

SCOTTISH BORDERS COUNCIL CORPORATE PRIORITIES

QUARTERLY PUBLIC PERFORMANCE REPORT: Q1 2015/16 (April-June)

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 Q1 2015/16

logged through our Customer Relationship Management system

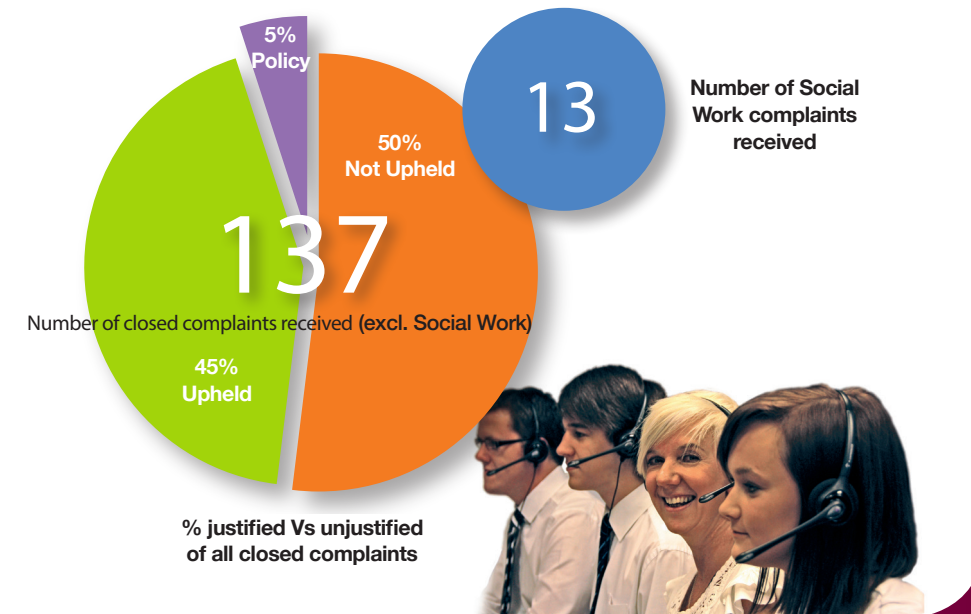
18,329
face to face interactions

25,540
voice interactions

Click before you call

www.scotborders.gov.uk

Complaints Q1 2015/16



Case Study

A customer applying for a Bus Pass on the grounds of disability was refused due to DVLA documentation not meeting the Transport Scotland criteria and subsequently complained.

Transport Scotland were contacted and after investigation found that the Bus Pass and DVLA criteria had both changed since being set. As a result Transport Scotland allowed us to award the customer with his Bus Pass and gave us greater power to use our discretion until they have updated the criteria for these types of pass.

The customer was very satisfied with the outcome of this complaint, and told us his faith in public services had been restored.

