

# SCOTTISH BORDERS COUNCIL CORPORATE PRIORITIES

## QUARTERLY PUBLIC PERFORMANCE REPORT: Q3 2015/16 (Oct-Dec)

### HOW ARE WE DOING?






In 2013, we published our Corporate Plan, with eight priorities to work towards over a five year period. This report gives you an overview of our progress.

For each priority, a selection of performance information has been presented to let you see how we are doing.

Where possible, quarterly (Q) data has been used, but this is not possible for every area of our work, for example, educational attainment.

Some of the data presented may be subject to minor amendments as end of year figures are compiled for reporting to the Scottish Government.

**KEY:**

-  On target
  -  Just off target
  -  Off target
  -  For information
  -  Position in Scotland
- Q1 - Apr-Jun  
Q2 - Jul-Sep  
Q3 - Oct-Dec  
Q4 - Jan-Mar



# ENSURE EXCELLENT, ADAPTABLE, COLLABORATIVE AND ACCESSIBLE PUBLIC SERVICES

## HOW ARE WE DOING?

### Interactions Q3 2015/16

logged through our Customer Relationship Management system

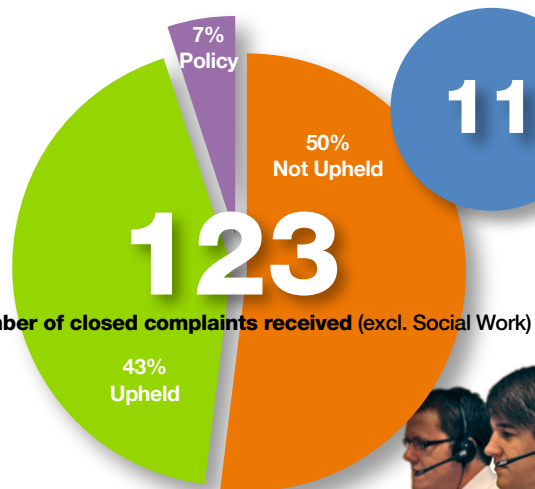
**14,644**  
face to face interactions

**23,639**  
voice interactions

Click before you call

[www.scotborders.gov.uk](http://www.scotborders.gov.uk)

### Complaints Q3 2015/16



**11**  
Number of Social Work complaints received

% justified Vs unjustified of all closed complaints



### Case Study

A customer contacted Customer Services to book an appointment to register the death of a family member. They complained because they had to wait in a queue for their call to be answered which was not acceptable at such a difficult time for them.

As a result of this complaint we have worked closely with two local Funeral Directors to develop an online booking system. The Funeral Director can advise the customer during their first meeting that they can book the appointment for them to register the death. They complete an online booking form which provides Customer Services with the name of the person who will be attending the appointment, the name of the person who has passed away and the preferred date/time/office for the appointment.

An appointment is booked by Customer Services and a response issued to the Funeral Director to advise the details and they confirm this with the customer. This booking system is being rolled out to all Funeral Directors in the Scottish Borders, and makes the process less stressful for the customer as they no longer need to make contact with Customer Services directly.

