

SCOTTISH BORDERS COUNCIL CORPORATE PRIORITIES

SUMMARY OF PERFORMANCE 2016/17

HOW ARE WE DOING?

In 2013, we published our Corporate Plan, with eight priorities to work towards over a five year period. This summary provides an overview of performance during 2016/17, under each of the 8 Corporate Priorities. We continue to make significant progress across a number of key areas such as the economy and education, but recognise that there are ongoing challenges to face in the coming years. Reviewing performance information regularly is a vital part of ensuring we stay focused on what is important; **ensuring the best quality of life for everyone in the Scottish Borders, prosperity for our businesses and good health and resilience for all our communities.**

KEY

A mixture of performance information is provided under each priority:

The top half of each page contains high level performance indicators that show, for example, the general health of the economy. For comparison we have included last years figure and any Scottish data (where applicable). While the Council may have influence over these indicators, they are largely contextual in nature, and the information is displayed within a grey box.

EMPLOYMENT RATE

76.2%
of people **aged between 16-64**
are now in employment

Scotland	73.1%
SB last year	78.3%

The bottom half of each page contains performance indicators that we have more influence over, for example, how quickly we process planning applications.

Information for each indicator is displayed within a white box above a coloured section. This coloured section (where applicable) will be either Green, Amber or Red and shows where performance has improved or reduced against the **previous year**.

103,761

phone interactions were logged by our **Contact Centres** in 2016/17



(up from 102,342 in 15/16)

green - improved performance

amber - a minor change in performance

red - area for improvement

OUR CORPORATE PRIORITIES



ENCOURAGE SUSTAINABLE ECONOMIC GROWTH

HOW ARE WE DOING?



Heritage Hub in Hawick new base for Business Gateway.

April 2016 - March 2017:

EMPLOYMENT RATE* 74% of people aged between 16-64 are now in employment	CLAIMANT COUNT (16-64YR OLDS) 1.8% of working age people are now out of work and claiming benefits	CLAIMANT COUNT (18-24YR OLDS) 3.7% of young people are now out of work and claiming benefits	PLANNING APPLICATIONS 1324 received during 2016/17
Scotland 72.9% SB last year 76.2%	Scotland 2.4% SB last year 1.8%	Scotland 3.6% SB last year 3.9%	SB last year 1,286

Business Gateway

After operating successfully out of Ettrick Riverside in Selkirk for 16 years, the Business Gateway team moved to new premises at Tower Mill in Hawick in April. Not only has this enabled a private sector business to expand its office space in Selkirk, it helps support the aspirations of the Hawick Action Plan, developed through a partnership between Scottish Borders Council, Scottish Enterprise, Scottish Government, and the local business community, with Business Gateway now providing its services in a high street setting.

• railway • connectivity • investment • skills • housing • railway • connectivity • investment • skills •





Our performance during 2016/17



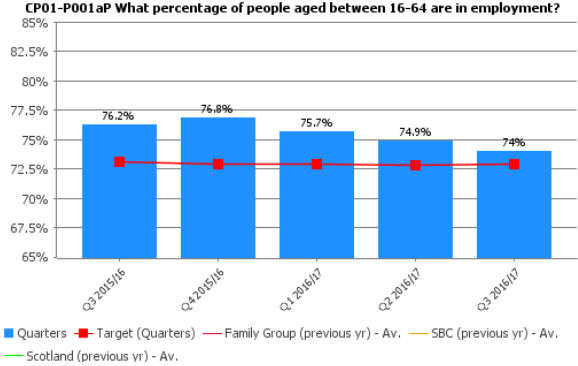

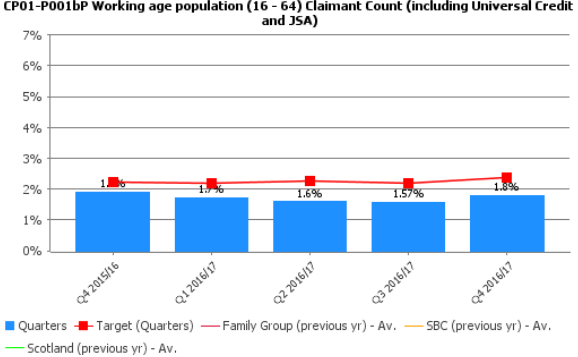

BUSINESS GATEWAY 231 new businesses were created with our help	BUSINESS LOANS AND GRANTS £71.2k was approved in loans over 4 successful application to the Scottish Borders Business Loan Fund	AFFORDABLE HOMES 131 affordable homes were delivered (Over 5 years 598 affordable homes have been delivered against a target of 500)	AVERAGE TIME TO DETERMINE PLANNING APPLICATIONS* By end of Q3 2016/17 average times were: 0.0 no major applications received
(down from 247 in 15/16)	(down from 162K in 15/16)	(above target of 100)	(SBC average 15/16 = 27.6)
1085 businesses were supported in 2016/17	£129.4k was approved in grants over 39 successful applications to the Scottish Borders Business Fund	Invoices paid within 30 days 91% on average were paid within 30 days in 16/17	6.9 weeks for non-householders (SBC last year 17.4)
(up from 1042 in 15/16)	(up from £108K in 15/16)	(down from 92% in 15/16)	7.4 weeks for householders (SBC last year 6.7)



Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

KEY	 Indicator is:	 Indicator is:	 Indicator is:	 Indicator is:
	<ul style="list-style-type: none"> On target and as forecast, <i>or</i> In line with national trend, <i>or</i> Showing a long term positive trend 	<ul style="list-style-type: none"> Just off target /off forecast, <i>or</i> Showing longer term trends that need to be watched 	<ul style="list-style-type: none"> Off target & not as forecast, <i>or</i> Out of line with national trends, <i>or</i> Showing longer term negative trends 	<ul style="list-style-type: none"> For information or context only, <i>or</i> Difficult to set a target, due to factors out with our control

Corporate Priority 1: Sustainable Economic Growth

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Working age population (16 - 64) employment rate	<p>CP01-P001aP What percentage of people aged between 16-64 are in employment?</p>  <table border="1"> <caption>CP01-P001aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>76.2%</td> </tr> <tr> <td>Q4 2015/16</td> <td>76.8%</td> </tr> <tr> <td>Q1 2016/17</td> <td>75.7%</td> </tr> <tr> <td>Q2 2016/17</td> <td>74.9%</td> </tr> <tr> <td>Q3 2016/17</td> <td>74%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q3 2015/16	76.2%	Q4 2015/16	76.8%	Q1 2016/17	75.7%	Q2 2016/17	74.9%	Q3 2016/17	74%	74%	<p>Observations: The number of people in work is now 53,300 (74%), which is 300 less than in Q2 of 2016/17. The Scottish Borders rate remains higher than the Scottish rate (72.9%) and is the same as the UK rate.</p> <p>Note: One quarter lag in data</p> <p>Note: Red "target" line indicates National Rate</p>		Bryan McGrath
Quarter	Value (%)																
Q3 2015/16	76.2%																
Q4 2015/16	76.8%																
Q1 2016/17	75.7%																
Q2 2016/17	74.9%																
Q3 2016/17	74%																
Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)	<p>CP01-P001bP Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)</p>  <table border="1"> <caption>CP01-P001bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2015/16</td> <td>1.8%</td> </tr> <tr> <td>Q1 2016/17</td> <td>1.6%</td> </tr> <tr> <td>Q2 2016/17</td> <td>1.6%</td> </tr> <tr> <td>Q3 2016/17</td> <td>1.57%</td> </tr> <tr> <td>Q4 2016/17</td> <td>1.8%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q2 2015/16	1.8%	Q1 2016/17	1.6%	Q2 2016/17	1.6%	Q3 2016/17	1.57%	Q4 2016/17	1.8%	1.8%	<p>Observations: The average rate of people aged 16-64 claiming out of work benefits was 1.8%, lower than the Scottish rate of 2.37%. At the end of March 2017, there were 1,275 people claiming out of work benefits, 190 more than at the end of the last quarter, but 45 lower than the same time last year.</p> <p>Note: One quarter lag in data</p> <p>Note: Red "target" line indicates National Rate</p>		Bryan McGrath
Quarter	Value (%)																
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Q1 2016/17	1.6%																
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Q4 2016/17	1.8%																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)	<p>CP01-P001cP Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)</p> <table border="1"> <caption>Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>4.2%</td> </tr> <tr> <td>Q1 2016/17</td> <td>3.73%</td> </tr> <tr> <td>Q2 2016/17</td> <td>3.83%</td> </tr> <tr> <td>Q3 2016/17</td> <td>3.53%</td> </tr> <tr> <td>Q4 2016/17</td> <td>3.7%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q4 2015/16	4.2%	Q1 2016/17	3.73%	Q2 2016/17	3.83%	Q3 2016/17	3.53%	Q4 2016/17	3.7%	3.7%	<p>Observations: The average rate of people aged 18-24 claiming out of work benefits was 3.7% in the last quarter, higher than the Scottish rate of 3.43. At the end of March 2017, there were 295 young people claiming out of work benefits, 25 higher than the end of the last quarter, but 45 lower than the same time last year.</p> <p>Note: Red "target" line indicates National Rate</p>		Bryan McGrath
Quarter	Value (%)																
Q4 2015/16	4.2%																
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Q2 2016/17	3.83%																
Q3 2016/17	3.53%																
Q4 2016/17	3.7%																
Number of new Business Start Ups -Through Business Gateway	<p>CP01-P001dP How many new businesses has Business Gateway help create?</p> <table border="1"> <caption>Number of new Business Start Ups -Through Business Gateway</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>85</td> </tr> <tr> <td>Q1 2016/17</td> <td>55</td> </tr> <tr> <td>Q2 2016/17</td> <td>55</td> </tr> <tr> <td>Q3 2016/17</td> <td>50</td> </tr> <tr> <td>Q4 2016/17</td> <td>71</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2015/16	85	Q1 2016/17	55	Q2 2016/17	55	Q3 2016/17	50	Q4 2016/17	71	71	<p>How are we performing: This figure is slightly higher than previous quarters but includes the expected peak which comes at the start of each year. This is on forecast, however.</p> <p>Actions we are taking to improve/maintain performance: Start-up advisors continue to work hard to identify any growth potential but this is very dependent on the local economy.</p>		Bryan McGrath
Quarter	Value																
Q4 2015/16	85																
Q1 2016/17	55																
Q2 2016/17	55																
Q3 2016/17	50																
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Business supported through Business Gateway	<p>CP01-P001eP How many businesses has Business Gateway supported?</p> <table border="1"> <caption>Business supported through Business Gateway</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>315</td> </tr> <tr> <td>Q1 2016/17</td> <td>269</td> </tr> <tr> <td>Q2 2016/17</td> <td>283</td> </tr> <tr> <td>Q3 2016/17</td> <td>360</td> </tr> <tr> <td>Q4 2016/17</td> <td>173</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2015/16	315	Q1 2016/17	269	Q2 2016/17	283	Q3 2016/17	360	Q4 2016/17	173	173	<p>How are we performing: The 173 assists will include some start-up businesses, but the majority will be existing or growth businesses. We are able to provide more time to the businesses at this point due to European Regional Development Funding (ERDF).</p> <p>Actions we are taking to improve/maintain performance: We are still an adviser down so each adviser has less time to spend with individual businesses. This may see a temporary reduction in assists in coming months. The locality focus for advisors continues to have a positive impact in terms of business engagement and provision of support</p>		Bryan McGrath
Quarter	Value																
Q4 2015/16	315																
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Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Scottish Borders Business Loan Fund - Number of loans	<p>CP01-P001fP How many loans did we award?</p> <table border="1"> <caption>CP01-P001fP Data</caption> <thead> <tr> <th>Quarter</th> <th>Loans Awarded</th> </tr> </thead> <tbody> <tr> <td>Q4-2015/16</td> <td>4</td> </tr> <tr> <td>Q1-2016/17</td> <td>1</td> </tr> <tr> <td>Q2-2016/17</td> <td>1</td> </tr> <tr> <td>Q3-2016/17</td> <td>2</td> </tr> <tr> <td>Q4-2016/17</td> <td>0</td> </tr> </tbody> </table>	Quarter	Loans Awarded	Q4-2015/16	4	Q1-2016/17	1	Q2-2016/17	1	Q3-2016/17	2	Q4-2016/17	0	0	<p>Observations: One loan was approved in this Quarter, but the client could not fulfil all of the conditions of the loan, so the loan offer was withdrawn.</p> <p>Actions we are taking to improve/maintain performance: Business Loans Scotland, the new national loan scheme, is starting to come on stream and will take up some of the demand from small businesses. It will provide loans from £25-100k so a review will be undertaken to assess the local loan scheme's future role. Advisers continue to promote the loan scheme to businesses as a key tool for business support.</p>		Bryan McGrath
Quarter	Loans Awarded																
Q4-2015/16	4																
Q1-2016/17	1																
Q2-2016/17	1																
Q3-2016/17	2																
Q4-2016/17	0																
Scottish Borders Business Loan Fund - Value of loans	<p>CP01-P001gP How much money did those loans add up to?</p> <table border="1"> <caption>CP01-P001gP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value of Loans (£)</th> </tr> </thead> <tbody> <tr> <td>Q4-2015/16</td> <td>£72,000.00</td> </tr> <tr> <td>Q1-2016/17</td> <td>£11,250.00</td> </tr> <tr> <td>Q2-2016/17</td> <td>£20,000.00</td> </tr> <tr> <td>Q3-2016/17</td> <td>£40,000.00</td> </tr> <tr> <td>Q4-2016/17</td> <td>£0.00</td> </tr> </tbody> </table>	Quarter	Value of Loans (£)	Q4-2015/16	£72,000.00	Q1-2016/17	£11,250.00	Q2-2016/17	£20,000.00	Q3-2016/17	£40,000.00	Q4-2016/17	£0.00	£0.00	<p>Observations: Business Loans Scotland, the new national loan scheme, is starting to come on stream and will take up some of the demand from small businesses. It will provide loans from £25-100k so a review will be undertaken to assess the local loan scheme's future role. Advisers continue to promote the loan scheme to businesses as a key tool for business support.</p>		Bryan McGrath
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Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Scottish Borders Business Fund - Number of grants	<p>CP01-P001hP How many grants to local businesses did we award?</p> <table border="1"> <caption>CP01-P001hP How many grants to local businesses did we award?</caption> <thead> <tr> <th>Quarter</th> <th>Number of Grants</th> </tr> </thead> <tbody> <tr> <td>Q4-2015/16</td> <td>10</td> </tr> <tr> <td>Q1-2016/17</td> <td>11</td> </tr> <tr> <td>Q2-2016/17</td> <td>13</td> </tr> <tr> <td>Q3-2016/17</td> <td>8</td> </tr> <tr> <td>Q4-2016/17</td> <td>8</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Number of Grants	Q4-2015/16	10	Q1-2016/17	11	Q2-2016/17	13	Q3-2016/17	8	Q4-2016/17	8	8	<p>Observations: 8 grants were awarded from 11 applications submitted in this Quarter.</p> <p>The amount of grant awarded in this Quarter was slightly up on the previous Quarter and also above the amount awarded in the corresponding Quarter in 2015-16.</p>		Bryan McGrath
Quarter	Number of Grants																
Q4-2015/16	10																
Q1-2016/17	11																
Q2-2016/17	13																
Q3-2016/17	8																
Q4-2016/17	8																
Scottish Borders Business Fund - Value of grants	<p>CP01-P001iP How much money did those grants add up to?</p> <table border="1"> <caption>CP01-P001iP How much money did those grants add up to?</caption> <thead> <tr> <th>Quarter</th> <th>Value of Grants (£)</th> </tr> </thead> <tbody> <tr> <td>Q4-2015/16</td> <td>£23,684.88</td> </tr> <tr> <td>Q1-2016/17</td> <td>£35,093.50</td> </tr> <tr> <td>Q2-2016/17</td> <td>£43,619.44</td> </tr> <tr> <td>Q3-2016/17</td> <td>£26,099.15</td> </tr> <tr> <td>Q4-2016/17</td> <td>£26,671.04</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value of Grants (£)	Q4-2015/16	£23,684.88	Q1-2016/17	£35,093.50	Q2-2016/17	£43,619.44	Q3-2016/17	£26,099.15	Q4-2016/17	£26,671.04	£26,671.04	<p>Actions we are taking to improve/maintain performance: The Business Fund is a key support tool for the BG Advisers. It continues to be very popular with local businesses, with a strong demand pipeline. The Business Fund complements the wide range of other measures that are made available to small businesses through Business Gateway.</p>		Bryan McGrath
Quarter	Value of Grants (£)																
Q4-2015/16	£23,684.88																
Q1-2016/17	£35,093.50																
Q2-2016/17	£43,619.44																
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Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Number of Planning Applications Received	<p>CP01-P001jP How many planning applications do we receive?</p> <table border="1"> <caption>CP01-P001jP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>300</td> </tr> <tr> <td>Q1 2016/17</td> <td>321</td> </tr> <tr> <td>Q2 2016/17</td> <td>327</td> </tr> <tr> <td>Q3 2016/17</td> <td>291</td> </tr> <tr> <td>Q4 2016/17</td> <td>385</td> </tr> </tbody> </table>	Quarter	Value	Q4 2015/16	300	Q1 2016/17	321	Q2 2016/17	327	Q3 2016/17	291	Q4 2016/17	385	385	<p>Observations: The number of planning applications received in Q4 is significantly higher than it was both last quarter and at the same time last year which is very positive.</p>		Brian Frater
Quarter	Value																
Q4 2015/16	300																
Q1 2016/17	321																
Q2 2016/17	327																
Q3 2016/17	291																
Q4 2016/17	385																
Av.time (wks) taken to process all planning apps - Maj Dev. - ADJUSTED (cumulative)	<p>CP01-P001kP How long in weeks does it take on average to process all planning applications for major developments?</p> <table border="1"> <caption>CP01-P001kP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>0.0</td> </tr> <tr> <td>Q4 2015/16</td> <td>49.9</td> </tr> <tr> <td>Q1 2016/17</td> <td>0.0</td> </tr> <tr> <td>Q2 2016/17</td> <td>0.0</td> </tr> <tr> <td>Q3 2016/17</td> <td>0.0</td> </tr> </tbody> </table>	Quarter	Value	Q3 2015/16	0.0	Q4 2015/16	49.9	Q1 2016/17	0.0	Q2 2016/17	0.0	Q3 2016/17	0.0	0.0	<p>Observations: There were no major applications determined in the third quarter of 2016/17.</p> <p>Note: One quarter lag in data</p>		Ian Aikman
Quarter	Value																
Q3 2015/16	0.0																
Q4 2015/16	49.9																
Q1 2016/17	0.0																
Q2 2016/17	0.0																
Q3 2016/17	0.0																
Av.time (wks) taken to process all planning apps - Local Dev (non-householder) - ADJUSTED (cumulative)	<p>CP01-P001lP How long in weeks does it take on average to process all planning applications for non-household developments?</p> <table border="1"> <caption>CP01-P001lP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>17.1</td> </tr> <tr> <td>Q4 2015/16</td> <td>14.8</td> </tr> <tr> <td>Q1 2016/17</td> <td>6.6</td> </tr> <tr> <td>Q2 2016/17</td> <td>7.0</td> </tr> <tr> <td>Q3 2016/17</td> <td>6.9</td> </tr> </tbody> </table>	Quarter	Value	Q3 2015/16	17.1	Q4 2015/16	14.8	Q1 2016/17	6.6	Q2 2016/17	7.0	Q3 2016/17	6.9	6.9	<p>How are we performing: There has been a further reduction in the time taken to determine this category of application. The Q3 figure of 6.9 weeks relates well to the Scottish national average for that quarter of 11.4 weeks.</p> <p>Actions we are taking to improve/maintain performance: Our performance is influenced heavily by the number of legal agreements required under the developer contributions policy but improvement action to streamline this process is now bringing clear improvements in performance.</p> <p>Note: One quarter lag in data</p>		Ian Aikman
Quarter	Value																
Q3 2015/16	17.1																
Q4 2015/16	14.8																
Q1 2016/17	6.6																
Q2 2016/17	7.0																
Q3 2016/17	6.9																