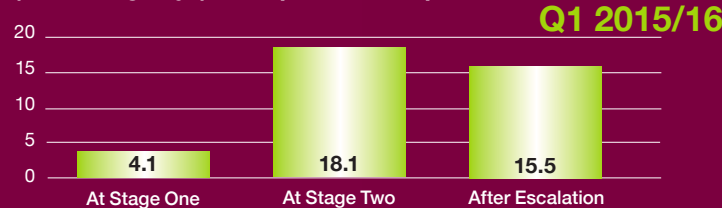
FOI Q1 2015/16

Freedom Of Information Requests received

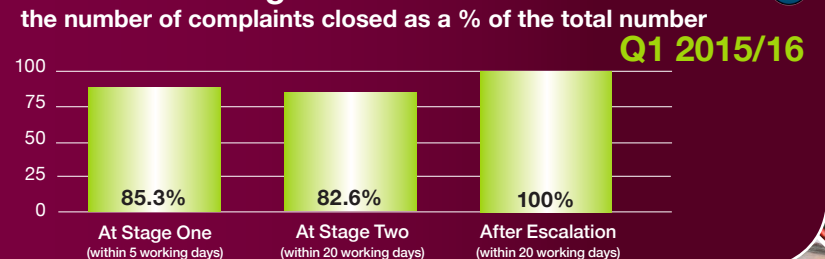
285
% completed on time

92%

Average Time (in working days) to respond to complaints



Performance against timescales



Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 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>CP08-P66P How many transactions were logged as handled by Customer Services staff?</p> <table border="1"> <caption>CP08-P66P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>49,298</td> </tr> <tr> <td>Q2 2014/15</td> <td>53,603</td> </tr> <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> </tbody> </table>	Quarter	Value	Q1 2014/15	49,298	Q2 2014/15	53,603	Q3 2014/15	39,821	Q4 2014/15	45,690	Q1 2015/16	44,873	44,873	<p>Observations: There has been a decrease of 817 (1.8%) interactions compared to Quarter 4 of 2014/15. There has been a decrease of 424 (2.3%) face-to-face interactions compared to Quarter 4 of 2014/15.</p> <p>There has been a decrease of 1397 (5.5%) voice interactions compared to Quarter 4 of 2014/15.</p> <p>Actions we are taking to improve/maintain performance: Work is continuing to move customer contact from Face to Face and Telephone to other more flexible and cost effective channels.</p>			Les Grant; Portal Manager						
Quarter	Value																							
Q1 2014/15	49,298																							
Q2 2014/15	53,603																							
Q3 2014/15	39,821																							
Q4 2014/15	45,690																							
Q1 2015/16	44,873																							
How many people were logged as coming into our Contact Centres to deal with our Customer Services staff face to face? (CP08-P63P)	<p>Exec - Customer Services Interactions logged on CRM</p> <table border="1"> <caption>Exec - Customer Services Interactions Data</caption> <thead> <tr> <th>Quarter</th> <th>CP08-P53P (Face-to-Face)</th> <th>CP08-P55P (Phone)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>13,484</td> <td>30,864</td> </tr> <tr> <td>Q2 2014/15</td> <td>20,004</td> <td>33,599</td> </tr> <tr> <td>Q3 2014/15</td> <td>16,113</td> <td>23,706</td> </tr> <tr> <td>Q4 2014/15</td> <td>18,753</td> <td>26,937</td> </tr> <tr> <td>Q1 2015/16</td> <td>16,329</td> <td>25,540</td> </tr> </tbody> </table>	Quarter	CP08-P53P (Face-to-Face)	CP08-P55P (Phone)	Q1 2014/15	13,484	30,864	Q2 2014/15	20,004	33,599	Q3 2014/15	16,113	23,706	Q4 2014/15	18,753	26,937	Q1 2015/16	16,329	25,540	18,329				Les Grant; Portal Manager
Quarter	CP08-P53P (Face-to-Face)	CP08-P55P (Phone)																						
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Q3 2014/15	16,113	23,706																						
Q4 2014/15	18,753	26,937																						
Q1 2015/16	16,329	25,540																						
How many people were logged as contacting our Contact Centres by phone? (CP08-P65P)		25,540				Les Grant; Portal Manager																		