### FOI Q3 2015/16

Freedom Of Information Requests received

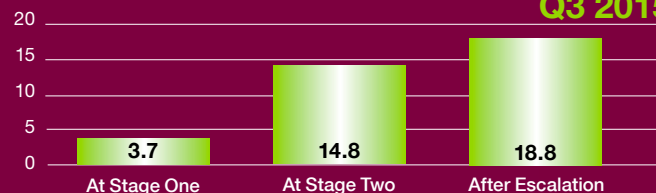
**256**  
% completed on time

**96%**

### Average Time

(in working days) to respond to complaints

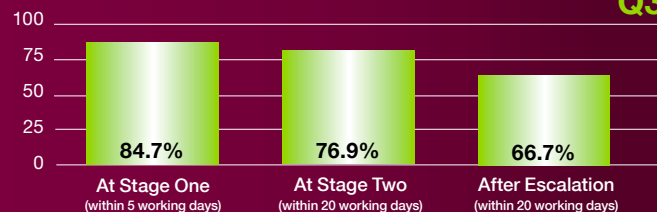
Q3 2015/16



### Performance against timescales

the number of complaints closed as a % of the total number

Q3 2015/16


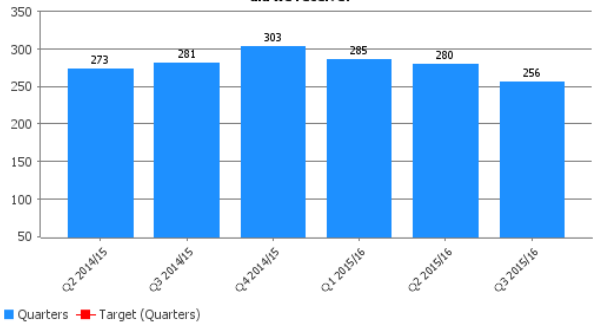



## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

### Corporate Priority 8: Ensure excellent, adaptable, collaborative and accessible public services

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
How many transactions were logged as handled by Customer Services staff?	<p><b>CP08-P066P How many transactions were logged as handled by Customer Services staff?</b></p> <table border="1"> <caption>CP08-P066P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>39,821</td> </tr> <tr> <td>Q4 2014/15</td> <td>45,690</td> </tr> <tr> <td>Q1 2015/16</td> <td>44,873</td> </tr> <tr> <td>Q2 2015/16</td> <td>44,338</td> </tr> <tr> <td>Q3 2015/16</td> <td>39,450</td> </tr> </tbody> </table> <p>■ Quarters ■ Target (Quarters)</p>	Quarter	Value	Q3 2014/15	39,821	Q4 2014/15	45,690	Q1 2015/16	44,873	Q2 2015/16	44,338	Q3 2015/16	39,450	39,450	<p><b>How we are performing:</b> There has been a 3.87% decrease in the number of interactions for Quarter 3 compared to the same period last year, with slight decreases in Email, F2F, Mail and Voice interactions and a slight increase in Web transactions.</p> <p><b>Actions we are taking to improve/maintain performance:</b> We actively promote the website and the Customer Services 0300 100 1800 line and are continually working to increase the number of services delivered digitally and to encourage self service. This includes progressing the introduction of an authenticated Customer Portal which will integrate with the Customer Relationship Management (CRM) system and the IS MyAccount interface. A new fault reporting project has also been established and this will include the development of on-line processes that integrate to CRM and back office systems.</p>	n/a		Les Grant						
Quarter	Value																							
Q3 2014/15	39,821																							
Q4 2014/15	45,690																							
Q1 2015/16	44,873																							
Q2 2015/16	44,338																							
Q3 2015/16	39,450																							
How many people were logged as coming into our Contact Centres to deal with our Customer Services staff face to face? (CP08-P63P)	<p><b>Exec - Customer Services Interactions logged on CRM</b></p> <table border="1"> <caption>Exec - Customer Services Interactions logged on CRM Data</caption> <thead> <tr> <th>Quarter</th> <th>CP08-P063P</th> <th>CP08-P065P</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>16,113</td> <td>23,708</td> </tr> <tr> <td>Q4 2014/15</td> <td>18,753</td> <td>26,937</td> </tr> <tr> <td>Q1 2015/16</td> <td>18,329</td> <td>25,540</td> </tr> <tr> <td>Q2 2015/16</td> <td>18,267</td> <td>24,897</td> </tr> <tr> <td>Q3 2015/16</td> <td>14,644</td> <td>23,639</td> </tr> </tbody> </table> <p>■ CP08-P063P ■ CP08-P065P</p>	Quarter	CP08-P063P	CP08-P065P	Q3 2014/15	16,113	23,708	Q4 2014/15	18,753	26,937	Q1 2015/16	18,329	25,540	Q2 2015/16	18,267	24,897	Q3 2015/16	14,644	23,639	14,644	<p><b>Observations:</b> There has been a decrease of 1469 (9.1%) face-to-face interactions compared to Quarter 3 of 2015/16.</p> <p><b>Actions we are taking to improve/maintain performance:</b> We are continuing to promote the Customer Relationship Management (CRM) system corporately and work on training new starts and existing staff is ongoing.</p>	n/a		Les Grant
Quarter	CP08-P063P	CP08-P065P																						
Q3 2014/15	16,113	23,708																						
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## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, February 2016 (Q3 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By														
