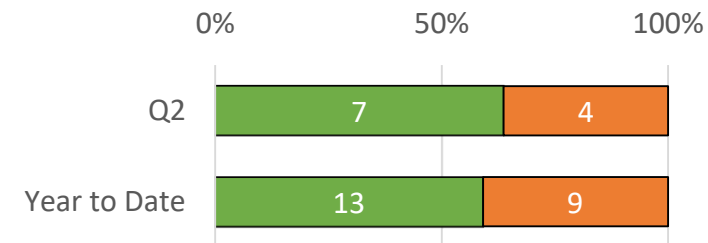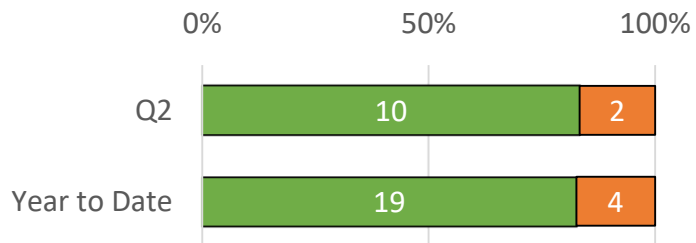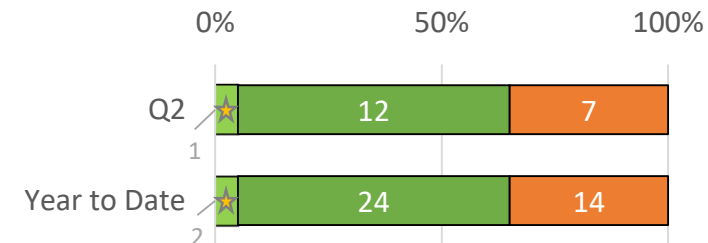
CLEAN GREEN FUTURE

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

Publish and begin implementation of a long-term Scottish Borders Local Heat and Energy Efficiency Strategy, focused upon fuel poverty challenges, and opportunities for energy efficiency and renewable heat alternatives

The Local Heat and Energy Efficiency Strategy (LHEES) & Delivery Plan were **published in June 2024** following committee approval
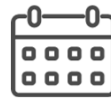
Strategy summarised the **SBC LHEES Vision & 3 key priorities**

Delivery phase now started

Strategy will include **renewable heat technology**

Early regional fuel poverty support to be delivered through **2024/25 EES:ABS** (Energy Efficiency Scotland: Area Based Scheme)

SBC & stakeholders engaging with **third party** renewable tech companies to **identify pilot projects** to utilise renewable heat

Local level options & **opportunities** being scoped out

20 potential Delivery Areas & **28 potential Heat Network Zones** with supporting maps were identified

EES:ABS target areas identified through LHEES strategy & Delivery Plan

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

CLEAN GREEN FUTURE

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

Service	Indicator	Q2 24/25	Status
Waste	Annual Household Recycling Rate	56.52%	●
	Annual Household Waste Landfilled Rate	0.21%	●
	Annual Household Waste to Other Treatment	43.27%	●
	Annual Average Community Recycling Centre Recycling Rate	75.51%	●
Property	Electricity Consumption kWh *(annual rolling)*	16,693,243	●
	Gas Consumption kWh *(annual rolling)*	25,349,384	●
	Water Consumption m3 *(annual rolling)*	Information received in Q4	
	Renewable Energy Generation *(annual rolling)*	Information received in Q4	
	Oil Consumption *(annual rolling)*	Information received in Q4	
	LPG kWh *(annual rolling)*	520,666	●
	Biomass kWh *(annual rolling)*	960,904	●

Key: ⭐ Excellent   ● Positive/Satisfactory   ● Focus for Improvement   *i* Information only

FULFILLING OUR POTENTIAL

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

Develop a multi-agency children and young people's participation and engagement strategy, ensuring that the voices of children and young people across the Borders, in particular those with protected characteristics, are at the heart of our decision-making processes

YELL (Youth Engagement Listen to Learn) strategy **launched on 30th September 2024** to an audience including:
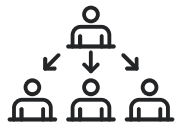
- Senior Leadership Team
- Council Management Team
- Elected Members
- Partners

The **Consultation** & **Publicity Process** has included:

- Youth groups
- BANG **(Borders Additional Needs Group)**
- CAMHS **(Child and Adolescent Mental Health Services)**
- Partners and MSYPs **(Members of the Scottish Youth Parliament)**
- Schools
- Travelling community

YELL conducted a **questionnaire** in March 2024 & received 1,026 responses, including from those whose **views** are **under-represented**

Strategy development in place **since October 2023** with establishment of **working groups**, **regular meetings** & **development days**

First draft of the **CYP Participation and Engagement strategy** was completed in **June 2024**

Following **3** rounds of consultation & revision, **version 4** is being published in **Q3 2024/25**

Next steps include:
- Education Podcast about YELL,
- YELL on tour
- Discussion of steps around a **children's participation & engagement strategy for under 12's**

Desired Outcomes linked to this Milestone
- Increase young people's participation in the planning, provision and delivery of services.