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Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Av.time (wks) taken to process all planning apps - Local Dev (householder) - ADJUSTED (cumulative)	<p>CP01-P001mP How long in weeks does it take on average to process all planning applications for household developments?</p> <table border="1"> <caption>CP01-P001mP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (wks)</th> </tr> </thead> <tbody> <tr> <td>Q4-2015/16</td> <td>6.5</td> </tr> <tr> <td>Q1-2016/17</td> <td>6.4</td> </tr> <tr> <td>Q2-2016/17</td> <td>6.5</td> </tr> <tr> <td>Q3-2016/17</td> <td>6.7</td> </tr> <tr> <td>Q4-2016/17</td> <td>7.4</td> </tr> </tbody> </table>	Quarter	Value (wks)	Q4-2015/16	6.5	Q1-2016/17	6.4	Q2-2016/17	6.5	Q3-2016/17	6.7	Q4-2016/17	7.4	7.4	<p>How are we performing: There has been an increase in the time taken to determine householder applications this quarter to 7.4 weeks. The performance is still below the Scottish national average for this category of application of 7.5 weeks.</p> <p>Actions we are taking to improve/maintain performance: As above.</p> <p>Note: One quarter lag in data</p>		Ian Aikman
Quarter	Value (wks)																
Q4-2015/16	6.5																
Q1-2016/17	6.4																
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Q3-2016/17	6.7																
Q4-2016/17	7.4																
% of Invoices paid within 30 days	<p>CP01-P001rP How many invoices, received by us, were paid within 30 days of receiving the invoice?</p> <table border="1"> <caption>CP01-P001rP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4-2015/16</td> <td>90%</td> </tr> <tr> <td>Q1-2016/17</td> <td>94%</td> </tr> <tr> <td>Q2-2016/17</td> <td>85%</td> </tr> <tr> <td>Q3-2016/17</td> <td>93%</td> </tr> <tr> <td>Q4-2016/17</td> <td>92%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q4-2015/16	90%	Q1-2016/17	94%	Q2-2016/17	85%	Q3-2016/17	93%	Q4-2016/17	92%	92%	<p>How are we performing: 91% of invoices were paid within 30 days in 2016/17 consistent with 92% for 2015/16.</p> <p>Actions we are taking to improve/maintain performance: Given the significant impact our performance in this area can have in the local economy, this indicator is continuously monitored. However, with the introduction of new IT systems as part of the CGI contract, the whole invoice payment process is being examined to ensure that it is fit for purpose in the context of reducing resources.</p>		David Robertson
Quarter	Value (%)																
Q4-2015/16	90%																
Q1-2016/17	94%																
Q2-2016/17	85%																
Q3-2016/17	93%																
Q4-2016/17	92%																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
<p>How many additional homes were provided last year that were affordable to people in the Borders, based on our wages?</p>	<p>CP01-P001tP How many additional homes were provided last year that were affordable to people in the Borders, based on our wages?</p> <table border="1"> <caption>Data from Trend Chart</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>113</td> </tr> <tr> <td>2013/14</td> <td>72</td> </tr> <tr> <td>2014/15</td> <td>62</td> </tr> <tr> <td>2015/16</td> <td>220</td> </tr> <tr> <td>2016/17</td> <td>131</td> </tr> </tbody> </table> <p>Legend: ■ Years, ■ Family Group - Av., ■ Family Group (previous yr) - Av., ■ SBC (previous yr) - Av., ■ Scotland - Av., ■ Scotland (previous yr) - Av.</p>	Year	Value	2012/13	113	2013/14	72	2014/15	62	2015/16	220	2016/17	131	<p>131</p>	<p>Observations: During 2016/17, 131 affordable homes were delivered across Scottish Borders, exceeding our annual 100 unit target.</p> <ul style="list-style-type: none"> • 22 homes for mid-market rent by Bridge Homes at Denholm, Kelso and Innerleithen • 3 homes for particular needs in Innerleithen by Scottish Borders Council • 38 homes for social rent in Denholm, Hawick and Galashiels by Eildon Housing Association • 38 homes for social rent in Hawick and Galashiels by Scottish Borders Housing Association • 4 homes for social rent in Coldstream by Berwickshire Housing Association • 26 individual house purchases assisted by Scottish Government Open Market Shared Ownership Scheme (OMSE)* <p>*In terms of the 26 OMSE figure the final figure may be higher. These have not been released from the Scottish Government as yet.</p>	<p></p>	<p>Cathie Fancy</p>
Year	Value																
2012/13	113																
2013/14	72																
2014/15	62																
2015/16	220																
2016/17	131																

IMPROVE ATTAINMENT AND ACHIEVEMENT LEVELS FOR ALL OUR CHILDREN AND YOUNG PEOPLE, WITH A FOCUS ON INCLUSION

HOW ARE WE DOING?

2016 Annual Participation Measure:

SCHOOL LEAVERS POSITIVE DESTINATION 2015/16 94.2% of the 1166 school leavers went into a positive destination	4,867 young people age 16-19 year in the Scottish Borders (included in this measure).			New measure this year			
	91.4% are participating in Education, Employment or Training <ul style="list-style-type: none"> • 74.6% in Education • 15.0% in Employment • 1.8% in Training & Personal Development 	2.7% not participating in Education, Employment or Training <ul style="list-style-type: none"> • 1.7% Unemployed Seeking • 1.0% Unemployed Not Seeking 	5.9% Unconfirmed Status				
Scotland	93.3%	Scotland	90.4%	Scotland	4.0%	Scotland	5.6%

Participation Measure

Recently Skills Development Scotland (SDS) has worked with the Scottish Government to develop the **Participation Measure**. The purpose of the Participation Measure is to identify what young people 16-19 are doing, to inform policy, planning and service delivery and determine the impact of the Scottish Government's Opportunities for All commitment.

The Participation Measure covers all those aged 16 to 19, not just the school leavers.

inclusion • attainment • achievement • leadership • inclusion • attainment • achievement • leadership

Our performance

S5 PUPIL ATTAINMENT 2015/16 38.2% achieved 3+ SCQF Level 6 (Higher) or above (up from 28.8% in 2010/11)	S6 PUPIL ATTAINMENT 2015/16 45.9% achieved 3+ SCQF Level 6 (Higher) or above (up from 38.1% in 2010/11)	ATTENDANCE (TO DATE, DURING 2016/17 SCHOOL YEAR) 95.3% pupils attended their primary school Scottish average for 16/17 = 95.3%	PRIMARY SCHOOL PUPILS EXCLUDED 50% reduction in the number of primary school exclusions (Since 2013/14)
16.6% achieved 5+ SCQF Level 6 (Higher) or above up from 11.7% in 2010/11)	34.3% achieved 5+ SCQF Level 6 (Higher) or above (up from 25.5% in 2010/11)	91.9% pupils attended their secondary school Scottish average for 16/17 = 91.9%	SECONDARY SCHOOL PUPILS EXCLUDED 39.8% reduction in the number of secondary school exclusions (Since 2013/14)



Corporate Priority 2: Improving attainment & achievement

Short Name	Trend Chart	Value	Commentary	Status	Managed By								
What % of primary and secondary school pupils attend school?	<p>CP02-P24P What % of primary and secondary school pupils attend school?</p> <table border="1"> <caption>CP02-P24P Attendance Data</caption> <thead> <tr> <th>Year</th> <th>Attendance %</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>94.5%</td> </tr> <tr> <td>2015/16</td> <td>94.5%</td> </tr> <tr> <td>2016/17</td> <td>94.0%</td> </tr> </tbody> </table>	Year	Attendance %	2014/15	94.5%	2015/16	94.5%	2016/17	94.0%	93.4%	<p>Observations: Overall attendance remains consistent within primary and secondary schools. The historic trends remain constant without any major changes or fluctuations.</p>		Donna Manson
Year	Attendance %												
2014/15	94.5%												
2015/16	94.5%												
2016/17	94.0%												
What % of primary school pupils attend school?	<p>CP02-P11aP What % of primary school pupils attend school? (CP02-P11aP)</p> <table border="1"> <caption>CP02-P11aP Attendance Data</caption> <thead> <tr> <th>Year</th> <th>Attendance %</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>96.5%</td> </tr> <tr> <td>2015/16</td> <td>96.5%</td> </tr> <tr> <td>2016/17</td> <td>96.0%</td> </tr> </tbody> </table>	Year	Attendance %	2014/15	96.5%	2015/16	96.5%	2016/17	96.0%	95.07%	<p>How are we performing: The trends during the final quarter of the year are similar to previous year. 2016/17 has seen a slight elevation, when compared to the last 2 years performance.</p> <p>Actions we are taking to improve/maintain performance: We continue to focus on attendance at all level within schools and HQ. Regular analysis of authorised and unauthorised absence is undertaken and best practice is discussed between schools and learning communities to ensure a consistent approach to absence and attendance.</p>		Donna Manson
Year	Attendance %												
2014/15	96.5%												
2015/16	96.5%												
2016/17	96.0%												


Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By
What % of secondary school pupils attend school?	<p>CP02-P11bP What % of secondary school pupils attend school? (CP02-P11bP)</p>	91.73%	<p>How are we performing: The trends during the final quarter of the year remain consistent. Quarter 4 2016/17 remains the same as quarter 4 for the past 3 years.</p> <p>Actions we are taking to improve/maintain performance: As above</p>		Donna Manson
How many primary and secondary school pupils were excluded?	<p>CP02-P25P How many primary and secondary school pupils were excluded?</p>	80	<p>Observations:</p> <p>Similar to previous years, there has been slight increase in the number of pupils excluded between January and March this year. However, the numbers remain well below the levels experienced in 2013/14. 2015/16 showed the lowest levels in 3 years, so the increase this year has already prompted action planning with schools to ensure a return to a decreasing trend and a focus on inclusion.</p>		Donna Manson
How many primary school pupils were excluded?	<p>CP02-P09aP How many primary school pupils were excluded? (CP02-P09aP)</p>	12	<p>How are we performing: The number of pupils excluded from primary schools remains low and is now significantly lower than it was in 2013/14, despite the increase since last quarter and when compared to the same time last year. However, detailed analysis at school level has shown that the majority of the 12 exclusions were single incidents, demonstrating that restorative work is having an impact.</p> <p>Actions we are taking to improve/maintain performance: Detailed analysis has already prompted action planning within specific school contexts, with a clear focus on inclusion and on reducing exclusions during 2017/18</p>		Donna Manson

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By
How many secondary school pupils were excluded?	<p>CP02-P09bP How many secondary school pupils were excluded? (CP02-P09bP)</p> <p>Legend: 2013/14 (teal), 2014/15 (green), 2015/16 (dark green), 2016/17 (blue)</p>	68	<p>How are we performing: Although Q4 has seen the highest levels of exclusions during 2016/17 in secondary schools, the overall levels are reducing over the longer term and significantly since 2013/14. The majority of the 68 pupils excluded from secondary school during Q4 were single incidents, with few repeat exclusions (i.e. where a pupil is excluded more than once in a 3 month period)</p> <p>Actions we are taking to improve/maintain performance: Schools continue to focus on reducing exclusions and providing a more inclusive education. We continue to analyse exclusions at a high school level and the increase in Q4 has prompted action planning within specific school contexts to ensure a clear focus on reducing exclusions during 2017/18</p>		Donna Manson
Number of Schools/Nurseries inspected per Quarter	<p>CP02-P21P How many schools/nurseries in the Scottish Borders were inspected?</p> <p>Legend: 2013/14 (teal), 2014/15 (green), 2015/16 (dark green), 2016/17 (blue)</p>	0	<p>Observations: No Inspections were undertaken in Borders schools and nurseries this quarter</p>		Donna Manson

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By										
School leavers in an Initial Positive Destination	<p style="text-align: center;">CP02-P01a School leavers in an Initial Positive Destination</p> <table border="1"> <caption>CP02-P01a School leavers in an Initial Positive Destination</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>92.2%</td> </tr> <tr> <td>2013/14</td> <td>94.4%</td> </tr> <tr> <td>2014/15</td> <td>95.2%</td> </tr> <tr> <td>2016/16</td> <td>94.2%</td> </tr> </tbody> </table> <p>Legend: ■ Years, ■ Family Group - Av., ■ Family Group (previous yr) - Av., ■ SBC (previous yr) - Av., ■ Scotland - Av., ■ Scotland (previous yr) - Av.</p>	Year	Value (%)	2012/13	92.2%	2013/14	94.4%	2014/15	95.2%	2016/16	94.2%	94.2%	<p>Observations:</p> <p>This figure is as reported by Scottish Government in March 2017, for the academic year 2015/16</p> <p>Nationally 93.3% of 2015/16 senior phase school leavers were in a positive destination approximately 3 months after leaving school (compared to 93% in 2014/15). The Scottish Borders has again exceeded the nation figure with 94.2% of leavers in a positive destination.</p> <p>A new measurement is under development which shows the level of participation of 16 to 19 years old in education, training or employment. This measurement will, in time, become more relevant than the Initial Positive Destinations information. Nationally in 2016, 90.4% of 16-19 years old were participating in education, training or employment. The Scottish Borders exceeded the national trend with 91.3% of its 16 to 19 years old in education, training or employment.</p>		Donna Manson
Year	Value (%)														
2012/13	92.2%														
2013/14	94.4%														
2014/15	95.2%														
2016/16	94.2%														

PROVIDE HIGH QUALITY SUPPORT, CARE AND PROTECTION TO CHILDREN, YOUNG PEOPLE, ADULTS, FAMILIES, AND OLDER PEOPLE

HOW ARE WE DOING?