How many people were logged as contacting our Contact Centres by phone? (CP08-P65P)	See chart above	23,639	<p><b>Observations:</b> Although overall the number of voice interactions for the year have reduced, the number of voice interactions in Quarter 3 mirror the same period last year with only a 0.3% reduction,</p> <p><b>Actions we are taking to improve/maintain performance:</b> We actively use media campaigns to promote our services and the Customer Services 0300 100 1800 line. We continue to promote the Customer Relationship Management (CRM) system corporately. Work on training new starts and existing staff is ongoing.</p>	n/a		Les Grant														
How many requests for information, under the Freedom of Information Act, did we receive?	<p>CP08-P053P How many requests for information, under the Freedom of Information Act, did we receive?</p>  <table border="1"> <caption>Data for CP08-P053P: Requests for information</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>273</td> </tr> <tr> <td>Q3 2014/15</td> <td>281</td> </tr> <tr> <td>Q4 2014/15</td> <td>303</td> </tr> <tr> <td>Q1 2015/16</td> <td>285</td> </tr> <tr> <td>Q2 2015/16</td> <td>260</td> </tr> <tr> <td>Q3 2015/16</td> <td>256</td> </tr> </tbody> </table>	Quarter	Value	Q2 2014/15	273	Q3 2014/15	281	Q4 2014/15	303	Q1 2015/16	285	Q2 2015/16	260	Q3 2015/16	256	256	<p><b>Observations:</b> The number of FOIs received has reduced over the last few quarters and is slightly lower than it was at the same time last year.</p>	n/a		Nuala McKinlay
Quarter	Value																			
Q2 2014/15	273																			
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By														
What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?	<p><b>CP08-P054P What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?</b></p> <table border="1"> <caption>Data for CP08-P054P</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2-2014/15</td> <td>86%</td> </tr> <tr> <td>Q3-2014/15</td> <td>91%</td> </tr> <tr> <td>Q4-2014/15</td> <td>96%</td> </tr> <tr> <td>Q1-2015/16</td> <td>92%</td> </tr> <tr> <td>Q2-2015/16</td> <td>91%</td> </tr> <tr> <td>Q3-2015/16</td> <td>96%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2-2014/15	86%	Q3-2014/15	91%	Q4-2014/15	96%	Q1-2015/16	92%	Q2-2015/16	91%	Q3-2015/16	96%	96%	<p><b>How are we performing:</b> On average 96% of requests were responded to on time in Q3, an improvement since last quarter and the same time last year.</p> <p><b>Actions we are taking to improve/maintain performance:</b> The Information Team continues to work closely with services to ensure timely returns of information relating to FOIs.</p>			Nuala McKinlay
Quarter	Percentage																			
Q2-2014/15	86%																			
Q3-2014/15	91%																			
Q4-2014/15	96%																			
Q1-2015/16	92%																			
Q2-2015/16	91%																			
Q3-2015/16	96%																			
How many complaints were received by our Social Work service?	<p><b>CP08-P030P How many complaints were received by our Social Work service?</b></p> <table border="1"> <caption>Data for CP08-P030P</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr> <td>Q3-2014/15</td> <td>23</td> </tr> <tr> <td>Q4-2014/15</td> <td>10</td> </tr> <tr> <td>Q1-2015/16</td> <td>13</td> </tr> <tr> <td>Q2-2015/16</td> <td>26</td> </tr> <tr> <td>Q3-2015/16</td> <td>11</td> </tr> </tbody> </table>	Quarter	Number of Complaints	Q3-2014/15	23	Q4-2014/15	10	Q1-2015/16	13	Q2-2015/16	26	Q3-2015/16	11	11	<p><b>Observations</b> Q3 2015/16 has seen half the number of complaints in comparison to the same time period over the past 2 years.</p> <p>One complaint this quarter was for the ALEO and is being dealt with in accordance with the SW procedure.</p> <p>Due to the lower volume of complaints where are no specific trends being identified</p>			Sylvia Mendham		
Quarter	Number of Complaints																			
Q3-2014/15	23																			
Q4-2014/15	10																			
Q1-2015/16	13																			
Q2-2015/16	26																			
Q3-2015/16	11																			

