






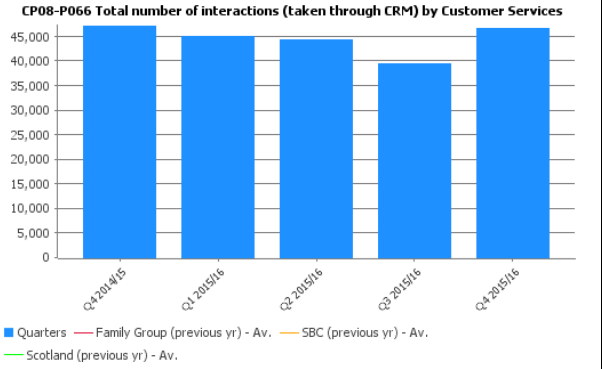




Appendix 2: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2016 (Q4 2015/16)

KEY	 positive long term trend (since end 2014/15)	 negative long term trend (since end 2014/15)	 Little long term change (since end 2014/15)	 on target	 just off target	 off target	 data/information only
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Corporate Priority 8: Ensure excellent, adaptable, collaborative and accessible public services

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By
How many transactions were logged as handled by Customer Services staff?	<p>CP08-P066 Total number of interactions (taken through CRM) by Customer Services</p> 	46,672	<p>How we are performing: There has been an 18.31% increase in the number of interactions for Quarter 4, since Quarter 3. Quarter 4 2015/16 compares to the same period last year.</p> <p>Actions we are taking to improve/maintain performance: 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.</p>			Les Grant

Appendix 2: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2016 (Q4 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By																		
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 logged on CRM</caption> <thead> <tr> <th>Quarter</th> <th>CP08-P063P</th> <th>CP08-P065P</th> </tr> </thead> <tbody> <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> <tr> <td>Q4 2015/16</td> <td>16,709</td> <td>28,266</td> </tr> </tbody> </table>	Quarter	CP08-P063P	CP08-P065P	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	Q4 2015/16	16,709	28,266	16,709	<p>Observations: There has been an increase of 2065 in the number of Face-to Face interactions taken through CRM over the previous quarter. In comparison to Q4 of 2014/15 there has been a reduction of 2044 Face-to-Face interactions.</p> <p>Work is ongoing to move our services on-line.</p> <p>Actions we are taking to improve/maintain performance: We are continuing to promote the Customer Relationship Management (CRM) system corporately and work on training new starts and existing staff is ongoing.</p>			Les Grant
Quarter	CP08-P063P	CP08-P065P																						
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																						
Q4 2015/16	16,709	28,266																						
How many people were logged as contacting our Contact Centres by phone? (CP08-P65P)	<table border="1"> <caption>Exec - Customer Services Interactions logged on CRM</caption> <thead> <tr> <th>Quarter</th> <th>CP08-P063P</th> <th>CP08-P065P</th> </tr> </thead> <tbody> <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> <tr> <td>Q4 2015/16</td> <td>16,709</td> <td>28,266</td> </tr> </tbody> </table>	Quarter	CP08-P063P	CP08-P065P	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	Q4 2015/16	16,709	28,266	28,266	<p>Observations: Although the number of voice interactions for the year has reduced overall there has been an increase in the number of voice interactions in Quarter 4 over the number taken in both Quarter 3 2015/16 (4627) and Quarter 4 2014/15 (1329). This can in part be attributed to the introduction of the Long Term Empty Property Levy, the flooding and the Flood Grant Scheme.</p> <p>Actions we are taking to improve/maintain performance: 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. We are also working to channel shift customers to on-line self service options.</p>			Les Grant
Quarter	CP08-P063P	CP08-P065P																						
Q4 2014/15	18,753	26,937																						
Q1 2015/16	18,329	25,540																						
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Appendix 2: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2016 (Q4 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
How many requests for information, under the Freedom of Information Act, did we receive?	<p>CP08-P053 FOI Requests Received</p> <table border="1"> <caption>CP08-P053 FOI Requests Received</caption> <thead> <tr> <th>Quarter</th> <th>Requests Received</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>300</td> </tr> <tr> <td>Q1 2015/16</td> <td>285</td> </tr> <tr> <td>Q2 2015/16</td> <td>280</td> </tr> <tr> <td>Q3 2015/16</td> <td>260</td> </tr> <tr> <td>Q4 2015/16</td> <td>326</td> </tr> </tbody> </table>	Quarter	Requests Received	Q4 2014/15	300	Q1 2015/16	285	Q2 2015/16	280	Q3 2015/16	260	Q4 2015/16	326	326	<p>Observations: The number of FOI request received in Q4 has increased since Q3 and is higher than it was at the same time last year. Q4 included more than 30 requests from the Scottish Parliament Research unit and MSPs. As departments worked towards the year end, performance was affected slightly</p>			Nuala McKinlay
Quarter	Requests Received																	
Q4 2014/15	300																	
Q1 2015/16	285																	
Q2 2015/16	280																	
Q3 2015/16	260																	
Q4 2015/16	326																	
What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?	<p>CP08-P054 % of FOI Requests Completed on Time</p> <table border="1"> <caption>CP08-P054 % of FOI Requests Completed on Time</caption> <thead> <tr> <th>Quarter</th> <th>% Completed on Time</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>95%</td> </tr> <tr> <td>Q1 2015/16</td> <td>90%</td> </tr> <tr> <td>Q2 2015/16</td> <td>88%</td> </tr> <tr> <td>Q3 2015/16</td> <td>90%</td> </tr> <tr> <td>Q4 2015/16</td> <td>84%</td> </tr> </tbody> </table>	Quarter	% Completed on Time	Q4 2014/15	95%	Q1 2015/16	90%	Q2 2015/16	88%	Q3 2015/16	90%	Q4 2015/16	84%	84%	<p>Actions we are taking to improve/maintain performance: The Information Team continues to work closely with services to ensure timely returns of information relating to FOIs.</p>			Nuala McKinlay
Quarter	% Completed on Time																	
Q4 2014/15	95%																	
Q1 2015/16	90%																	
Q2 2015/16	88%																	
Q3 2015/16	90%																	
Q4 2015/16	84%																	