April 2016 - March 2017:



SELF-DIRECTED SUPPORT APPROACH 59% of adults are using the Self-Directed Support approach (2016/17)	DOMESTIC ABUSE 871 reported incidents of domestic abuse	CRIMES AND OFFENCES 3,053 group 1-5 crimes and offences were recorded	WELFARE BENEFITS SERVICE 2,949 people contacted our Welfare Benefits Service receiving over £8.4m in additional benefits
SB last year 20.6%	SB 15/16 904	SB last year 2,916	SB last year 2,754

Supporting Victims of Domestic Abuse

The Pathway 2 Project (2017-20) continues to provide specialist domestic abuse support to victims and their families. Funding has been secured from the Big Lottery, Scottish Government (pending) and partner agencies such as SBC, Police Scotland, NHS Borders, Borders Housing Alliance and Children1st. The funding has enabled the development of two new resources – a “Court Advocate” and “Community Engagement Officer”, identified as gaps in the current response and will provide vital support for both victims and communities.

- support • independence • joined-up care • health • support • independence • joined-up care • health •

Our performance during Q3 2016/17

CARE AT HOME 76% of adults (aged 65yrs+) received care at home compared to a care home/residential setting (2016/17) (above our target of 70%)	LOOKED AFTER CHILDREN 251 looked after and accommodated children (at end 2016/17)  (up from 215 at end 2015/16)	87% of looked after children (across all ages) were living within a community family-based placement (at end 2016/17) (up from 85% at end 2015/16)	CHILD PROTECTION 53 inter-agency discussions (Initial Referrals Discussions) concerning the safety of a child held, on average, a month (Apr'16-Mar'17) (up from 40 from Apr' 15 - Mar' 16)
NEW SERVICE USERS 100% of new service users received a service within 6 weeks of assessment (2016/17) (up from 95% in 2015/16)	children looked after on 31 July 2016 as a percentage of the 0-17yr old population 1.0% Scottish Borders 1.5% Scotland 1.1% Family Group* (up from 0.9% at end of July 2015)	76% of looked after children aged 12yrs+ were living within a community family-based placement (at end 2016/17) (up from 72% at end 2015/16)	54 children on the Child Protection Register (2016/17)  (up from 28 in 2015/16)



Corporate Priority 3: Care, Support and Protection

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
% of Adults 65+ receiving care at home to sustain an independent quality of life as part of the community compared to those in a care home.	<p>CP03-P02bP % of Adults 65+ receiving care at home to sustain an independent quality of life as part of the community compared to those in a care home.</p> <table border="1"> <caption>Data for CP03-P02bP</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4-2016/16</td> <td>72%</td> </tr> <tr> <td>Q1-2016/17</td> <td>73%</td> </tr> <tr> <td>Q2-2016/17</td> <td>76%</td> </tr> <tr> <td>Q3-2016/17</td> <td>76%</td> </tr> <tr> <td>Q4-2016/17</td> <td>76%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q4-2016/16	72%	Q1-2016/17	73%	Q2-2016/17	76%	Q3-2016/17	76%	Q4-2016/17	76%	76%	<p>How are we performing: Performance in this area shows stabilisation and continued consistency during 2016/17.</p> <p>Actions we are taking to improve/maintain performance: With an aging population we continue to support and sustain an independent quality of life for the changing population.</p>		Elaine Torrance
Quarter	Value (%)																
Q4-2016/16	72%																
Q1-2016/17	73%																
Q2-2016/17	76%																
Q3-2016/17	76%																
Q4-2016/17	76%																
Percentage of Clients using the Self Directed Support (SDS) approach based on Finance Commitment Records	<p>CP03-P04bP Percentage of Clients using the SDS approach based on Finance Commitment Records</p> <table border="1"> <caption>Data for CP03-P04bP</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4-2016/16</td> <td>20.6%</td> </tr> <tr> <td>Q1-2016/17</td> <td>31.2%</td> </tr> <tr> <td>Q2-2016/17</td> <td>41.0%</td> </tr> <tr> <td>Q3-2016/17</td> <td>50.0%</td> </tr> <tr> <td>Q4-2016/17</td> <td>59.0%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q4-2016/16	20.6%	Q1-2016/17	31.2%	Q2-2016/17	41.0%	Q3-2016/17	50.0%	Q4-2016/17	59.0%	59.0%	<p>How are we performing: The % of adults who are now directing their own care and support has increased over the last 8 quarters and has recently plateaued.</p> <p>Actions we are taking to improve/maintain performance: All new clients are assessed using the Self Directed Support (SDS) and SBC is continuing the progression of existing clients, during reassessment, onto the Self Directed Support (SDS) approach.</p>		Elaine Torrance
Quarter	Value (%)																
Q4-2016/16	20.6%																
Q1-2016/17	31.2%																
Q2-2016/17	41.0%																
Q3-2016/17	50.0%																
Q4-2016/17	59.0%																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Adults with self-directed care arrangements per 1,000 population	<p>CP03-P04P How many adults have self-directed care (SDS) arrangements? (rate per 1,000 people)</p> <table border="1"> <caption>CP03-P04P Data</caption> <thead> <tr> <th>Quarter</th> <th>Rate per 1,000 people</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>7.27</td> </tr> <tr> <td>Q1 2016/17</td> <td>10.10</td> </tr> <tr> <td>Q2 2016/17</td> <td>12.82</td> </tr> <tr> <td>Q3 2016/17</td> <td>14.29</td> </tr> <tr> <td>Q4 2016/17</td> <td>15.58</td> </tr> </tbody> </table>	Quarter	Rate per 1,000 people	Q4 2015/16	7.27	Q1 2016/17	10.10	Q2 2016/17	12.82	Q3 2016/17	14.29	Q4 2016/17	15.58	15.58	<p>Observations: Continuing increase in existing and new clients being assessed using the SDS approach. This is shown as the rate of individuals using SDS arrangements per 1,000 population increases.</p> <p>Expectation is that all clients will be assessed using the SDS approach by the end of 2018</p>		Elaine Torrance
Quarter	Rate per 1,000 people																
Q4 2015/16	7.27																
Q1 2016/17	10.10																
Q2 2016/17	12.82																
Q3 2016/17	14.29																
Q4 2016/17	15.58																
Proportion of new service users who receive a service within 6 weeks of assessment (year to date)	<p>CP03-P28P What % of people contacting Social Work receive a service within 6 weeks of their assessment?</p> <table border="1"> <caption>CP03-P28P Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>95%</td> </tr> <tr> <td>Q1 2016/17</td> <td>96%</td> </tr> <tr> <td>Q2 2016/17</td> <td>97%</td> </tr> <tr> <td>Q3 2016/17</td> <td>97%</td> </tr> <tr> <td>Q4 2016/17</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Percentage	Q4 2015/16	95%	Q1 2016/17	96%	Q2 2016/17	97%	Q3 2016/17	97%	Q4 2016/17	100%	100%	<p>How are we performing: The % of new service users receiving a service within 6 weeks of assessment continues to meet and exceed target.</p> <p>Actions we are taking to improve/maintain performance: With new process embedded and methods of recording assessments understood this indicator has shown a steady recovery and is now maintained above the target of 95%.</p>		Elaine Torrance
Quarter	Percentage																
Q4 2015/16	95%																
Q1 2016/17	96%																
Q2 2016/17	97%																
Q3 2016/17	97%																
Q4 2016/17	100%																
Adult protection - Number of Concerns	<p>CP03-P149 Adult protection - Number of Concerns</p> <table border="1"> <caption>CP03-P149 Data</caption> <thead> <tr> <th>Quarter</th> <th>Number of Concerns</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>40</td> </tr> <tr> <td>Q1 2016/17</td> <td>48</td> </tr> <tr> <td>Q2 2016/17</td> <td>65</td> </tr> <tr> <td>Q3 2016/17</td> <td>52</td> </tr> <tr> <td>Q4 2016/17</td> <td>41</td> </tr> </tbody> </table>	Quarter	Number of Concerns	Q4 2015/16	40	Q1 2016/17	48	Q2 2016/17	65	Q3 2016/17	52	Q4 2016/17	41	41	<p>Observations: Small reduction in the number of concerns raised during Q4. This trend matches last year.</p>		Elaine Torrance
Quarter	Number of Concerns																
Q4 2015/16	40																
Q1 2016/17	48																
Q2 2016/17	65																
Q3 2016/17	52																
Q4 2016/17	41																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Adult protection - Number of Investigations	<p>CP03-P150 Adult protection - Number of Investigations</p> <table border="1"> <caption>CP03-P150 Adult protection - Number of Investigations</caption> <thead> <tr> <th>Quarter</th> <th>Number of Investigations</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>9</td> </tr> <tr> <td>Q1 2016/17</td> <td>27</td> </tr> <tr> <td>Q2 2016/17</td> <td>40</td> </tr> <tr> <td>Q3 2016/17</td> <td>25</td> </tr> <tr> <td>Q4 2016/17</td> <td>26</td> </tr> </tbody> </table>	Quarter	Number of Investigations	Q4 2015/16	9	Q1 2016/17	27	Q2 2016/17	40	Q3 2016/17	25	Q4 2016/17	26	26	<p>Observations: Increasing number of investigations during the final quarter of the year. In the previously year we have seen a reduction during the last quarter. However this year's trend matched 2 years prior, with an increase within the final quarter.</p>		Elaine Torrance
Quarter	Number of Investigations																
Q4 2015/16	9																
Q1 2016/17	27																
Q2 2016/17	40																
Q3 2016/17	25																
Q4 2016/17	26																
Adult protection - Number of Case Conferences	<p>CP03-P151 Adult protection - Number of Case Conferences</p> <table border="1"> <caption>CP03-P151 Adult protection - Number of Case Conferences</caption> <thead> <tr> <th>Quarter</th> <th>Number of Case Conferences</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>4</td> </tr> <tr> <td>Q1 2016/17</td> <td>3</td> </tr> <tr> <td>Q2 2016/17</td> <td>7</td> </tr> <tr> <td>Q3 2016/17</td> <td>2</td> </tr> <tr> <td>Q4 2016/17</td> <td>10</td> </tr> </tbody> </table>	Quarter	Number of Case Conferences	Q4 2015/16	4	Q1 2016/17	3	Q2 2016/17	7	Q3 2016/17	2	Q4 2016/17	10	10	<p>Observations: Increase in the number of cases which progressed to conference in the final quarter of the month. This is a similar trend to previous years. However the total number is the highest experienced over the past 3 years.</p>		Elaine Torrance
Quarter	Number of Case Conferences																
Q4 2015/16	4																
Q1 2016/17	3																
Q2 2016/17	7																
Q3 2016/17	2																
Q4 2016/17	10																


Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Looked After Children (aged 12+) in family-based placements compared to those in residential placements	<p>CP03-P06P What % of children (aged 12+) are accommodated with family rather than residential placements?</p> <table border="1"> <caption>CP03-P06P What % of children (aged 12+) are accommodated with family rather than residential placements?</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>72%</td> </tr> <tr> <td>Q1 2016/17</td> <td>75%</td> </tr> <tr> <td>Q2 2016/17</td> <td>76%</td> </tr> <tr> <td>Q3 2016/17</td> <td>76%</td> </tr> <tr> <td>Q4 2016/17</td> <td>76%</td> </tr> </tbody> </table>	Quarter	Percentage	Q4 2015/16	72%	Q1 2016/17	75%	Q2 2016/17	76%	Q3 2016/17	76%	Q4 2016/17	76%	76%	<p>How are we performing: This indicator has now reached the point where it been 76% for the last 3 quarters. Continued action is underway to increase the number of children in family-based placements in comparison to residential.</p> <p>Actions we are taking to improve/maintain performance: The target of 80% is ambition and continues to drive this performance area.</p> <p>We have seen a continued increase in the number of foster carers within the Scottish Borders. In the past year we have increased and maintained the number of foster carer and with continued support and recruitment the ambitious target of 80% will be achievable.</p>		Ann Blackie
Quarter	Percentage																
Q4 2015/16	72%																
Q1 2016/17	75%																
Q2 2016/17	76%																
Q3 2016/17	76%																
Q4 2016/17	76%																
Looked After Children (All ages) in family-based placements compared to those in residential placements	<p>CP03-P06bP Looked After Children in family-based placements compared to those in residential placements</p> <table border="1"> <caption>CP03-P06bP Looked After Children in family-based placements compared to those in residential placements</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>85%</td> </tr> <tr> <td>Q1 2016/17</td> <td>87%</td> </tr> <tr> <td>Q2 2016/17</td> <td>86%</td> </tr> <tr> <td>Q3 2016/17</td> <td>86%</td> </tr> <tr> <td>Q4 2016/17</td> <td>87%</td> </tr> </tbody> </table>	Quarter	Percentage	Q4 2015/16	85%	Q1 2016/17	87%	Q2 2016/17	86%	Q3 2016/17	86%	Q4 2016/17	87%	87%	<p>Observations: Continued stabilisation in this indicator, above target.</p>		Ann Blackie
Quarter	Percentage																
Q4 2015/16	85%																
Q1 2016/17	87%																
Q2 2016/17	86%																
Q3 2016/17	86%																
Q4 2016/17	87%																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By										
Number of Looked After Children (LAC)	<p>CP03-P83P Number of Looked After Children (LAC)</p> <table border="1"> <caption>CP03-P83P Number of Looked After Children (LAC)</caption> <thead> <tr> <th>Year</th> <th>Q4 Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>185</td> </tr> <tr> <td>2015/16</td> <td>200</td> </tr> <tr> <td>2016/17</td> <td>220</td> </tr> <tr> <td>2016/17 (Q4)</td> <td>251</td> </tr> </tbody> </table>	Year	Q4 Value	2014/15	185	2015/16	200	2016/17	220	2016/17 (Q4)	251	251	<p>Observations: Q4 has seen a further increase in the number of looked after children. This figure is a “snap shot” from the last month of the quarter and fluctuates thought out the time period.</p>		Ann Blackie
Year	Q4 Value														
2014/15	185														
2015/16	200														
2016/17	220														
2016/17 (Q4)	251														
% of children looked after as a % of 0-17 year old population (with national comparators)	<p>CP03-P84P % of children looked after as a % of 0-17 year old population (with national comparators)</p> <table border="1"> <caption>CP03-P84P % of children looked after as a % of 0-17 year old population (with national comparators)</caption> <thead> <tr> <th>Year</th> <th>Q4 Value</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>0.8%</td> </tr> <tr> <td>2013/14</td> <td>0.8%</td> </tr> <tr> <td>2014/15</td> <td>0.9%</td> </tr> <tr> <td>2015/16</td> <td>1%</td> </tr> </tbody> </table>	Year	Q4 Value	2012/13	0.8%	2013/14	0.8%	2014/15	0.9%	2015/16	1%	1%	<p>Observations: While there is a slight increase in the %, our Looked After Children rate continues to be significantly less than the National % and the “Family Group” average (other local authorities similar to us)</p>		Ann Blackie
Year	Q4 Value														
2012/13	0.8%														
2013/14	0.8%														
2014/15	0.9%														
2015/16	1%														
Number of Inter-agency Referral Discussions (IRDs) held about a child	<p>CP03-P85P Number of Inter-agency Discussions (IRDs) held</p> <table border="1"> <caption>CP03-P85P Number of Inter-agency Discussions (IRDs) held</caption> <thead> <tr> <th>Year</th> <th>Q4 Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>90</td> </tr> <tr> <td>2015/16</td> <td>85</td> </tr> <tr> <td>2016/17</td> <td>140</td> </tr> <tr> <td>2016/17 (Q4)</td> <td>161</td> </tr> </tbody> </table>	Year	Q4 Value	2014/15	90	2015/16	85	2016/17	140	2016/17 (Q4)	161	161	<p>Observations: The number of Interagency Referral Discussions (IRD) continues to fluctuate over the quarters. Q4 2016/17 (161) is less than the previous years Q4 2015/16 (180). As IRDs are established they continue to be ratified as being appropriate via the scrutiny of Child Protection Reviewing Officers (CPROs) as well as being audited at the IRD review group.</p>		Ann Blackie
Year	Q4 Value														
2014/15	90														
2015/16	85														
2016/17	140														
2016/17 (Q4)	161														

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By																				
Number of children on Child Protection Register	<p style="text-align: center;">CP03-P86P Number of children on Child Protection Register</p> <table border="1" style="display: none;"> <caption>CP03-P86P Number of children on Child Protection Register (Q4)</caption> <thead> <tr> <th>Financial Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>14</td> <td>28</td> <td>65</td> <td>65</td> </tr> <tr> <td>2015/16</td> <td>15</td> <td>23</td> <td>65</td> <td>54</td> </tr> <tr> <td>2016/17</td> <td>18</td> <td>16</td> <td>65</td> <td>54</td> </tr> </tbody> </table>	Financial Year	Q1	Q2	Q3	Q4	2014/15	14	28	65	65	2015/16	15	23	65	54	2016/17	18	16	65	54	54	<p>Observations: Continuing decline in the number of children on the child protection register. Although Q4 is showing a downward trend, it continues to be higher than the levels experienced in 2015/16.</p>		Ann Blackie
Financial Year	Q1	Q2	Q3	Q4																					
2014/15	14	28	65	65																					
2015/16	15	23	65	54																					
2016/17	18	16	65	54																					

