






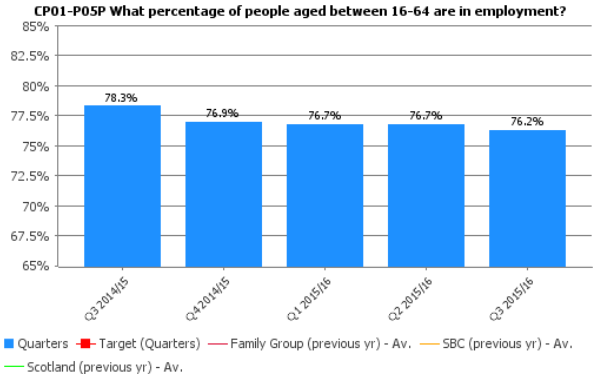




Appendix 2: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2016 (Q4 2015/16)

KEY	 positive long term trend (since end 2014/15)	 negative long term trend (since end 2014/15)	 Little long term change (since end 2014/15)	 on target	 just off target	 off target	 data/information only
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Corporate Priority 1: Encourage sustainable economic growth

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By
What percentage of people aged between 16-64 are in employment?	<p>CP01-P05P What percentage of people aged between 16-64 are in employment?</p> 	76.2%	<p>Observations 55100 people were in employment during Q3, 400 lower than in Q2. However, Scottish Borders employment rate is higher than Scotland (73.1%) and UK (73.6%) and has been consistently higher during 2015/16.</p> <p>Note one quarter lag in data</p>			Bryan McGrath

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)	<p>CP01-P10aP Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)</p> <table border="1"> <caption>Working age population (16 - 64) Claimant Count (including Universal Credit and JSA)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>1.8%</td> </tr> <tr> <td>Q1 2015/16</td> <td>1.6%</td> </tr> <tr> <td>Q2 2015/16</td> <td>1.57%</td> </tr> <tr> <td>Q3 2015/16</td> <td>1.47%</td> </tr> <tr> <td>Q4 2015/16</td> <td>1.83%</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 2014/15	1.8%	Q1 2015/16	1.6%	Q2 2015/16	1.57%	Q3 2015/16	1.47%	Q4 2015/16	1.83%	1.83%	<p>Observations: With the introduction of “Universal Credit”, a new dataset has been produced by the Office for National Statistics (ONS) to track the headline level of unemployment. The “Claimant Count” includes individuals who are claiming Jobseeker’s Allowance (JSA) <i>and</i> those unemployed people claiming or transferring on to Universal Credit. The latest Scottish figure has been used as a target.</p> <p>The Borders average rate for Q4 is lower than the Scottish rate, although there has been a recent rise in the rate, bringing Borders back to the same level as Q4 last year. The Scottish rate has reduced slightly since Q4 last year.</p>			Bryan McGrath
Quarter	Value (%)																	
Q4 2014/15	1.8%																	
Q1 2015/16	1.6%																	
Q2 2015/16	1.57%																	
Q3 2015/16	1.47%																	
Q4 2015/16	1.83%																	
Working age population (18 - 24) Claimant Count (including Universal Credit and JSA)	<p>CP01-P11aP 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 2014/15</td> <td>4.07%</td> </tr> <tr> <td>Q1 2015/16</td> <td>3.6%</td> </tr> <tr> <td>Q2 2015/16</td> <td>3.5%</td> </tr> <tr> <td>Q3 2015/16</td> <td>3.07%</td> </tr> <tr> <td>Q4 2015/16</td> <td>3.9%</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 2014/15	4.07%	Q1 2015/16	3.6%	Q2 2015/16	3.5%	Q3 2015/16	3.07%	Q4 2015/16	3.9%	3.9%	<p>Observations: New data set, as outlined above. This measure looks at the % of young people, aged between 18 and 24 who are out of work and claiming benefits. The latest Scottish figure has been used as a target.</p> <p>The Borders average rate for Q4 is higher than the Scottish rate and just slightly lower than Q4 last year. The Scottish rate has reduced since Q4 last year and at 3.27%, is now lower than the Borders rate.</p>			Bryan McGrath
Quarter	Value (%)																	
Q4 2014/15	4.07%																	
Q1 2015/16	3.6%																	
Q2 2015/16	3.5%																	
Q3 2015/16	3.07%																	
Q4 2015/16	3.9%																	

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
How many new businesses has Business Gateway helped create?	<p>CP01-P06 Number of new Business Start Ups - Through Business Gateway</p> <table border="1"> <caption>CP01-P06 Number of new Business Start Ups - Through Business Gateway</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>80</td> </tr> <tr> <td>Q1 2015/16</td> <td>60</td> </tr> <tr> <td>Q2 2015/16</td> <td>65</td> </tr> <tr> <td>Q3 2015/16</td> <td>38</td> </tr> <tr> <td>Q4 2015/16</td> <td>82</td> </tr> </tbody> </table>	Quarter	Value	Q4 2014/15	80	Q1 2015/16	60	Q2 2015/16	65	Q3 2015/16	38	Q4 2015/16	82	85	<p>How are we performing: On a month by month basis, start-up figures have been low across the country</p> <p>Actions we are taking to improve/maintain performance: Extra resource has been put into checking what start-ups were missed because of reporting problems with the new Business Gateway IT system. The Q4 figure therefore reflects those businesses that started between Jan and March 2016, <i>and</i> also those that started in the previous 6 months but were missed due to the problems.</p>			Bryan McGrath
Quarter	Value																	
Q4 2014/15	80																	
Q1 2015/16	60																	
Q2 2015/16	65																	
Q3 2015/16	38																	
Q4 2015/16	82																	
How many businesses has Business Gateway supported?	<p>CP01-P18 Business supported through Business Gateway</p> <table border="1"> <caption>CP01-P18 Business supported through Business Gateway</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>290</td> </tr> <tr> <td>Q1 2015/16</td> <td>230</td> </tr> <tr> <td>Q2 2015/16</td> <td>230</td> </tr> <tr> <td>Q3 2015/16</td> <td>270</td> </tr> <tr> <td>Q4 2015/16</td> <td>315</td> </tr> </tbody> </table>	Quarter	Value	Q4 2014/15	290	Q1 2015/16	230	Q2 2015/16	230	Q3 2015/16	270	Q4 2015/16	315	315	<p>How are we performing: Business interactions are steady across the full calendar year and have increased over the last few quarters.</p> <p>Actions we are taking to improve/maintain performance: As outlined above, a new IT system has meant that there have been difficulties in reporting. This has meant business interactions cannot accurately be allocated by month between November 15 and March 16. However, an annual figure of 1,042 does accurately reflect the businesses interactions between 1 April 15 and 31 March 16.</p>			Bryan McGrath
Quarter	Value																	
Q4 2014/15	290																	
Q1 2015/16	230																	
Q2 2015/16	230																	
Q3 2015/16	270																	
Q4 2015/16	315																	

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
How many loans to local businesses did we award?	<p>CP01-P27 Scottish Borders Business Loan Fund - Number of loans</p> <table border="1"> <caption>CP01-P27 Scottish Borders Business Loan Fund - Number of loans</caption> <thead> <tr> <th>Quarter</th> <th>Number of loans</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>2</td> </tr> <tr> <td>Q1 2015/16</td> <td>2</td> </tr> <tr> <td>Q2 2015/16</td> <td>0</td> </tr> <tr> <td>Q3 2015/16</td> <td>3</td> </tr> <tr> <td>Q4 2015/16</td> <td>4</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Number of loans	Q4 2014/15	2	Q1 2015/16	2	Q2 2015/16	0	Q3 2015/16	3	Q4 2015/16	4	4	<p>Observations:</p> <p>4 loans were approved out of 4 applications in this Quarter, worth £72,000 in total. Both the number and value are higher than Q3, and the same time last year.</p> <p>As reported to SBC'S Executive Committee on 10th May, the 2015/16 Business Loan Fund (started a few months into 2015/16) approved 7 loans with a combined value of £129,504.</p>			Bryan McGrath
Quarter	Number of loans																	
Q4 2014/15	2																	
Q1 2015/16	2																	
Q2 2015/16	0																	
Q3 2015/16	3																	
Q4 2015/16	4																	
How much money did those loans add up to?	<p>CP01-P28 Scottish Borders Business Loan Fund - Value of loans</p> <table border="1"> <caption>CP01-P28 Scottish Borders Business Loan Fund - Value of loans</caption> <thead> <tr> <th>Quarter</th> <th>Value of loans (£)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>30,000</td> </tr> <tr> <td>Q1 2015/16</td> <td>32,000</td> </tr> <tr> <td>Q2 2015/16</td> <td>0</td> </tr> <tr> <td>Q3 2015/16</td> <td>58,000</td> </tr> <tr> <td>Q4 2015/16</td> <td>72,000</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value of loans (£)	Q4 2014/15	30,000	Q1 2015/16	32,000	Q2 2015/16	0	Q3 2015/16	58,000	Q4 2015/16	72,000	£72,000	<p>This differs from the annual figure shown within this report (9 loans approved with a combined value of £162k). This is because 2 loans from the 2014/15 Fund were submitted and approved in Q1 15-16 and are therefore included in the total for 15/16 (last year's Fund was allowed to run on a few months, due to the delay in starting the 15/16 Fund)</p>			Bryan McGrath
Quarter	Value of loans (£)																	
Q4 2014/15	30,000																	
Q1 2015/16	32,000																	
Q2 2015/16	0																	
Q3 2015/16	58,000																	
Q4 2015/16	72,000																	