Appendix 2: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2016 (Q4 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By														
How many complaints were received by our Social Work service?	<p>CP08-P030 Number of Social Work Statutory Complaints Received</p> <table border="1"> <caption>CP08-P030 Number of Social Work Statutory Complaints Received</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <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> <tr> <td>Q4 2015/16</td> <td>20</td> </tr> </tbody> </table>	Quarter	Number of Complaints	Q4 2014/15	10	Q1 2015/16	13	Q2 2015/16	26	Q3 2015/16	11	Q4 2015/16	20	20	<p>Observations: Q4 2015/16 has seen an increase in the number of complaints. The pattern of complains this year does not follow the previous two years where complaints came to a peak in Q3, then reduced. There is continuing variance in the reason for the complaints which cannot be linked. We currently have 3 complaints relating to the ALEO with are being dealt with in accordance with the Social Work Procedures.</p>			Sylvia Mendham		
Quarter	Number of Complaints																			
Q4 2014/15	10																			
Q1 2015/16	13																			
Q2 2015/16	26																			
Q3 2015/16	11																			
Q4 2015/16	20																			
How many complaints did we investigate to completion?	<p>CP08-P010P How many complaints did we investigate to completion?</p> <table border="1"> <caption>CP08-P010P How many complaints did we investigate to completion?</caption> <thead> <tr> <th>Quarter</th> <th>Number of 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> <tr> <td>Q4 2015/16</td> <td>145</td> </tr> </tbody> </table>	Quarter	Number of Complaints	Q3 2014/15	167	Q4 2014/15	147	Q1 2015/16	137	Q2 2015/16	172	Q3 2015/16	123	Q4 2015/16	145	145	<p>Departmental Split Mar 2016: Chief Executives: 3(Mar 2015:4) People: 5 (Mar 2015: 14) Place: 39(Mar 2015: 45)</p> <p>Whilst the number of complaints closed in March 2016 is the same as those closed in February 2016 there has been a decrease of 16 Complaints since the same period last year. The longer term trend information is unavailable as this is only the second full year subject to SPSO reporting requirements following the full implementation from April 2013 of the revised Complaint Handling Procedure.</p> <p>Timeliness: Stage 1: 31 complaints were closed, of which 26 were responded to within 5 working days. Of the 5 complaints that were not responded to within 5 days, 1 was within People, and 4 were within Place.</p> <p>Stage 2: 16 complaints were closed, of which</p>			Les Grant
Quarter	Number of Complaints																			
Q3 2014/15	167																			
Q4 2014/15	147																			
Q1 2015/16	137																			
Q2 2015/16	172																			
Q3 2015/16	123																			
Q4 2015/16	145																			

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Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
			<p>14 were responded to within 20 working days. The 2 that were not responded to within 20 working days were within Place.</p> <p>In Q4 we investigated a total of 145 complaints. The majority of these (32%) were classified as 'Failure to Deliver Service', followed by Policy and Other both at 23% with Employee Attitude at 21%.</p>															
How long in working days does it take on average to respond to a complaint at stage one?	<p>SP50-04a Average times: the average time in working days to respond to complaints at stage one (SP50-04a)</p> <table border="1"> <caption>SP50-04a Average times: the average time in working days to respond to complaints at stage one (SP50-04a)</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Working Days)</th> </tr> </thead> <tbody> <tr> <td>Q4-2014/15</td> <td>3.8</td> </tr> <tr> <td>Q1-2015/16</td> <td>4.2</td> </tr> <tr> <td>Q2-2015/16</td> <td>4.0</td> </tr> <tr> <td>Q3-2015/16</td> <td>3.8</td> </tr> <tr> <td>Q4-2015/16</td> <td>4.2</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Average Time (Working Days)	Q4-2014/15	3.8	Q1-2015/16	4.2	Q2-2015/16	4.0	Q3-2015/16	3.8	Q4-2015/16	4.2	4.1	<p>How are we performing: There has been a small increase in the average number of days taken to respond to complaints at stage one, since the same quarter last year.</p> <p>Average time in working days to respond to complaints at stage one per department: Chief Executive - 4.2 days People - 4.7 days Place - 4.0 days</p> <p>Actions we are taking to improve/maintain performance: 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 Time (Working Days)																	
Q4-2014/15	3.8																	
Q1-2015/16	4.2																	
Q2-2015/16	4.0																	
Q3-2015/16	3.8																	
Q4-2015/16	4.2																	