FULFILLING OUR POTENTIAL

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

Service	Indicator	Q2 24/25	Status
Education	Average primary school attendance rate	94%	🟢
	Average secondary school attendance rate	90%	🟢
	Average primary and secondary school attendance rate	92%	🟢
	Number of Exclusion Incidents – Primary Schools	less than 5 greater than zero*	🟢
	How many primary school pupils were excluded?	less than 5 greater than zero*	🟢
	Number of Exclusion Incidents - Secondary Schools	21	🟢
	How many secondary school pupils were excluded?	20	🟢
	Number of Exclusion Incidents – Primary and Secondary Schools	Between 21 and 25*	🟢
	How many primary and secondary school pupils were excluded?	Between 20 and 24*	🟢
	Number of Schools/Nurseries inspected per Quarter	2	*i*
Modern Apprentices	New Modern Apprentices employed by SBC	8	🟢
	Current Modern Apprentices employed within SBC	37	🟢
	Modern Apprentices securing SBC employment after apprenticeship Cumulative Year to Date	4	🟢

* Please note that the figure has not been published this quarter as the data could be identifiable

Key: ⭐ Excellent 🟢 Positive/Satisfactory 🟠 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.

Service	Indicator	Q2 24/25	Status
Major Capital Projects	RAG status is "Green"	13	🟢
	RAG status is "Amber"	3	🟠
	RAG status is "Red"	2	🟠
Working Age Population	Working age population (16 - 64) employment rate*	74.9%	*i*
	Working age population (16 - 64) Claimant Count (including Universal Credit and JSA	3.23%	*i*
	Working age population (18 - 24) Claimant Count (including Universal Credit and JSA	4.83%	*i*
Customer Advice & Support - Financial Inclusion	Number of People referred in the quarter	314	🟢
	Monetary Gain for cases closed in the quarter	£1,124,623	🟢
	Cumulative Monetary Gain for cases closed in the year to date	£2,078,638	🟢
Customer Advice & Support – Housing Benefit	New Claims (Avg No. of Days to process)	13.94	🟢
	Change Events (Avg No. of Days to process)	10.01	🟢
Business Gateway	Total number of new Business Start-Ups (Business Gateway)	13	🟢
	Number of clients attending start-up workshops/seminars (Business Gateway)	137	🟢
Estates/Economic Development	Occupancy Rates of Industrial and Commercial Units	92%	🟢
Community Benefit Clauses	Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included	28	🟢
	Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC)	124	*i*

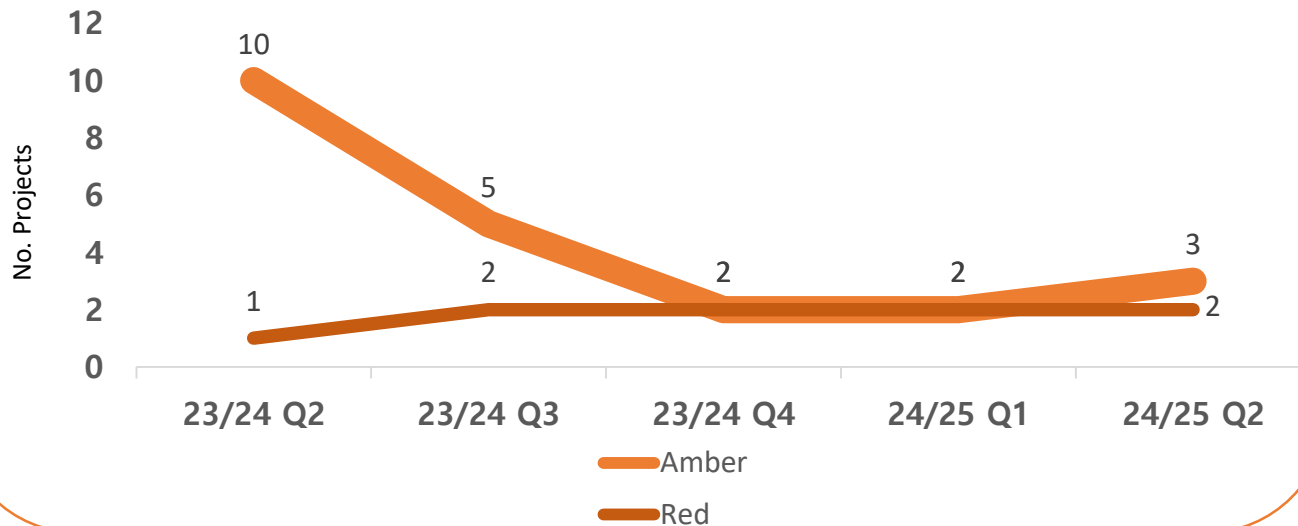** Please Note that there is a lag of one Quarter for data provided for employment rates*

Key: ⭐ Excellent 🟢 Positive/Satisfactory 🟠 Focus for Improvement *i* Information only

STRONG INCLUSIVE ECONOMY, TRANSPORT AND INFRASTRUCTURE

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The number of **Capital Projects** with a **Red Status** has remained **static** in Q2 but those with an **Amber Status** have risen by one in Q2. Both continue to be a **focus for improvement**

Line chart titled "No. Projects" with quarters on x-axis (23/24 Q2, 23/24 Q3, 23/24 Q4, 24/25 Q1, 24/25 Q2) and y-axis 0 to 12.

Amber: 10, 5, 2, 2, 3
Red: 1, 2, 2, 2, 2

Legend: Amber, Red

Amber Status
Jedburgh High Street Building status is being driven by delays in the tendering process. The Earlston Primary School status is being driven by construction delays related to procurement issues and inclement weather. The Plant & Vehicle project status is being driven by fleet budget constraints. The delivery teams have mitigation plans in place to convert these projects to "Green" status in this next quarter.

Red Status
The Hawick Flood Protection scheme's status is being driven by its practical completion, which is in delay and the project budget position is being assessed. The Union Chain bridge project status is being driven by a series of defects that have been identified. In both cases, the Project Boards are overseeing mitigation measures.

