



SCOTTISH BORDERS COUNCIL

PERFORMANCE REPORT

Q3 2024/25 (Oct 24 – Dec 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

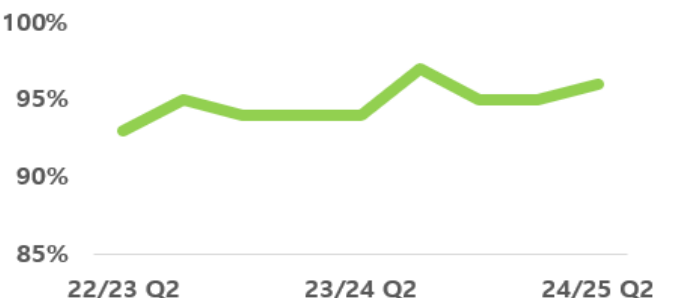


This is the Quarter 3 (October 24 – December 24) Performance Report for the 2024/25 Council Plan. It presents the Council’s progress against the Key Milestones set out for Quarter 3 and provides an update on the Council’s Performance Indicators. The report is structured into the 6 themes of the Council 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)

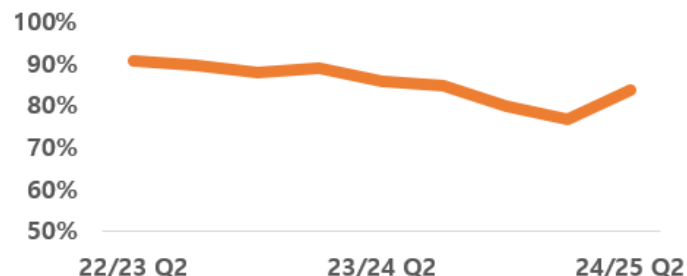
Indicators which indicate an **excellent** position are shown in charts coloured in **bright green** and show a star 

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
 Information only	The indicator shows data for information purposes only



Changes in this Quarter

Work continues to review and maintain the current Performance Indicators and a **new indicator** has been added in Q3. The new indicator is 'SBC Staff Turnover' and is shown as a percentage. This Indicator is a Human Resources indicator and can be found in the **Working Together, Improving Lives** section of the report.

One indicator has been changed to **For information Only** and this is **Properties surplus to requirements** which can be found in the **Working Together, Improving Lives** section of the report. The numbers reflect the Estates Rationalisation, Optimisation and Decarbonation Progress Report and will fluctuate depending on the stage that SBC are in.

There has been a change of name in Q3 and the Indicators that were previously recorded as being **Community & Partnerships – Value of Funding Awarded** are now under **Neighbourhood Support Fund** and these indicators can be found in the **Empowered, Vibrant Communities** section of the report.

There are indicators where data reported in the Q2 report has since been updated. These updates have also been made in the public dashboard and will be reported in the annual report in Q4. The indicators are:

Updated performance indicator values:

Good Health and Wellbeing

- Number of High Risk Domestic Abuse Cases discussed at Multi Agency Risk Assessment Conference (MARAC) – the figure updated from 116 to **104**

The status has not changed for this indicator. In Q2 this figure was mistakenly recorded incorrectly.

Updated performance indicator values:

Clean Green Future

- Annual household recycling rate (%) – the figure has updated from 56.52% to **55.05%**
- Annual household waste 'other treatment' rate (%) – the figure has updated from 43.27% to **44.74%**

The status has not changed for either of these indicators. In Q2 these figures were estimates as the external system used to calculate them was temporarily unavailable.

Empowered, Vibrant Communities

A number of Neighbourhood Support Fund (then known as 'Community Fund – Value of Funding Awarded') figures are incorrect in the Q1 & Q2 reports.

Q1	From	To
Community Fund - Value of funding awarded – Total Scottish Borders	0	£67,696
Community Fund - Value of funding awarded – Berwickshire	0	£54,145
Community Fund - Value of funding awarded – Cheviot	0	£32,948
Community Fund - Value of funding awarded – Eildon	0	£5,786
Community Fund - Value of funding awarded - Teviot & Liddesdale	0	£14,764
Community Fund - Value of funding awarded – Tweeddale	0	£8,784

Q2	From	To
Community Fund - Value of funding awarded – Total Scottish Borders	£41,063	£45,722
Community Fund - Value of funding awarded - Teviot & Liddesdale	£2,460	£7,119

The status has not changed for any of these indicators. There was an error in the report the provided the figures.

Summary



Fulfilling our Potential



Work has been undertaken to improve the performance in numeracy and literacy of children and young people – progress was made for numeracy and literacy for P1, P4 and P7. For S3 pupils progress was made for literacy, but performance dropped for numeracy.

Actions have been taken towards ensuring that the best approaches to support neurodivergent learners are developed and shared.

Work has been carried out to increase the attendance rate of care experienced learners with the attendance increasing at Primary School level but decreasing at Secondary School. The attainment figures are not yet available and will be reported in Q4.

In response to the Scottish Attainment Challenge, additional resources have been targeted to areas where the poverty related attainment gap is greatest.

SBC have also increased the proportion of 16-19 year olds participating in education, employment or training.

Although the aim was to increase the number of qualifications available to pupils in the senior phase, the number has remained the same since 2023. There have been some new qualifications introduced and some qualifications discontinued.

Strong Inclusive Economy, Transport and Infrastructure



Along with partners, SBC have promoted the potential for inward investment within the Borders and assessed the feasibility of a Net-Zero accelerator hub

Key Milestones now being reported in Q4

- Increase the proportion of school leavers attaining 1 or more awards at SCQF level 5 and 6*
- Sustain the percentage of school leavers entering a positive destination

The data required to report on these Key Milestones is not yet available

Summary



Working Together, Improving Lives



The Digital Transformation Programme in Protective Services has not been completed, however good progress has been made in progressing this piece of work.

The development of blueprint for a 'Smart Rural Region' has been paused due to a review of the Digital Transformation Programme.

Work has been undertaken to develop Business Intelligence across services to facilitate better service decision making and improved transparency on key performance.

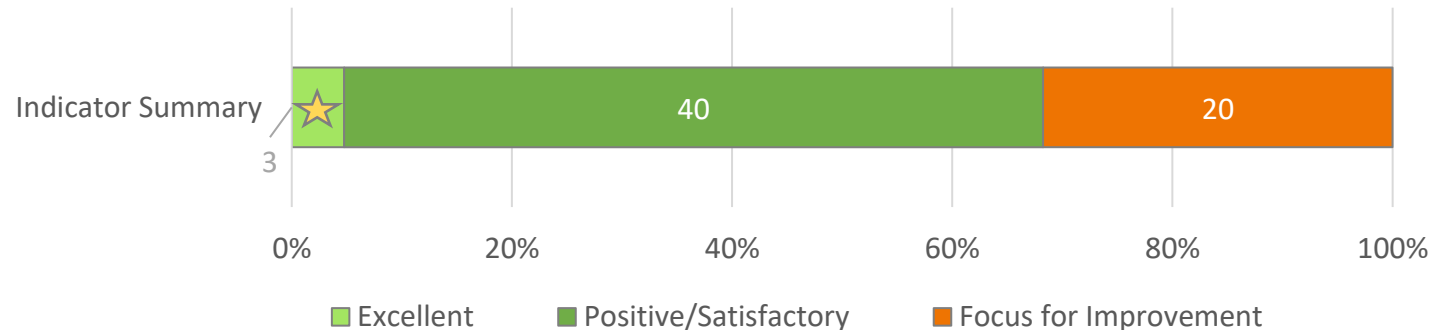
Empowered Vibrant Communities



SBC are working with partners in order to look at maximising the value and impact of community benefits arising from economic activity within the region.