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
How many grants to local businesses did we award?	<p>CP01-P29 Scottish Borders Business Fund - Number of grants</p> <table border="1"> <caption>CP01-P29 Scottish Borders Business Fund - Number of grants</caption> <thead> <tr> <th>Quarter</th> <th>Number of grants</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>6</td> </tr> <tr> <td>Q1 2015/16</td> <td>10</td> </tr> <tr> <td>Q2 2015/16</td> <td>8</td> </tr> <tr> <td>Q3 2015/16</td> <td>9</td> </tr> <tr> <td>Q4 2015/16</td> <td>10</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Number of grants	Q4 2014/15	6	Q1 2015/16	10	Q2 2015/16	8	Q3 2015/16	9	Q4 2015/16	10	10	<p>Observations:</p> <p>10 business grants were awarded out of 13 applications in this Quarter</p>			Bryan McGrath
Quarter	Number of grants																	
Q4 2014/15	6																	
Q1 2015/16	10																	
Q2 2015/16	8																	
Q3 2015/16	9																	
Q4 2015/16	10																	
How much money did those grants add up to?	<p>CP01-P30 Scottish Borders Business Fund - Value of grants</p> <table border="1"> <caption>CP01-P30 Scottish Borders Business Fund - Value of grants</caption> <thead> <tr> <th>Quarter</th> <th>Value of grants (£)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>22,000.00</td> </tr> <tr> <td>Q1 2015/16</td> <td>30,000.00</td> </tr> <tr> <td>Q2 2015/16</td> <td>23,000.00</td> </tr> <tr> <td>Q3 2015/16</td> <td>29,000.00</td> </tr> <tr> <td>Q4 2015/16</td> <td>23,684.88</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value of grants (£)	Q4 2014/15	22,000.00	Q1 2015/16	30,000.00	Q2 2015/16	23,000.00	Q3 2015/16	29,000.00	Q4 2015/16	23,684.88	£23,684.88	<p>Although smaller than Quarter 3 (2015-16) the amount of grant funding increased slightly on the same quarter last year.</p>			Bryan McGrath
Quarter	Value of grants (£)																	
Q4 2014/15	22,000.00																	
Q1 2015/16	30,000.00																	
Q2 2015/16	23,000.00																	
Q3 2015/16	29,000.00																	
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Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
How many planning applications do we receive?	<p>CP01-P52 Number of Planning Applications Received</p> <table border="1"> <caption>CP01-P52 Number of Planning Applications Received</caption> <thead> <tr> <th>Quarter</th> <th>Number of Applications</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>310</td> </tr> <tr> <td>Q1 2015/16</td> <td>360</td> </tr> <tr> <td>Q2 2015/16</td> <td>310</td> </tr> <tr> <td>Q3 2015/16</td> <td>300</td> </tr> <tr> <td>Q4 2015/16</td> <td>300</td> </tr> </tbody> </table>	Quarter	Number of Applications	Q4 2014/15	310	Q1 2015/16	360	Q2 2015/16	310	Q3 2015/16	300	Q4 2015/16	300	300	<p>Observations: The number of applications received has been broadly in line with the previous quarter at 300.</p> <p>As the number of application is dependent on market conditions and actions by third party, the planning service has limited impact on increasing the number of applications received.</p>			Brian Frater
Quarter	Number of Applications																	
Q4 2014/15	310																	
Q1 2015/16	360																	
Q2 2015/16	310																	
Q3 2015/16	300																	
Q4 2015/16	300																	
How long in weeks does it take on average to process all planning applications for major developments?	<p>CP01-P54aP How long in weeks does it take on average to process all planning applications for major developments?</p> <table border="1"> <caption>CP01-P54aP Average Time to Process Major Development Applications (Weeks)</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Weeks)</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>14.4</td> </tr> <tr> <td>Q4 2014/15</td> <td>22.0</td> </tr> <tr> <td>Q1 2015/16</td> <td>5.4</td> </tr> <tr> <td>Q2 2015/16</td> <td>0.0</td> </tr> <tr> <td>Q3 2015/16</td> <td>0.0</td> </tr> </tbody> </table>	Quarter	Average Time (Weeks)	Q3 2014/15	14.4	Q4 2014/15	22.0	Q1 2015/16	5.4	Q2 2015/16	0.0	Q3 2015/16	0.0	0.0	<p>How are we performing:</p> <p>There were no major applications determined in the last quarter. Over the longer term, there has been a significant improvement in times taken to determine major applications. The figure of 5.4 weeks can be read against a Scottish average of 35 weeks in Q3 (note one quarter lag in adjusted data)</p> <p>Actions we are taking to improve/maintain performance:</p> <p>Provisions of the Development Management Improvement Plan, such as the greater use of processing agreements, project management approach to determine major applications, better case management and monitoring of applications and the introduction of new processes for concluding legal agreements have all contributed to this improvement in performance.</p>			Ian Aikman
Quarter	Average Time (Weeks)																	
Q3 2014/15	14.4																	
Q4 2014/15	22.0																	
Q1 2015/16	5.4																	
Q2 2015/16	0.0																	
Q3 2015/16	0.0																	

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Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By																																				
How long in weeks does it take on average to process all planning applications for non-household developments?	<p>CP01-P55aP How long in weeks does it take on average to process all planning applications for non-household developments?</p> <table border="1"> <caption>Data for CP01-P55aP</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Avg)</th> <th>Target (Quarters)</th> <th>Family Group (previous yr) - Av.</th> <th>SBC (previous yr) - Av.</th> <th>Scotland (previous yr) - Av.</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>16.6</td> <td>15.0</td> <td>15.0</td> <td>15.0</td> <td>15.0</td> </tr> <tr> <td>Q4 2014/15</td> <td>34.3</td> <td>15.0</td> <td>15.0</td> <td>15.0</td> <td>15.0</td> </tr> <tr> <td>Q1 2015/16</td> <td>17.9</td> <td>15.0</td> <td>15.0</td> <td>15.0</td> <td>15.0</td> </tr> <tr> <td>Q2 2015/16</td> <td>19.2</td> <td>15.0</td> <td>15.0</td> <td>15.0</td> <td>15.0</td> </tr> <tr> <td>Q3 2015/16</td> <td>17.1</td> <td>15.0</td> <td>15.0</td> <td>15.0</td> <td>15.0</td> </tr> </tbody> </table>	Quarter	Quarters (Avg)	Target (Quarters)	Family Group (previous yr) - Av.	SBC (previous yr) - Av.	Scotland (previous yr) - Av.	Q3 2014/15	16.6	15.0	15.0	15.0	15.0	Q4 2014/15	34.3	15.0	15.0	15.0	15.0	Q1 2015/16	17.9	15.0	15.0	15.0	15.0	Q2 2015/16	19.2	15.0	15.0	15.0	15.0	Q3 2015/16	17.1	15.0	15.0	15.0	15.0	17.1	<p>How are we performing:</p> <p>There was an improvement in processing times with a reduction in the average number of weeks in this category from 19.2 weeks in the preceding quarter to 17.1 weeks in Q3. The Scottish average for the period was 11.7 weeks. SBC performance is influenced heavily by the number of legal agreements required under the developer contributions policy. However, whilst further action is required to move towards the Scottish average it should be noted that there is has been a progressive improvement in performance in comparison to previous years from 26.8 weeks in 2013/13 and 22.7 weeks in 2014/15 (note one quarter lag in adjusted data)</p> <p>Actions we are taking to improve/maintain performance: As above</p>			Ian Aikman
Quarter	Quarters (Avg)	Target (Quarters)	Family Group (previous yr) - Av.	SBC (previous yr) - Av.	Scotland (previous yr) - Av.																																					
Q3 2014/15	16.6	15.0	15.0	15.0	15.0																																					
Q4 2014/15	34.3	15.0	15.0	15.0	15.0																																					
Q1 2015/16	17.9	15.0	15.0	15.0	15.0																																					
Q2 2015/16	19.2	15.0	15.0	15.0	15.0																																					
Q3 2015/16	17.1	15.0	15.0	15.0	15.0																																					
How long in weeks does it take on average to process all planning applications for household developments?	<p>CP01-P56aP How long in weeks does it take on average to process all planning applications for household developments?</p> <table border="1"> <caption>Data for CP01-P56aP</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Avg)</th> <th>Target (Quarters)</th> <th>Family Group (previous yr) - Av.</th> <th>SBC (previous yr) - Av.</th> <th>Scotland (previous yr) - Av.</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>7.5</td> <td>7.5</td> <td>7.5</td> <td>7.5</td> <td>7.5</td> </tr> <tr> <td>Q4 2014/15</td> <td>8.6</td> <td>7.5</td> <td>7.5</td> <td>7.5</td> <td>7.5</td> </tr> <tr> <td>Q1 2015/16</td> <td>6.7</td> <td>7.5</td> <td>7.5</td> <td>7.5</td> <td>7.5</td> </tr> <tr> <td>Q2 2015/16</td> <td>6.9</td> <td>7.5</td> <td>7.5</td> <td>7.5</td> <td>7.5</td> </tr> <tr> <td>Q3 2015/16</td> <td>6.5</td> <td>7.5</td> <td>7.5</td> <td>7.5</td> <td>7.5</td> </tr> </tbody> </table>	Quarter	Quarters (Avg)	Target (Quarters)	Family Group (previous yr) - Av.	SBC (previous yr) - Av.	Scotland (previous yr) - Av.	Q3 2014/15	7.5	7.5	7.5	7.5	7.5	Q4 2014/15	8.6	7.5	7.5	7.5	7.5	Q1 2015/16	6.7	7.5	7.5	7.5	7.5	Q2 2015/16	6.9	7.5	7.5	7.5	7.5	Q3 2015/16	6.5	7.5	7.5	7.5	7.5	6.5	<p>How are we performing:</p> <p>There has been a reduction in the time taken to determine householder applications from 6.9 weeks to 6.5 week. This reflects well against the Scottish average for that quarter of 7.4 weeks for quarter 3. This reflects a progressive downward trend in time taken to determine applications from 8.6 weeks in 2013/14 and 7.5 in 2014/15. (note one quarter lag in adjusted data)</p> <p>Actions we are taking to improve/maintain performance: As above</p>			Ian Aikman
Quarter	Quarters (Avg)	Target (Quarters)	Family Group (previous yr) - Av.	SBC (previous yr) - Av.	Scotland (previous yr) - Av.																																					
Q3 2014/15	7.5	7.5	7.5	7.5	7.5																																					
Q4 2014/15	8.6	7.5	7.5	7.5	7.5																																					
Q1 2015/16	6.7	7.5	7.5	7.5	7.5																																					
Q2 2015/16	6.9	7.5	7.5	7.5	7.5																																					
Q3 2015/16	6.5	7.5	7.5	7.5	7.5																																					