The following **13** Capital Projects continue on track:

- Borderlands Coldstream Industrial Business Units
- Borders Innovation Park Phase 2
- Eyemouth Nursery & Family Centre
- Eyemouth Primary School
- Galashiels Academy
- Hawick Care Village
- Hawick High School
- Leader Valley, Peebles, Assisted Learning Centre
- Lowood Masterplan
- Peebles Chambers Institution
- Peebles High School
- Selkirk High School
- Tweedbank Care Village

EMPOWERED VIBRANT COMMUNITIES

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

Produce a full refresh of the Council's Anti-Poverty Strategy, following partnership work and public consultation

Anti-Poverty Strategy for 2024-2029 was presented to Council on **24th October** ✓

Global & domestic events since 2020 have contributed to the **Cost of Living Crisis** & led to **present rising levels of poverty** in the Scottish Borders

2,442 people (3.6% of the entire working age population) in the Scottish Borders have been **claiming Universal Credit** for **more than 4 years**

SBC will **tackle poverty** & **improve lives** using:

- **combined knowledge, expertise** & **experience** of ourselves & partners
- **open & honest engagement** with people experiencing poverty

Partners' key plans & strategies will contribute to delivery of the strategy

Maximising Pension Credit uptake will help offset withdrawal of universal **Winter Fuel Payment** for the most **vulnerable pensioners**

Desired Outcomes linked to this Milestone
- Reduce the numbers of children living in poverty, and reduce the impact of living in poverty on families

EMPOWERED VIBRANT COMMUNITIES

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

Produce an annual update of the Local Child Poverty report and action plan to guide further action on poverty

The 2024/25 Scottish Borders Local Child Poverty Report (including a 2023/24 progress update) was **approved at Council in June 2024** ✓

Actions focus on **3 direct drivers of poverty**:
- Increasing **income from employment**
- Reducing the **cost of living**
- Maximising income from **social security** & benefits in kind

Priorities for 2024/25 include:

Developing shared understanding of **local need** so **resources can be used most effectively**

Strategic engagement with **services** & **partners** to design a **whole systems approach** to poverty reduction & prevention

Increase **early years engagement** focus so low-income families can receive **wrap-around whole family support**

Ensuring that SBC's pathways are **simple & intuitive** so families are supported in a timely & dignified way

Developing SBC's work with people who have **direct experience** of **child poverty**

Desired Outcomes linked to this Milestone
- Reduce the numbers of children living in poverty, and reduce the impact of living in poverty on families

EMPOWERED VIBRANT COMMUNITIES

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

| Service	Indicator	Q2 24/25	Status
Communities & Partnerships - Asset Transfers	Number of Requests **Received**	0	*i*
	Number of Requests **Agreed**	0	*i*
	Number of Requests **Refused**	0	*i*
Communities & Partnerships - Participation Request	Number of Requests **Received**	0	*i*
	Number of Requests **Agreed**	0	*i*
	Number of Requests **Refused**	0	*i*
Communities & Partnerships	The number of people carrying out volunteer work with SBC	64	🟢
Communities & Partnerships – Value of Funding Awarded	Total Scottish Borders	£41,063	*i*
	Berwickshire	0	*i*
	Cheviot	£10,344	*i*
	Eildon	£7,500	*i*
	Teviot & Liddesdale	£2,460	*i*
	Tweeddale	£20,758	*i*
	Neighbourhood Small Schemes Fund – Total Value of funds awarded (cumulative)	£100,000	🟢
Community Resilience	SB Alert - No. of people registered	7242	🟠
	No. of Active community resilience plans	55	🟢
	No. of Progressing community resilience plans	0	🟢

Key: ⭐ Excellent 🟢 Positive/Satisfactory 🟠 Focus for Improvement *i* Information only

EMPOWERED VIBRANT COMMUNITIES

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

The number of **People Registered with SB Alert** has **decreased** in Q2 following a period of increased registrations over the past year. It is an area of **focus for improvement** and ways to improve registration numbers are being explored.
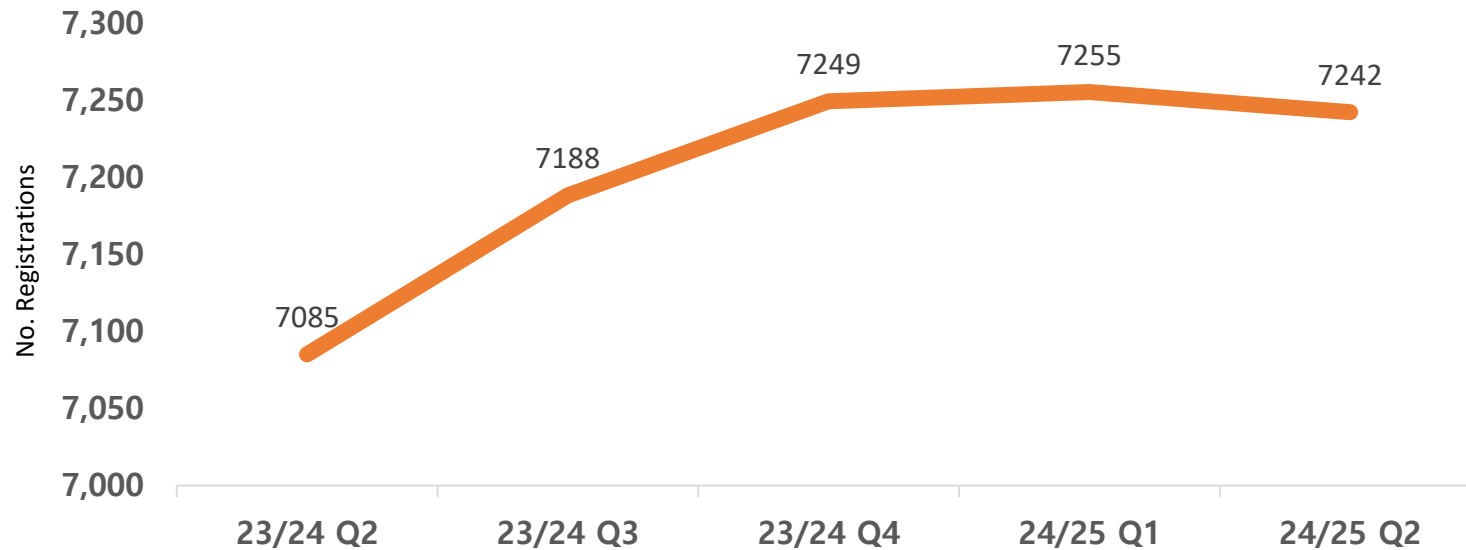
Key: ⭐ Excellent   🟢 Positive/Satisfactory   🟠 Focus for Improvement   *i* Information only