Performance Indicators

Of the 88 indicators presented, 43 are in a good position of which 3 are excellent. 20 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.



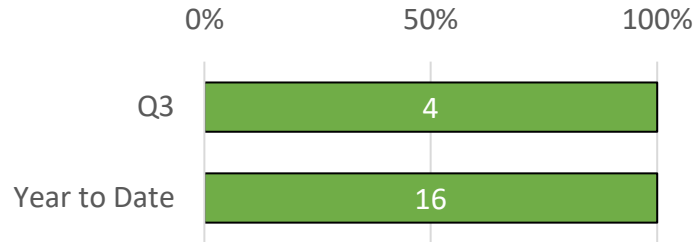


Summary of Performance Year to Date

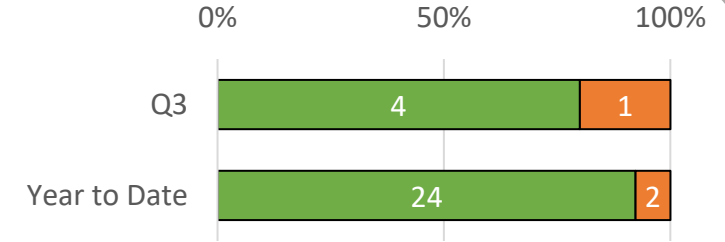
In the Summary of Performance Indicators, bright green with a star shows areas where performance has been excellent, green reflects areas that are positive/satisfactory and orange indicates performance levels that are a focus for improvement.



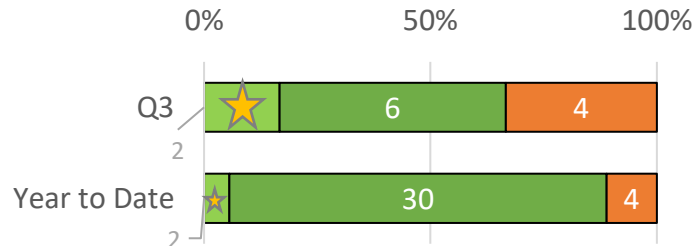
Clean, green future



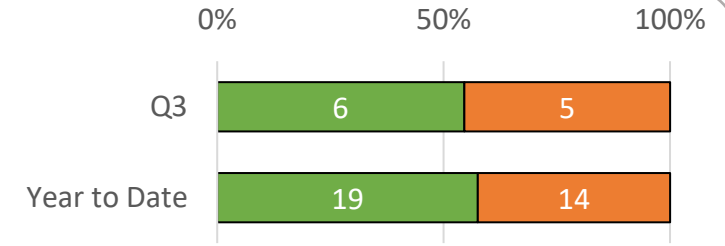
Empowered, vibrant communities



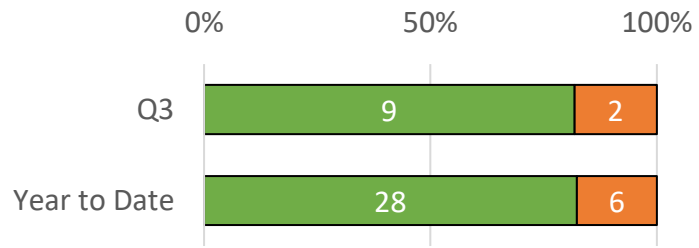
Fulfilling our potential



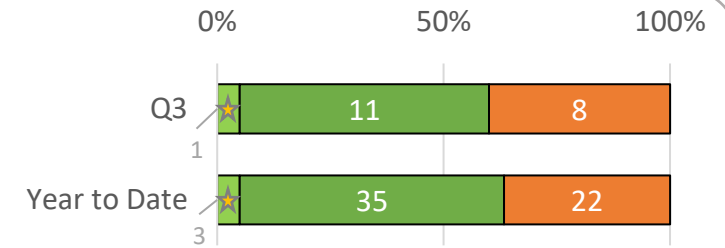
Good health and wellbeing



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.



Service	Indicator	Q3 24/25	Status	Reporting Frequency
Waste	Annual Household Recycling Rate	53.84%	●	Quarterly
	Annual Household Waste Landfilled Rate	0.23%	●	Quarterly
	Annual Household Waste to Other Treatment	45.93%	●	Quarterly
	Annual Average Community Recycling Centre Recycling Rate	73.99%	●	Quarterly
Property	Electricity Consumption kWh <i>(annual rolling)</i>	Information received in Q4		6 Monthly
	Gas Consumption kWh <i>(annual rolling)</i>	Information received in Q4		6 Monthly
	Water Consumption m3 <i>(annual rolling)</i>	Information received in Q4		6 Monthly
	Renewable Energy Generation <i>(annual rolling)</i>	Information received in Q4		6 Monthly
	Oil Consumption <i>(annual rolling)</i>	Information received in Q4		6 Monthly
	LPG kWh <i>(annual rolling)</i>	Information received in Q4		6 Monthly
	Biomass kWh <i>(annual rolling)</i>	Information received in Q4		6 Monthly

Key: ★ Excellent ● Positive/Satisfactory ● Focus for Improvement ⓘ 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.



Improve the performance in numeracy and literacy of children and young people in P1, P4, P7 and S3, as reflected in the Achievement of Curriculum for Excellence



Numeracy

✓ For P1, P4, P7



✗ S3

Numeracy performance in 2023/24 was **81.2%**

Numeracy performance in 2023/24 was **83.7%**

This is:

- an **increase** of **4.2%** compared to the previous year
- the **highest level** since **2016/17**
- **higher** than the Scottish average

This is:

- a **decrease** of **1.9%** compared to the previous year,
- **below** the Scottish average

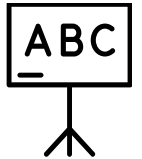
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Literacy

✓ P1, P4, P7

✓ S3



Literacy performance in 2023/24 was **73%**

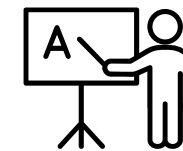
Literacy performance in 2023/24 was **87.3%**

This is:

- an **increase** of **1.3%** compared to the previous year
- the **highest level** in **4 years**
- **in line** with the Scottish average

This is:

- a **increase** of **1.7%** compared to the previous year
- **slightly below** the Scottish average



Desired Outcomes linked to this Milestone

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

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.