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
How many invoices, received by us, were paid within 30 days of receiving the invoice?	<p>CP01-P25 % of Invoices paid within 30 days</p> <table border="1"> <caption>CP01-P25 % of Invoices paid within 30 days</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>92</td> </tr> <tr> <td>Q1 2015/16</td> <td>93</td> </tr> <tr> <td>Q2 2015/16</td> <td>91</td> </tr> <tr> <td>Q3 2015/16</td> <td>91</td> </tr> <tr> <td>Q4 2015/16</td> <td>90</td> </tr> </tbody> </table>	Quarter	Value (%)	Q4 2014/15	92	Q1 2015/16	93	Q2 2015/16	91	Q3 2015/16	91	Q4 2015/16	90	90%	<p>How are we performing: The Service has had a number of resource challenges over the last number of months, which has adversely affected performance.</p> <p>Actions we are taking to improve/maintain performance: These have now been resolved and it is expected that the indicator will show a significant improvement for the next reporting period. Overall the indicator is 92% for the year which is more indicative of general performance.</p>			Lynn Mirley
Quarter	Value (%)																	
Q4 2014/15	92																	
Q1 2015/16	93																	
Q2 2015/16	91																	
Q3 2015/16	91																	
Q4 2015/16	90																	
How many additional homes were provided last year that were affordable to people in the Borders, based on our wages?	<p>CP01-P33P 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>CP01-P33P How many additional homes were provided last year that were affordable to people in the Borders, based on our wages?</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>13</td> </tr> <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> </tbody> </table>	Year	Value	2011/12	13	2012/13	113	2013/14	72	2014/15	62	2015/16	220	220	<p>Observations: Over the 4 year period 2012-2016, a total of 467 new affordable homes have been delivered (averaging at 116 units per annum exceeding the Council's target of 100 new affordable homes per annum. Of the 220 homes delivered: - 184 homes were for social rent and mid-market rent by Registered Social Landlords - 13 for mid-market rent via the Council's National Housing Trust (NHT) Local Authority Variant initiative - 12 via the Scottish Government's Open Market Shared Ownership mechanism. The remaining 11 homes were individual house purchases by Registered Social Landlords. Current estimates see the delivery of 107 new affordable homes for 2016- 2017</p>			Cathie Fancy
Year	Value																	
2011/12	13																	
2012/13	113																	
2013/14	72																	
2014/15	62																	
2015/16	220																	

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

Corporate Priority 2: Improve attainment and achievement levels for all our children and young people, with a focus on inclusion

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	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>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>94.5%</td> <td>94.5%</td> <td>94.5%</td> <td>94.5%</td> </tr> <tr> <td>2014/15</td> <td>94.5%</td> <td>94.5%</td> <td>94.5%</td> <td>94.5%</td> </tr> <tr> <td>2015/16</td> <td>94.5%</td> <td>94.5%</td> <td>94.5%</td> <td>94.5%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2013/14	94.5%	94.5%	94.5%	94.5%	2014/15	94.5%	94.5%	94.5%	94.5%	2015/16	94.5%	94.5%	94.5%	94.5%	93.4%	<p>Observations: The combined rate of attendance for both primary and secondary schools has only fluctuated slightly over the last few years and compares favourably with national rates. From term to term, and therefore quarter to quarter, there are small variations due to seasonal factors and when school holidays fall.</p>			Donna Manson
Year	Q1	Q2	Q3	Q4																						
2013/14	94.5%	94.5%	94.5%	94.5%																						
2014/15	94.5%	94.5%	94.5%	94.5%																						
2015/16	94.5%	94.5%	94.5%	94.5%																						
What % of <i>primary school</i> pupils attend school? (CP02-P11aP)	<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>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>96.0%</td> <td>96.0%</td> <td>96.0%</td> <td>96.0%</td> </tr> <tr> <td>2014/15</td> <td>96.0%</td> <td>96.0%</td> <td>96.0%</td> <td>96.0%</td> </tr> <tr> <td>2015/16</td> <td>96.0%</td> <td>96.0%</td> <td>96.0%</td> <td>96.0%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2013/14	96.0%	96.0%	96.0%	96.0%	2014/15	96.0%	96.0%	96.0%	96.0%	2015/16	96.0%	96.0%	96.0%	96.0%	94.96%	<p>How are we performing: Consistent level of attendance over the past 4 quarters. During Q4 there has been a slight increase in the number of authorised absences which has seen attendance fall slightly below the Scottish Average. This pattern was also evident last year with Q4 being the lowest attendance level for the 4 quarters. The Scottish Average of 95.1% is a yearly statistic which we exceeded during 2015/16 although there has been a slight dip in Q4.</p> <p>Actions we are taking to improve/maintain performance: Schools will continue to work with parents to ensure attendance increases.</p>			Donna Manson
Year	Q1	Q2	Q3	Q4																						
2013/14	96.0%	96.0%	96.0%	96.0%																						
2014/15	96.0%	96.0%	96.0%	96.0%																						
2015/16	96.0%	96.0%	96.0%	96.0%																						

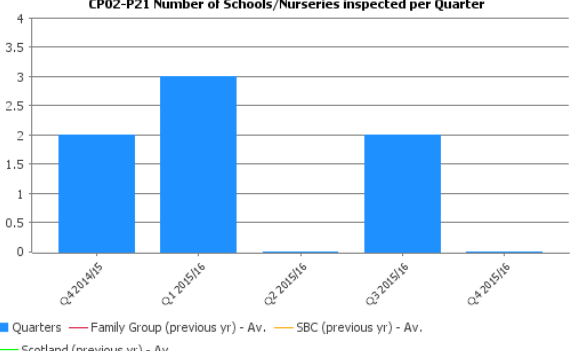

Appendix 2: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2016 (Q4 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By																				
What % of secondary school pupils attend school? (CP02-P11bP)	<p>CP02-P11bP What % of secondary school pupils attend school? (CP02-P11bP)</p> <table border="1"> <caption>Secondary School Attendance Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>93%</td> <td>95%</td> <td>93%</td> <td>92%</td> </tr> <tr> <td>2014/15</td> <td>93%</td> <td>95%</td> <td>91%</td> <td>92%</td> </tr> <tr> <td>2015/16</td> <td>93%</td> <td>94%</td> <td>91%</td> <td>92%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2013/14	93%	95%	93%	92%	2014/15	93%	95%	91%	92%	2015/16	93%	94%	91%	92%	92%	<p>How are we performing: Levels of attendance have been maintained within Secondary Schools and have exceeded the Average Scottish Attendance level for Secondary Schools (2014/15) of 91.8%.</p> <p>Actions we are taking to improve/maintain performance: Schools will continue to work with parents to ensure attendance increases. At secondary school, ongoing improvements and changes to the curriculum will ensure that the needs of all young people are more effectively met, further encouraging attendance.</p>			Donna Manson
Year	Q1	Q2	Q3	Q4																						
2013/14	93%	95%	93%	92%																						
2014/15	93%	95%	91%	92%																						
2015/16	93%	94%	91%	92%																						
How many primary and secondary school pupils were excluded?	<p>CP02-P25P How many primary and secondary school pupils were excluded?</p> <table border="1"> <caption>Excluded Pupils Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>130</td> <td>75</td> <td>110</td> <td>130</td> </tr> <tr> <td>2014/15</td> <td>58</td> <td>55</td> <td>60</td> <td>90</td> </tr> <tr> <td>2015/16</td> <td>45</td> <td>40</td> <td>38</td> <td>62</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2013/14	130	75	110	130	2014/15	58	55	60	90	2015/16	45	40	38	62	62	<p>Observations: Over the last three years, the number of pupils excluded within Borders schools has reduced significantly, with only small variations from quarter to quarter this year.</p>			Donna Manson
Year	Q1	Q2	Q3	Q4																						
2013/14	130	75	110	130																						
2014/15	58	55	60	90																						
2015/16	45	40	38	62																						

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By																				
How many primary school pupils were excluded? (CP02-P09aP)	<p>CP02-P09aP How many primary school pupils were excluded? (CP02-P09aP)</p> <table border="1"> <caption>Primary School Pupils Excluded Data</caption> <thead> <tr> <th>Quarter</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>30</td> <td>15</td> <td>13</td> </tr> <tr> <td>Q2</td> <td>18</td> <td>5</td> <td>5</td> </tr> <tr> <td>Q3</td> <td>23</td> <td>10</td> <td>3</td> </tr> <tr> <td>Q4</td> <td>23</td> <td>13</td> <td>6</td> </tr> </tbody> </table>	Quarter	2013/14	2014/15	2015/16	Q1	30	15	13	Q2	18	5	5	Q3	23	10	3	Q4	23	13	6	6	<p>How are we performing? Although there has been a slight increase since last quarter, numbers of pupils excluded from primary schools are significantly lower than they were at the same time last year, and the year before.</p> <p>Actions we are taking to improve/maintain performance: A focus on inclusion will ensure that SBC works towards a zero exclusions target, with appropriate support available within schools to meet this target and improve outcomes for young people</p>			Donna Manson
Quarter	2013/14	2014/15	2015/16																							
Q1	30	15	13																							
Q2	18	5	5																							
Q3	23	10	3																							
Q4	23	13	6																							
How many secondary school pupils were excluded? (CP02-P09bP)	<p>CP02-P09bP How many secondary school pupils were excluded? (CP02-P09bP)</p> <table border="1"> <caption>Secondary School Pupils Excluded Data</caption> <thead> <tr> <th>Quarter</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>105</td> <td>45</td> <td>35</td> </tr> <tr> <td>Q2</td> <td>58</td> <td>58</td> <td>22</td> </tr> <tr> <td>Q3</td> <td>90</td> <td>62</td> <td>35</td> </tr> <tr> <td>Q4</td> <td>108</td> <td>80</td> <td>58</td> </tr> </tbody> </table>	Quarter	2013/14	2014/15	2015/16	Q1	105	45	35	Q2	58	58	22	Q3	90	62	35	Q4	108	80	58	56	<p>How are we performing? There has been a continuing long term decline in the number of pupils excluded from secondary schools, although a small increase since Q3 this year. All quarters during 2015/16 showed the lowest figures for the past 3 years.</p> <p>Actions we are taking to improve/maintain performance: A focus on inclusion will ensure that SBC works towards a zero exclusions target, with appropriate support available within schools to meet this target and improve outcomes for young people</p>			Donna Manson
Quarter	2013/14	2014/15	2015/16																							
Q1	105	45	35																							
Q2	58	58	22																							
Q3	90	62	35																							
Q4	108	80	58																							