GOOD HEALTH AND WELLBEING

PRIORITY: Ensure 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 a multi-agency Participation and Engagement Strategy for Children's Services. This will provide a framework for the development of participation, engagement and co-production with children, young people and their families

Youth Engagement Listen to Learn (YELL) Strategy (the Scottish Borders Participation and Engagement Strategy) has been co-produced with young people

Daft **agreed** at Children and Young People's Planning Group on **26th August** & launched at an event on **30th September** ✓

Strategy was significant piece of work & involved **direct participation** & **consultation** with a large cross section of **children & young people**

Increase the use of Technology Enabled Care and assistive equipment from the Community Equipment Store, enabling people to remain independent for as long as possible

In Q2 24/25 the Technology Enabled Care (TEC) team made **91 visits** per month (to **275 clients**)

An **increase** of **42%** from same period last year

TEC was used to:
- enable clients to leave hospital (35% of clients)
- prevent an admission to a care setting or hospital (20%)
- upgrade their equipment to Digital Ready alarms (45%)

Most equipment **aided critical care needs**
- Enabling clients to **safely remain at home**
- Reduced need for **double-handed care**
- Lower rates of clients requiring admission to hospital or care settings

In Q2 24/25 the **Community Equipment Service** carried out **6,405 home visits** delivering **3,516 items (£459,759 worth)** of equipment

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Desired Outcomes linked to this Milestone
- Every child grows up loved, safe and respected and able to realise their full potential (the promise)

Desired Outcomes linked to this Milestone
- Services are designed around service user's needs, focus on prevention, early intervention and minimising health inequalities

GOOD HEALTH AND WELLBEING

PRIORITY: Ensure 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 24/25	Status
Social Work Children & Families	Looked After Children (aged 12+) in family-based placements compared to those in residential placements	62	🟠
	Looked After Children (All ages) in family-based placements compared to those in residential placements	71	🟠
	Number of Looked After Children (LAC)	204	🟠
	Number of Inter-agency Referral Discussions (IRDs) held about a child	116	*i*
	Number of children on Child Protection Register	43	*i*
Adult Support & Protection	Number of Concerns	105	*i*
	Number of Inquiries with Investigative Powers	64	*i*
Economic Development & Procurement	Additional homes provided affordable to people in the Borders, based on our wages	0	*i*
NHS**	Bed days associated with delayed discharges in residents aged 75+; rate per 1,000 population*	355.9	🟠
Domestic Abuse	Number of High Risk domestic abuse cases discussed at Multi Agency Risk Assessment Conference (MARAC)	116	🟢
	Number of Referrals to Domestic Abuse	45	🟢

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

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

Key: ⭐ Excellent   🟢 Positive/Satisfactory   🟠 Focus for Improvement   *i* Information only

GOOD HEALTH AND WELLBEING

PRIORITY: Ensure 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 24/25	Status
Safer Communities	Number of persons being monitored for Antisocial Behaviour	292	🟢
	Number of new temporary homelessness accommodation tenancies that commenced in the time period	60	🟢
	Percentage of households assessed as unintentionally homeless or threatened with homelessness (where contact was maintained) who secured settled accommodation in either Social Housing, Private Rented Housing or Owner/Occupied housing	92	🟢
	Average number of days from assessment to closure for applications assessed as homeless or threatened with homelessness	181	🟢
	Average number of days households spent in temporary accommodation during the course of their homeless assessment	117	🟢

Road Incidents

Unfortunately, there were 3 fatalities as a result of road accidents in the Scottish Borders over Quarter 2 in 2024. This is an increase of 2 for the same period last year.

There were 9 people seriously injured as a result of road accidents in the Scottish Borders over Quarter 2 in 2024. This is a decrease of 13 for the same period last year.