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many requests for information, under the Freedom of Information Act, did we receive?	<p>CP08-P53P How many requests for information, under the Freedom of Information Act, did we receive?</p> <table border="1"> <caption>Data for CP08-P53P</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>243</td> </tr> <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> </tbody> </table>	Quarter	Value	Q1 2014/15	243	Q2 2014/15	273	Q3 2014/15	281	Q4 2014/15	303	Q1 2015/16	285	285	<p>Observations: Over the longer term, the volume of FOIs continues to rise steadily, although there has been a slight drop since Q4</p>			Nuala McKinlay
Quarter	Value																	
Q1 2014/15	243																	
Q2 2014/15	273																	
Q3 2014/15	281																	
Q4 2014/15	303																	
Q1 2015/16	285																	
What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?	<p>CP08-P54P What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?</p> <table border="1"> <caption>Data for CP08-P54P</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>27%</td> </tr> <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>98%</td> </tr> <tr> <td>Q1 2015/16</td> <td>92%</td> </tr> </tbody> </table>	Quarter	Value	Q1 2014/15	27%	Q2 2014/15	86%	Q3 2014/15	91%	Q4 2014/15	98%	Q1 2015/16	92%	92%	<p>How are we performing: Although dipping slightly in this quarter, performance is now considerably higher than during 2013/14.</p> <p>Actions we are taking to improve/maintain performance: New procedures continue to help us deal efficiently with FOIs and similar data requests.</p>			Nuala McKinlay
Quarter	Value																	
Q1 2014/15	27%																	
Q2 2014/15	86%																	
Q3 2014/15	91%																	
Q4 2014/15	98%																	
Q1 2015/16	92%																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2015 (Q1 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
How many complaints were received by our Social Work service?	<p>CP08-P30P How many complaints were received by our Social Work service?</p> <table border="1"> <caption>Data for CP08-P30P</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>12</td> </tr> <tr> <td>Q2 2014/15</td> <td>14</td> </tr> <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> </tbody> </table>	Quarter	Value	Q1 2014/15	12	Q2 2014/15	14	Q3 2014/15	23	Q4 2014/15	10	Q1 2015/16	13	13	<p>Observations: Continued low level of complaints in comparison to previous year with a small increase of 2 in June. Overall volume remains low which make it difficult to identify trends in relation to specific events or changes.</p>			Sylvia Mendham
Quarter	Value																	
Q1 2014/15	12																	
Q2 2014/15	14																	
Q3 2014/15	23																	
Q4 2014/15	10																	
Q1 2015/16	13																	
How many complaints did we investigate to completion?	<p>CP08-P10P How many complaints did we investigate to completion?</p> <table border="1"> <caption>Data for CP08-P10P</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>150</td> </tr> <tr> <td>Q2 2014/15</td> <td>153</td> </tr> <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> </tbody> </table>	Quarter	Value	Q1 2014/15	150	Q2 2014/15	153	Q3 2014/15	167	Q4 2014/15	147	Q1 2015/16	137	137	<p>Observations: There has been a decrease of 10 complaints investigated this quarter, and a decrease of 13 against the same period last year.</p>			Les Grant; Portal Manager
Quarter	Value																	
Q1 2014/15	150																	
Q2 2014/15	153																	
Q3 2014/15	167																	
Q4 2014/15	147																	
Q1 2015/16	137																	