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
How many schools/nurseries in the Scottish Borders were inspected?	<p style="text-align: center;">CP02-P21 Number of Schools/Nurseries inspected per Quarter</p>  <table border="1" style="display: none;"> <caption>CP02-P21 Number of Schools/Nurseries inspected per Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Number of Schools/Nurseries Inspected</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>2</td> </tr> <tr> <td>Q1 2015/16</td> <td>3</td> </tr> <tr> <td>Q2 2015/16</td> <td>0</td> </tr> <tr> <td>Q3 2015/16</td> <td>2</td> </tr> <tr> <td>Q4 2015/16</td> <td>0</td> </tr> </tbody> </table>	Quarter	Number of Schools/Nurseries Inspected	Q4 2014/15	2	Q1 2015/16	3	Q2 2015/16	0	Q3 2015/16	2	Q4 2015/16	0	0	<p>Observations: No Schools were inspected during Q4.</p>	n/a		Donna Manson
Quarter	Number of Schools/Nurseries Inspected																	
Q4 2014/15	2																	
Q1 2015/16	3																	
Q2 2015/16	0																	
Q3 2015/16	2																	
Q4 2015/16	0																	

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

Corporate Priority 3: Provide high quality support, care and protection to children, young people, adults, families and older people

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By										
<p>% 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>	<p>CP03-P02b % 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>CP03-P02b % 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.</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2015/16</td> <td>72%</td> </tr> <tr> <td>Q2-2015/16</td> <td>72%</td> </tr> <tr> <td>Q3-2015/16</td> <td>72%</td> </tr> <tr> <td>Q4-2015/16</td> <td>72%</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q1-2015/16	72%	Q2-2015/16	72%	Q3-2015/16	72%	Q4-2015/16	72%	<p>72%</p>	<p>This <u>new measurement</u> considers how we are managing to support elderly clients to remain within the community rather than move into residential care. It reviews our ability to support clients to sustain an independent quality primarily through home care however it considers other areas:</p> <ul style="list-style-type: none"> • Homecare service (irrespective of hours) • Direct payment or SDS payment • Living within an extra care housing facility (Dovecot) <p>The number of client age 65 or older supported within a community setting is then compared to those age 65 or older in a residential setting (Care Home).</p> <p>It will become increasingly important that we maximise our ability to support the elderly within the community as budget and financial consideration impact our service.</p>			<p>Elaine Torrance</p>
Quarter	Value (%)															
Q1-2015/16	72%															
Q2-2015/16	72%															
Q3-2015/16	72%															
Q4-2015/16	72%															
<p>Home care is one of the most important services available to local authorities to support people with community care needs to remain at home. Increasing the flexibility of the service is a key policy objective for both central and local government, to ensure that people receive the type of assistance which they need, when they need it. The indicator only captures 'home care services' which are provided on an hourly basis. Other services which support people at home, such as laundry services, home shopping, community alarms and meals-on-wheels, are not included. The indicator will be affected by the pattern of need and demand within the area, influenced by the age-structure of the elderly population, the distribution of poverty and ill health, household composition and other factors.</p>																

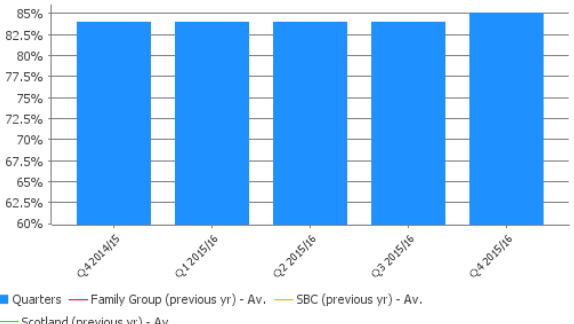


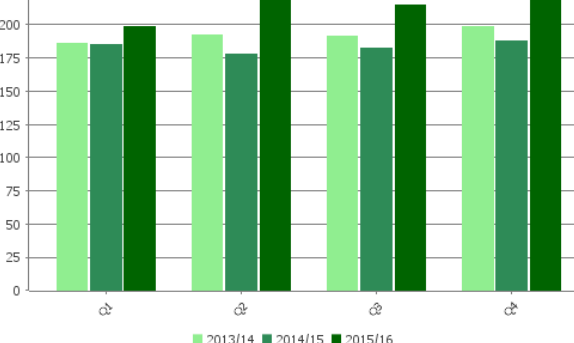

Appendix 2: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2016 (Q4 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Percentage of Clients using the self-directed support (SDS) approach, based on all adults receiving care from SBC (and part of our "Finance Commitment Records")	<p>CP03-P04bP Percentage of Clients using the SDS approach based on Finance Commitment Records</p> <table border="1"> <caption>CP03-P04bP Percentage of Clients using the SDS approach based on Finance Commitment Records</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>14.5%</td> </tr> <tr> <td>Q2 2015/16</td> <td>14.9%</td> </tr> <tr> <td>Q3 2015/16</td> <td>15.8%</td> </tr> <tr> <td>Q4 2015/16</td> <td>20.6%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2015/16	14.5%	Q2 2015/16	14.9%	Q3 2015/16	15.8%	Q4 2015/16	20.6%	20.6%	<p>This new measurement looks at all clients who have a financial commitment (with SBC) and the current type of commitment.</p> <p>By 2017 we should have all clients using the SDS approach which would mean this PI should be at 100%.</p> <p>Further investigation has shown that although we should aim for 100% of clients using the SDS approach this may not be possible. Clients being released from hospital may not always have the full support in place via SDS and hence there may be a small percentage which will not be fully using this approach.</p>			Elaine Torrance		
Quarter	Percentage																	
Q1 2015/16	14.5%																	
Q2 2015/16	14.9%																	
Q3 2015/16	15.8%																	
Q4 2015/16	20.6%																	
How many adults have self-directed support (SDS) arrangements? (rate per 1,000 people)	<p>CP03-P04 Adults with self-directed care arrangements per 1,000 population</p> <table border="1"> <caption>CP03-P04 Adults with self-directed care arrangements per 1,000 population</caption> <thead> <tr> <th>Quarter</th> <th>Rate per 1,000</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>6.0</td> </tr> <tr> <td>Q1 2015/16</td> <td>6.0</td> </tr> <tr> <td>Q2 2015/16</td> <td>6.0</td> </tr> <tr> <td>Q3 2015/16</td> <td>6.2</td> </tr> <tr> <td>Q4 2015/16</td> <td>7.8</td> </tr> </tbody> </table>	Quarter	Rate per 1,000	Q4 2014/15	6.0	Q1 2015/16	6.0	Q2 2015/16	6.0	Q3 2015/16	6.2	Q4 2015/16	7.8	7.77	<p>How are we performing: The % of adults who are now directing their own care and support has increased over the last 5 quarters and significantly since Q3.</p> <p>Actions we are taking to improve/maintain performance: SBC is continuing the progression of existing clients, during reassessment, onto the Self Directed Support (SDS) approach.</p>			Elaine Torrance
Quarter	Rate per 1,000																	
Q4 2014/15	6.0																	
Q1 2015/16	6.0																	
Q2 2015/16	6.0																	
Q3 2015/16	6.2																	
Q4 2015/16	7.8																	

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
What % of people contacting Social Work receive a service within 6 weeks of their assessment?	<p>CP03-P28P What % of people contacting Social Work receive a service within 6 weeks of their assessment?</p> <table border="1"> <caption>Data for CP03-P28P</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>98%</td> </tr> <tr> <td>Q1 2015/16</td> <td>97%</td> </tr> <tr> <td>Q2 2015/16</td> <td>96%</td> </tr> <tr> <td>Q3 2015/16</td> <td>93%</td> </tr> <tr> <td>Q4 2015/16</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q4 2014/15	98%	Q1 2015/16	97%	Q2 2015/16	96%	Q3 2015/16	93%	Q4 2015/16	95%	95%	<p>How are we performing: Changes to how the assessment is recorded within Framework have impacted on this indicator for the past 2 quarters.</p> <p>Actions we are taking to improve/maintain performance: An increase in staff knowledge and familiarity with the new method of recording the assessment is starting to be reflected in performance this quarter.</p>			Elaine Torrance
Quarter	Value (%)																	
Q4 2014/15	98%																	
Q1 2015/16	97%																	
Q2 2015/16	96%																	
Q3 2015/16	93%																	
Q4 2015/16	95%																	
What % of children (aged 12+) are accommodated with family rather than residential placements?	<p>CP03-P06 Looked After and Accommodated Children (aged 12+) in family-based placements compared to those in residential placements</p> <table border="1"> <caption>Data for CP03-P06</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>~74%</td> </tr> <tr> <td>Q1 2015/16</td> <td>~73%</td> </tr> <tr> <td>Q2 2015/16</td> <td>~71%</td> </tr> <tr> <td>Q3 2015/16</td> <td>~71%</td> </tr> <tr> <td>Q4 2015/16</td> <td>~72%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q4 2014/15	~74%	Q1 2015/16	~73%	Q2 2015/16	~71%	Q3 2015/16	~71%	Q4 2015/16	~72%	72%	<p>How are we performing: The % of children age 12+ living within a community placement in comparison to those in a residential setting has remain consistently around 70% this quarter, and remains lower than the "all ages" measures (<i>shown in graph below</i>)</p>			Ann Blackie
Quarter	Value (%)																	
Q4 2014/15	~74%																	
Q1 2015/16	~73%																	
Q2 2015/16	~71%																	
Q3 2015/16	~71%																	
Q4 2015/16	~72%																	