*** Currently vetted information from Police Scotland is only available up to the end of August 2024**

Key: ⭐ Excellent   🟢 Positive/Satisfactory   🟠 Focus for Improvement   𝑖 Information only
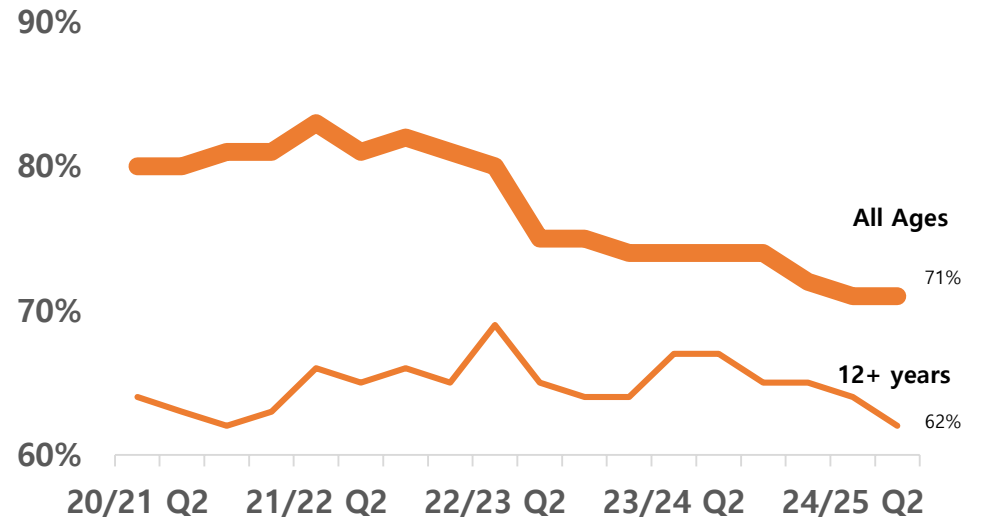
GOOD HEALTH AND WELLBEING

PRIORITY: Ensure 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 **decreased** over the past year. However, there has been a slight increase in Q2 and this is still a **focus for improvement**
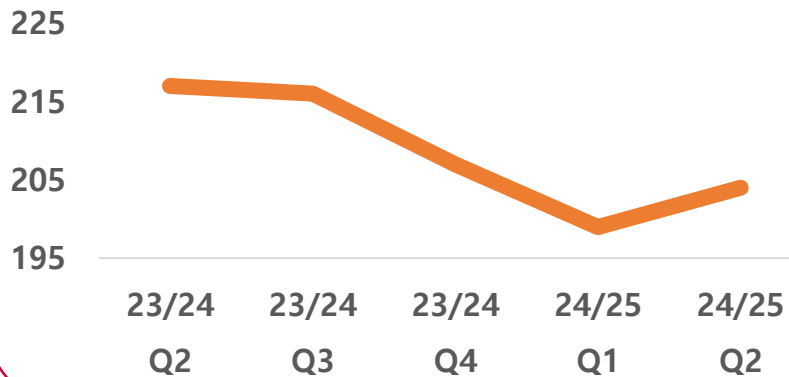
There is a **slight decrease** in the percentage of **Looked After Children of All ages in family-based placements** in Q2 and the percentage of **Looked After Children aged 12+ in family-based placements** has remained the same since last quarter. This continues to be an area for **Focus for Improvement**

The number of bed days associated to **Delayed Discharges** have **increased slightly** from the same quarter last year. The continue to be **focus for improvement** (NHS data)
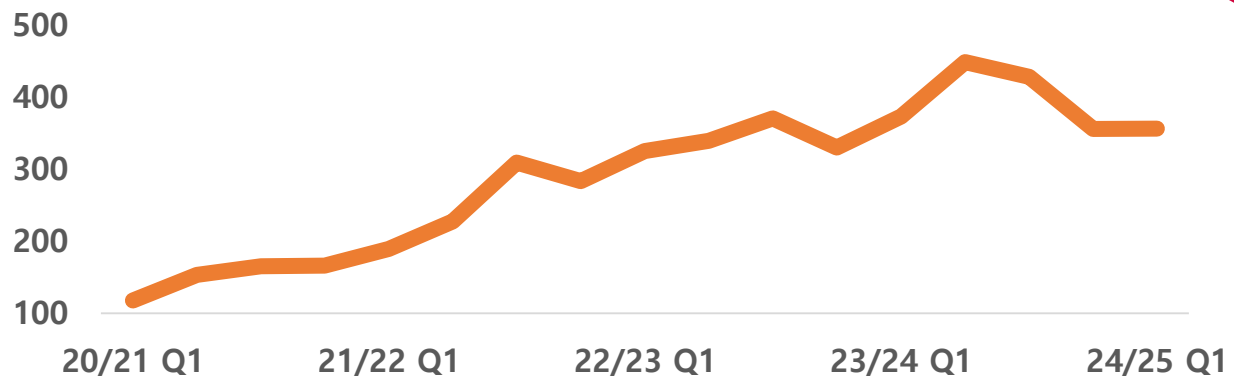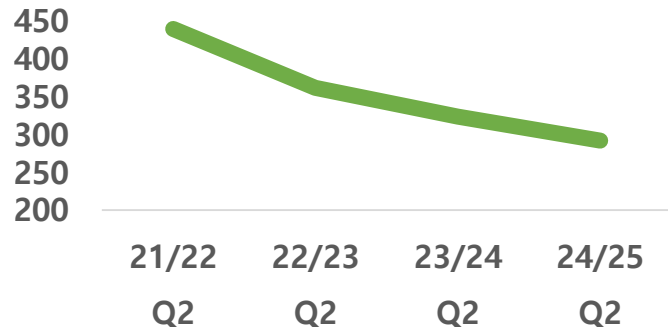
GOOD HEALTH AND WELLBEING