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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
How many of the complaints investigated to completion were upheld? (CP08-P11P)	<p>Exec - Upheld/Not Upheld Complaints</p> <table border="1"> <caption>Exec - Upheld/Not Upheld Complaints Data</caption> <thead> <tr> <th>Quarter</th> <th>CP08-P11P (%)</th> <th>CP08-P12P (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>44%</td> <td>50%</td> </tr> <tr> <td>Q2 2014/15</td> <td>54%</td> <td>41%</td> </tr> <tr> <td>Q3 2014/15</td> <td>46%</td> <td>46%</td> </tr> <tr> <td>Q4 2014/15</td> <td>43%</td> <td>52%</td> </tr> <tr> <td>Q1 2015/16</td> <td>45%</td> <td>50%</td> </tr> </tbody> </table>	Quarter	CP08-P11P (%)	CP08-P12P (%)	Q1 2014/15	44%	50%	Q2 2014/15	54%	41%	Q3 2014/15	46%	46%	Q4 2014/15	43%	52%	Q1 2015/16	45%	50%	45%	<p>How are we performing: There has been an increase in the number of 'upheld' complaints and a reduction in those categorised as 'not upheld'.</p> <p>Actions we are taking to improve/maintain performance: Ongoing reviews and analysis of previous quarter's complaints are being used to inform and drive forward service improvements across the Council.</p>			Les Grant; Portal Manager
Quarter		CP08-P11P (%)	CP08-P12P (%)																					
Q1 2014/15	44%	50%																						
Q2 2014/15	54%	41%																						
Q3 2014/15	46%	46%																						
Q4 2014/15	43%	52%																						
Q1 2015/16	45%	50%																						
How many of the complaints investigated to completion were not upheld? (CP08-P12P)	50%			Les Grant; Portal Manager																				
The average time in working days to respond to complaints at stage one (SPSO-04aP)	<p>SPSO-04aP The average time in working days to respond to complaints at stage one (SPSO-04aP)</p> <table border="1"> <caption>SPSO-04aP Average Time in Working Days Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>4.4</td> <td>5.0</td> </tr> <tr> <td>Q2 2014/15</td> <td>3.5</td> <td>5.0</td> </tr> <tr> <td>Q3 2014/15</td> <td>4.2</td> <td>5.0</td> </tr> <tr> <td>Q4 2014/15</td> <td>3.7</td> <td>5.0</td> </tr> <tr> <td>Q1 2015/16</td> <td>4.1</td> <td>5.0</td> </tr> </tbody> </table>	Quarter	Quarters (Days)	Target (Days)	Q1 2014/15	4.4	5.0	Q2 2014/15	3.5	5.0	Q3 2014/15	4.2	5.0	Q4 2014/15	3.7	5.0	Q1 2015/16	4.1	5.0	4.1	<p>Observations: Q1 2015/16 There has been a slight reduction in the average number of days taken to respond to complaints at stage one for the same quarter last year.</p> <p>Average time in working days to respond to complaints at stage one per department:</p> <p>Chief Executive - 3.5 days People - 4.5 days Place - 4.1 days</p>			Les Grant
Quarter	Quarters (Days)	Target (Days)																						
Q1 2014/15	4.4	5.0																						
Q2 2014/15	3.5	5.0																						
Q3 2014/15	4.2	5.0																						
Q4 2014/15	3.7	5.0																						
Q1 2015/16	4.1	5.0																						

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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By																		
The average time in working days to respond to complaints at stage two (SPSO-04bP)	<p>SPSO-04bP The average time in working days to respond to complaints at stage two (SPSO-04bP)</p> <table border="1"> <caption>Data for SPSO-04bP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>18.7</td> <td>20</td> </tr> <tr> <td>Q2 2014/15</td> <td>17</td> <td>20</td> </tr> <tr> <td>Q3 2014/15</td> <td>16.4</td> <td>20</td> </tr> <tr> <td>Q4 2014/15</td> <td>15.9</td> <td>20</td> </tr> <tr> <td>Q1 2015/16</td> <td>18.1</td> <td>20</td> </tr> </tbody> </table>	Quarter	Quarters (Days)	Target (Days)	Q1 2014/15	18.7	20	Q2 2014/15	17	20	Q3 2014/15	16.4	20	Q4 2014/15	15.9	20	Q1 2015/16	18.1	20	18.1	<p>Observations: Q1 2015/16 There has been a reduction (positive) 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 - 22 days People - 15 days Place - 19.5 days</p>			Les Grant
Quarter	Quarters (Days)	Target (Days)																						
Q1 2014/15	18.7	20																						
Q2 2014/15	17	20																						
Q3 2014/15	16.4	20																						
Q4 2014/15	15.9	20																						
Q1 2015/16	18.1	20																						
The average time in working days to respond to complaints after escalation (SPSO-04cP)	<p>SPSO-04cP The average time in working days to respond to complaints after escalation (SPSO-04cP)</p> <table border="1"> <caption>Data for SPSO-04cP Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>18.3</td> <td>20</td> </tr> <tr> <td>Q2 2014/15</td> <td>16.6</td> <td>20</td> </tr> <tr> <td>Q3 2014/15</td> <td>12</td> <td>20</td> </tr> <tr> <td>Q4 2014/15</td> <td>20.1</td> <td>20</td> </tr> <tr> <td>Q1 2015/16</td> <td>15.5</td> <td>20</td> </tr> </tbody> </table>	Quarter	Quarters (Days)	Target (Days)	Q1 2014/15	18.3	20	Q2 2014/15	16.6	20	Q3 2014/15	12	20	Q4 2014/15	20.1	20	Q1 2015/16	15.5	20	15.5	<p>Observations: There were 2 stage two complaints that were escalated and both were within Place.</p>			Les Grant
Quarter	Quarters (Days)	Target (Days)																						
Q1 2014/15	18.3	20																						
Q2 2014/15	16.6	20																						
Q3 2014/15	12	20																						
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Q1 2015/16	15.5	20																						