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By
<p>What % of children (all ages) are accommodated with family rather than residential placements?</p>	<p>CP03-P06b Looked After and Accommodated Children in family-based placements compared to those in residential placements</p>  <p>85%</p>	<p>85%</p>	<p>Actions we are taking to improve/maintain performance: We continued to ensure the majority of children (all ages) who are looked after are provided a family-based placement rather than residential placement and ongoing recruitment campaigns have led to a 33% increase in foster carers during 2015/16</p>			<p>Ann Blackie</p>
<p>How many children are currently looked after or accommodated?</p>	<p>CP03-P83P Number of Looked After and Accommodated Children (LAC)</p>  <p>221</p>	<p>221</p>	<p>Observations: The number of looked after children is slightly higher than it was last quarter and higher than it was at the same time last year. National comparisons have been provided below, and show Borders below national and family group averages.</p>	<p>n/a</p>		<p>Ann Blackie</p>

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By
% 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>	0.9%	<p>Observations: While there is a slight increase in the %, our Looked After Children rate continue to be significantly less than the National % and the Family Group average (other local authorities similar to us)</p>	n/a		Ann Blackie
How many inter-agency referral discussions are held about vulnerable children?	<p>CP03-P85P Number of Inter-agency Discussions (IRDs) held</p>	180	<p>Observations: There has been a significant increase in Child Protection referral discussions from Quarter 3 to Quarter 4. These referrals are reviewed and are all appropriate. However this indicates a significant workload increase for staff in the field of Child Protection assessments.</p>	n/a		Ann Blackie

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By																
How many children are currently on the Child Protection Register?	<p style="text-align: center;">CP03-P86P Number of children on Child Protection Register</p> <table border="1"> <caption>Data for CP03-P86P Number of children on Child Protection Register</caption> <thead> <tr> <th>Quarter</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>28</td> <td>14</td> <td>28</td> </tr> <tr> <td>Q2</td> <td>23</td> <td>17</td> <td>23</td> </tr> <tr> <td>Q3</td> <td>20</td> <td>18</td> <td>28</td> </tr> </tbody> </table>	Quarter	2013/14	2014/15	2015/16	Q1	28	14	28	Q2	23	17	23	Q3	20	18	28	28	<p>Observations: Increasing trend mirrors the increasing numbers of inter-agency referral discussions (see above) in Quarter 3.</p> <p>This shows completed investigations and case conferences which have resulted in the child(ren) being placed on the Child Protection Register.</p>	n/a		Ann Blackie
Quarter	2013/14	2014/15	2015/16																			
Q1	28	14	28																			
Q2	23	17	23																			
Q3	20	18	28																			

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By								
How many people have received advice or advocacy through Welfare Benefits Service?	<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>2013/14</td> <td>~600</td> </tr> <tr> <td>2014/15</td> <td>~600</td> </tr> <tr> <td>2015/16</td> <td>781</td> </tr> </tbody> </table>	Year	Q4 Value	2013/14	~600	2014/15	~600	2015/16	781	781	<p>How are we performing: The number of people receiving advice or advocacy through the WBS, & monetary gains were higher in Q4 than Q3, and higher than the same time last year and the year before. Total for 2015/16 = 2754 Total for 2015/16 = £8,659,728</p> <p>No single factor has caused the significant increase in the last financial year, rather a culmination of</p> <ul style="list-style-type: none"> increased areas of take-up activity by the service 			Cathie Fancy
Year	Q4 Value													
2013/14	~600													
2014/15	~600													
2015/16	781													
How much money was gained for customers of the Welfare Benefits Service?	<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>2013/14</td> <td>~£1,250,000</td> </tr> <tr> <td>2014/15</td> <td>~£1,750,000</td> </tr> <tr> <td>2015/16</td> <td>£2,940,276</td> </tr> </tbody> </table>	Year	Q4 Value	2013/14	~£1,250,000	2014/15	~£1,750,000	2015/16	£2,940,276	£2,940,276	<ul style="list-style-type: none"> increased reassessment of certain benefits by DWP increased large scale redundancy events (6 attended during 2015/16) a constantly changing, complex social security system, resulting in more customers requiring support. <p>Other work resulting in increased gains:</p> <ul style="list-style-type: none"> Work within Early Years Centres Borders Macmillan Benefit Partnership Welfare Benefits Officer (Mental health) <p>Action we are taking to improve/maintain performance: Alternative ways of working are being explored and taken forward in order that we can meet increasing demand. This is of particular importance as we have not reached a point yet where we have full rollout of Universal Credit.</p>			Cathie Fancy
Year	Q4 Value													
2013/14	~£1,250,000													
2014/15	~£1,750,000													
2015/16	£2,940,276													
<p>To date, couples and families with children are not categories which are included as new claimants. We also await further detail on the roll out of devolved benefits. Service Level Agreement being developed with the four main Registered Social Landlords to bring them into our Macmillan Benefits Partnership- developing a training programme for front line workers to raise awareness of benefits issues, allowing them to take forward low level actions and/or refer on for advocacy appropriately.</p>														

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By																				
<p>How many incidents of domestic abuse are reported to Police Scotland? (cumulative)</p>	<p>CP03-P37P How many incidents of domestic abuse are reported to Police Scotland? (cumulative)</p> <table border="1"> <caption>Data for CP03-P37P Trend Chart</caption> <thead> <tr> <th>Period</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~200</td> <td>~230</td> <td>~180</td> </tr> <tr> <td>Q2</td> <td>~420</td> <td>~450</td> <td>~430</td> </tr> <tr> <td>Q3</td> <td>~630</td> <td>~680</td> <td>~650</td> </tr> <tr> <td>Q4</td> <td>~840</td> <td>~900</td> <td>~904</td> </tr> </tbody> </table>	Period	2013/14	2014/15	2015/16	Q1	~200	~230	~180	Q2	~420	~450	~430	Q3	~630	~680	~650	Q4	~840	~900	~904	904	<p>How are we performing: 5 more reported domestic abuse incidents in 2015/16 than in 2014/15, a 0.6% increase.</p> <p>Actions we are taking to improve/maintain performance: The Pathway Project continues to be delivered addressing the needs of high risk victims, in addition to providing longer term community support and a groupwork programme for children and their mothers. The project is in its final year of funding, with funding from Scottish Government, Big Lottery (underspend) and Scottish Borders Council securing 12 months further delivery, with all staff contracts being extended to March 2017. The Scottish Government funding bid includes funding for 12 months part time (0.5FTE) MARAC Coordinator.</p> <p>An external evaluation of the Pathway project has concluded with an Improvement Plan which all three services are working towards.</p>			Tony Hodges
Period	2013/14	2014/15	2015/16																							
Q1	~200	~230	~180																							
Q2	~420	~450	~430																							
Q3	~630	~680	~650																							
Q4	~840	~900	~904																							
<p>During the next 6 months a Stage 2 Big Lottery funding application will be developed, for submission in December 2016, a decision would be expected in March 2017. This funding bid proposes an increase in advocacy resources for DAAS and an additional Children’s Court worker for DACS. The bid also allows for continuation of existing services – DAAS and DACS as well as the increased resources. A Project Board will be established to support this bid.</p>																										
<p>The CEDAR groupwork programme has been awarded five years funding from Big Lottery, with a 50% match funding commitment from SBC. The recruitment of a CEDAR coordinator has successfully concluded with the preferred candidate starting in June 2016.</p>																										

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By																								
How many crimes and offences are recorded by Police Scotland? (cumulative)	<p>CP03-P39P How many crimes and offences are recorded by Police Scotland? (cumulative)</p> <table border="1"> <caption>Data for CP03-P39P: Cumulative Crimes and Offences</caption> <thead> <tr> <th>Quarter</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>Q4 2013/14</td> <td>~800</td> <td>~750</td> <td>~750</td> </tr> <tr> <td>Q1 2014/15</td> <td>~1,700</td> <td>~1,600</td> <td>~1,550</td> </tr> <tr> <td>Q2 2014/15</td> <td>~2,500</td> <td>~2,400</td> <td>~2,300</td> </tr> <tr> <td>Q3 2014/15</td> <td>~3,200</td> <td>~3,100</td> <td>~3,000</td> </tr> <tr> <td>Q4 2015/16</td> <td>~3,250</td> <td>~3,100</td> <td>~2,950</td> </tr> </tbody> </table>	Quarter	2013/14	2014/15	2015/16	Q4 2013/14	~800	~750	~750	Q1 2014/15	~1,700	~1,600	~1,550	Q2 2014/15	~2,500	~2,400	~2,300	Q3 2014/15	~3,200	~3,100	~3,000	Q4 2015/16	~3,250	~3,100	~2,950	2916	<p>How are we performing: 2015/16 saw a decrease in crime by 253 offences (8%) compared to 2014/15, which is positive. The detection rate for 2015/16 was 55.7% compared to 51.1% for 2014/15, a 4.6 percentage point improvement, which is positive. Vandalism and malicious mischief continue to have lower detection rates than other crime groups but detections rates for this crime group have improved by 10.2 percentage points for 2015/16 when compared to 2014/15.</p> <p>Actions we are taking to improve/maintain performance: Although overall crime is down the amount of violent crime (robbery, serious assaults and minor assaults) has increased in 2015/16 when compared to 2014/15. Analysis of the issues has been undertaken and focused patrols in the town centre areas, in particular, are being undertaken to address issues. Although violent crime has increased the detection rate for this type of crime remains very high.</p>			Tony Hodges
Quarter	2013/14	2014/15	2015/16																											
Q4 2013/14	~800	~750	~750																											
Q1 2014/15	~1,700	~1,600	~1,550																											
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Q3 2014/15	~3,200	~3,100	~3,000																											
Q4 2015/16	~3,250	~3,100	~2,950																											
How much money is seized by Police Scotland? (cumulative)	<p>CP03-P14 Value of Cash Seizures and Restraints through Proceeds of Crime Act (cumulative)</p> <table border="1"> <caption>Data for CP03-P14: Value of Cash Seizures and Restraints</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>~1,200,000.00</td> </tr> <tr> <td>Q1 2015/16</td> <td>~100,000.00</td> </tr> <tr> <td>Q2 2015/16</td> <td>~100,000.00</td> </tr> <tr> <td>Q3 2015/16</td> <td>~200,000.00</td> </tr> <tr> <td>Q4 2015/16</td> <td>~200,000.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Q4 2014/15	~1,200,000.00	Q1 2015/16	~100,000.00	Q2 2015/16	~100,000.00	Q3 2015/16	~200,000.00	Q4 2015/16	~200,000.00	£204,847.36	<p>How are we performing: The year-end total for cash and asset seizures for 2015/16 is £204,847.36.</p> <p>Observations: As this measure is out with our control, and the Government has indicated that there is no flexibility, it is proposed that this measure be removed for 2016/17</p>			Tony Hodges												
Quarter	Value (£)																													
Q4 2014/15	~1,200,000.00																													
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Appendix 2: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2016 (Q4 2015/16)