Ensure that the best approaches to support neurodivergent learners are developed and shared, by ensuring that all staff have engaged with awareness training on neurodiversity and implement best practice

A **comprehensive suite of evidence-based training and support** is being developed by:

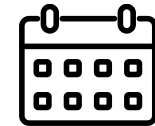


- Leader Valley Autism Outreach
- The Educational Psychology Service* (EPS)
- The Inclusion and Wellbeing Service

This support is in line with **National Autism Implementation Team** guidance



Work is at a **needs analysis stage** until **end March** and will move into development for April-June, with **delivery from August 2025**



SBC is part of the **Scottish Borders Autism Steering Group** to coordinate **training plans** with **multi-agency partners**



In Quarter 3 the Educational Psychology Service has delivered **Development work** on various aspects of **Neurodivergence** by to:

- over **100 education staff** in **Hawick cluster**
- over **60 staff** in **Berwickshire** and **Eyemouth**

Desired Outcomes linked to this Milestone

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

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.



Target additional resources where the poverty related attainment gap is greatest by responding to the Scottish Attainment Challenge

Schools continue to target additional resources for **children affected by poverty** through **Pupil Equity Funding (PEF)**



Pupil Equity Funding includes **interventions** in literacy, numeracy, and Health and Wellbeing

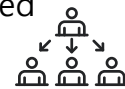
Many of these approaches include **support for families impacted by poverty and attendance interventions**



Strategic Equity Funding (SEF) has been used to create **additional Depute Headteacher posts** since 2022/23 in 3 primary schools with the largest SIMD Quintile 1 populations (**Burnfoot, Langlee and Philiphaugh**)



Strategic Equity Funding has also been **devolved to clusters** since 2023/24 to address poverty related outcome gaps at a local level



Increase the attendance of care experienced learners in primary and secondary schools and the proportion of care experienced school leavers attaining 5 or more awards at any SCQF level

In 2023/24, the **attendance rate of Care Experienced learners** was:



- **89.7% in Primary School**
 - an **increase of 1.7%** compared to the previous year
- **83.3% in Secondary School**
 - a **decrease of 0.8%** compared to the previous year



The 2nd part of this milestone will be reported in Q4

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.

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.



Increase the number of qualifications available to pupils in the senior phase, as part of a broader programme of actions designed to produce better pathways for young people from child to adulthood

Overall number of **qualifications** available to S4-S6 students remains the **same number** as in **2023**



- **National Qualifications** at Level 5-7 have remained **consistent** since **2023**
- **SCQF qualifications** at Level 5-7 have remained **consistent** since **2023**

Courses available each year vary depending on things like staff availability, demand, uptake and subject updates/replacements



National Qualifications still **offered** to the majority of young people & curriculum **tailored** to meet needs of others



New qualifications **available** in 2024 include:

- Barista Skills
- Creative Digital Media
- E Sports
- Furniture making
- Forest & Outdoor learning
- Swimming Teaching



Qualifications **not available** in 2024 include:

- Civil Engineering
- Carpentry & Joinery
- Digital Media Computing
- Economics
- Engineering Skills
- Sports Coaching: Netball



Number of Level 5 SCQF Qualifications & National Qualifications are almost equal



SCQF : Scottish Credit and Qualifications Framework

Desired Outcomes linked to this Milestone

- Improve employability skills to enable sustained positive school leaver destinations

Increase the proportion of school leavers attaining 1 or more awards at SCQF level 5 and 6*

This action will be reported in Q4

Desired Outcomes linked to this Milestone

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

Sustain the percentage of school leavers entering a positive destination

This action will be reported in Q4

Desired Outcomes linked to this Milestone

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

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.



Increase the proportion of 16-19 year olds participating in education, employment or training based on the Annual Participation Measure produced by Skills Development Scotland

The Annual Participation Measure (APM) is the percentage of 16-19 year olds participating in a positive destination, such as Education, Employment or Training



The participation deprivation gap is the difference in participation between people from the most-deprived (SIMD Q1) and the least-deprived (SIMD Q5) neighbourhoods

In 2023/24, **94.2%** of 16-19 year olds were **participating in a positive destination**

This is **in line** with the previous year and is **above the National Average**



In 2023/24, the **participation deprivation gap** for 16-19 year olds participating in a positive destination was **8.5%** in Scottish Borders

In 2023/24, **89%** of 16-19 year olds from **the most-deprived areas** participated in a positive destination

This participation rate is:



- an **increase of 3.8 percentage points** compared with the previous year
- Scottish Borders' **best-ever result** for young people from the most-deprived areas
- **above** the National Average



The **participation deprivation gap** narrowed by **3.9 percentage points** between 2022/23 and 2023/24



Desired Outcomes linked to this Milestone

- Improve employability skills to enable sustained positive school leaver destinations

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	Q3 24/25	Status	Reporting Frequency
Education	Average primary school attendance rate	93%	★	Quarterly
	Average secondary school attendance rate	89%	●	Quarterly
	Average primary and secondary school attendance rate	91%	★	Quarterly
	Number of Exclusion Incidents – Primary Schools	18	●	Quarterly
	How many primary school pupils were excluded?	15	●	Quarterly
	Number of Exclusion Incidents - Secondary Schools	21	●	Quarterly
	How many secondary school pupils were excluded?	21	●	Quarterly
	Number of Exclusion Incidents – Primary and Secondary Schools	39	●	Quarterly
	How many primary and secondary school pupils were excluded?	36	●	Quarterly
	Number of Schools/Nurseries inspected per Quarter	4	í	Quarterly
Modern Apprentices	New Modern Apprentices employed by SBC	15	●	Quarterly
	Current Modern Apprentices employed within SBC	25	●	Quarterly
	Modern Apprentices securing SBC employment after apprenticeship Cumulative Year to Date	15	●	Quarterly

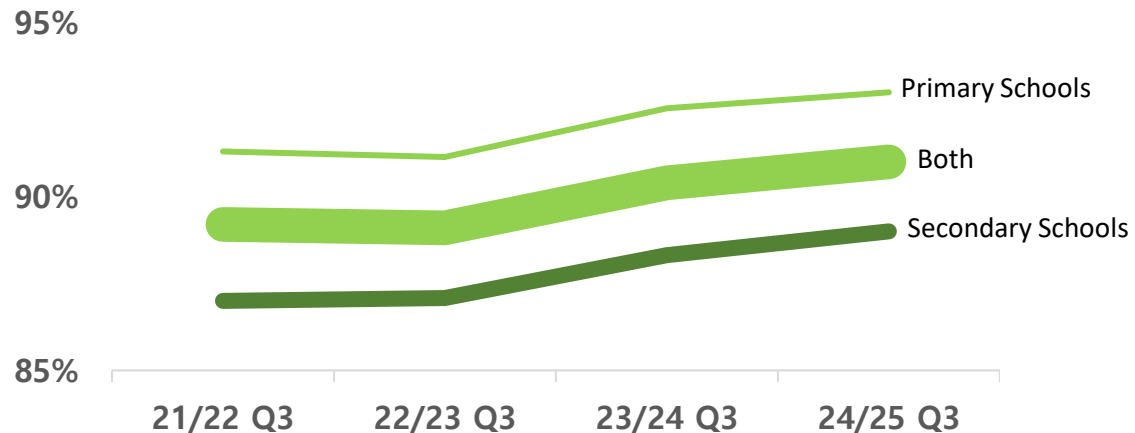
Key: ★ Excellent ● Positive/Satisfactory ● Focus for Improvement í Information only