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By								
No. of People Referred to Welfare Benefits	<p>CP03-P35 No. of People Referred to Welfare Benefits</p> <table border="1"> <caption>CP03-P35 No. of People Referred to Welfare Benefits</caption> <thead> <tr> <th>Year</th> <th>Q4 Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>~600</td> </tr> <tr> <td>2015/16</td> <td>~680</td> </tr> <tr> <td>2016/17</td> <td>797</td> </tr> </tbody> </table>	Year	Q4 Value	2014/15	~600	2015/16	~680	2016/17	797	797	<p>How are we performing: The number of people contacting the services is higher than previous months and the highest it has been all year.</p> <p>The monetary gains remain high, but not as high as last year and could be due to difficulties recording the information before end of year, in March. There were a high number of cases closed so that action could be finalised before the switch from Social Work’s “Framework” system to “Mosaic” and these will be shown in 1st quarter of 2017/18. While some of the gains are a result of challenging incorrect decisions, a good deal of work is through promoting benefit take up and maximising income.</p> <p>Actions we are taking to improve/maintain performance:</p>		Cathie Fancy
Year	Q4 Value												
2014/15	~600												
2015/16	~680												
2016/17	797												
Welfare Benefit - Monetary Gain	<p>CP03-P36 Welfare Benefit - Monetary Gain</p> <table border="1"> <caption>CP03-P36 Welfare Benefit - Monetary Gain</caption> <thead> <tr> <th>Year</th> <th>Q4 Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>~£900,000</td> </tr> <tr> <td>2015/16</td> <td>~£2,100,000</td> </tr> <tr> <td>2016/17</td> <td>£1,851,144.86</td> </tr> </tbody> </table>	Year	Q4 Value	2014/15	~£900,000	2015/16	~£2,100,000	2016/17	£1,851,144.86	£1,851,144.86	<p>Our trained advisors will continue to help people through the complex system.</p> <p>Even the more able customers are often uncertain as how to resolve situations. Jobcentre Plus no longer offer benefits advice to customers (now focused on job coaching). Work is ongoing to train a range of SBC and NHS staff.</p> <p>In addition to our own Welfare Benefits service, our contract with CAB sees them dealing with between 250 and 300 live benefit cases each quarter. Q4 saw just over £439k in monetary benefit gains for customers (up from £371k in Q3). And 2016/17 saw just over £1.5m in benefit gains for clients working with the CAB.</p>		Cathie Fancy
Year	Q4 Value												
2014/15	~£900,000												
2015/16	~£2,100,000												
2016/17	£1,851,144.86												

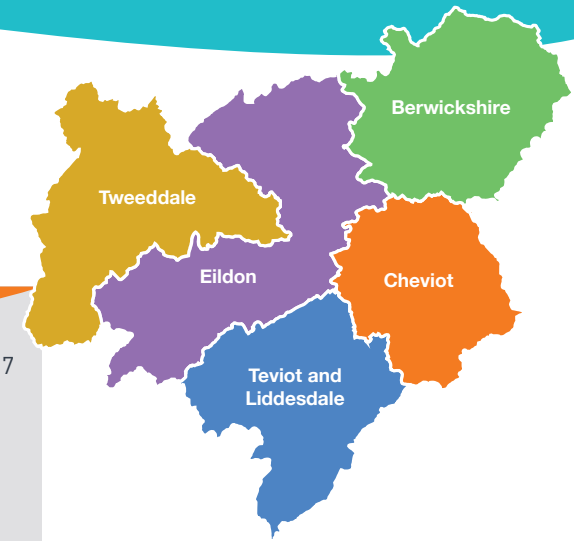
Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By																				
Number of reported incidents of domestic abuse (cumulative)	<p>CP03-P37P How many incidents of domestic abuse are reported to Police Scotland? (cumulative)</p> <table border="1"> <caption>CP03-P37P Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>230</td> <td>440</td> <td>680</td> <td>900</td> </tr> <tr> <td>2015/16</td> <td>180</td> <td>430</td> <td>660</td> <td>900</td> </tr> <tr> <td>2016/17</td> <td>220</td> <td>460</td> <td>660</td> <td>880</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	230	440	680	900	2015/16	180	430	660	900	2016/17	220	460	660	880	871	<p>How are we performing: There has been a 33 incident decrease when compared to the same time period in 2015/16.</p> <p>Actions we are taking to improve/maintain performance: The Pathway 2 project (2017-20) is a continuation of Pathway (2012-17), maintaining the advocacy service (DAAS) and the community project (DACS) for victims of domestic abuse and their families. The funding secured from Big Lottery, Scottish Government (pending) and partner agencies such as Scottish Borders Council, Police Scotland, NHS Borders, Borders Housing Alliance and Children1st also enables the development of two new resources – a Court Advocate and Community Engagement Officer. These new resources have been identified as gaps in the current response and will provide vital support for both victims and communities.</p>		Elaine Torrance
Year	Q1	Q2	Q3	Q4																					
2014/15	230	440	680	900																					
2015/16	180	430	660	900																					
2016/17	220	460	660	880																					
Number of Group 1-5 recorded crimes and offences (cumulative)	<p>CP03-P39P How many crimes and offences are recorded by Police Scotland? (cumulative)</p> <table border="1"> <caption>CP03-P39P Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>750</td> <td>1600</td> <td>2400</td> <td>3200</td> </tr> <tr> <td>2015/16</td> <td>750</td> <td>1550</td> <td>2300</td> <td>3000</td> </tr> <tr> <td>2016/17</td> <td>700</td> <td>1600</td> <td>2300</td> <td>3100</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	750	1600	2400	3200	2015/16	750	1550	2300	3000	2016/17	700	1600	2300	3100	3053	<p>Observations: A 4.4% increase in crimes in 2016/17 when compared to 2015/16. This equates to 130 additional victims. There has been an increase in sexual crimes and crimes of dishonesty in 2016/17 that has resulted in the overall increase in crime rates. Within the crimes of dishonesty category shoplifting, motor vehicle crime and fraud have shown the largest increases in 2016/17. A high profile and nationally recognised rural crime initiative has seen a 62% reduction in the value of property stolen. It is planned to repeat this initiative in 2017/18.</p> <p>Actions we are taking to improve/maintain performance: Police Scotland have introduced a model that is focused on crime prevention and tackling inequalities. The model takes best practice examples from throughout Scotland and applies these consistently within local areas with the aim of preventing crime and reducing offending. The rural crime initiative in Scottish Borders is one such example of best practice.</p>		Elaine Torrance
Year	Q1	Q2	Q3	Q4																					
2014/15	750	1600	2400	3200																					
2015/16	750	1550	2300	3000																					
2016/17	700	1600	2300	3100																					

BUILD THE CAPACITY AND RESILIENCE OF OUR COMMUNITIES AND VOLUNTARY SECTOR

HOW ARE WE DOING?

April 2016 - March 2017:



TWEEDDALE

The following funding has been awarded in 16/17

£141.5k National Lottery	£33.6k Quality of Life Fund
£37.4k Community Grants Scheme	£67.2k Neighbourhood Small Schemes Fund
£25.0k Scottish Landfill	£304.6k Total Funding

EILDON

The following funding has been awarded in 16/17

£142.5k National Lottery	£19.1k Quality of Life Fund
£40.9k Community Grants Scheme	£72.0k Neighbourhood Small Schemes Fund
£33.2k Scottish Landfill	£307.6k Total Funding

CHEVIOT

The following funding has been awarded in 16/17

£538.3k National Lottery	£21.4k Quality of Life Fund
£20.9k Community Grants Scheme	£51.2k Neighbourhood Small Schemes Fund
£30.0k Scottish Landfill	£661.7k Total Funding

Participatory Budgeting - Burnfoot Bids Together

Burnfoot Community Futures (BCF) received £39k from the Scottish Government's Community Choices Fund last year to undertake a Participatory Budget project. The BCF Board worked with SBC, NHS Healthy Living Network, Burnfoot School and the local Early Years Centre.

To deliver the project, a volunteer-led Community Steering Group was formed, aiming to have funds dispersed to the community by April 2017. An overwhelming response was received with over 40 applications. A vetting process was carried out by the group, resulting in 26 applications being shortlisted and considered by the community at a voting event held on Sunday, 16 March 2017.

The Steering Group organised the voting event, which included a live music band, children's activities, and free refreshments. At the event 307 votes were received and 13 projects were successful.

These included:

- Burnfoot Rugby Team
- Equipment & uniforms for Boys Brigade, Girls Brigade and Brownies
- Cinema for all
- Funky Monkeys Hub Adventure
- Burnfoot Community School Playground Project

- Fit for all
- Bikeability
- Boxing Breakfast
- Driving Theory Tuition
- Senior Activity Club
- Firework display
- Special Fun Together
- Police Scotland – Friday evening activities

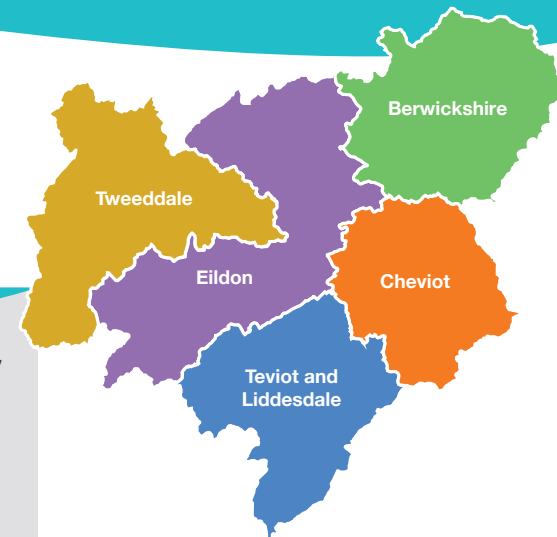
This is great example of community led capacity building, engagement and development within Scottish Borders.



BUILD THE CAPACITY AND RESILIENCE OF OUR COMMUNITIES AND VOLUNTARY SECTOR

HOW ARE WE DOING?

April 2016 - March 2017:



BERWICKSHIRE

The following funding has been awarded in 16/17

£543.5k National Lottery	£11.2k Quality of Life Fund
£22.1k Community Grants Scheme	£48.2k Neighbourhood Small Schemes Fund
£53.4k Scottish Landfill	£678.3k Total Funding

TEVIOT & LIDDESDALE

The following funding has been awarded in 16/17

£361.4k National Lottery	£19.6k Quality of Life Fund
£23.2k Community Grants Scheme	£45.1k Neighbourhood Small Schemes Fund
£54.0k Scottish Landfill	£503.3k Total Funding

BORDERS WIDE PROJECTS

The following funding has been awarded in 16/17

£1,067.6k National Lottery	£0.0k Quality of Life Fund
£11.8k Community Grants Scheme	£0.0k Neighbourhood Small Schemes Fund
£0.0k Scottish Landfill	£1,079.4k Total Funding

Building community capacity and resilience: Town Centres

Town centres are at the heart of our communities and help make the Scottish Borders, and our towns, distinctive and special. They are a central component of a successful local economy, offering a base for small business and jobs, and community life.

A rolling three-year Town Centre Regeneration Action Plan has been developed, which targets resources, actions and key projects in a selection of priority towns. These include:

Jedburgh

- £1.3m Conservation Area Regeneration Scheme (CARS) programme
- Town centre marketing support

Hawick

- Inward investment marketing pilot
- Development of modern business space in the town centre
- Development of a Townscape Heritage bid and Conservation Area Regeneration Scheme (CARS) bid

Eyemouth

- Town centre regeneration programme, including progress and implement Eyemouth Harbour Road Masterplan
- Town centre review with local community and partners

Galashiels

- Inward investment marketing pilot
- Burgh Yard development
- Borders Railway Ambassadors project
- Support Galashiels Business Improvement District Scotland (BIDS) proposal
- Masterplanning for town centre

Selkirk

- Deliver streetscape works
- Progress Sir Walter Scott Courthouse project
- Support Selkirk BIDS proposals



Corporate Priority 4: Communities

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
SB Alert - No. of people registered	<p>CP04-P001n SB Alert - No. of people registered</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>3,800</td> </tr> <tr> <td>Q1 2016/17</td> <td>3,900</td> </tr> <tr> <td>Q2 2016/17</td> <td>3,900</td> </tr> <tr> <td>Q3 2016/17</td> <td>4,200</td> </tr> <tr> <td>Q4 2016/17</td> <td>4,502</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2015/16	3,800	Q1 2016/17	3,900	Q2 2016/17	3,900	Q3 2016/17	4,200	Q4 2016/17	4,502	4,502	<p>How are we performing: There are now 4502 people signed up to SBC’s messaging service,</p> <p>During a recent Resilient Communities evening held by SBC, SB Alert was highlighted to the members of the public and examples shown of situations where the messaging system has provided valuable and timely information to people across a huge area – an increase in the number of registered users was noted after the Resilient Communities evening in April.</p> <p>Actions we are taking to improve/maintain performance: Further evenings are being scheduled over the coming months which should again impact positively on both the increase of active resilient communities and their activity, and also SB Alert members.</p>		Jim Fraser
Quarter	Value																
Q4 2015/16	3,800																
Q1 2016/17	3,900																
Q2 2016/17	3,900																
Q3 2016/17	4,200																
Q4 2016/17	4,502																
Landfill Communities Fund - Number awarded	<p>CP04-P001g Landfill Communities Fund - Number awarded</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>0</td> </tr> <tr> <td>Q1 2016/17</td> <td>0</td> </tr> <tr> <td>Q2 2016/17</td> <td>6</td> </tr> <tr> <td>Q3 2016/17</td> <td>3</td> </tr> <tr> <td>Q4 2016/17</td> <td>0</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2015/16	0	Q1 2016/17	0	Q2 2016/17	6	Q3 2016/17	3	Q4 2016/17	0	0	<p>How are we performing: The Scottish Landfill Communities Fund is a tax credit scheme linked to Scottish Landfill Tax, which encourages Landfill Operators to voluntarily participate in providing funding to facilitate community and environmental projects in areas affected by landfill activity. Berwickshire Community Councils’ Forum (BCCF) Environmental is the Approved Body registered to receive funding generated by the scheme. BCCF Environmental has reported that only one application has been progressed through the administration and decision making processes since the beginning of Q4 2016/17. An award has been made to Eastgate Theatre, Peebles (£5,195) but as yet the offer has</p>		Shona Smith
Quarter	Value																
Q4 2015/16	0																
Q1 2016/17	0																
Q2 2016/17	6																
Q3 2016/17	3																
Q4 2016/17	0																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By
Landfill Communities Fund - Value of funds awarded	<p>CP04-P001h Landfill Communities Fund - Value of funds awarded</p>	£0	<p>not been formally accepted. BCCF Environmental has confirmed that 15 applications are currently progressing towards decision-making stage.</p> <p>Actions we are taking to improve/maintain performance: The fund is promoted via the SBC website and where possible, applications which appear to meet the criteria for Scottish Landfill Communities Fund are directed to BCCF Environmental for progression.</p>		Shona Smith
Landfill Communities Fund - Total Project Cost	<p>CP04-P001i Landfill Communities Fund - Total Project Cost</p>	£0			Shona Smith