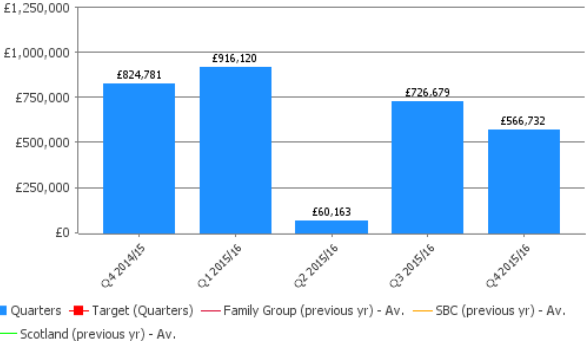


Corporate Priority 4: Build the capacity and resilience of our communities and voluntary sector

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By	
How many grants did we award from the Community Grant Scheme?	<p>CP04-P01 CP04-P01 Community Grant - No. of grants awarded</p>	15	<p>How are we performing:</p> <ul style="list-style-type: none"> Q3 15/16 shows the normal slowing down of the CGS/volunteering effort over the Christmas period. Some CGS project were funded by the Borders Railway Fund in Q3. Q4 shows an increase in activity following the Christmas period and a flurry of activity as the year end approached. 			Shona Smith	
What was the value of the Community Grant Scheme grants awarded? (CP04-P02P)	<p>CMT - Community Grant Quarterly Comparison</p>	£36,869		<p>Actions we are taking to improve/maintain performance:</p> <ul style="list-style-type: none"> Press release issued Q4 encouraging applications in some areas where underspend was relevant. Website link refined. End of Year Balance reported to Members in Q4 which generated activity. CGS process being streamlined on Q4 for 2016/17. 			Shona Smith
What was the total value of the projects the Community Grant Scheme money contributed to? (CP04-P02aP)		£95,235					Shona Smith

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By
What was the total value of National Lottery Funding received in the Scottish Borders?	<p>CP04-P07P What was the total value of National Lottery Funding received in the Scottish Borders?</p>	£619,846	See commentary below			Shona Smith
How much National Lottery Funding (grants up to £10,000) was received in the Scottish Borders?	<p>CP04-P07aP How much National Lottery Funding (grants up to £10,000) was received in the Scottish Borders?</p>	£53,114	<p>How are we performing:</p> <ul style="list-style-type: none"> Q4 figures are incomplete due to Purdah. March 2016 awards embargoed until May 2016. Communities and Families Fund closed Feb 2016. <p>Actions we are taking to improve/maintain performance:</p> <ul style="list-style-type: none"> Maximising external funding is a priority. We continue to assess the potential of external grants over local grants wherever possible. This is a key assessment area of the CGS and contributes towards investment of lottery funding in the area. Press release issued Q4 included all small grants. Website links refined. 			Shona Smith

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
<p>How much National Lottery Funding (grants over £10,000) was received in the Scottish Borders?</p>	<p>CP04-P07bP How much National Lottery Funding (grants over £10,000) was received in the Scottish Borders?</p>  <table border="1"> <caption>National Lottery Funding (grants over £10,000) - Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>824,781</td> </tr> <tr> <td>Q1 2015/16</td> <td>916,120</td> </tr> <tr> <td>Q2 2015/16</td> <td>60,163</td> </tr> <tr> <td>Q3 2015/16</td> <td>726,679</td> </tr> <tr> <td>Q4 2015/16</td> <td>566,732</td> </tr> </tbody> </table>	Quarter	Value (£)	Q4 2014/15	824,781	Q1 2015/16	916,120	Q2 2015/16	60,163	Q3 2015/16	726,679	Q4 2015/16	566,732	<p>£566,732</p>	<p>How are we performing: Q4 figures may be incomplete due to Election restrictions ("Purdah"). March 2016 awards embargoed until May 2016.</p> <p>The Big Lottery Fund large grants closure in June 2015 saw a drop off of awards in Q2 15/16 as they dealt with the bottleneck created by the closure.</p> <p>Q4 shows the continuing recovery with 3 large awards in excess of £100k.</p> <p>What are we doing to maintain/improve performance: New lottery programme now launched and training sessions completed.</p> <p>Programmes being promoted widely – drop in sessions in Duns arranged.</p> <p>There is very keen interest in the new BIG programmes with 6 large projects in development.</p> <p>There are 115 Pipeline projects, both over and under £10k.</p>			<p>Shona Smith</p>
Quarter	Value (£)																	
Q4 2014/15	824,781																	
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Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By																												
How many community council areas have an active "Resilient Communities" plan? (CP04-P06aP) (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>CP04-P06a (Active)</th> <th>CP04-P06b (Progressing)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>30</td> <td>20</td> </tr> <tr> <td>Q1 2015/16</td> <td>30</td> <td>20</td> </tr> <tr> <td>Q2 2015/16</td> <td>31</td> <td>21</td> </tr> <tr> <td>Q3 2015/16</td> <td>32</td> <td>21</td> </tr> <tr> <td>Q4 2015/16</td> <td>35</td> <td>15</td> </tr> </tbody> </table>	Quarter	CP04-P06a (Active)	CP04-P06b (Progressing)	Q4 2014/15	30	20	Q1 2015/16	30	20	Q2 2015/16	31	21	Q3 2015/16	32	21	Q4 2015/16	35	15	35	<p>How are we performing: Contact has been made with all community councils. New active Resilient Communities plans include Tweedsmuir, Lanton, Greenlaw & Hume. 15 community council areas are progressing their plans, SBC is awaiting updates from 8, 1 community council is awaiting their presentation from SBC, and 5 do not wish to join up.</p> <p>Actions we are taking to improve/maintain our performance: Additional resources within Emergency Planning should see an increase in take up and progression of plans (Clerical Assistant now appointed and Assistant Emergency Planning Officer to be advertised)</p>			Jim Fraser										
Quarter		CP04-P06a (Active)	CP04-P06b (Progressing)																															
Q4 2014/15	30	20																																
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How many community council areas have a progressing "Resilient Communities" plan? (CP04-P06bP) (cumulative)	15																																	
How many people have registered for SB Alert?	<p>CP04-P08P How many people have registered for SB Alert?</p> <table border="1"> <caption>CP04-P08P How many people have registered for SB Alert?</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>2,098</td> <td>-</td> </tr> <tr> <td>Q1 2015/16</td> <td>2,228</td> <td>-</td> </tr> <tr> <td>Q2 2015/16</td> <td>2,292</td> <td>-</td> </tr> <tr> <td>Q3 2015/16</td> <td>3,279</td> <td>3,200</td> </tr> <tr> <td>Q4 2015/16</td> <td>3,788</td> <td>3,200</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q4 2014/15	2,098	-	Q1 2015/16	2,228	-	Q2 2015/16	2,292	-	Q3 2015/16	3,279	3,200	Q4 2015/16	3,788	3,200	3,788	<p>Observations:</p> <p>The target of 3200 by end 15/16 has been exceeded. Local promotion will continue to ensure that coverage is increased during 2016/17.</p> <p>Locality figures up to end March as follows:</p> <table border="1"> <tbody> <tr> <td>Berwickshire</td> <td>639 (600 in Q3)</td> </tr> <tr> <td>Cheviot</td> <td>710 (600 in Q3)</td> </tr> <tr> <td>Eildon</td> <td>1241 (1100 in Q3)</td> </tr> <tr> <td>T&L</td> <td>435 (400 in Q3)</td> </tr> <tr> <td>Tweeddale</td> <td>763 (600 in Q3)</td> </tr> </tbody> </table>	Berwickshire	639 (600 in Q3)	Cheviot	710 (600 in Q3)	Eildon	1241 (1100 in Q3)	T&L	435 (400 in Q3)	Tweeddale	763 (600 in Q3)			Jim Fraser
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Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By
The number of people carrying out volunteer work with SBC	<p>CP04-P10 The number of people carrying out volunteer work with SBC</p> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	286	<p>Observations: 286 people volunteered for Scottish Borders Council during Q4 of 2015/16, which equated to 3,265.5 hours.</p> <p>Economic benefits can be calculated at £39,639*</p> <p><u>Numbers volunteering in each services:</u></p> <ul style="list-style-type: none"> • Museums 69 • Community Learning and Development 14 • Community centres 108 • Libraries 31 • Walk-it 64 <p>*Economic benefit is calculated as follows: <i>the number of volunteers X the average number of hours X average hourly wage*</i> *average hourly pay for those living in the Scottish Borders = £12.14 (2014), provided by Nomis.</p>			Shona Smith
<p>Museums (inc Wilton Lodge Park): The volunteer information for the museum service is skewed as volunteers with the Heritage Hub have only been captured for quarter 4. However, volunteer hours did fall in quarter 3 due to sickness, reduced hours over the holiday period and bad weather (work St Ronan's and Wilton Lodge Park can be weather dependent). Hours were also reduced as one volunteer secured employment.</p> <p>CLD: Volunteer hours are lower in quarter 2 when compared to quarters 3 and 4 due to the summer holiday period.</p> <p>Community Centres: A recalculation of how volunteer hours were recorded, along with a weekend clean up in Newtown Community Wing resulted in the increase in volunteer number and hours in quarter 4.</p> <p>Walk It: Q4 shows a reduction in hours although an increase in the number of volunteers due to some information still to be received back from walk leaders. It is expected that the final figures will show an increase due to the increase in both number of volunteers and number of walks.</p>						