FULFILLING OUR POTENTIAL

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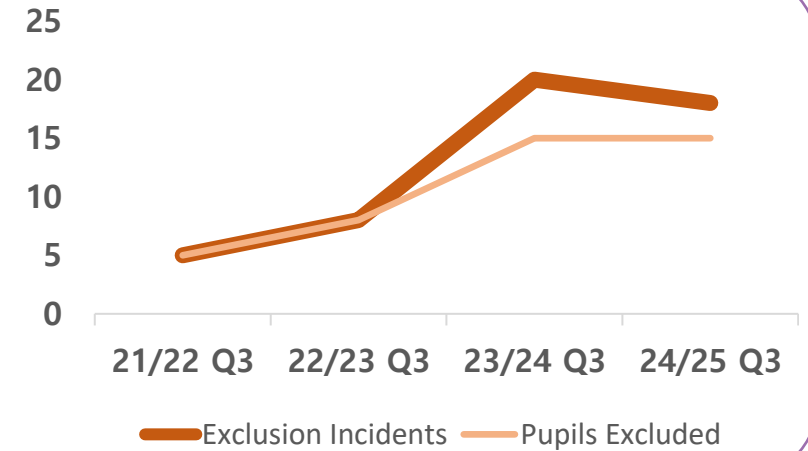
School attendance across both Primary and Secondary schools has **steadily increased** over the same quarter in the past 4 years. **Both Primary school** attendance and the **overall attendance** for both Primary and Secondary schools is seen as **Excellent**. **Secondary school** attendance is seen as **Positive**.



Both **Primary school exclusion incidents** and **pupils excluded** are a **Focus for Improvement**.

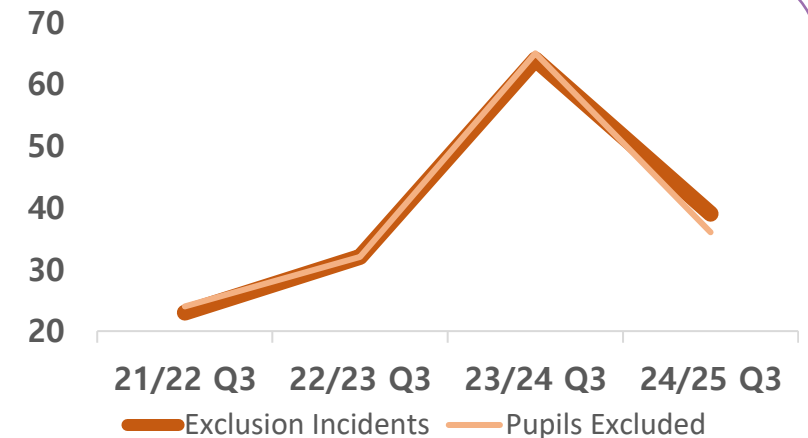
The overall trend for both has **increased** for the same quarter over the past 4 years

*** Lower figures have been anonymised*



The overall **exclusion incidents** and **pupils excluded** for **both** Primary and Secondary Schools are a **Focus for Improvement**.

The overall trend for both has **increased** for the same quarter over the past 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.

With partners, promote the potential for inward investment within the Borders, focusing on the development of business space and housing, as part of the South of Scotland Inward Investment Strategy

Joint work with **South of Scotland Enterprise** and **Dumfries & Galloway Council** via the **Regional Economic Partnership** is underway



Aim to **promote** an **Invest in South of Scotland website** and **marketing campaign**

More information available at: <https://www.investinsouthofscotland.com>



Desired Outcomes linked to this Milestone

- A stronger, greener, more inclusive economy, which promotes the wellbeing of our residents and revitalises our town centres, ensuring that local businesses and social enterprises thrive

Working with partners, assess the feasibility of a Net-Zero accelerator hub to address green skills requirements in a variety of sectors and to grasp future green job opportunities, including in renewables, retrofit, agri-environment, wider land-use and nature restoration

Shared Prosperity Funding was awarded in **2024** to **Capital City Partnership**



Funding was to complete a **joint feasibility study** into the **creation** of a **Net-Zero accelerator hub**



The **hub** is linked to the **Edinburgh City Region Deal** in partnership with **Borders College**



Further work is now underway to explore **funding opportunities** to deliver the project

Desired Outcomes linked to this Milestone

- A stronger, greener, more inclusive economy, which promotes the wellbeing of our residents and revitalises our town centres, ensuring that local businesses and social enterprises thrive

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	Q3 24/25	Status	Reporting Frequency
Major Capital Projects	RAG status is "Green"	7	●	Quarterly
	RAG status is "Amber"	3	●	Quarterly
	RAG status is "Red"	2	●	Quarterly
Working Age Population	Working age population (16 - 64) employment rate*	73.1%	í	Quarterly
	Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)	3.03%	í	Quarterly
	Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)	4.53%	í	Quarterly
Customer Advice & Support - Financial Inclusion	Number of People referred in the quarter	352	●	Quarterly
	Monetary Gain for cases closed in the quarter	£891,212	●	Quarterly
	Cumulative Monetary Gain for cases closed in the year to date	£2,969,850	●	Quarterly
Customer Advice & Support – Housing Benefit	New Claims (Avg No. of Days to process)	19.67	●	Quarterly
	Change Events (Avg No. of Days to process)	7.03	●	Quarterly
Business Gateway	Total number of new Business Start-Ups (Business Gateway)	11	●	Quarterly
	Number of clients attending start-up workshops/seminars (Business Gateway)	118	●	Quarterly
Estates/Economic Development	Occupancy Rates of Industrial and Commercial Units	91%	●	Quarterly
Community Benefit Clauses	Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included	Not reported this quarter		Annual
	Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC)	Not reported this quarter		Annual