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By																		
Community Grant - No. of grants awarded	<p>CP04-P001a Community Grant - No. of grants awarded</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>No. of grants awarded</th> </tr> </thead> <tbody> <tr> <td>Q4-2015/16</td> <td>15</td> </tr> <tr> <td>Q1-2016/17</td> <td>43</td> </tr> <tr> <td>Q2-2016/17</td> <td>10</td> </tr> <tr> <td>Q3-2016/17</td> <td>11</td> </tr> <tr> <td>Q4-2016/17</td> <td>7</td> </tr> </tbody> </table>	Quarter	No. of grants awarded	Q4-2015/16	15	Q1-2016/17	43	Q2-2016/17	10	Q3-2016/17	11	Q4-2016/17	7	6	<p>How are we performing: The number of applications received this quarter is lower than equivalent Q4 2015/16. This is due to lack of available budget towards the end of 2016/17. Three areas (Eildon, Teviot & Liddesdale and Tweeddale) have been fully utilised and only minimal funding available in the remaining Berwickshire (£160) and Cheviot areas (£90). £986 remains in the generic Borders budget.</p> <p>The value of awards is also lower than in Q4 2015/16 for this reason.</p> <p>Where appropriate, applicants have been re-directed down other sources of funding. There are currently 8 applications awaiting decision in early April 2017 (Peebles Golf Club, Walkerburn Bowling Club, Galashiels Camera Club, Stow Community Park, Earlston Community Council, Selkirk Football Club, Rowlands (Selkirk) and Kelso Chamber of Trade) when more CGS funding becomes available.</p>		Shona Smith						
Quarter	No. of grants awarded																						
Q4-2015/16	15																						
Q1-2016/17	43																						
Q2-2016/17	10																						
Q3-2016/17	11																						
Q4-2016/17	7																						
Community Grant - Value of funding granted	<p>Exec - Community Grant Scheme: Grants / Total Project Value</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q4-2015/16</td> <td>£36,869</td> </tr> <tr> <td>Q1-2016/17</td> <td>£95,235</td> </tr> <tr> <td>Q2-2016/17</td> <td>£88,627</td> </tr> <tr> <td>Q3-2016/17</td> <td>£265,748</td> </tr> <tr> <td>Q4-2016/17</td> <td>£30,130</td> </tr> <tr> <td>Q4-2016/17</td> <td>£24,246</td> </tr> <tr> <td>Q4-2016/17</td> <td>£287,069</td> </tr> <tr> <td>Q4-2016/17</td> <td>£214,247</td> </tr> </tbody> </table>	Quarter	Value (£)	Q4-2015/16	£36,869	Q1-2016/17	£95,235	Q2-2016/17	£88,627	Q3-2016/17	£265,748	Q4-2016/17	£30,130	Q4-2016/17	£24,246	Q4-2016/17	£287,069	Q4-2016/17	£214,247	£13,211	<p>Total value of project costs is higher than in Q4 2015/16. This is due to Community Grants Scheme match-funding being required for a major project in Peebles (Peebles Lawn Tennis Club - £198,948). Total value of project costs for CGS can fluctuate due to the flexibility of CGS accommodating both small community projects and large projects requiring match-funding.</p>		
Quarter	Value (£)																						
Q4-2015/16	£36,869																						
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Community Grant Award - Total Project Cost	<p>CP04-P001b CP04-P001c</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q4-2015/16</td> <td>£36,869</td> </tr> <tr> <td>Q1-2016/17</td> <td>£95,235</td> </tr> <tr> <td>Q2-2016/17</td> <td>£88,627</td> </tr> <tr> <td>Q3-2016/17</td> <td>£265,748</td> </tr> <tr> <td>Q4-2016/17</td> <td>£30,130</td> </tr> <tr> <td>Q4-2016/17</td> <td>£24,246</td> </tr> <tr> <td>Q4-2016/17</td> <td>£287,069</td> </tr> <tr> <td>Q4-2016/17</td> <td>£214,247</td> </tr> </tbody> </table>	Quarter	Value (£)	Q4-2015/16	£36,869	Q1-2016/17	£95,235	Q2-2016/17	£88,627	Q3-2016/17	£265,748	Q4-2016/17	£30,130	Q4-2016/17	£24,246	Q4-2016/17	£287,069	Q4-2016/17	£214,247	£214,247	<p>Total cost of project funding is higher this quarter than in equivalent Q4 2015/16. This is due to CGS match-funding being required for a major project in Peebles (Peebles Lawn Tennis Club - £198,948).</p>		
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Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By
National Lottery Funds - Overall Award Total	<p>CP04-P001f National Lottery Funds - Overall Award Total</p> <p>£1,141,413</p>	£1,141,413	<p>How are we performing: The number of grants is higher in Q4 2016/17 than in Q4 2015/16 by around £34k. In 2015/16 only 7 awards were made but in 2016/17 12 awards were made. Diminished internal funds has prompted groups to explore external funding options.</p>		Shona Smith
National Lottery Fund - Total Awards made up to £10,000	<p>CP04-P001d National Lottery Fund - Total Awards made up to £10,000</p> <p>£88,668</p>	£88,668	<p>Actions we are taking to improve or maintain performance: We continue to promote external funding streams on SBC's website along with internal funds to maximise leverage of funding into Scottish Borders. Where possible groups are directed to external funding streams to maximise limited internal funding and generate more income into Scottish Borders.</p>		Shona Smith
National Lottery Fund - Total Awards made over £10,000	<p>CP04-P001e National Lottery Fund - Total Awards made over £10,000</p> <p>£1,052,745</p>	£1,052,745	<p>How are we performing: The awards total is significantly higher in Q4 2016/17 than in Q4 2015/16. 5 awards were made overall, 2 were over £200k (Newcastleton Fuel Project and SBC Pathway 2 Projects) and one over £100k (PND Borders). This is in comparison to last year's Q4 total of £669,832 with 7 awards made however only 2 of these were over £100k.</p> <p>Actions we are taking to maintain or improve performance: We continue to work closely with local Trusts, The Bridge and SBC Officers to provide assistance and support towards the development of major projects in the area to secure large scale funding. We also promote lottery larger</p>		Shona Smith

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
			schemes via the SBC website and undertake regular webinars with Big Lottery Funding Officers. There are currently 109 projects in the pipeline at present, approximately 40 are large scale projects progressing towards funding applications or awaiting decision.														
Quality of Life Fund – Total value of funds awarded (cumulative)	<p>CP04-P001j Quality of Life Fund - Total value of funds awarded (cumulative)</p> <table border="1"> <caption>Quality of Life Fund - Total value of funds awarded (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>75,000.00</td> </tr> <tr> <td>Q1 2016/17</td> <td>40,000.00</td> </tr> <tr> <td>Q2 2016/17</td> <td>70,000.00</td> </tr> <tr> <td>Q3 2016/17</td> <td>85,000.00</td> </tr> <tr> <td>Q4 2016/17</td> <td>113,424.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Q4 2015/16	75,000.00	Q1 2016/17	40,000.00	Q2 2016/17	70,000.00	Q3 2016/17	85,000.00	Q4 2016/17	113,424.00	£113,424.00	<p>Observations: In Q4, £28.5k was allocated to "Quality of Life" projects, covering all 5 localities. This takes the total for the year to £113.4k across 87 projects, inclusive of a number of projects carried over from 2015/16. Average funding in the year was £1,304 per project and allocations ranged from £60 to £10,000.</p>	✔	Jason Hedley
Quarter	Value (£)																
Q4 2015/16	75,000.00																
Q1 2016/17	40,000.00																
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Neighbourhood Small Schemes Fund – Total value of funds awarded (cumulative)	<p>CP04-P001k Neighbourhood Small Schemes Fund - Total value of funds awarded (cumulative)</p> <table border="1"> <caption>Neighbourhood Small Schemes Fund - Total value of funds awarded (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>125,000.00</td> </tr> <tr> <td>Q1 2016/17</td> <td>115,000.00</td> </tr> <tr> <td>Q2 2016/17</td> <td>150,000.00</td> </tr> <tr> <td>Q3 2016/17</td> <td>215,000.00</td> </tr> <tr> <td>Q4 2016/17</td> <td>288,747.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Q4 2015/16	125,000.00	Q1 2016/17	115,000.00	Q2 2016/17	150,000.00	Q3 2016/17	215,000.00	Q4 2016/17	288,747.00	£288,747.00	<p>Q4 saw £75.0k allocated to Small Schemes. For the full year 142 schemes were allocated funding totalling £288.7k, inclusive of a number of projects carried over from 2015/16. Average funding in the year was £2,033 per project and allocations ranged from £50 to £24,090.</p>	✔	Jason Hedley
Quarter	Value (£)																
Q4 2015/16	125,000.00																
Q1 2016/17	115,000.00																
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Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By																		
No. of Active community resilience plans (cumulative)	<p>Exec - Community Resilience Plans - Active and Progressing</p> <table border="1"> <caption>Exec - Community Resilience Plans - Active and Progressing</caption> <thead> <tr> <th>Quarter</th> <th>Active Plans (CP04-P001l)</th> <th>Progressing Plans (CP04-P001m)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>35</td> <td>15</td> </tr> <tr> <td>Q1 2016/17</td> <td>35</td> <td>17</td> </tr> <tr> <td>Q2 2016/17</td> <td>37</td> <td>13</td> </tr> <tr> <td>Q3 2016/17</td> <td>38</td> <td>12</td> </tr> <tr> <td>Q4 2016/17</td> <td>39</td> <td>12</td> </tr> </tbody> </table>	Quarter	Active Plans (CP04-P001l)	Progressing Plans (CP04-P001m)	Q4 2015/16	35	15	Q1 2016/17	35	17	Q2 2016/17	37	13	Q3 2016/17	38	12	Q4 2016/17	39	12	39	<p>Observations: A resilient community coordinator evening was held in Duns in April. All active and progressing resilient community coordinators and deputies from the Berwickshire area were invited to attend this information evening to provide them with an update on the role of SBC in supporting resilient communities and their teams. This meeting also provided an opportunity for discussion in other areas of the Borders around the resilient community intuitive and how to join/expand and what provisions are provided etc. This evening was a pilot event for the roll out of similar meetings covering all other active areas of the Borders, with the hope of increasing interest and promoting the scheme.</p>		Jim Fraser
Quarter		Active Plans (CP04-P001l)	Progressing Plans (CP04-P001m)																				
Q4 2015/16	35	15																					
Q1 2016/17	35	17																					
Q2 2016/17	37	13																					
Q3 2016/17	38	12																					
Q4 2016/17	39	12																					
No. of Progressing community resilience plans (cumulative)	12		Jim Fraser																				
The number of people carrying out volunteer work with SBC	<p>CP04-P001o The number of people carrying out volunteer work with SBC</p> <table border="1"> <caption>CP04-P001o The number of people carrying out volunteer work with SBC</caption> <thead> <tr> <th>Quarter</th> <th>Number of People</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>280</td> </tr> <tr> <td>Q1 2016/17</td> <td>80</td> </tr> <tr> <td>Q2 2016/17</td> <td>90</td> </tr> <tr> <td>Q3 2016/17</td> <td>80</td> </tr> <tr> <td>Q4 2016/17</td> <td>84</td> </tr> </tbody> </table>	Quarter	Number of People	Q4 2015/16	280	Q1 2016/17	80	Q2 2016/17	90	Q3 2016/17	80	Q4 2016/17	84	84	<p>Observations: Due to staff changes and staff leaving within the SBC Community Learning and Development (CLD) service, some youth clubs didn't take place in the last quarter and consequently the number of young people volunteering fell to none.</p> <p>Walk It - Four new walks started in January and four new Walk Leaders joined additional walks and logged longer hours.</p>		Shona Smith						
Quarter	Number of People																						
Q4 2015/16	280																						
Q1 2016/17	80																						
Q2 2016/17	90																						
Q3 2016/17	80																						
Q4 2016/17	84																						

MAINTAIN AND IMPROVE OUR HIGH QUALITY ENVIRONMENT HOW ARE WE DOING?

January 2016 – December 2016:

<p>ROAD SAFETY</p> <p>12</p> <p>people were killed on our roads in 2016</p> 	<p>ROAD SAFETY</p> <p>65</p> <p>people were seriously injured on our roads in 2016</p> 	<p>HOUSEHOLD WASTE</p> <p>39.03%</p> <p>of our household waste, on average, was recycled over the last 12 months</p> 	<p>HOUSEHOLD WASTE</p> <p>60.71%</p> <p>of our household waste was sent to landfill, on average, over the last 12 months</p>	<p>HOUSEHOLD WASTE</p> <p>0.26%</p> <p>of our household waste required 'other' treatment, on average, over the last 12 months</p>
SB last year: 6	SB last year: 62	SB last year: 36.89%	SB last year: 62.23%	SB last year: 0.27%

waste • spend to save • low carbon • waste • spend to save • low carbon • waste • spend to save

Our performance during 2016/2017

ROAD CONDITION

46.6%

of the **3,000km of roads** in the Scottish Borders should be **considered for maintenance**

(up from 46.3% in 15/16)

COMMUNITY RECYCLING CENTRES

56.23%

of **waste** was **recycled at SBC Community Recycling Centres**, on average, over the last 12 months

(up from 51.06% during 2015/16)

Case Study Drivewise Borders 'Over 65s'

The Drivewise Borders project concentrates on the 'at risk' groups, according to road traffic accident statistics in the local Borders region.

The over 65s part of the project has seen a welcomed concentration of effort to some of the most vulnerable road users in our communities, updating and cementing their theoretical knowledge. The sheer enthusiasm and the level of engagement shown by attendees, with an uptake rate of Refresher Dives being around 96%, has been very encouraging. Reasons for uptake include widowed women who have lost confidence, and those with health issues returning to driving. Specific issues around day-to-day driving have emerged and topics affecting the older drivers have been freely discussed in a safe and open environment.



The plan to roll out the presentations across the Borders will allow as many members of our rural communities as possible to benefit. During the sessions, the attendees are encouraged to take part in a 'Fun Theory test' and are given a free 'Highway Code' and local information book, which have been well received.