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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many complaints did we investigate to completion?	<p><b>CP08-P010P How many complaints did we investigate to completion?</b></p> <table border="1"> <caption>CP08-P010P Data</caption> <thead> <tr> <th>Quarter</th> <th>Complaints</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>167</td> </tr> <tr> <td>Q4 2014/15</td> <td>147</td> </tr> <tr> <td>Q1 2015/16</td> <td>137</td> </tr> <tr> <td>Q2 2015/16</td> <td>172</td> </tr> <tr> <td>Q3 2015/16</td> <td>123</td> </tr> </tbody> </table>	Quarter	Complaints	Q3 2014/15	167	Q4 2014/15	147	Q1 2015/16	137	Q2 2015/16	172	Q3 2015/16	123	123	<p><b>How are we performing:</b> In Q3, we closed a total of 123 complaints. This is the lowest quarterly figure recorded since 2013. The majority of these (38%) were classified as "failure to deliver service", followed by "other" (31%) - a similar pattern to the previous quarter.</p> <p><b>Actions we are taking to improve/maintain performance:</b> We continue to attend Complaint Handlers Meetings regularly and to provide internal training where necessary. Complaints are monitored and procedures/processes are improved or altered where possible to continuously achieve a better level of Customer Service. For example we have just created a new process for registering a death following a recent complaint (please see Customer Services Case Study for Q3 on Corporate Priority 8 Cover Page).</p>			Les Grant
Quarter	Complaints																	
Q3 2014/15	167																	
Q4 2014/15	147																	
Q1 2015/16	137																	
Q2 2015/16	172																	
Q3 2015/16	123																	
How long in working days does it take on average to respond to a complaint at stage one?	<p><b>SP50-04aP How long in working days does it take on average to respond to a complaint at stage one?</b></p> <table border="1"> <caption>SP50-04aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Days</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>4.2</td> </tr> <tr> <td>Q4 2014/15</td> <td>3.7</td> </tr> <tr> <td>Q1 2015/16</td> <td>4.1</td> </tr> <tr> <td>Q2 2015/16</td> <td>4</td> </tr> <tr> <td>Q3 2015/16</td> <td>3.7</td> </tr> </tbody> </table>	Quarter	Average Days	Q3 2014/15	4.2	Q4 2014/15	3.7	Q1 2015/16	4.1	Q2 2015/16	4	Q3 2015/16	3.7	3.7	<p><b>How are we performing:</b> There has been a slight decrease in the average number of days taken to respond to complaints at stage one for the same quarter last year. Average time in working days to respond to complaints at stage one per department:</p> <p>Chief Executive - <b>3.8</b> days People - <b>5.8</b> days Place - <b>3.5</b> days</p> <p><b>Actions we are taking to improve/maintain performance:</b> We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
Quarter	Average Days																	
Q3 2014/15	4.2																	
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How long in working days does it take on average to respond to a complaint at stage two?	<p>SP50-04bP How long in working days does it take on average to respond to a complaint at stage two?</p> <table border="1"> <caption>SP50-04bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3-2014/15</td> <td>16.4</td> </tr> <tr> <td>Q4-2014/15</td> <td>15.9</td> </tr> <tr> <td>Q1-2015/16</td> <td>18.1</td> </tr> <tr> <td>Q2-2015/16</td> <td>18.3</td> </tr> <tr> <td>Q3-2015/16</td> <td>14.8</td> </tr> </tbody> </table>	Quarter	Value	Q3-2014/15	16.4	Q4-2014/15	15.9	Q1-2015/16	18.1	Q2-2015/16	18.3	Q3-2015/16	14.8	14.8	<p><b>How are we performing:</b> There has been a decrease in the average number of days taken to respond to complaints at stage two for the same quarter last year.</p> <p>Average time in working days to respond to complaints at stage two per department:</p> <p>Chief Executive - <b>21</b> days People - <b>12.3</b> days Place - <b>16.8</b> days</p> <p><b>Actions we are taking to improve/maintain performance:</b> We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