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

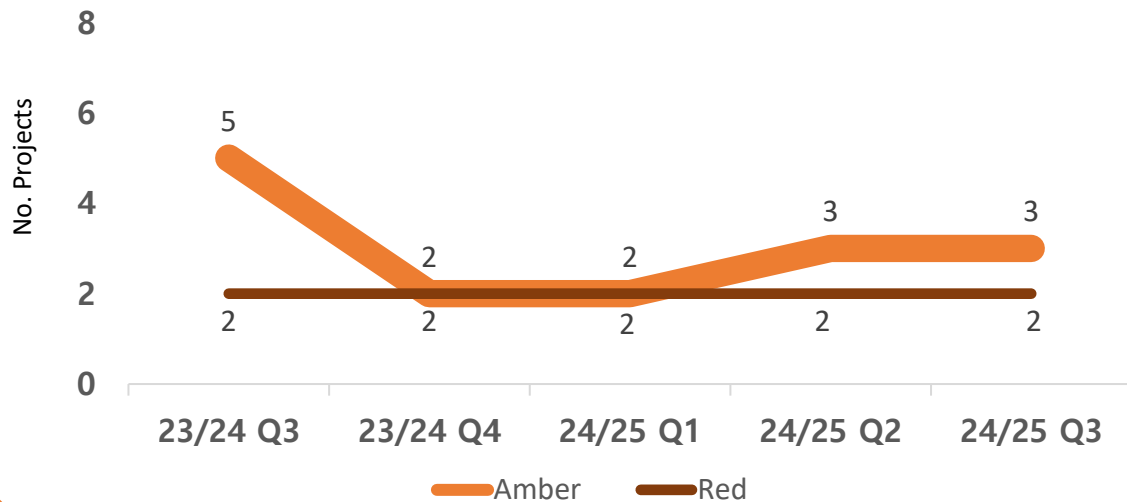
Key: ★ Excellent ● Positive/Satisfactory ● Focus for Improvement í Information only

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 number of **Capital Projects** with a **Red Status** and also those with an **Amber Status** have both remained **static** in Q3. Both continue to be a **focus for improvement**



The Project Team are looking to mitigate the risks with a RAG status allowing the monitoring of Capital Projects.

Amber Status: *Earlston Primary School; Jedburgh High Street Building; Plant & Vehicle Jedburgh High Street Building* status is being driven by delays in the tendering process. The Earlston Primary School status was being driven by construction delays related to procurement issues and inclement weather but it has since opened on the **3rd February 2025**. The council has invested heavily in modernising its plant and fleet in recent years with further significant investment required. Fleet services and finance are currently working on a 10-year replacement programme to ensure the Council's fleet remains fit for purpose. The delivery teams have mitigation plans in place to convert these projects to "Green" status in this next quarter.

Red Status: *Hawick Flood Protection; Union Chain Bridge*
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 **7** Capital Projects continue on track:

- Borderlands Coldstream Industrial Business Units
- Borders Innovation Park Phase 2
- Chambers Institution Peebles
- Galashiels Academy
- Hawick High School
- Peebles High School
- Tweedbank Care Village



The following **6** projects have been identified as being in the **feasibility** stage:

- Eyemouth Nursery & Family Centre
- Eyemouth Primary School
- Hawick Care Village
- Leader Valley Assisted Learning
- Lowood Masterplan
- Selkirk High School



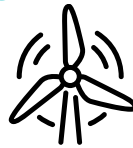
EMPOWERED VIBRANT COMMUNITIES

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



Working with partners, seek to maximise the value and impact of community benefits arising from economic activity within the region, such as onshore and off-shore wind developments, Regional Growth Deals, other capital projects and economic activity

SOSE has been leading work through the **Regional Economic Partnership** to **maximise** the community benefit from **Onshore Wind**



SOSE are developing a **Harbour Masterplan** which will:

- **Maximise** regional & local benefits from future Offshore Wind development

Eymouth Harbour Trust supported by SBC



Initial findings available at: <https://www.southofscotlandenterprise.com/Onshorewindreport>

ESES City Region Deal has developed a **portal** to match **communities & good causes** with **suppliers & businesses**



Further information available at:
<https://www.esescommunities.org>

SBC Communities & Partnerships team working to pair **community groups & suppliers** obligated to provide a level of community benefit in their contract with SBC



Information on Community Benefits available on the **SBC website** at <https://www.scotborders.gov.uk/community-grants-funding/community-benefits>

ESES : Edinburgh & South East Scotland

SOSE : South of Scotland Enterprise

Desired Outcomes linked to this Milestone

- Modern, sustainable and simplified services that meet the needs of communities and customers

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	Q3 24/25	Status	Reporting Frequency
Communities & Partnerships -Asset Transfers	Number of Requests Received	0	<i>i</i>	Quarterly
	Number of Requests Agreed	1	<i>i</i>	Quarterly
	Number of Requests Refused	0	<i>i</i>	Quarterly
Communities & Partnerships - Participation Request	Number of Requests Received	1	<i>i</i>	Quarterly
	Number of Requests Agreed	1	<i>i</i>	Quarterly
	Number of Requests Refused	0	<i>i</i>	Quarterly
Communities & Partnerships	The number of people carrying out volunteer work with SBC	365	●	Quarterly
Neighbourhood Support Fund – Value of Funding Awarded	Total Scottish Borders	£66,664	<i>i</i>	Quarterly
	Berwickshire	£20,565	<i>i</i>	Quarterly
	Cheviot	£17,452	<i>i</i>	Quarterly
	Eildon	£17,883	<i>i</i>	Quarterly
	Teviot & Liddesdale	£10,764	<i>i</i>	Quarterly
	Tweeddale	£0	<i>i</i>	Quarterly
	Neighbourhood Small Schemes Fund – Total Value of funds awarded (cumulative)	£202,000	●	Quarterly
Community Resilience	SB Alert - No. of people registered	7228	●	Quarterly
	No. of Active community resilience plans	55	●	Quarterly
	No. of Progressing community resilience plans	0	●	Quarterly

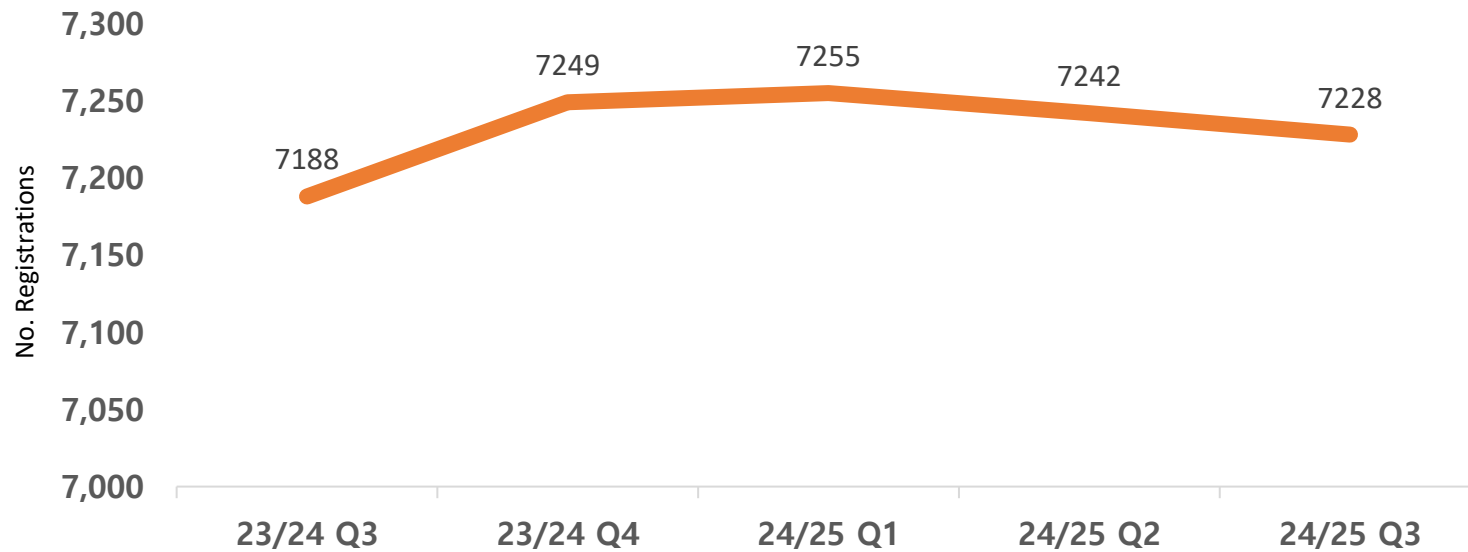
Key: ★ Excellent ● Positive/Satisfactory ● Focus for Improvement *i* Information only

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 **further decreased** in Q3 following a decrease last quarter. It is an area of **focus for improvement** and ways to improve registration numbers are being explored.