Corporate Priority 5: High Quality Environment

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Annual Household Recycling Rate (%) - UNVERIFIED (cumulative rolling average)	<p>CP05-P001cP How much of our household waste is recycled (%) - UNVERIFIED (cumulative rolling average)</p> <table border="1"> <caption>Annual Household Recycling Rate (%) Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015</td> <td>37.51</td> </tr> <tr> <td>Q1 2016</td> <td>38.03</td> </tr> <tr> <td>Q2 2016</td> <td>37.53</td> </tr> <tr> <td>Q3 2016</td> <td>37.22</td> </tr> <tr> <td>Q4 2016</td> <td>39.03</td> </tr> </tbody> </table> <p>■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q4 2015	37.51	Q1 2016	38.03	Q2 2016	37.53	Q3 2016	37.22	Q4 2016	39.03	39.03	<p>Observations: Over the last four quarters there has been a small but consistent increase in recycling rate observed. This is thought to be related to the introduction of food waste kerbside collections and an increase in garden waste collected at the recycling centres.</p> <p>The tonnes of waste going to landfill have increased slightly over the period of the past four quarters. This could be related to economic activity. However, over this same time there has been a small but consistent decrease in the percentage of waste going to landfill. This is thought to be related to the introduction of food waste kerbside collections and an increase in garden waste collected at the recycling centres.</p>		Ross Sharp-Dent
Quarter	Value (%)																
Q4 2015	37.51																
Q1 2016	38.03																
Q2 2016	37.53																
Q3 2016	37.22																
Q4 2016	39.03																
Annual Household Waste Landfilled Rate (%) - UNVERIFIED (cumulative rolling average)	<p>CP05-P001dP How much of our household waste goes to landfill (%) - UNVERIFIED (cumulative rolling average)</p> <table border="1"> <caption>Annual Household Waste Landfilled Rate (%) Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015</td> <td>62.22</td> </tr> <tr> <td>Q1 2016</td> <td>61.70</td> </tr> <tr> <td>Q2 2016</td> <td>62.20</td> </tr> <tr> <td>Q3 2016</td> <td>62.52</td> </tr> <tr> <td>Q4 2016</td> <td>60.71</td> </tr> </tbody> </table> <p>■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q4 2015	62.22	Q1 2016	61.70	Q2 2016	62.20	Q3 2016	62.52	Q4 2016	60.71	60.71	<p>Note: This data is calendar year.</p> <p><i>A system error which has subsequently been resolved has resulted in a small increase in the recycling rates and decrease in the landfilled rates for the first three quarters of 2016.</i></p>		Ross Sharp-Dent
Quarter	Value (%)																
Q4 2015	62.22																
Q1 2016	61.70																
Q2 2016	62.20																
Q3 2016	62.52																
Q4 2016	60.71																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Annual Household Waste 'Other Treatment' Rate (%) - UNVERIFIED (cumulative rolling average)	<p>CP05-P001eP How much of our household waste requires other treatment (%) - UNVERIFIED (cumulative rolling average)</p> <table border="1"> <caption>Annual Household Waste 'Other Treatment' Rate (%) - UNVERIFIED (cumulative rolling average)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015</td> <td>0.27</td> </tr> <tr> <td>Q1 2016</td> <td>0.27</td> </tr> <tr> <td>Q2 2016</td> <td>0.27</td> </tr> <tr> <td>Q3 2016</td> <td>0.27</td> </tr> <tr> <td>Q4 2016</td> <td>0.26</td> </tr> </tbody> </table>	Quarter	Value (%)	Q4 2015	0.27	Q1 2016	0.27	Q2 2016	0.27	Q3 2016	0.27	Q4 2016	0.26	0.26%	<p>Observations: The percentage of waste going to 'other treatment' has remained steady over the last four quarters. This is a small percentage and is related to material that was sent off for recycling but which identified as contamination through the sorting process.</p> <p>Note: This data is calendar year.</p>		Ross Sharp-Dent
Quarter	Value (%)																
Q4 2015	0.27																
Q1 2016	0.27																
Q2 2016	0.27																
Q3 2016	0.27																
Q4 2016	0.26																
Annual Average Community Recycling Centre (CRC) Recycling Rate (%) (cumulative rolling ave)	<p>CP05-P001fP How much of our waste do we recycle at Community Recycling Centres?</p> <table border="1"> <caption>Annual Average Community Recycling Centre (CRC) Recycling Rate (%) (cumulative rolling ave)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015</td> <td>51.06</td> </tr> <tr> <td>Q1 2016</td> <td>52.41</td> </tr> <tr> <td>Q2 2016</td> <td>54.74</td> </tr> <tr> <td>Q3 2016</td> <td>56.46</td> </tr> <tr> <td>Q4 2016</td> <td>56.23</td> </tr> </tbody> </table>	Quarter	Value (%)	Q4 2015	51.06	Q1 2016	52.41	Q2 2016	54.74	Q3 2016	56.46	Q4 2016	56.23	56.23%	<p>Observations: There has been an increase in the recycling centre recycling rates. This is related to increased garden waste tonnages being brought to the sites to be recycled, and also some improvements in the way that we obtain weights from sites where we cannot separately weigh recycling centre tonnages.</p> <p>Note: This data is calendar year.</p>		Ross Sharp-Dent
Quarter	Value (%)																
Q4 2015	51.06																
Q1 2016	52.41																
Q2 2016	54.74																
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Number of people killed on Border Roads	<p>CP05-P001aP How many people are killed on our roads?</p> <table border="1"> <caption>Number of people killed on Border Roads</caption> <thead> <tr> <th>Quarter</th> <th>Number of Fatalities</th> </tr> </thead> <tbody> <tr> <td>Q4 2015</td> <td>1</td> </tr> <tr> <td>Q1 2016</td> <td>2</td> </tr> <tr> <td>Q2 2016</td> <td>7</td> </tr> <tr> <td>Q3 2016</td> <td>2</td> </tr> <tr> <td>Q4 2016</td> <td>1</td> </tr> </tbody> </table>	Quarter	Number of Fatalities	Q4 2015	1	Q1 2016	2	Q2 2016	7	Q3 2016	2	Q4 2016	1	1	<p>Observations: In relation to roads in the Scottish Borders there was one fatality in the final quarter of 2016.</p> <p>There were a total of 13 serious casualties as a result of roads accidents in the Scottish Borders in Q4 of 2016. This was down on the previous two quarters. In order to meet national reduction targets, there should be 13 or less serious casualties per quarter.</p>		David Girdler
Quarter	Number of Fatalities																
Q4 2015	1																
Q1 2016	2																
Q2 2016	7																
Q3 2016	2																
Q4 2016	1																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
<p>Number of people seriously injured on Border Roads</p>	<p>CP05-P001bP How many people are seriously injured on our roads?</p> <table border="1"> <caption>CP05-P001bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Number of people seriously injured</th> </tr> </thead> <tbody> <tr> <td>Q4 2015</td> <td>17</td> </tr> <tr> <td>Q1 2016</td> <td>12</td> </tr> <tr> <td>Q2 2016</td> <td>21</td> </tr> <tr> <td>Q3 2016</td> <td>19</td> </tr> <tr> <td>Q4 2016</td> <td>13</td> </tr> </tbody> </table>	Quarter	Number of people seriously injured	Q4 2015	17	Q1 2016	12	Q2 2016	21	Q3 2016	19	Q4 2016	13	<p>13</p>			<p>David Girdler</p>
Quarter	Number of people seriously injured																
Q4 2015	17																
Q1 2016	12																
Q2 2016	21																
Q3 2016	19																
Q4 2016	13																
<p>What condition are our roads in? (% of roads requiring maintenance)</p>	<p>CP05-P001gP What condition are our roads in?</p> <table border="1"> <caption>CP05-P001gP Data</caption> <thead> <tr> <th>Year</th> <th>% of roads requiring maintenance</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>41.7%</td> </tr> <tr> <td>2013/14</td> <td>43.5%</td> </tr> <tr> <td>2014/15</td> <td>45.5%</td> </tr> <tr> <td>2015/16</td> <td>46.3%</td> </tr> <tr> <td>2016/17</td> <td>46.6%</td> </tr> </tbody> </table>	Year	% of roads requiring maintenance	2012/13	41.7%	2013/14	43.5%	2014/15	45.5%	2015/16	46.3%	2016/17	46.6%	<p>46.6%</p>	<p>How are we performing: The % of roads now considered as requiring maintenance has only increased by 0.3 percentage points since last year, and is comparable to many other rural local authorities with similar road network challenges.</p> <p>Actions we are taking to maintain or improve performance: During the financial year 2016/17, a mid-year review led to an extra £2.4m being committed to roads and infrastructure. When SBC agreed its capital plan in February this year, an extra 32.5% was committed towards roads and infrastructure for the period 2017/18 to 2019/20 (equating to an increase of almost £7m over the 3 years). A mid-year review will be undertaken during 2017/18 and will establish if additional investment is possible.</p> <p>However, SBC will continue to balance its capital investments priorities across the <i>entire</i> asset base and in future of years will look to shift the balance of investment in roads to <i>planned</i> rather than <i>reactive</i> works. The Roads service will continue to monitor condition and invest where appropriate to avoid further deterioration.</p>		<p>David Girdler</p>
Year	% of roads requiring maintenance																
2012/13	41.7%																
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2016/17	46.6%																

DEVELOP OUR WORKFORCE HOW ARE WE DOING?

SBC Modern Apprentices 2016/17



Winning photograph of Shiobhan Murphy stating "No job too small", showing her daily working life.



Siobhan receiving her Apple watch prize alongside Gordon Mackie (from CGI) and David Robertson (SBC).

Case Study Work Opportunities

To promote "Scottish Apprenticeship Week", SBC's IT partner CGI ran a photo competition in conjunction with SBC, open to all our Modern Apprentices (MAs). Our MAs were asked to send in a photo of their daily working life that encapsulated their apprenticeship and showed that apprenticeships are changing. The winner was Siobhan Murphy from the Environment and Infrastructure team and she won an Apple watch.

- benefits • communication • staff development • flexibility • benefits • communication • staff development •

Our performance during 2016/2017

SBC ABSENCE RATE *

3.8%

of working days were lost, on average, due to absence as of December 2016

(down from 4.1% in Dec 15/16)

WORK OPPORTUNITIES

50

work opportunities are being supported by SBC through our "Work Opportunities Policy" as of March 2017



(down from 56 in March 15/16)

APPRENTICESHIPS

36

apprentices are employed with SBC as of March 2017

(37 in March 15/16)

APPRENTICESHIPS

67% male 33% female across various departments such as Human Resources, Engineering, Finance

(73% male in March 15/16)

(27% female in March 15/16)



Corporate Priority 6: Developing our Workforce

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Percentage of Working Days Lost - Council Average	<p>CP06-P14 Percentage of Working Days Lost - Council Average</p> <table border="1"> <caption>CP06-P14 Percentage of Working Days Lost - Council Average</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>4.1%</td> </tr> <tr> <td>Q1 2016/17</td> <td>4.1%</td> </tr> <tr> <td>Q2 2016/17</td> <td>4.2%</td> </tr> <tr> <td>Q3 2016/17</td> <td>3.8%</td> </tr> </tbody> </table> <p>■ Quarters ■ Family Group (previous yr) - Av. ■ SBC (previous yr) - Av. ■ Scotland (previous yr) - Av.</p>	Quarter	Percentage	Q4 2015/16	4.1%	Q1 2016/17	4.1%	Q2 2016/17	4.2%	Q3 2016/17	3.8%	3.80% Q3	Q4 data not available until mid-June.	tbc	Ian Angus		
Quarter	Percentage																
Q4 2015/16	4.1%																
Q1 2016/17	4.1%																
Q2 2016/17	4.2%																
Q3 2016/17	3.8%																
CP06-P45 Work Opportunities Scheme - Current Total Work Opportunities (incl. ESS supported employees)	<p>CP06-P45P How many people do we currently employ through our Work Opportunities Scheme? (CP06-P45P)</p> <table border="1"> <caption>CP06-P45P How many people do we currently employ through our Work Opportunities Scheme? (CP06-P45P)</caption> <thead> <tr> <th>Quarter</th> <th>Number of People</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>56</td> </tr> <tr> <td>Q1 2016/17</td> <td>59</td> </tr> <tr> <td>Q2 2016/17</td> <td>51</td> </tr> <tr> <td>Q3 2016/17</td> <td>52</td> </tr> <tr> <td>Q4 2016/17</td> <td>50</td> </tr> </tbody> </table> <p>■ Quarters ■ Target (Quarters) ■ Family Group (previous yr) - Av. ■ SBC (previous yr) - Av. ■ Scotland (previous yr) - Av.</p>	Quarter	Number of People	Q4 2015/16	56	Q1 2016/17	59	Q2 2016/17	51	Q3 2016/17	52	Q4 2016/17	50	50	<p>Observations: There are currently 50 opportunities being provided within SBC through the Work Opportunities Policy.</p>		Cathie Fancy
Quarter	Number of People																
Q4 2015/16	56																
Q1 2016/17	59																
Q2 2016/17	51																
Q3 2016/17	52																
Q4 2016/17	50																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By																								
CP06-P31 Work Opportunities Scheme - Current Employability Fund Posts	<p>Executive - Supported Employment excl. ESS</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>CP06-P31P</th> <th>CP06-P32P</th> <th>CP06-P37P</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/16</td> <td>0</td> <td>10</td> <td>37</td> </tr> <tr> <td>Q1 2016/17</td> <td>1</td> <td>9</td> <td>42</td> </tr> <tr> <td>Q2 2016/17</td> <td>1</td> <td>7</td> <td>36</td> </tr> <tr> <td>Q3 2016/17</td> <td>0</td> <td>10</td> <td>36</td> </tr> <tr> <td>Q4 2016/17</td> <td>0</td> <td>3</td> <td>36</td> </tr> </tbody> </table>	Quarter	CP06-P31P	CP06-P32P	CP06-P37P	Q4 2016/16	0	10	37	Q1 2016/17	1	9	42	Q2 2016/17	1	7	36	Q3 2016/17	0	10	36	Q4 2016/17	0	3	36	0	SDS employability fund posts within SBC -2 individuals have benefited from a Employability Fund work placement within SBC this year. Other Employability Fund placements are delivered externally within large and small businesses throughout the Scottish Borders.		Cathie Fancy
Quarter		CP06-P31P	CP06-P32P	CP06-P37P																									
Q4 2016/16		0	10	37																									
Q1 2016/17		1	9	42																									
Q2 2016/17	1	7	36																										
Q3 2016/17	0	10	36																										
Q4 2016/17	0	3	36																										
CP06-P32 Work Opportunities Scheme - Current Student Placements	3	Student Placements - Students continue to approach SBC for paid work experience during the summer break and unpaid work experience from September as part of their studies.		Cathie Fancy																									
CP06-P37 Work Opportunities Scheme - Current Modern Apprentices employed within SBC	36	Apprentices – There are currently 24 male and 12 female apprentices employed by SBC.		Cathie Fancy																									
CP06-P44 Work Opportunities Scheme - Current Other SBC opportunities	<p>CP06-P44P How many other work opportunities do we currently have? (CP06-P44P)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quaters</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/16</td> <td>3</td> </tr> <tr> <td>Q1 2016/17</td> <td>1</td> </tr> <tr> <td>Q2 2016/17</td> <td>1</td> </tr> <tr> <td>Q3 2016/17</td> <td>0</td> </tr> <tr> <td>Q4 2016/17</td> <td>11</td> </tr> </tbody> </table>	Quarter	Quaters	Q4 2016/16	3	Q1 2016/17	1	Q2 2016/17	1	Q3 2016/17	0	Q4 2016/17	11	11	11 individuals benefitted from “other” opportunities e.g. work experience, through the Work Opportunities Scheme during this quarter.		Cathie Fancy												
Quarter	Quaters																												
Q4 2016/16	3																												
Q1 2016/17	1																												
Q2 2016/17	1																												
Q3 2016/17	0																												
Q4 2016/17	11																												

DEVELOP OUR ASSETS AND RESOURCES

HOW ARE WE DOING?

April 2016 - March 2017:



Eyemouth Hippodrome location of engagement event.

CAPITAL RECEIPTS

£1,437,000

was **received** from **selling our fixed assets** such as buildings in 2016/17

SB 2015/16

£847,711

OCCUPANCY RATES

88.8%

of **industrial and commercial properties** owned by the council were **occupied** as of March 2017

SB 2015/16

93%

Locality Property Plans

High-level property plans are being developed for each of the five localities (Berwickshire, Cheviot, Eildon, Teviot & Liddesdale and Tweeddale). These will form part of the wider "Locality Plans" and look at how public sector investment can be better focussed to meet community needs. The initiative seeks to ensure that diminishing resources are used to best effect and will help address resource challenges.

In February and March this year, a series of pre-consultation events were held across the Borders to hear first-hand about local issues, initiatives and priorities. Feedback is being used to inform first drafts of the Locality Property Plans and further consultation will be held before publication in October. The plans support the "Asset Transfer" section of the Community Empowerment Act and the Council's approach to achieving savings.

• buildings

• energy efficiency

• capital investment

• buildings

• energy efficiency

• capital investment

• buildings

Our performance during 2016/17

COUNCIL PROPERTIES

19 properties are no longer required

7 properties are advertised for sale

8 properties are currently under offer

http://www.scotborders.gov.uk/sale_lets

COUNCIL TAX

96.63% of Council Tax due was collected in 2016/17

(up from 96.5% in 15/16)

CAPITAL PROJECTS

99 number of projects ongoing across the council of which **93** are on target **4** are slightly behind target **2** is not on target

ENERGY CONSUMPTION* 2016/17

we used **8,914,731** kilowatt hours of electricity at a cost of **£0.984m**

(down from 9,439,496 in 15/16)
(down from £1.015m in 15/16)

ENERGY CONSUMPTION* 2016/17

we used **11,989,056** kilowatt hours of gas at a cost of **£0.266m**

(down from 12,856,850 in 15/16)
(down from £0.365m in 15/16)

*The energy consumption figures are based on 26 sites across the council which account for approximately 50% of the energy used across the council, and is therefore representative of the energy use across the council as a whole.



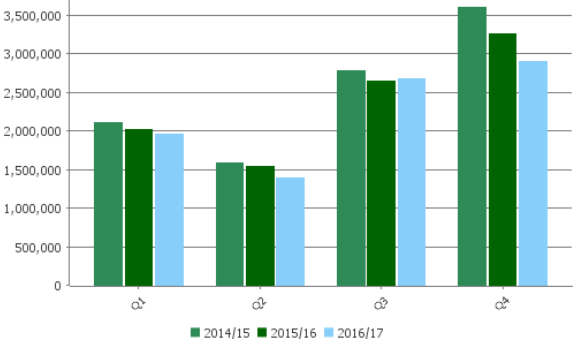
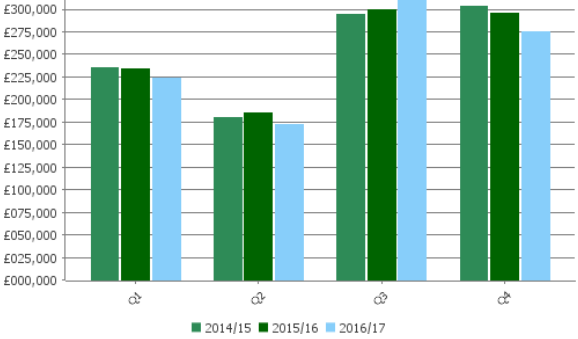
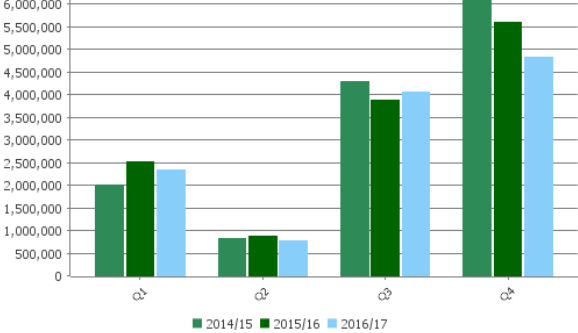
Corporate Priority 7: Assets and Resources