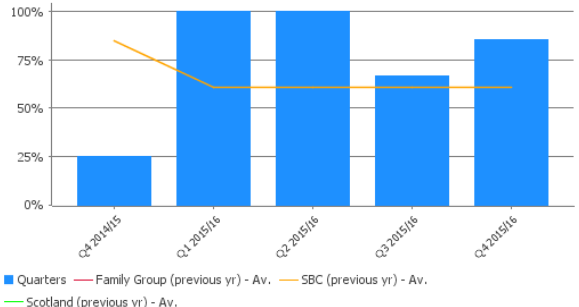


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Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
How long in working days does it take on average to respond to a complaint at stage two?	<p>SP50-04b Average times: the average time in working days to respond to complaints at stage two (SP50-04b)</p> <table border="1"> <caption>SP50-04b Average times: the average time in working days to respond to complaints at stage two (SP50-04b)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Days)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>16.9</td> </tr> <tr> <td>Q1 2015/16</td> <td>17.5</td> </tr> <tr> <td>Q2 2015/16</td> <td>17.5</td> </tr> <tr> <td>Q3 2015/16</td> <td>15.0</td> </tr> <tr> <td>Q4 2015/16</td> <td>16.9</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Quarters (Days)	Q4 2014/15	16.9	Q1 2015/16	17.5	Q2 2015/16	17.5	Q3 2015/16	15.0	Q4 2015/16	16.9	16.9	<p>How are we performing: There has been a small increase in the average number of days taken to respond to complaints at stage two, since 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 - 17.5 days People - 19.7 days Place - 15.6 days</p> <p>Actions we are taking to improve/maintain performance: 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	Quarters (Days)																	
Q4 2014/15	16.9																	
Q1 2015/16	17.5																	
Q2 2015/16	17.5																	
Q3 2015/16	15.0																	
Q4 2015/16	16.9																	
How long in working days does it take on average to respond to a complaint that has been escalated?	<p>SP50-04c Average times: the average time in working days to respond to complaints after escalation (SP50-04c)</p> <table border="1"> <caption>SP50-04c Average times: the average time in working days to respond to complaints after escalation (SP50-04c)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Days)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>19.7</td> </tr> <tr> <td>Q1 2015/16</td> <td>15.0</td> </tr> <tr> <td>Q2 2015/16</td> <td>11.0</td> </tr> <tr> <td>Q3 2015/16</td> <td>19.0</td> </tr> <tr> <td>Q4 2015/16</td> <td>19.7</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Quarters (Days)	Q4 2014/15	19.7	Q1 2015/16	15.0	Q2 2015/16	11.0	Q3 2015/16	19.0	Q4 2015/16	19.7	19.7	<p>How are we performing: There were 7 stage two complaints that were escalated, 1 within People and the remaining 6 within Place.</p> <p>Actions we are taking to improve/maintain performance: 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	Quarters (Days)																	
Q4 2014/15	19.7																	
Q1 2015/16	15.0																	
Q2 2015/16	11.0																	
Q3 2015/16	19.0																	
Q4 2015/16	19.7																	

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Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	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>SP50-05a Performance against timescales: the number of complaints closed at stage one within 5 working days as % of total number of stage one complaints (SP50-05a)</p> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	85.5%	<p>How are we performing: There has been a slight decrease of 0.2% in comparison to the same quarter last year, however overall the figure has remained fairly consistent.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary. An ambitious target of 100% ensures we focus on improvement</p>			Les Grant
How many complaints at stage two are closed within 20 working days (as a percentage of all stage two complaints)?	<p>SP50-05b Performance against timescales: the number of complaints closed at stage two within 20 working days as % of total number of stage two complaints (SP50-05b)</p> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	78.6%	<p>How are we performing: There has been an increase of 3.6% in comparison to the same period last year.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary. An ambitious target of 100% ensures we focus on improvement</p>			Les Grant

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Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By
How many escalated complaints are closed within 20 working days (as a percentage of all escalated complaints)?	<p>SP50-05c Performance against timescales: the number of escalated complaints closed within 20 working days as a % of total number of escalated stage two complaints (SP50-05c)</p> 	85.7%	<p>How are we performing: There were 7 complaints within stage two that were escalated, 1 was within People and the remaining 6 were all within Place.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary. An ambitious target of 100% ensures we focus on improvement</p>			Les Grant

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