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	Q3 24/25	Status	Reporting Frequency
Social Work Children & Families	Looked After Children (aged 12+) in family-based placements compared to those in residential placements	58	●	Quarterly
	Looked After Children (All ages) in family-based placements compared to those in residential placements	71	●	Quarterly
	Number of Looked After Children (LAC)	206	●	Quarterly
	Number of Inter-agency Referral Discussions (IRDs) held about a child	113	í	Quarterly
	Number of children on Child Protection Register	40	í	Quarterly
Adult Support & Protection	Number of Concerns	95	í	Quarterly
	Number of Inquiries with Investigative Powers	69	í	Quarterly
Economic Development & Procurement	Additional homes provided affordable to people in the Borders, based on our wages	12	í	Quarterly
NHS**	Bed days associated with delayed discharges in residents aged 75+; rate per 1,000 population*	387.3	●	Quarterly
Domestic Abuse	Number of High Risk domestic abuse cases discussed at Multi Agency Risk Assessment Conference (MARAC)	47	●	Quarterly
	Number of Referrals to Domestic Abuse	121	●	Quarterly

* 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 í 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	Q3 24/25	Status	Reporting Frequency
Safer Communities	Number of persons being monitored for Antisocial Behaviour	244	●	Quarterly
	Number of new temporary homelessness accommodation tenancies that commenced in the time period	81	●	Quarterly
	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	94	●	Quarterly
	Average number of days from assessment to closure for applications assessed as homeless or threatened with homelessness	184	●	Quarterly
	Average number of days households spent in temporary accommodation during the course of their homeless assessment	173	●	Quarterly

Road Incidents

Unfortunately, there was 1 fatality as a result of road accidents in the Scottish Borders in Q3 of 2024. This is a decrease of 2 for the same period last year.

There were 34 people seriously or slightly injured as a result of road accidents in the Scottish Borders in Q3 of 2024. This is a decrease of 4 for the same period last year.

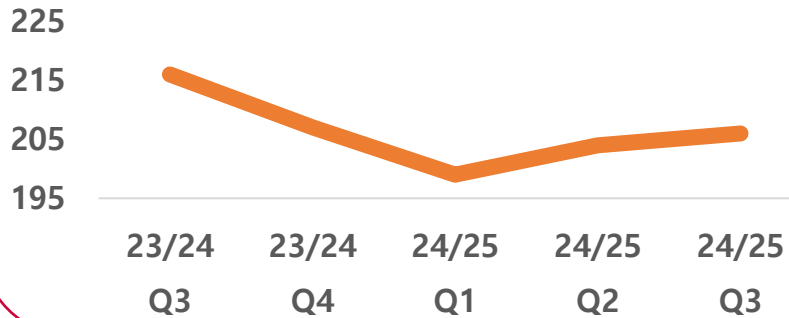
** Currently vetted information from Police Scotland is only available up to the end of December 2024*

GOOD HEALTH AND WELLBEING

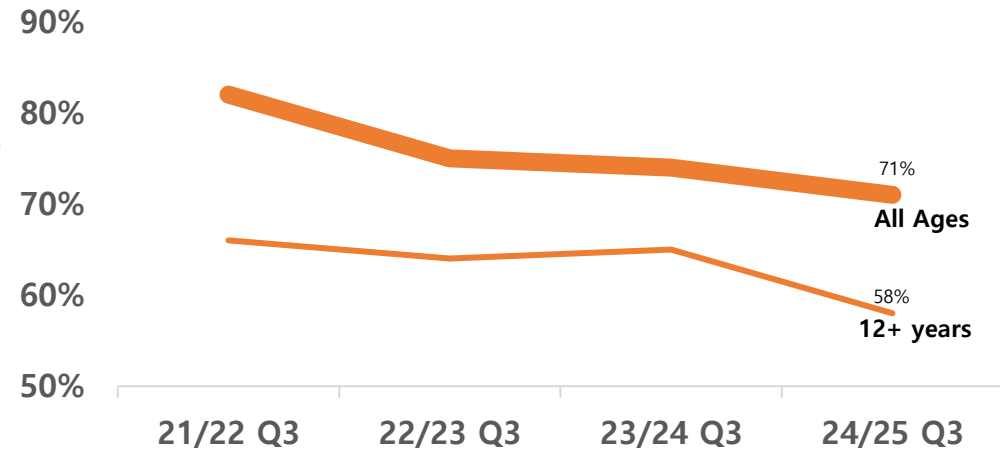
PRIORITY: Ensure the people of the Scottish Borders have the opportunities and are supported to take control of their health and wellbeing, enjoying a high quality of life.



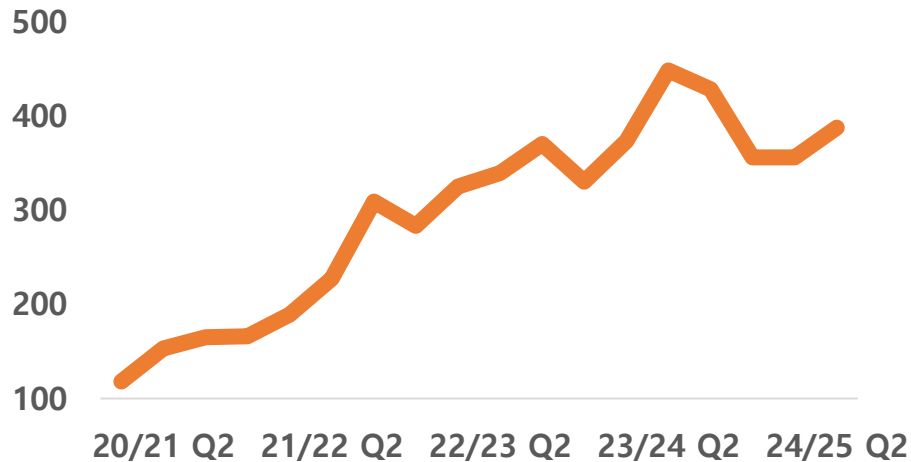
The number of **Looked After Children** has **decreased** over the past year. However, there has been a further increase in Q3 and this is still a **focus for improvement**