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How long in working days does it take on average to respond to a complaint that has been escalated?	<p>SP50-04cP How long in working days does it take on average to respond to a complaint that has been escalated?</p> <table border="1"> <caption>SP50-04cP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3-2014/15</td> <td>12</td> </tr> <tr> <td>Q4-2014/15</td> <td>20.1</td> </tr> <tr> <td>Q1-2015/16</td> <td>15.5</td> </tr> <tr> <td>Q2-2015/16</td> <td>10.8</td> </tr> <tr> <td>Q3-2015/16</td> <td>18.8</td> </tr> </tbody> </table>	Quarter	Value	Q3-2014/15	12	Q4-2014/15	20.1	Q1-2015/16	15.5	Q2-2015/16	10.8	Q3-2015/16	18.8	18.8	<p><b>How are we performing:</b> There were 12 stage two complaints that were escalated, all of which were within the Place department.</p> <p><b>Actions we are taking to improve/maintain performance:</b> We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many complaints at stage one are closed within five working days (as a percentage of all stage one complaints)?	<p><b>SP50-05aP How many complaints at stage one are closed within five working days (as a percentage of all stage one complaints)?</b></p> <table border="1"> <caption>Data for SP50-05aP</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>86.8%</td> </tr> <tr> <td>Q4 2014/15</td> <td>85.7%</td> </tr> <tr> <td>Q1 2015/16</td> <td>85.3%</td> </tr> <tr> <td>Q2 2015/16</td> <td>85.4%</td> </tr> <tr> <td>Q3 2015/16</td> <td>84.7%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 2014/15	86.8%	Q4 2014/15	85.7%	Q1 2015/16	85.3%	Q2 2015/16	85.4%	Q3 2015/16	84.7%	84.7%	<p><b>How are we performing:</b> There has been a decrease of 2.1% in comparison to the same quarter last year, however overall the figure has remained fairly consistent since then.</p> <p><b>Actions we are taking to improve/maintain performance:</b> We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
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How many complaints at stage two are closed within 20 working days (as a percentage of all stage two complaints)?	<p><b>SP50-05bP How many complaints at stage two are closed within 20 working days (as a percentage of all stage two complaints)?</b></p> <table border="1"> <caption>Data for SP50-05bP</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>87%</td> </tr> <tr> <td>Q4 2014/15</td> <td>75%</td> </tr> <tr> <td>Q1 2015/16</td> <td>82.6%</td> </tr> <tr> <td>Q2 2015/16</td> <td>64.3%</td> </tr> <tr> <td>Q3 2015/16</td> <td>76.9%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 2014/15	87%	Q4 2014/15	75%	Q1 2015/16	82.6%	Q2 2015/16	64.3%	Q3 2015/16	76.9%	76.9%	<p><b>How are we performing:</b> There has been a decrease of 10.1% in comparison to the same period last year.</p> <p><b>Actions we are taking to improve/maintain performance:</b> We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
How many escalated complaints are closed within 20 working days (as a percentage of all escalated complaints)?	<p><b>SP50-05cP How many escalated complaints are closed within 20 working days (as a percentage of all escalated complaints)?</b></p> <table border="1"> <caption>Data for SP50-05cP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Actual Percentage</th> <th>Target Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>75%</td> <td>100%</td> </tr> <tr> <td>Q4 2014/15</td> <td>25%</td> <td>100%</td> </tr> <tr> <td>Q1 2015/16</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q2 2015/16</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q3 2015/16</td> <td>66.7%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Actual Percentage	Target Percentage	Q3 2014/15	75%	100%	Q4 2014/15	25%	100%	Q1 2015/16	100%	100%	Q2 2015/16	100%	100%	Q3 2015/16	66.7%	100%	66.7%	<p><b>How are we performing:</b> There were 12 complaints within stage two that were escalated.</p> <p><b>Actions we are taking to improve/maintain performance:</b> We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
Quarter	Actual Percentage	Target Percentage																						
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