PRIORITY: Ensure 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 consistent **decrease** of people being monitored for Antisocial behaviour in Q2 over the past 4 years.
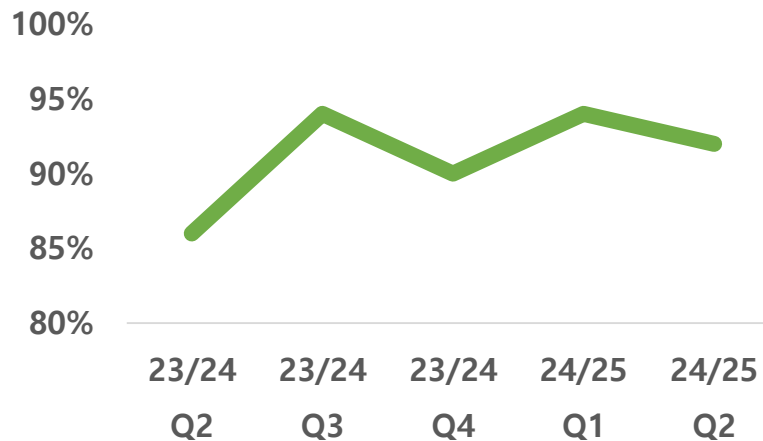

There has been an overall **decrease** in the number of new temporary homelessness accommodation tenancies that commenced in Q2 over the past 4 years.
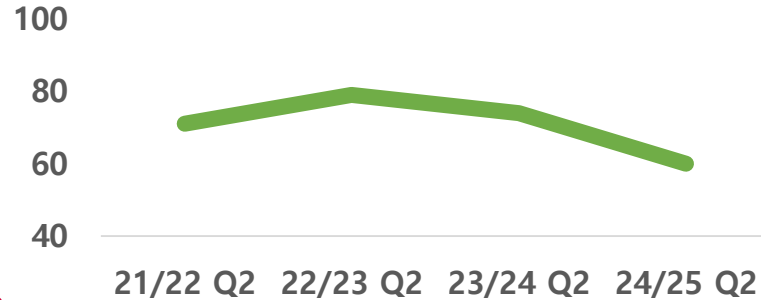

There has been a slight **decrease** in the average number of days from assessment to closure for applications assessed as homeless or threatened with homelessness in Q2 over the past 3 years.
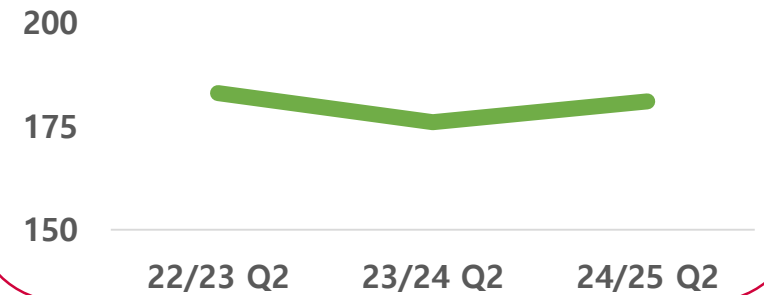
The percentage of households assessed as unintentionally homeless or threatened with homelessness who secured settled accommodation has remained **steady** over the last year but there has also been an **overall increase**.

Other than an increase in the previous quarter, there has been a consistent **decline** in the average number of days households spent in temporary accommodation during the course of their homeless assessment.
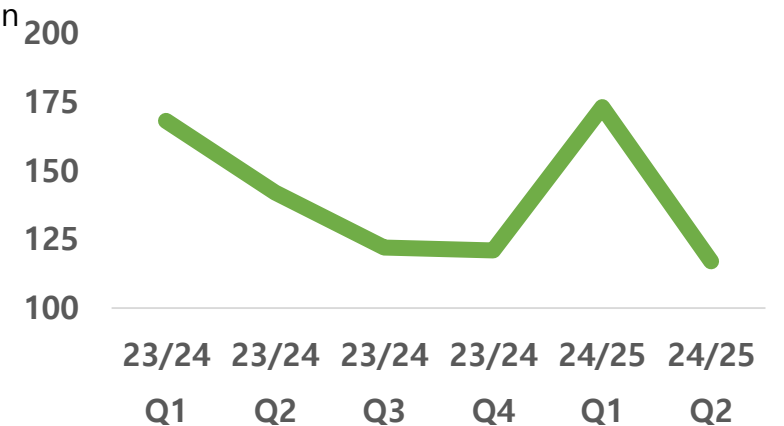
WORKING TOGETHER, IMPROVING LIVES

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

Develop and implement an Integrated Workforce Plan to enhance joint staff development arrangements with NHS Borders

A **joint mentoring training programme** has been completed as part of the **Integrated Workforce Plan**

There has been:
- **increased access** to SBLearn e-learning resources for NHS staff in **joint** posts
- **shared spaces** for SBC staff on NHS project management training
- **more access** for NHS staff to the Social Work case management system

Develop better information sharing systems and protocols, including deployment of Health Share jointly with NHS Borders

Healthshare will deliver a **single view** of a person's Health & Social Care Data

Planned **software update** & completion of **system security protocol** will **improve functionality** & ensure information is shared safely

Phase 1 will allow the **Pan-Lothian** NHS trusts to **share information** on **Scottish Borders** residents

Phase 2 will allow **more focused information sharing** between **NHS Borders** & **SBC Social Work** Department

Consideration for a **further business case to be completed** before phase 2 starts

Desired Outcomes linked to this Milestone
- Better outcomes are delivered through effective partnerships working

Desired Outcomes linked to this Milestone
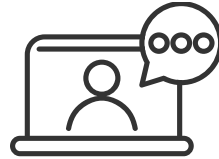- Better outcomes are delivered through effective partnerships working