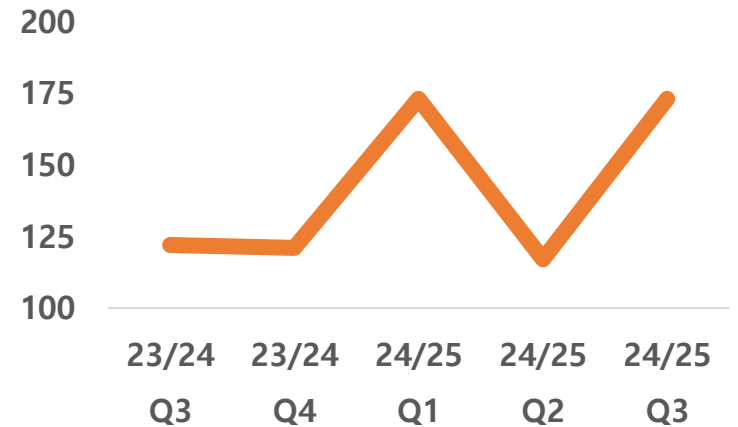
The percentage of **Looked After Children of all ages in family-based placements** has remained the same since last quarter. There is a **decrease** in the percentage of **Looked After Children aged 12+ in family-based placements** in Q3. This continues to be an area for **Focus for Improvement**



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



There has been an increase in the Average number of days spent in temporary accommodation during a homeless assessment. This is a **Focus for Improvement**



WORKING TOGETHER, IMPROVING LIVES

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

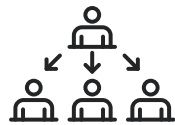


Complete Digital Transformation Programme in Protective Services, to facilitate more customer focused and responsive activity across various critical functions

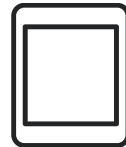
The **Digital Innovation & Systems Team** started **identifying Digital Solutions** in early 2024



Staff **fully engaged** in the aims via **workshops, training sessions & regular updates**



Rollout of devices to staff began in 2024



Efficiency & productivity was enhanced

Process mapping

across Protective Services **began** in **April 2024** and will be completed at the end of the year



Council Report

to set out the **details** of the Programme was presented to Council in **January 2025**



Digital Transformation Programme in Protective Services has been **boosted** by the rollout of the **Social Work Pathfinder** in **November 2024**



Desired Outcomes linked to this Milestone

- Digital technology is maximised to make service delivery better

WORKING TOGETHER, IMPROVING LIVES

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



Improve visibility of all services by rolling out Business Intelligence, which will facilitate better service decision making, improved transparency on key performance, and increase quality assurance for customer delivery

Data & Information Strategy with integral strategy for **Business Intelligence** is complete and **publicly available** Strategy can be seen here:



<https://scotborders.sharepoint.com/sites/intranet/IntranetContent/Data%20and%20Information%20Strategy%202025-2030%20Final.pdf>

Public performance reporting dashboards displaying visual, dynamic data live on the SBC website are **enabling the public** to see **how the council is performing** in various areas



All SBC Services are now using **dashboard information** to monitor and improve their performance



Council Information Hub is live for Social Work. It provides a **centralised platform** for staff access to important information & resources



Desired Outcomes linked to this Milestone

- Digital technology is maximised to make service delivery better

Develop a blueprint for a 'Smart Rural Region' and for how SBC's Digital Strategy can be fully realised to deliver high quality digitally enabled services and innovation for SBC and its partners

This milestone has been **paused** as SBC reviews and updates the **Digital Transformation Programme**



The Digital Transformation Programme will include **value analysis** and **evaluation** of how Digital can support **Financial Sustainability** in **SBC**



An **Artificial Intelligence Strategy** is being developed as part of the Digital Transformation Programme



SBC has participated in discussions about the **Future To Be Digital** Operating Model for Councils with:

- **Scottish Government**
- **COSLA**
- **Digital Office**



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.



Service	Indicator	Q3 24/25	Status	Reporting Frequency
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 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	220	<i>i</i>	Quarterly
Council Tax	Council Tax – In Year Collection Level	80.65%	●	Quarterly
Property	Capital Receipts Generated	197,500	●	Quarterly
	Properties surplus to requirements	41	<i>i</i>	Quarterly
	Properties actively being marketed	12	●	Quarterly
	Properties progressed to “under offer”	11	●	Quarterly
Complaints Handling	Average times: the average time in working days to respond to complaints at stage one	5.9	●	Quarterly
	Performance against timescales: the number of complaints closed at stage one within 5 working days as percentage of total number of stage one complaints	73.3%	●	Quarterly
	Average times: the average time in working days to respond to complaints at stage two	29.4	●	Quarterly
	Performance against timescales: the number of complaints closed at stage two within 20 working days as percentage of total number of stage two complaints	58.3%	●	Quarterly
	Average times: the average time in working days to respond to complaints after escalation	33.8	●	Quarterly
	Performance against timescales: the number of escalated complaints closed within 20 working days as a percentage of total number of escalated stage two complaints	41.7%	●	Quarterly
	Number of Complaints Closed	185	<i>i</i>	Quarterly

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	Q3 24/25	Status	Reporting Frequency
Freedom of Information	FOI Requests Received	365	í	Quarterly
	Percentage of FOI Requests Completed on Time	91%	●	Quarterly
Social Media	Number of Facebook Engagements	8,133	●	Quarterly
Assessor	Council Tax Valuation List-Time taken to add new properties to the List	36%	●	Quarterly
	Valuation Roll (Non Domestic)-Time taken to amend the valuation roll to reflect new, altered or demolished properties	32%	●	Quarterly
HR	SBC Absence Rate – Staff	6.55%	●	Quarterly
	SBC Absence Rate – Teaching Staff	4.45%	●	Quarterly
	Staff Absence Rate (overall)	6.04%	●	Quarterly
	SBC Staff Turnover	2.41%	●	Quarterly
Payment Services	Percentage of Invoices paid within 30 days	97%	★	Quarterly
Customer Contact	Consolidated Call Numbers - HQ Switchboard, 0300, SW Duty Hub and Homelessness	34,334	●	Quarterly