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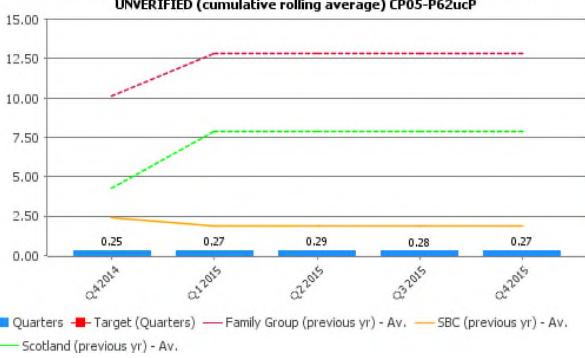


Corporate Priority 5: Maintain and improve our high quality environment

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
How many people are killed on our roads?	<p>CP05-P67vP How many people are killed on our roads?</p> <table border="1"> <caption>Data for CP05-P67vP</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2014</td> <td>4</td> </tr> <tr> <td>Q1 2015</td> <td>0</td> </tr> <tr> <td>Q2 2015</td> <td>3</td> </tr> <tr> <td>Q3 2015</td> <td>2</td> </tr> <tr> <td>Q4 2015</td> <td>1</td> </tr> </tbody> </table>	Quarter	Value	Q4 2014	4	Q1 2015	0	Q2 2015	3	Q3 2015	2	Q4 2015	1	1	<p>Observations:</p> <p>The total number of fatalities on Scottish Borders roads in 2015 was 6; over 5 different accidents. Five of the fatalities occurred on Council controlled roads and one on a Trunk Road.</p>	n/a		Colin Owens
Quarter	Value																	
Q4 2014	4																	
Q1 2015	0																	
Q2 2015	3																	
Q3 2015	2																	
Q4 2015	1																	
How many people are seriously injured on our roads?	<p>CP05-P68vP How many people are seriously injured on our roads?</p> <table border="1"> <caption>Data for CP05-P68vP</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2014</td> <td>10</td> </tr> <tr> <td>Q1 2015</td> <td>5</td> </tr> <tr> <td>Q2 2015</td> <td>16</td> </tr> <tr> <td>Q3 2015</td> <td>24</td> </tr> <tr> <td>Q4 2015</td> <td>17</td> </tr> </tbody> </table>	Quarter	Value	Q4 2014	10	Q1 2015	5	Q2 2015	16	Q3 2015	24	Q4 2015	17	17	<p>Observations:</p> <p>There was a total of 17 serious injuries in road related accidents in the final quarter of 2015. This brought the annual total to 62; the same number as in 2014. This remains above the national reduction target of 54 by this period but is an improvement on the baseline 2004 - 08 rolling average of 95 that this is measured against.</p>	n/a		Colin Owens
Quarter	Value																	
Q4 2014	10																	
Q1 2015	5																	
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Appendix 2: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2016 (Q4 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
How much of our household waste is recycled (%) - UNVERIFIED (cumulative rolling average) CP05-P62uaP	<p>CP05-P62uaP How much of our household waste is recycled (%) - UNVERIFIED (cumulative rolling average) CP05-P62uaP</p> <table border="1"> <caption>CP05-P62uaP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014</td> <td>36.85</td> </tr> <tr> <td>Q1 2015</td> <td>36.27</td> </tr> <tr> <td>Q2 2015</td> <td>36.47</td> </tr> <tr> <td>Q3 2015</td> <td>36.91</td> </tr> <tr> <td>Q4 2015</td> <td>37.51</td> </tr> </tbody> </table>	Quarter	Value (%)	Q4 2014	36.85	Q1 2015	36.27	Q2 2015	36.47	Q3 2015	36.91	Q4 2015	37.51	37.51	<p>How are we performing: Since the removal of garden waste the recycling rate has remained fairly steady, rising very slightly the past two quarters. This small rise is attributable to an overall small decrease in landfilled waste and a small increase in recycled materials, including an increase in food waste tonnages, reflecting the tonnages being brought in through the new food waste service.</p> <p>What are we doing to maintain/improve performance: Between May and September 2015 we introduced food waste collections to households in Galashiels, Tweedbank, Peebles, Selkirk, Jedburgh and Hawick. We are in the process of delivering a new Waste Plan and the first part of a public consultation relating to this is being undertaken.</p> <p>Note: One quarter lag in data</p>			Ross Sharp-Dent
Quarter	Value (%)																	
Q4 2014	36.85																	
Q1 2015	36.27																	
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How much of our household waste goes to landfill (%) - UNVERIFIED (cumulative rolling average) CP05-P62ubP	<p>CP05-P62ubP How much of our household waste goes to landfill (%) - UNVERIFIED (cumulative rolling average) CP05-P62ubP</p> <table border="1"> <caption>CP05-P62ubP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014</td> <td>62.90</td> </tr> <tr> <td>Q1 2015</td> <td>63.46</td> </tr> <tr> <td>Q2 2015</td> <td>63.25</td> </tr> <tr> <td>Q3 2015</td> <td>62.82</td> </tr> <tr> <td>Q4 2015</td> <td>62.22</td> </tr> </tbody> </table>	Quarter	Value (%)	Q4 2014	62.90	Q1 2015	63.46	Q2 2015	63.25	Q3 2015	62.82	Q4 2015	62.22	62.22	<p>How are we performing: The waste disposed of in landfill has remained fairly constant over the last four quarters. There was a very small decrease in the percentage of waste landfilled this quarter. Although waste delivered to community recycling centres increased a little, this was offset by a slightly larger reduction in waste collected from the kerbside which could be related to the new food waste collections.</p> <p>What are we doing to maintain/improve performance:</p>			Ross Sharp-Dent
Quarter	Value (%)																	
Q4 2014	62.90																	
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Appendix 2: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2016 (Q4 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By																																				
			<p>Between May and September 2015 we introduced food waste collections to households in Galashiels, Tweedbank, Peebles, Selkirk, Jedburgh and Hawick.</p> <p>We are in the process of delivering a new Waste Plan and the first part of a public consultation relating to this is being undertaken. We are working on the development of a new Waste Transfer Station to replace Easter Langlee Landfill Site which is scheduled to close in the next few years.</p> <p>Note: One quarter lag in data</p>																																							
<p>How much of our household waste requires other treatment (%) - UNVERIFIED (cumulative rolling average) CP05-P62ucP</p>	<p>CP05-P62ucP How much of our household waste requires other treatment (%) - UNVERIFIED (cumulative rolling average) CP05-P62ucP</p>  <table border="1"> <caption>Household waste requiring other treatment (%) - UNVERIFIED (cumulative rolling average) CP05-P62ucP</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> <th>Family Group (previous yr) - Av.</th> <th>SBC (previous yr) - Av.</th> <th>Scotland (previous yr) - Av.</th> </tr> </thead> <tbody> <tr> <td>Q4 2014</td> <td>0.25</td> <td>10.00</td> <td>10.00</td> <td>2.50</td> <td>4.00</td> </tr> <tr> <td>Q1 2015</td> <td>0.27</td> <td>12.50</td> <td>12.50</td> <td>2.50</td> <td>7.50</td> </tr> <tr> <td>Q2 2015</td> <td>0.29</td> <td>12.50</td> <td>12.50</td> <td>2.50</td> <td>7.50</td> </tr> <tr> <td>Q3 2015</td> <td>0.28</td> <td>12.50</td> <td>12.50</td> <td>2.50</td> <td>7.50</td> </tr> <tr> <td>Q4 2015</td> <td>0.27</td> <td>12.50</td> <td>12.50</td> <td>2.50</td> <td>7.50</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Family Group (previous yr) - Av.	SBC (previous yr) - Av.	Scotland (previous yr) - Av.	Q4 2014	0.25	10.00	10.00	2.50	4.00	Q1 2015	0.27	12.50	12.50	2.50	7.50	Q2 2015	0.29	12.50	12.50	2.50	7.50	Q3 2015	0.28	12.50	12.50	2.50	7.50	Q4 2015	0.27	12.50	12.50	2.50	7.50	0.27	<p>How are we performing: As the majority of our non-recyclable waste is disposed of in landfill, the amount of household waste treated continues to be very low.</p> <p>What are we doing to maintain/improve performance: The treated waste is composed of material sent to our recyclers which cannot then be recycled, and is sent to thermal treatment rather than landfill. We continue to work with householders and our suppliers to minimise these contamination levels.</p> <p>We are in the process of delivering a new Waste Plan and the first part of a public consultation relating to this is being undertaken.</p> <p>Note: One quarter lag in data</p>			Ross Sharp-Dent
Quarter	Quarters	Target (Quarters)	Family Group (previous yr) - Av.	SBC (previous yr) - Av.	Scotland (previous yr) - Av.																																					
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Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
How much of our waste do we recycle at Community Recycling Centres?	<p>CP05-P63 Annual Average Community Recycling Centre (CRC) Recycling Rate (%) (cumulative rolling average) CP05-P63</p> <table border="1"> <caption>Annual Average Community Recycling Centre (CRC) Recycling Rate (%)</caption> <thead> <tr> <th>Quarter</th> <th>Recycling Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2015</td> <td>~50.00</td> </tr> <tr> <td>Q2 2015</td> <td>~50.00</td> </tr> <tr> <td>Q3 2015</td> <td>~50.00</td> </tr> <tr> <td>Q4 2015</td> <td>~50.00</td> </tr> </tbody> </table> <p>Legend: Quarters (blue bars), Family Group (previous yr) - Av. (red line), SBC (previous yr) - Av. (orange line), Scotland (previous yr) - Av. (green line).</p>	Quarter	Recycling Rate (%)	Q1 2015	~50.00	Q2 2015	~50.00	Q3 2015	~50.00	Q4 2015	~50.00	51.06	<p>How are we performing: The recycling rate at community recycling centres has remained fairly constant over the last four quarters.</p> <p>What are we doing to maintain/improve performance: We continue to encourage householders to split their waste into different streams at the Community Recycling Centres to maximise recycling. Kelso Community Recycling Centre opened in May 2015, upgraded centre in Hawick in April 2016. Works are ongoing on the re-configuration of Selkirk Community Recycling Centre related to the Flood Works. We are in the process of delivering a new Waste Plan and the first part of a public consultation relating to this is being undertaken. Note: One quarter lag in data</p>			Ross Sharp-Dent		
Quarter	Recycling Rate (%)																	
Q1 2015	~50.00																	
Q2 2015	~50.00																	
Q3 2015	~50.00																	
Q4 2015	~50.00																	
What condition are our roads in?	<p>CP05-P30P What condition are our roads in?</p> <table border="1"> <caption>What condition are our roads in?</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>40.2%</td> </tr> <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> </tbody> </table> <p>Legend: Years (blue bars), Family Group - Av. (pink line), Family Group (previous yr) - Av. (red line), SBC (previous yr) - Av. (orange line), Scotland - Av. (cyan line), Scotland (previous yr) - Av. (green line).</p>	Year	Percentage	2011/12	40.2%	2012/13	41.7%	2013/14	43.5%	2014/15	45.5%	2015/16	46.3%	46.3%	<p>How are we performing: In Scottish Borders there are nearly 3,000km of roads, of which 46.3% should be considered for maintenance treatment (Scottish average is 37%)</p> <p>Actions we are taking to improve/maintain performance: Continue to report annually the backlog in maintenance and submit Project Business Cases with investment options to maintain and improve the network condition across the Scottish Borders.</p> <p>£1.0M additional expenditure was approved,</p>			Colin Ovens
Year	Percentage																	
2011/12	40.2%																	
2012/13	41.7%																	
2013/14	43.5%																	
2014/15	45.5%																	
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Appendix 2: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2016 (Q4 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By
			from 2015/16 onwards. This will only go some way to reduce the rate of decline. Funds continue to be allocated to managing a decreasing road condition with the aim of reducing the rate of decline as much as resources allow.			