Short Name	Trend Chart	Value	Commentary	Status	Managed By																				
Council Tax - In Year Collection Level	<p>CP07-P001aP How much Council Tax is collected in a particular year?</p> <table border="1"> <caption>CP07-P001aP Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>~32%</td> <td>~32%</td> <td>~32%</td> <td>~32%</td> </tr> <tr> <td>2015/16</td> <td>~58%</td> <td>~58%</td> <td>~58%</td> <td>~58%</td> </tr> <tr> <td>2016/17</td> <td>~84%</td> <td>~84%</td> <td>~84%</td> <td>96.63%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	~32%	~32%	~32%	~32%	2015/16	~58%	~58%	~58%	~58%	2016/17	~84%	~84%	~84%	96.63%	96.63%	<p>How are we performing: The 2016/17 collectable debt increased by approximately £1.25 million from £47,355,879 at March 2016 to £48,611,485 at March 2017.</p> <p>Monies collected in 2016/17 increased by £1.285 million compared to the same period in 2015/16 resulting in an in year Council Tax collection rate of 96.63% which is the second highest collection level achieved in the last 10 years.</p> <p>Actions we are taking to improve/maintain performance: Improvement in collection has been achieved and will continue to be achieved from a combination of a dedicated staff resource and more effective arrangements with our Sheriff Officers.</p>		Jenni Craig
Year	Q1	Q2	Q3	Q4																					
2014/15	~32%	~32%	~32%	~32%																					
2015/16	~58%	~58%	~58%	~58%																					
2016/17	~84%	~84%	~84%	96.63%																					
Occupancy Rates of Industrial and Commercial Units	<p>CP07-P001bP What % of industrial & commercial properties, owned by the Council, are occupied?</p> <table border="1"> <caption>CP07-P001bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Occupancy Rate</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>93%</td> </tr> <tr> <td>Q1 2016/17</td> <td>90.6%</td> </tr> <tr> <td>Q2 2016/17</td> <td>88%</td> </tr> <tr> <td>Q3 2016/17</td> <td>89%</td> </tr> <tr> <td>Q4 2016/17</td> <td>88.8%</td> </tr> </tbody> </table>	Quarter	Occupancy Rate	Q4 2015/16	93%	Q1 2016/17	90.6%	Q2 2016/17	88%	Q3 2016/17	89%	Q4 2016/17	88.8%	88.8%	<p>Observations: The occupancy rate within SBC industrial and commercial properties has remained similar to last quarter, with a total of 8 new leases this quarter. A breakdown by locality is shown below to give a better understanding of where the availability is:</p> <ul style="list-style-type: none"> Berwickshire: 79.7%. (Q3 - 79.7%) Cheviot: 90.8%. (Q3 - 92.9%) Eildon: 91.7%. (Q3 - 93.1%) Teviotdale & Liddesdale: 84.6%. (Q3 - 81.3%) Tweeddale: 96.7%. (Q3 - 96.7%) 		Bryan McGrath								
Quarter	Occupancy Rate																								
Q4 2015/16	93%																								
Q1 2016/17	90.6%																								
Q2 2016/17	88%																								
Q3 2016/17	89%																								
Q4 2016/17	88.8%																								

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Capital Receipts Generated (cumulative)	<p>CP07-P001c Capital Receipts Generated (cumulative)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/16</td> <td>850,000.00</td> </tr> <tr> <td>Q1 2016/17</td> <td>150,000.00</td> </tr> <tr> <td>Q2 2016/17</td> <td>180,000.00</td> </tr> <tr> <td>Q3 2016/17</td> <td>480,000.00</td> </tr> <tr> <td>Q4 2016/17</td> <td>1,437,000.00</td> </tr> </tbody> </table> <p>Legend: ■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value (£)	Q4 2016/16	850,000.00	Q1 2016/17	150,000.00	Q2 2016/17	180,000.00	Q3 2016/17	480,000.00	Q4 2016/17	1,437,000.00	£1,437,000.00	<p>How are we performing: A total of four properties have been sold over the reporting period (16/17) resulting in a total of £1.437 million of capital receipts 2016/17.</p> <p>Actions we are taking to improve/maintain performance: Properties advertised for sale are now being marketed with planning permission for change of use in place, where it is felt that this will enhance the property value. This will also result in offers no longer being conditional upon obtaining planning permission for change of use.</p>		Neil Hastie
Quarter	Value (£)																
Q4 2016/16	850,000.00																
Q1 2016/17	150,000.00																
Q2 2016/17	180,000.00																
Q3 2016/17	480,000.00																
Q4 2016/17	1,437,000.00																
Total no. of properties surplus to requirements	<p>Executive - Properties no longer required</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/16</td> <td>26</td> </tr> <tr> <td>Q1 2016/17</td> <td>26</td> </tr> <tr> <td>Q2 2016/17</td> <td>26</td> </tr> <tr> <td>Q3 2016/17</td> <td>21</td> </tr> <tr> <td>Q4 2016/17</td> <td>19</td> </tr> </tbody> </table> <p>Legend: ■ CP07-P001dP ■ CP07-P001eP ■ CP07-P001fP</p>	Quarter	Value	Q4 2016/16	26	Q1 2016/17	26	Q2 2016/17	26	Q3 2016/17	21	Q4 2016/17	19	19	<p>How are we performing: Nineteen properties are surplus to the Council's requirements. Seven properties are actively being marketed through the Council's selling Agents. A further eight properties are under offer, two to Community Groups. Settlement dates have been set for two of these in the next reporting period.</p> <p>Actions we are taking to improve/maintain performance: The performance of the selling agent is monitored closely ensuring that particulars and web details are produced timeously and updated according to the status of the marketing period. Regular contact is maintained with the selling agent during the marketing process so that closing dates are set when interest is strong.</p> <p>Where missives are conditional realistic and workable timescales and deadlines are put in place to ensure that there is no slippage between financial years with properties under offer</p>		Neil Hastie
Quarter		Value															
Q4 2016/16		26															
Q1 2016/17	26																
Q2 2016/17	26																
Q3 2016/17	21																
Q4 2016/17	19																
Total no. of properties actively being marketed	7		Neil Hastie														
Total no. of properties under offer	8		Neil Hastie														

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By
Electricity Consumption (KWh) – Quarterly	<p>CP07-P001gP How much electricity in kilowatt hours does the Council use? - Quarterly</p> 	2,897,572	<p>How are we performing: As can be seen from the data, electricity consumption in Q4 16/17 compared to the same period the previous year has reduced by around 11%. The cost of electricity for the same period has also reduced, however only by around 7%.</p>	✔	Martin Joyce
Electricity Consumption Cost (£) – Quarterly	<p>CP07-P001hP How much does the Council spend on electricity? - Quarterly</p> 	£275,434	<p>Looking at the year as a whole, 2016/17 was milder than 2015/16 (2373DD compared to 2469DD – around 4% Milder)</p> <p>Gas consumption fell by around 7% with associated costs falling by around 27%.</p> <p>Actions we are taking to improve/maintain performance: SBC continues to implement an Energy Efficiency Programme across its whole estate, along with a Property and Assets rationalisation programme to ensure that our future estate is for purpose, which will include energy efficiency.</p>	✔	Martin Joyce
Gas Consumption (KWh) – Quarterly	<p>CP07-P001iP How much gas in kilowatt hours does the Council use? - Quarterly</p> 	4,825,330.38		✔	Martin Joyce

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By																				
Gas Consumption Cost (£) – Quarterly	<p>CP07-P001JP How much does the Council spend on gas? - Quarterly</p> <table border="1"> <caption>Estimated Quarterly Gas Consumption Costs</caption> <thead> <tr> <th>Quarter</th> <th>2014/15</th> <th>2015/16</th> <th>2016/17</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~70,000</td> <td>~75,000</td> <td>~55,000</td> </tr> <tr> <td>Q2</td> <td>~40,000</td> <td>~40,000</td> <td>~30,000</td> </tr> <tr> <td>Q3</td> <td>~120,000</td> <td>~105,000</td> <td>~85,000</td> </tr> <tr> <td>Q4</td> <td>~165,000</td> <td>~145,000</td> <td>~95,000</td> </tr> </tbody> </table>	Quarter	2014/15	2015/16	2016/17	Q1	~70,000	~75,000	~55,000	Q2	~40,000	~40,000	~30,000	Q3	~120,000	~105,000	~85,000	Q4	~165,000	~145,000	~95,000	£94,785			Martin Joyce
Quarter	2014/15	2015/16	2016/17																						
Q1	~70,000	~75,000	~55,000																						
Q2	~40,000	~40,000	~30,000																						
Q3	~120,000	~105,000	~85,000																						
Q4	~165,000	~145,000	~95,000																						

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By																								
Number of Capital Projects where RAG status is "Green"	<table border="1"> <caption>Executive - Capital Projects</caption> <thead> <tr> <th>Quarter</th> <th>Green (CP07-P001IP)</th> <th>Amber (CP07-P001P)</th> <th>Red (CP07-P001mP)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>108</td> <td>16</td> <td>1</td> </tr> <tr> <td>Q1 2016/17</td> <td>99</td> <td>1</td> <td>1</td> </tr> <tr> <td>Q2 2016/17</td> <td>95</td> <td>3</td> <td>0</td> </tr> <tr> <td>Q3 2016/17</td> <td>95</td> <td>4</td> <td>0</td> </tr> <tr> <td>Q4 2016/17</td> <td>93</td> <td>4</td> <td>2</td> </tr> </tbody> </table>	Quarter	Green (CP07-P001IP)	Amber (CP07-P001P)	Red (CP07-P001mP)	Q4 2015/16	108	16	1	Q1 2016/17	99	1	1	Q2 2016/17	95	3	0	Q3 2016/17	95	4	0	Q4 2016/17	93	4	2	93	<p>Observations: Of the 99 capital projects currently being managed by SBC, 2 have been assessed as <u>red</u> in terms of progress being made to deliver the project (time, quality, & budget) These are:</p> <ul style="list-style-type: none"> • Wilton Lodge Park: The café project has experienced budget and project pressures as a direct consequence of 3rd party contractual performance failures. SBC is working to expedite completion <i>and</i> recover the additional costs incurred • New Easter Langlee Waste Transfer Station: as planning consent was refused the project is now delayed and is likely to incur significant additional cost. <p>4 have been assessed as <u>Amber</u>:</p> <ul style="list-style-type: none"> • Street Lighting Energy Efficiency Project: final phase of project delayed due to a procurement challenge which was successfully defended. • Duns Primary School & Locality Support Centre: As a consequence of the contractor not achieving the planned completion date, an opportunity has arisen to instruct additional works to accommodate educational outcome requirements • Broomlands Primary School: Work on site currently behind contractor's schedule. Officers are working with the contractor to ensure the completion is not delayed but there potential risk of delay. • Council ICT Transformation: Work is ongoing with CGI to complete implementation of Business World. Digital Customer Access work has been delayed pending demonstration from CGI and their 3rd party providers that the proposed solution meets the Councils specification as set out in the business case. 		Martin Joyce
Quarter		Green (CP07-P001IP)	Amber (CP07-P001P)	Red (CP07-P001mP)																									
Q4 2015/16		108	16	1																									
Q1 2016/17	99	1	1																										
Q2 2016/17	95	3	0																										
Q3 2016/17	95	4	0																										
Q4 2016/17	93	4	2																										
Number of Capital Projects where RAG status is "Amber"	4																												
Number of Capital Projects where RAG status is "Red"	2																												

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included	<p>CP07-P002aP Total Number of Contracts Awarded with Community Benefit Clauses (CBC) included</p> <table border="1"> <caption>CP07-P002aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2016/16</td> <td>11</td> </tr> <tr> <td>Q1-2016/17</td> <td>4</td> </tr> <tr> <td>Q2-2016/17</td> <td>5</td> </tr> <tr> <td>Q3-2016/17</td> <td>0</td> </tr> <tr> <td>Q4-2016/17</td> <td>1</td> </tr> </tbody> </table>	Quarter	Value	Q4-2016/16	11	Q1-2016/17	4	Q2-2016/17	5	Q3-2016/17	0	Q4-2016/17	1	1	<p>How are we performing: During the reporting period, the following contract has awarded with a Community Benefits clause</p> <ul style="list-style-type: none"> •Mental Health Housing Support Service <p>Actions we are taking to improve/maintain performance: Each contract opportunity is fully considered for added value. It should be noted that the number of the contracts awarded and start dates of those contracts will be subject to natural variation dependant on the timing of contract award, scope and scale of contract opportunities from the Council. It is therefore not possible to trend this indicator on a short term basis.</p>		Kathryn Dickson; Shona Smith
Quarter	Value																
Q4-2016/16	11																
Q1-2016/17	4																
Q2-2016/17	5																
Q3-2016/17	0																
Q4-2016/17	1																
Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC)	<p>CP07-P002bP Number of new Employment and Skills opportunities delivered as a result of Community Benefit Clauses (CBC)</p> <table border="1"> <caption>CP07-P002bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2016/16</td> <td>8</td> </tr> <tr> <td>Q1-2016/17</td> <td>12</td> </tr> <tr> <td>Q2-2016/17</td> <td>15</td> </tr> <tr> <td>Q3-2016/17</td> <td>14</td> </tr> <tr> <td>Q4-2016/17</td> <td>18</td> </tr> </tbody> </table>	Quarter	Value	Q4-2016/16	8	Q1-2016/17	12	Q2-2016/17	15	Q3-2016/17	14	Q4-2016/17	18	18	<p>How are we performing: During this period of Quarter a further 32 opportunities have been delivered.</p> <ul style="list-style-type: none"> • 11 new jobs created; • 2 apprenticeship starts; • 5 work experience opportunities. <p>Further benefits created through Council contracts include:</p> <ul style="list-style-type: none"> • Engagement with over 1,400 school pupils at a variety of events in Kelso, Hawick and Galashiels schools; • Earlston Paths Group benefited from the supply of 20 tonnes of aggregate for their projects. <p>Actions we are taking to improve/maintain performance: Monitoring of all contracted community benefit clauses is in place to ensure delivery is achieved.</p>		Kathryn Dickson; Shona Smith
Quarter	Value																
Q4-2016/16	8																
Q1-2016/17	12																
Q2-2016/17	15																
Q3-2016/17	14																
Q4-2016/17	18																

ENSURE EXCELLENT, ADAPTABLE, COLLABORATIVE AND ACCESSIBLE PUBLIC SERVICES

HOW ARE WE DOING?

April 2016 - March 2017:

CUSTOMER INTERACTIONS	FREEDOM OF INFORMATION REQUESTS (FOI)	COMPLAINTS	SOCIAL WORK SERVICE COMPLAINTS
172,078 interactions with the public were handled by our Customer Service staff via email, face to face contact, phonecalls and mail in 2016/17	1246 requests for information under the Freedom of Information Act were received in 2016/17	563 customer complaints were handled by SBC in 2016/17	89 complaints received regarding the Social Work service in 2016/17
SBC 2015/16 175,333	SBC 2015/16 1147	SBC 2015/16 564	SBC 2015/16 71

Compliments during 2016/17





SBC receives many unsolicited compliments covering a range of services:

*"Thank you for the speedy response to the broken drain cover."
"Many thanks for your welcome initiative; your actions have restored my faith in SBC. Looking after an elderly parent is not easy and I greatly appreciate your willingness to quickly investigate and resolve this straightforward issue."
".... was very professional, and drafted a letter explaining everything succinctly and to the*

*point. He listened intently to [the customer]".
"The service at the Eshiels Site has improved radically over the last few months."
"Please accept and pass on my thanks for the thorough and very professional job which was completed a few days after my request. Great Service!"
"I'm very happy with the new Food waste collection service- it means my kitchen bin is odour free and can be put out less often as the decaying food is kept separate".*

ICT • customer focus • online services • partnership • ICT • customer focus • online services • partnership

Our performance during 2016/17

CUSTOMER INTERACTIONS 62,470 face to face interactions were logged by our Contact Centres during 2016/17  (down from 67,949 in 2015/16)	FREEDOM OF INFORMATION 92.5% of FOI requests were completed on time in 2016/17 (up from 88% in 2015/16)	COMPLAINTS Our average response times for complaints for 2016/17 were as follows: Stage 1 complaints 3.9 days (down from 4 in 2015/16) Stage 2 complaints 17.5 days (up from 17.2 in 2015/16) Escalated complaints 17.0 days (up from 16.7 in 2015/16)	In 2016/17 we closed: 84.3% of complaints at stage 1 within 5 working days (down from 85.2% in 2015/16) 84% of complaints at stage 2 within 20 working days (up from 77.5% in 2015/16) 69.2% of escalated complaints within 20 working days (down from 83.3% in 2015/16)
CUSTOMER INTERACTIONS 103,761 phone interactions were logged by our Contact Centres in 2016/17  (up from 102,342 in 2015/16)	SOCIAL MEDIA The number of engagements during 2016/17.  186,846  87,704		