WORKING TOGETHER, IMPROVING LIVES

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

Develop ongoing programme of upskilling in Digital Skills for all SBC staff, empowering all staff to contribute to SBC's digital future operating model

Digital Skills Week in May 2024 consisted of over **20 different interactive sessions** held on different digital skills related topics

There are **specific developments** across service-specific systems for **all SBC staff**

Live sessions were well attended, and each recorded post was seen by an **average of 1,500 people**

E-learning resources continue to be **developed** ✓

Plans are being developed for **greater access** to **digital skills opportunities** for all **frontline staff**

Online training materials are shared via the **Viva Engage** platform

Desired Outcomes linked to this Milestone
- SBC is an employer of choice

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 24/25	Status
Planning Permission	Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)	Data provided at a later date by Scottish Government. For information on Q1 & Q2 23/24 which is the latest data available, please see our Performance Dashboard	
	Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)		
	Av.time (wks) taken to process all planning apps - Local Dev (householder) - ADJUSTED (cumulative		
	Number of Planning Applications Received	249	*i*
Council Tax	Council Tax – In Year Collection Level	55.69%	🟢
Property	Capital Receipts Generated	£210,410	🟢
	Properties surplus to requirements	42	🟢
	Properties actively being marketed	12	🟢
	Properties progressed to "under offer"	12	🟢
Complaints Handling	Average times: the average time in working days to respond to complaints at stage one	7.2	🟠
	Performance against timescales: the number of complaints closed at stage one within 5 working days as percentage of total number of stage one complaints	69.9	🟠
	Average times: the average time in working days to respond to complaints at stage two	34.4	🟠
	Performance against timescales: the number of complaints closed at stage two within 20 working days as percentage of total number of stage two complaints	0	🟠
	Average times: the average time in working days to respond to complaints after escalation	24.5	🟠
	Performance against timescales: the number of escalated complaints closed within 20 working days as a percentage of total number of escalated stage two complaints	38.5	🟠
	Number of Complaints Closed	182	*i*

Key: ⭐ Excellent   🟢 Positive/Satisfactory   🟠 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 24/25	Status
Freedom of Information	FOI Requests Received	270	*i*
	Percentage of FOI Requests Completed on Time	84%	🔴
Social Media	Number of Facebook Engagements	11,403	🟢
Assessor	Council Tax Valuation List-Time taken to add new properties to the List	53%	🟢
	Valuation Roll (Non Domestic)-Time taken to amend the valuation roll to reflect new, altered or demolished properties	44%	🟢
Staff Absences	SBC Absence Rate – Staff	5.21%	🟢
	SBC Absence Rate – Teaching Staff	2.53%	🟢
	Staff Absence Rate (overall)	4.56%	🟢
Payment Services	Percentage of Invoices paid within 30 days	96%	⭐
Customer Contact	Consolidated Call Numbers - HQ Switchboard, 0300, SW Duty Hub and Homelessness	39,592	🟢

Key: ⭐ Excellent 🟢 Positive/Satisfactory 🔴 Focus for Improvement *i* Information only
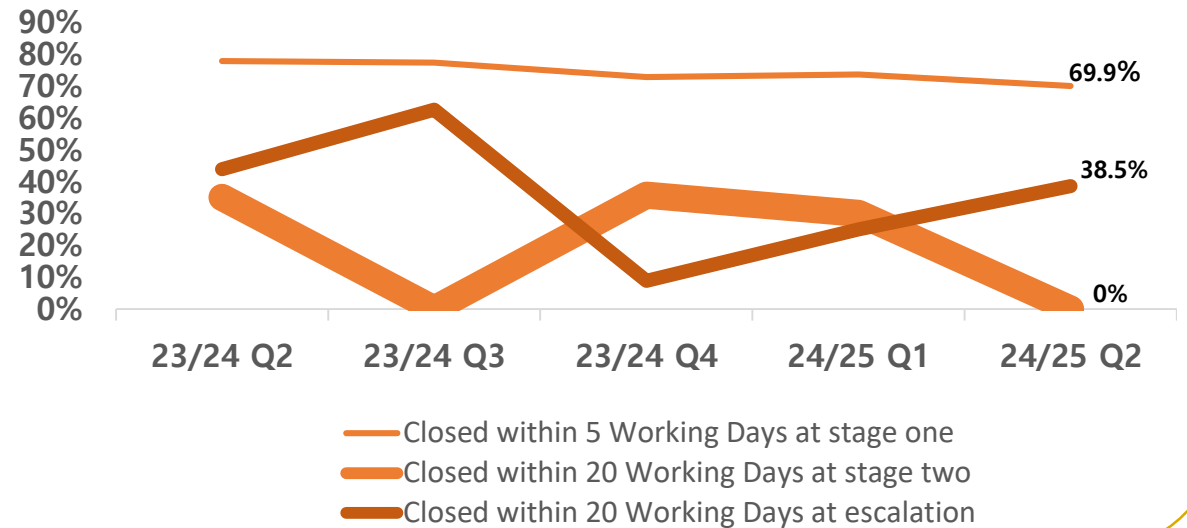
WORKING TOGETHER, IMPROVING LIVES