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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
The number of complaints closed at stage one within 5 working days as a % of the total number of stage one complaints (SPSO-05aP)	<p>SPSO-05aP The number of complaints closed at stage one within 5 working days as a % of the total number of stage one complaints (SPSO-05aP)</p> <table border="1"> <caption>SPSO-05aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>86.6%</td> </tr> <tr> <td>Q2 2014/15</td> <td>88.4%</td> </tr> <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> </tbody> </table>	Quarter	Value (%)	Q1 2014/15	86.6%	Q2 2014/15	88.4%	Q3 2014/15	86.8%	Q4 2014/15	85.7%	Q1 2015/16	85.3%	85.3%	<p>Observations: Q1 2015/16 There has been a decrease of 1.3% in comparison to the same quarter last year. Overall, the figure has remained fairly consistent since the end of 2013/14, only fluctuating between 85.3% and 88.4%.</p>			Les Grant
Quarter	Value (%)																	
Q1 2014/15	86.6%																	
Q2 2014/15	88.4%																	
Q3 2014/15	86.8%																	
Q4 2014/15	85.7%																	
Q1 2015/16	85.3%																	
The number of complaints closed at stage two within 20 working days as a % of the total number of stage two complaints (SPSO-05bP)	<p>SPSO-05bP The number of complaints closed at stage two within 20 working days as a % of the total number of stage two complaints (SPSO-05bP)</p> <table border="1"> <caption>SPSO-05bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>71.1%</td> </tr> <tr> <td>Q2 2014/15</td> <td>82.6%</td> </tr> <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> </tbody> </table>	Quarter	Value (%)	Q1 2014/15	71.1%	Q2 2014/15	82.6%	Q3 2014/15	87%	Q4 2014/15	75%	Q1 2015/16	82.6%	82.6%	<p>Observations: Q1 2015/16 There has been an increase of 11.5% in comparison to the same period last year.</p>			Les Grant
Quarter	Value (%)																	
Q1 2014/15	71.1%																	
Q2 2014/15	82.6%																	
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Short Name	Trend Chart	Current Value	Commentary	Long Term Trend	Status against Target	Managed By												
The number of escalated complaints closed within 20 working days as a % of the total number of escalated stage two complaints (SPSO-05cP)	<p>SPSO-05cP The number of escalated complaints closed within 20 working days as a % of the total number of escalated stage two complaints (SPSO-05cP)</p> <table border="1"> <caption>SPSO-05cP Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2014/15</td> <td>66.7%</td> </tr> <tr> <td>Q3 2014/15</td> <td>100%</td> </tr> <tr> <td>Q4 2014/15</td> <td>75%</td> </tr> <tr> <td>Q1 2015/16</td> <td>25%</td> </tr> <tr> <td>Q2 2015/16</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2014/15	66.7%	Q3 2014/15	100%	Q4 2014/15	75%	Q1 2015/16	25%	Q2 2015/16	100%	100%	<p>Observations: Q1 2015/16 The 2 complaints within stage two that were escalated were within Place.</p>			Les Grant
Quarter	Percentage																	
Q2 2014/15	66.7%																	
Q3 2014/15	100%																	
Q4 2014/15	75%																	
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