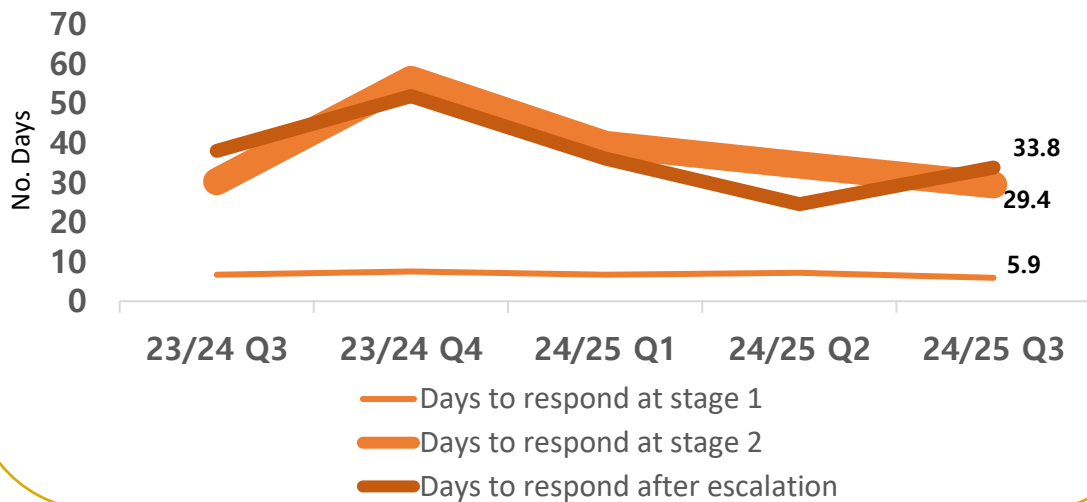
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WORKING TOGETHER, IMPROVING LIVES

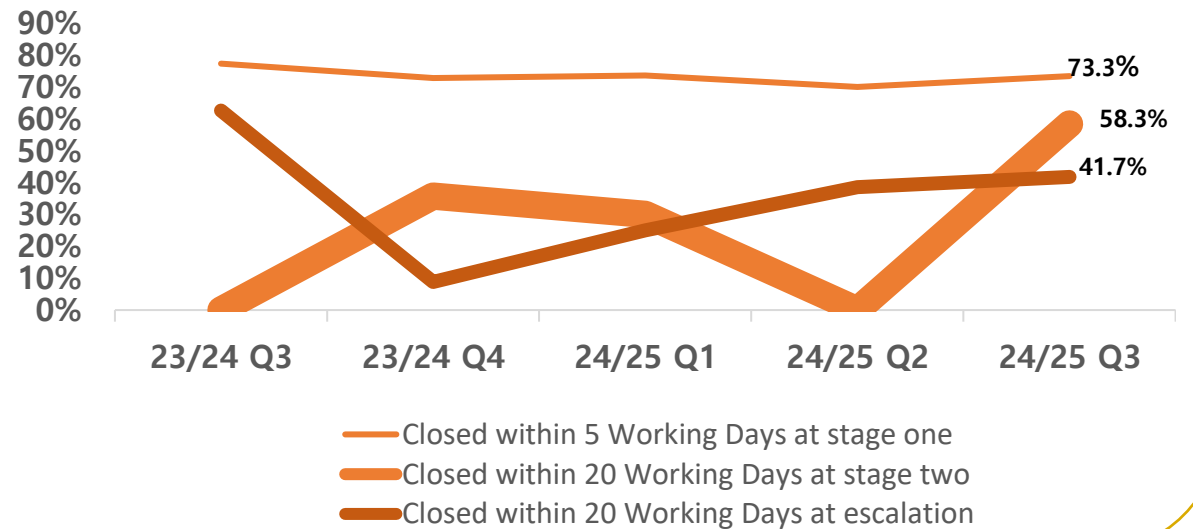
PRIORITY: Ensure that Scottish Borders Council is effective, sustainable, responsive and aligned to the needs and priorities of our communities.



The number of days taken to respond to complaints at both **stage 1 and stage 2** have **decreased slightly** since the previous quarter but the number of days taken to respond to complaints **after escalation** has increased. All 3 PIs continue to be areas to **focus on improvement**.



The percentage of complaints closed at **stage 1, stage 2 and after escalation** have all **increased** since the previous quarter, however, the percentage of complaints closed at all remain **focus for improvement**.



The number of complaints closed has stayed at a consistent level over the last 5 years

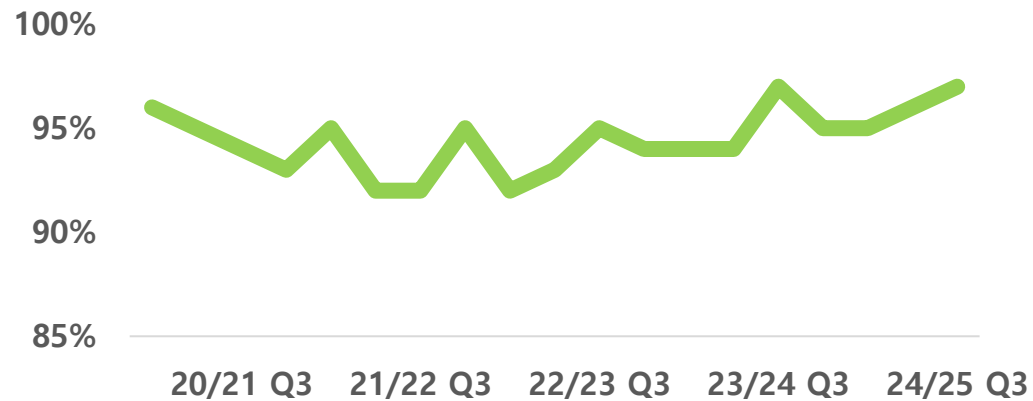


WORKING TOGETHER, IMPROVING LIVES

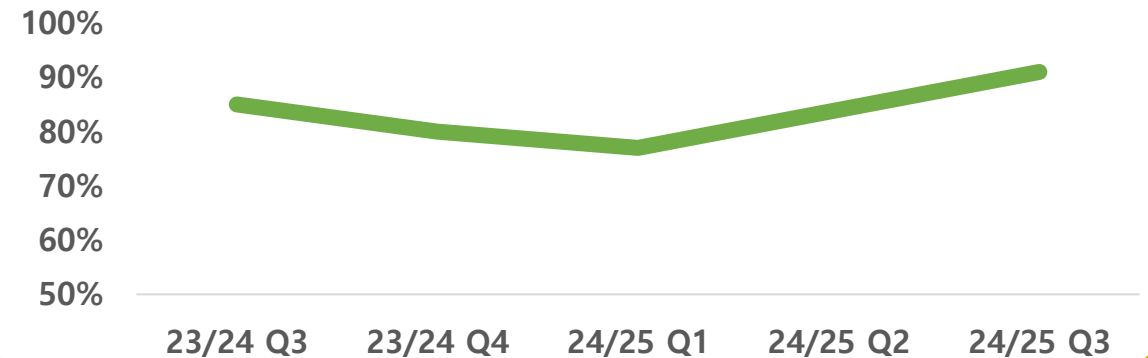
PRIORITY: Ensure that Scottish Borders Council is effective, sustainable, responsive and aligned to the needs and priorities of our communities.



The percentage of invoices paid within 30 days **remains consistent** and has remained **above 90%** for the last 5 financial years



The trend of **FOI Requests Completed on Time** has been increasing and has now exceeded the **target of 90%**. The indicator has now moved to a position of being **Positive/Satisfactory** after being **Focus for Improvement** since 2022



A new indicator has been added for Q3 titled **SBC Staff Turnover**. The chart shows a **positive** position for this indicator over the past year.