PRIORITY: Ensure that Scottish Borders Council is effective, sustainable, responsive and aligned to the needs and priorities of our communities.
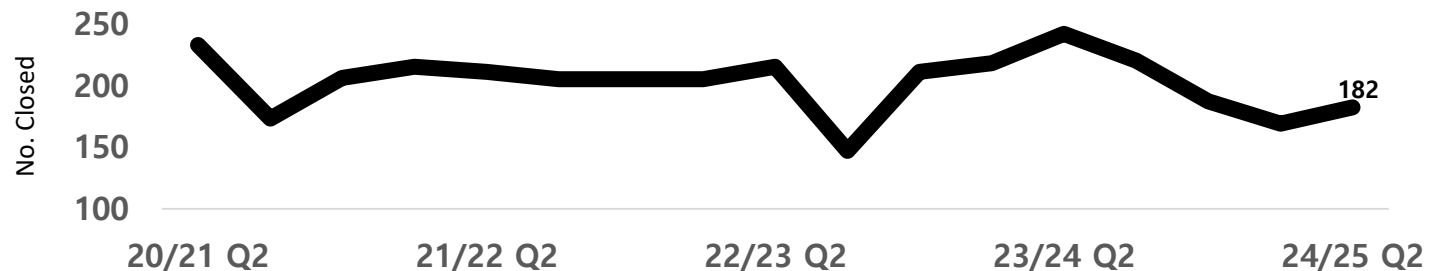
The number of days taken to respond to complaints at **stage 2** and **after escalation** have **decreased slightly** since the previous quarter but the number of days taken to respond to complaints at **stage 1** has increased. All 3 PIs continue to be areas to **focus on improvement.**
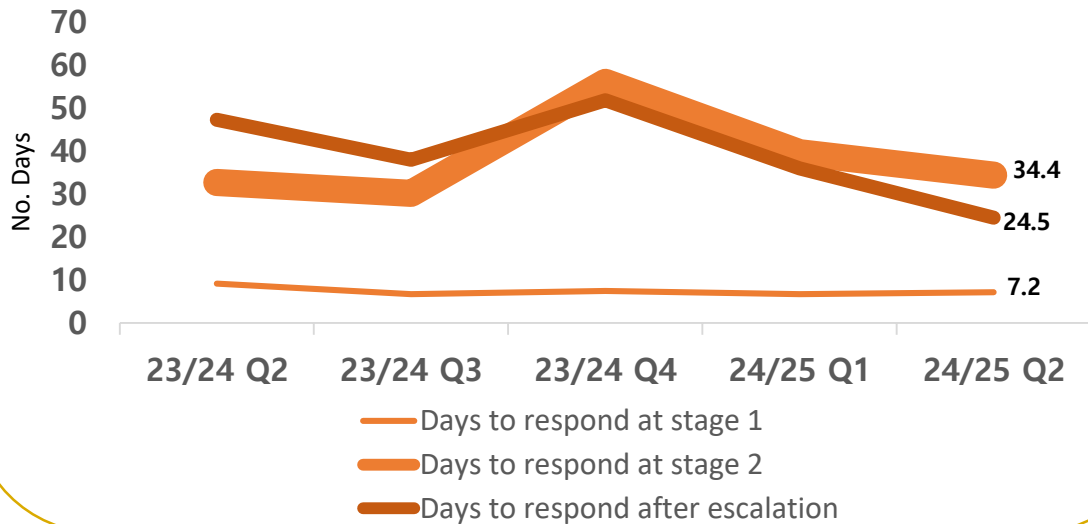
The percentage of complaints closed at **after escalation** have **increased** since the previous quarter, however, the percentage of complaints closed at **stage 1** and **stage 2** have **decreased**. All remain **focus for improvement.**

No. Days

- Days to respond at stage 1
- Days to respond at stage 2
- Days to respond after escalation

34.4
24.5
7.2

23/24 Q2   23/24 Q3   23/24 Q4   24/25 Q1   24/25 Q2

69.9%
38.5%
0%

23/24 Q2   23/24 Q3   23/24 Q4   24/25 Q1   24/25 Q2

- Closed within 5 Working Days at stage one
- Closed within 20 Working Days at stage two
- Closed within 20 Working Days at escalation

The number of complaints closed has stayed at a consistent level over the last 4 years

No. Closed

182

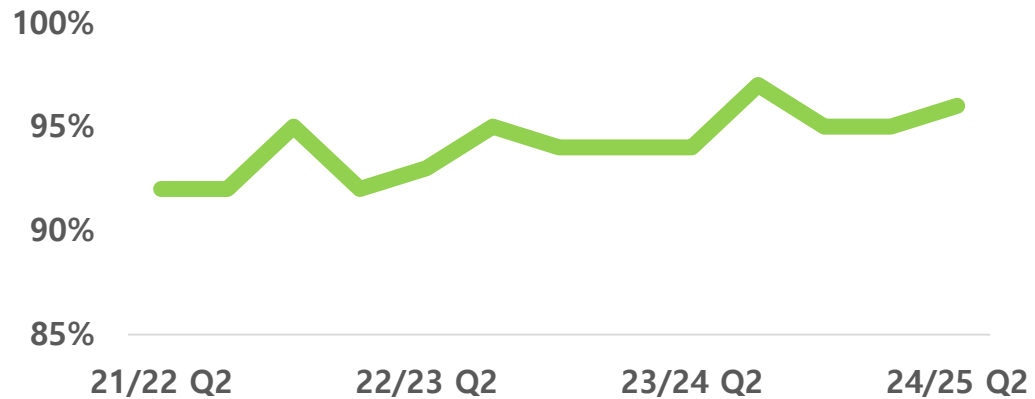20/21 Q2   21/22 Q2   22/23 Q2   23/24 Q2   24/25 Q2

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 percentage of invoices paid within 30 days **remains consistent** and has remained **above 90%** for the last 4 financial years

The percentage of **FOI Requests Completed on Time** has increased over Q2 but further action needs still to take place in order to meet the **target of 90%**