Corporate Priority 8: Excellent Public Services

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Total number of interactions (taken through our Customer Relationship Management (CRM) system) by Customer Services	<p>CP08-P066P How many transactions were logged as handled by Customer Services staff?</p> <table border="1"> <caption>Transaction Data</caption> <thead> <tr> <th>Quarter</th> <th>Transactions</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>46,672</td> </tr> <tr> <td>Q1 2016/17</td> <td>46,042</td> </tr> <tr> <td>Q2 2016/17</td> <td>44,665</td> </tr> <tr> <td>Q3 2016/17</td> <td>36,848</td> </tr> <tr> <td>Q4 2016/17</td> <td>44,523</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Transactions	Q4 2015/16	46,672	Q1 2016/17	46,042	Q2 2016/17	44,665	Q3 2016/17	36,848	Q4 2016/17	44,523	44,523	<p>How we are performing:</p> <p>There has been an increase in the number of interactions for Quarter 4 by 7675 compared to Quarter 3 and a decrease of 2149 compared to the same period last year.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>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
Quarter	Transactions																
Q4 2015/16	46,672																
Q1 2016/17	46,042																
Q2 2016/17	44,665																
Q3 2016/17	36,848																
Q4 2016/17	44,523																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By																		
Face-to-Face interactions (taken through CRM) by Customer Services (CP08-P63)	<p>Exec - Customer Services Interactions logged on CRM</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>CP08-P063P</th> <th>CP08-P065P</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>16,709</td> <td>28,266</td> </tr> <tr> <td>Q1 2016/17</td> <td>16,051</td> <td>28,603</td> </tr> <tr> <td>Q2 2016/17</td> <td>16,575</td> <td>26,625</td> </tr> <tr> <td>Q3 2016/17</td> <td>13,659</td> <td>21,657</td> </tr> <tr> <td>Q4 2016/17</td> <td>16,185</td> <td>26,876</td> </tr> </tbody> </table>	Quarter	CP08-P063P	CP08-P065P	Q4 2015/16	16,709	28,266	Q1 2016/17	16,051	28,603	Q2 2016/17	16,575	26,625	Q3 2016/17	13,659	21,657	Q4 2016/17	16,185	26,876	16,185	<p>How are we performing: There has been an increase of 2,526 in the number of Face-to Face interactions taken through CRM than the previous quarter.</p> <p>In comparison to quarter 4 of 2015/16 there has been a reduction of 524 Face-to-Face interactions.</p> <p>Actions we are taking to improve/maintain performance: Work is ongoing to move our services on-line</p>		Les Grant
Quarter	CP08-P063P	CP08-P065P																					
Q4 2015/16	16,709	28,266																					
Q1 2016/17	16,051	28,603																					
Q2 2016/17	16,575	26,625																					
Q3 2016/17	13,659	21,657																					
Q4 2016/17	16,185	26,876																					
Voice interactions (taken through CRM) by Customer Services (CP08-P65)		26,876	<p>How are we performing: The number of voice interactions in Quarter 4 has decreased by 1390 over the number taken in Quarter 4 2015/16.</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 on-going. We are also working to channel shift customers to on-line self-service options.</p>		Les Grant																		

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Number of Social Work Statutory Complaints Received	<p>CP08-P030P How many complaints were received by our Social Work service?</p> <table border="1"> <caption>CP08-P030P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2016/16</td> <td>20</td> </tr> <tr> <td>Q1-2016/17</td> <td>29</td> </tr> <tr> <td>Q2-2016/17</td> <td>10</td> </tr> <tr> <td>Q3-2016/17</td> <td>30</td> </tr> <tr> <td>Q4-2016/17</td> <td>20</td> </tr> </tbody> </table>	Quarter	Value	Q4-2016/16	20	Q1-2016/17	29	Q2-2016/17	10	Q3-2016/17	30	Q4-2016/17	20	20	<p>Observations: At present we are only reporting information up until the end February 2017. Due to an issue with the reporting mechanism we are unable to provide a definitive update to the number of complaints during March. This issue will be resolved shortly.</p>		Sylvia Mendham
Quarter	Value																
Q4-2016/16	20																
Q1-2016/17	29																
Q2-2016/17	10																
Q3-2016/17	30																
Q4-2016/17	20																
Number of Complaints Closed - All (excl. invalid & statutory Social Work)	<p>CP08-P010P How many complaints did we investigate to completion?</p> <table border="1"> <caption>CP08-P010P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2016/16</td> <td>145</td> </tr> <tr> <td>Q1-2016/17</td> <td>175</td> </tr> <tr> <td>Q2-2016/17</td> <td>146</td> </tr> <tr> <td>Q3-2016/17</td> <td>130</td> </tr> <tr> <td>Q4-2016/17</td> <td>138</td> </tr> </tbody> </table>	Quarter	Value	Q4-2016/16	145	Q1-2016/17	175	Q2-2016/17	146	Q3-2016/17	130	Q4-2016/17	138	138	<p>Observations: In Q4 the majority of complaints were classified as 'Unjustified' (36.4%) followed by 29.3% which were 'Invalid' and 'Justified' at 21.2%. In Q4 the majority of complaints were classified as 'Failure to deliver service' at 38%, followed by 'Policy' at 25% and 'Other' at 18%.</p>		Les Grant;
Quarter	Value																
Q4-2016/16	145																
Q1-2016/17	175																
Q2-2016/17	146																
Q3-2016/17	130																
Q4-2016/17	138																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
<p>Average times: the average time in working days to respond to complaints at stage one (SPSO-04a)</p>	<p>SPSO-04a Average times: the average time in working days to respond to complaints at stage one (SPSO-04a)</p> <table border="1"> <caption>SPSO-04a Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Working Days)</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/16</td> <td>~4.2</td> </tr> <tr> <td>Q1 2016/17</td> <td>~3.8</td> </tr> <tr> <td>Q2 2016/17</td> <td>~3.8</td> </tr> <tr> <td>Q3 2016/17</td> <td>~3.8</td> </tr> <tr> <td>Q4 2016/17</td> <td>4.5</td> </tr> </tbody> </table>	Quarter	Average Time (Working Days)	Q4 2016/16	~4.2	Q1 2016/17	~3.8	Q2 2016/17	~3.8	Q3 2016/17	~3.8	Q4 2016/17	4.5	4.5	<p>How are we performing: There has been a slight increase in the average number of days taken to respond to complaints at stage one, compared with the same quarter last year. A few unexpected staff absences during the quarter has resulted a small number of complex complaints running over time and not being closed within the required time scale.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management (CRM) System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		Les Grant
Quarter	Average Time (Working Days)																
Q4 2016/16	~4.2																
Q1 2016/17	~3.8																
Q2 2016/17	~3.8																
Q3 2016/17	~3.8																
Q4 2016/17	4.5																
<p>Average times: the average time in working days to respond to complaints at stage two (SPSO-04b)</p>	<p>SPSO-04b Average times: the average time in working days to respond to complaints at stage two (SPSO-04b)</p> <table border="1"> <caption>SPSO-04b Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Working Days)</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/16</td> <td>~16.5</td> </tr> <tr> <td>Q1 2016/17</td> <td>~15.5</td> </tr> <tr> <td>Q2 2016/17</td> <td>~15.0</td> </tr> <tr> <td>Q3 2016/17</td> <td>~15.0</td> </tr> <tr> <td>Q4 2016/17</td> <td>17.6</td> </tr> </tbody> </table>	Quarter	Average Time (Working Days)	Q4 2016/16	~16.5	Q1 2016/17	~15.5	Q2 2016/17	~15.0	Q3 2016/17	~15.0	Q4 2016/17	17.6	17.6	<p>How are we performing: There has been an increase in the average number of days taken to respond to complaints at stage two, when compared to the same quarter last year. (Should be responded to within 20 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 2016/16	~16.5																
Q1 2016/17	~15.5																
Q2 2016/17	~15.0																
Q3 2016/17	~15.0																
Q4 2016/17	17.6																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Average times: the average time in working days to respond to complaints after escalation (SPSO-04c)	<p>SPSO-04c Average times: the average time in working days to respond to complaints after escalation (SPSO-04c)</p> <table border="1"> <caption>SPSO-04c Average times (Working days)</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Working days)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>19.5</td> </tr> <tr> <td>Q1 2016/17</td> <td>11.5</td> </tr> <tr> <td>Q2 2016/17</td> <td>18.5</td> </tr> <tr> <td>Q3 2016/17</td> <td>12.5</td> </tr> <tr> <td>Q4 2016/17</td> <td>18.1</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Average Time (Working days)	Q4 2015/16	19.5	Q1 2016/17	11.5	Q2 2016/17	18.5	Q3 2016/17	12.5	Q4 2016/17	18.1	18.1	<p>How are we performing: There were 13 stage two complaints that were escalated. The average time taken to respond to the customer has increased compared to the previous quarter but slightly decreased compared to the same quarter 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.</p>		Les Grant
Quarter	Average Time (Working days)																
Q4 2015/16	19.5																
Q1 2016/17	11.5																
Q2 2016/17	18.5																
Q3 2016/17	12.5																
Q4 2016/17	18.1																
Performance against timescales: the number of complaints closed at stage one within 5 working days as % of total number of stage one complaints (SPSO-05a)	<p>SPSO-05a Performance against timescales: the number of complaints closed at stage one within 5 working days as % of total number of stage one complaints (SPSO-05a)</p> <table border="1"> <caption>SPSO-05a Performance against timescales (%)</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>84.3</td> </tr> <tr> <td>Q1 2016/17</td> <td>84.3</td> </tr> <tr> <td>Q2 2016/17</td> <td>84.3</td> </tr> <tr> <td>Q3 2016/17</td> <td>84.3</td> </tr> <tr> <td>Q4 2016/17</td> <td>84.3</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Performance (%)	Q4 2015/16	84.3	Q1 2016/17	84.3	Q2 2016/17	84.3	Q3 2016/17	84.3	Q4 2016/17	84.3	84.3%	<p>How are we performing: There has been a slight decrease of 1.2% in comparison to the same quarter last year, however overall the figure continues to remain 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.</p>		Les Grant
Quarter	Performance (%)																
Q4 2015/16	84.3																
Q1 2016/17	84.3																
Q2 2016/17	84.3																
Q3 2016/17	84.3																
Q4 2016/17	84.3																


Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
<p>Performance against timescales: the number of complaints closed at stage two within 20 working days as % of total number of stage two complaints (SPSO-05b)</p>	<p>SPSO-05b Performance against timescales: the number of complaints closed at stage two within 20 working days as % of total number of stage two complaints (SPSO-05b)</p> <table border="1"> <caption>SPSO-05b Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/16</td> <td>~78%</td> </tr> <tr> <td>Q1 2016/17</td> <td>~82%</td> </tr> <tr> <td>Q2 2016/17</td> <td>~85%</td> </tr> <tr> <td>Q3 2016/17</td> <td>~88%</td> </tr> <tr> <td>Q4 2016/17</td> <td>84%</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Performance (%)	Q4 2016/16	~78%	Q1 2016/17	~82%	Q2 2016/17	~85%	Q3 2016/17	~88%	Q4 2016/17	84%	<p>84%</p>	<p>How are we performing: There has been an increase of 5.4% 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 SPSO manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>		<p>Les Grant</p>
Quarter	Performance (%)																
Q4 2016/16	~78%																
Q1 2016/17	~82%																
Q2 2016/17	~85%																
Q3 2016/17	~88%																
Q4 2016/17	84%																
<p>Performance against timescales: the number of escalated complaints closed within 20 working days as a % of total number of escalated stage two complaints (SPSO-05c)</p>	<p>SPSO-05c Performance against timescales: the number of escalated complaints closed within 20 working days as a % of total number of escalated stage two complaints (SPSO-05c)</p> <table border="1"> <caption>SPSO-05c Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/16</td> <td>~82%</td> </tr> <tr> <td>Q1 2016/17</td> <td>~50%</td> </tr> <tr> <td>Q2 2016/17</td> <td>~82%</td> </tr> <tr> <td>Q3 2016/17</td> <td>~68%</td> </tr> <tr> <td>Q4 2016/17</td> <td>69.2%</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Performance (%)	Q4 2016/16	~82%	Q1 2016/17	~50%	Q2 2016/17	~82%	Q3 2016/17	~68%	Q4 2016/17	69.2%	<p>69.2%</p>	<p>How are we performing: There were 13 complaints within stage two that were escalated,</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>		<p>Les Grant</p>
Quarter	Performance (%)																
Q4 2016/16	~82%																
Q1 2016/17	~50%																
Q2 2016/17	~82%																
Q3 2016/17	~68%																
Q4 2016/17	69.2%																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

Short Name	Trend Chart	Value	Commentary	Status	Managed By												
Freedom of Information (FOI) Requests Received	<p>CP08-P053 FOI Requests Received</p> <table border="1"> <caption>CP08-P053 FOI Requests Received</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>320</td> </tr> <tr> <td>Q1 2016/17</td> <td>250</td> </tr> <tr> <td>Q2 2016/17</td> <td>320</td> </tr> <tr> <td>Q3 2016/17</td> <td>300</td> </tr> <tr> <td>Q4 2016/17</td> <td>370</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2015/16	320	Q1 2016/17	250	Q2 2016/17	320	Q3 2016/17	300	Q4 2016/17	370	372	<p>Observations: The number of FOI requests received each quarter continues to rise, in line with national trends. Each FOI requires officer time to collate responses and depending on the request, can take significant amounts of time.</p>		Nuala McKinlay
Quarter	Value																
Q4 2015/16	320																
Q1 2016/17	250																
Q2 2016/17	320																
Q3 2016/17	300																
Q4 2016/17	370																
% of FOI Requests Completed on Time	<p>CP08-P054P What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?</p> <table border="1"> <caption>CP08-P054P % of FOI Requests Completed on Time</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>84%</td> </tr> <tr> <td>Q1 2016/17</td> <td>91%</td> </tr> <tr> <td>Q2 2016/17</td> <td>92%</td> </tr> <tr> <td>Q3 2016/17</td> <td>93%</td> </tr> <tr> <td>Q4 2016/17</td> <td>92%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, ■ Target (Quarters), — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2015/16	84%	Q1 2016/17	91%	Q2 2016/17	92%	Q3 2016/17	93%	Q4 2016/17	92%	92%	<p>How are we performing: SBC has made good progress over the year, and steady progress over the longer term. Whilst we strive to reach 100%, many of the requests are very complex, and require information held across a number of departments.</p> <p>Actions we are taking to improve/maintain performance: All staff must undergo training on dealing with FOIs, and the streamlining of processes within departments, as well as the availability of information on SBC's new website, means that we can respond to the majority of FOI requests quickly and efficiently</p>		Nuala McKinlay
Quarter	Value																
Q4 2015/16	84%																
Q1 2016/17	91%																
Q2 2016/17	92%																
Q3 2016/17	93%																
Q4 2016/17	92%																
Number of Facebook Engagements	<p>CP08-P159 Number of Facebook Engagements</p> <table border="1"> <caption>CP08-P159 Number of Facebook Engagements</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>0</td> </tr> <tr> <td>Q1 2016/17</td> <td>45,000</td> </tr> <tr> <td>Q2 2016/17</td> <td>25,000</td> </tr> <tr> <td>Q3 2016/17</td> <td>32,000</td> </tr> <tr> <td>Q4 2016/17</td> <td>84,143</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2015/16	0	Q1 2016/17	45,000	Q2 2016/17	25,000	Q3 2016/17	32,000	Q4 2016/17	84,143	84,143	<p>Observations: On Facebook, SBC posts reached an estimated 509,483 people, with 84,143 engaging (liking, commenting, sharing) with posts. Over Q4 the number of Facebook followers rose by over a thousand to 14,174.</p> <p>The most popular Facebook posts in Q4 were posts connected to Storm Doris and the "teaser" video ahead of the opening of Wilton Lodge Park playpark.</p>		Tracey Graham
Quarter	Value																
Q4 2015/16	0																
Q1 2016/17	45,000																
Q2 2016/17	25,000																
Q3 2016/17	32,000																
Q4 2016/17	84,143																

Appendix 2 Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2017 (Q4 2016/17)

<p>Number of Twitter Engagements</p>	<p style="text-align: center;">CP08-P160 Number of Twitter Engagements</p> <table border="1"> <caption>Data for CP08-P160 Number of Twitter Engagements</caption> <thead> <tr> <th>Quarter</th> <th>Number of Twitter Engagements</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>~17,500</td> </tr> <tr> <td>Q1 2016/17</td> <td>~25,000</td> </tr> <tr> <td>Q2 2016/17</td> <td>~17,500</td> </tr> <tr> <td>Q3 2016/17</td> <td>~17,500</td> </tr> <tr> <td>Q4 2016/17</td> <td>25,018</td> </tr> </tbody> </table> <p style="text-align: center;">25,018</p>	Quarter	Number of Twitter Engagements	Q4 2015/16	~17,500	Q1 2016/17	~25,000	Q2 2016/17	~17,500	Q3 2016/17	~17,500	Q4 2016/17	25,018		<p>Observations: During the quarter Twitter post links were clicked 25,018 times. The number of followers at Q4 end was 9,892.</p> <p>The most popular Twitter posts during this Quarter were regarding School transport cancellation in advance of storm Doris and other weather warnings.</p>		<p>Tracey Graham</p>
Quarter	Number of Twitter Engagements																
Q4 2015/16	~17,500																
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