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

Corporate Priority 6: Develop our workforce

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By
What % of working days are lost due to absence?	<p>CP06-P14 Percentage of Working Days Lost - Council Average</p> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	4.1%	<p>How are we performing: Through effective implementation of our absence management policy the % of working days lost due to absence has been consistently stable across the year finishing marginally above the target of 4% at 4.1% in March 2016</p> <p>Actions we are taking to improve/maintain performance: Each Service, including SB Cares, continues to receive a monthly detailed report on absence rates in order that managers and HR advisors can work together to tackle areas where rates are higher than the target</p>			Clair Hepburn
How many of our employees are actively using SB Learn (our e-learning tool)? (cumulative)	<p>CP06-P11 SBLearn Active Learners (cumulative)</p> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	5,123	<p>How are we performing: All employees who are registered PC users are now regularly using the resources on SB Learn, as are many who don't have regular PC access although this is more challenging in some work settings.</p> <p>Actions we are taking to improve/maintain performance: Work is ongoing to ensure that those employees who don't have regular access to a PC can access the valuable training resources including mandatory training on Equalities & Diversity, Child Protection, Data Protection, and Information Management.</p>			Clair Hepburn

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By																
How many people do we currently employ through our Work Opportunities Scheme? (CP06-P45P)	<p>CP06-P45 CP06-P45 Work Opportunities Scheme - Current Total Work Opportunities (incl. ESS supported employees)</p> <table border="1"> <caption>Work Opportunities Scheme Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>38</td> </tr> <tr> <td>Q1 2015/16</td> <td>62</td> </tr> <tr> <td>Q2 2015/16</td> <td>54</td> </tr> <tr> <td>Q3 2015/16</td> <td>56</td> </tr> <tr> <td>Q4 2015/16</td> <td>56</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2014/15	38	Q1 2015/16	62	Q2 2015/16	54	Q3 2015/16	56	Q4 2015/16	56	56	<p>Observations: There are currently 56 opportunities being provided within SBC through the Work Opportunities Policy. A breakdown is provided below.</p> <p>(Note that the total of 56 includes the 6 employees who are employed through the Employment Support Scheme, which has remained at 6 for the last year, and is therefore not included in the graphs below)</p>			Cathie Fancy				
Quarter	Value																					
Q4 2014/15	38																					
Q1 2015/16	62																					
Q2 2015/16	54																					
Q3 2015/16	56																					
Q4 2015/16	56																					
How many posts do we currently have for young people that are paid for through the Skills Development Scotland "Employability Fund"? (CP06-P31P)	<p>Executive - Supported Employment excl. ESS</p> <table border="1"> <caption>Skills Development Scotland Posts Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>5</td> </tr> <tr> <td>Q1 2015/16</td> <td>22</td> </tr> <tr> <td>Q2 2015/16</td> <td>25</td> </tr> <tr> <td>Q3 2015/16</td> <td>38</td> </tr> <tr> <td>Q4 2015/16</td> <td>40</td> </tr> <tr> <td>Q4 2015/16</td> <td>37</td> </tr> </tbody> </table>	Quarter	Value	Q4 2014/15	5	Q1 2015/16	22	Q2 2015/16	25	Q3 2015/16	38	Q4 2015/16	40	Q4 2015/16	37	0	<p>Observations: There have been no "stage 3" Employability Fund placements required within SBC within this financial year. However, any contact made to SBC depts previously have been supported</p>			Cathie Fancy		
Quarter	Value																					
Q4 2014/15	5																					
Q1 2015/16	22																					
Q2 2015/16	25																					
Q3 2015/16	38																					
Q4 2015/16	40																					
Q4 2015/16	37																					
How many student placements do we currently have? (CP06-P32P)	<table border="1"> <caption>Student Placements Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>5</td> </tr> <tr> <td>Q1 2015/16</td> <td>5</td> </tr> <tr> <td>Q2 2015/16</td> <td>22</td> </tr> <tr> <td>Q3 2015/16</td> <td>25</td> </tr> <tr> <td>Q4 2015/16</td> <td>11</td> </tr> <tr> <td>Q4 2015/16</td> <td>7</td> </tr> <tr> <td>Q4 2015/16</td> <td>10</td> </tr> </tbody> </table>	Quarter	Value	Q4 2014/15	5	Q1 2015/16	5	Q2 2015/16	22	Q3 2015/16	25	Q4 2015/16	11	Q4 2015/16	7	Q4 2015/16	10	10	<p>Observations: SBC is currently advertising work experience opportunities for students who are looking for summer work (paid and unpaid)</p>			Cathie Fancy
Quarter	Value																					
Q4 2014/15	5																					
Q1 2015/16	5																					
Q2 2015/16	22																					
Q3 2015/16	25																					
Q4 2015/16	11																					
Q4 2015/16	7																					
Q4 2015/16	10																					
How many apprentices do we currently employ? (CP06-P37P)	<table border="1"> <caption>Apprentices Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>5</td> </tr> <tr> <td>Q1 2015/16</td> <td>1</td> </tr> <tr> <td>Q2 2015/16</td> <td>0</td> </tr> <tr> <td>Q3 2015/16</td> <td>0</td> </tr> <tr> <td>Q4 2015/16</td> <td>0</td> </tr> </tbody> </table> <p>Legend: ■ CP06-P31P, ■ CP06-P32P, ■ CP06-P37P</p>	Quarter	Value	Q4 2014/15	5	Q1 2015/16	1	Q2 2015/16	0	Q3 2015/16	0	Q4 2015/16	0	37	<p>Observations: There are currently 27 male and 10 female apprentices in SBC. From the 6 apprentices who have left their MA positions this year, 3 have secured internal vacancies within SBC, 1 has gone to university, 1 has secured an external vacancy, and the other is in an unknown destination</p>			Cathie Fancy				
Quarter	Value																					
Q4 2014/15	5																					
Q1 2015/16	1																					
Q2 2015/16	0																					
Q3 2015/16	0																					
Q4 2015/16	0																					

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
How many “other” work opportunities do we currently have? (CP06-P44P)	<p>CP06-P44 CP06-P44 Work Opportunities Scheme - Current Other SBC opportunities</p> <table border="1"> <caption>CP06-P44 CP06-P44 Work Opportunities Scheme - Current Other SBC opportunities</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>0</td> </tr> <tr> <td>Q1 2015/16</td> <td>9</td> </tr> <tr> <td>Q2 2015/16</td> <td>5</td> </tr> <tr> <td>Q3 2015/16</td> <td>3</td> </tr> <tr> <td>Q4 2015/16</td> <td>3</td> </tr> </tbody> </table>	Quarter	Value	Q4 2014/15	0	Q1 2015/16	9	Q2 2015/16	5	Q3 2015/16	3	Q4 2015/16	3	3	<p>Observations: There has been little demand for “other” short work experience and job taster placements through the Work Opportunities Scheme. However, depts have been accommodating when approached</p>			Cathie Fancy
Quarter	Value																	
Q4 2014/15	0																	
Q1 2015/16	9																	
Q2 2015/16	5																	
Q3 2015/16	3																	
Q4 2015/16	3																	
Percentage of staff with a registered Vectis card on the Scottish Borders Staff Benefits website	<p>CP06-P46 Percentage of staff with a registered Vectis card on the Scottish Borders Staff Benefits website</p> <table border="1"> <caption>CP06-P46 Percentage of staff with a registered Vectis card on the Scottish Borders Staff Benefits website</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2015/16</td> <td>31%</td> </tr> <tr> <td>Q4 2015/16</td> <td>33.14%</td> </tr> </tbody> </table>	Quarter	Value	Q3 2015/16	31%	Q4 2015/16	33.14%	33.14%	<p>Observations: Following the launch of the new employee benefit scheme there has been a positive response, with 33% of employees with a discount card registering the card on the Scottish Borders Employee Benefit Scheme website. In addition to this the salary sacrifice scheme part of the employee benefits scheme has seen the following:</p> <ul style="list-style-type: none"> • Car Salary Sacrifice Scheme – 42 applications approved • Technology Salary Sacrifice Scheme – 311 applications approved (no change from Q3). The next window for this Scheme opens from the 2nd May through to the 3rd of June. 			Clair Hepburn						
Quarter	Value																	
Q3 2015/16	31%																	
Q4 2015/16	33.14%																	

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

Corporate Priority 7: Develop our assets and resources

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By																				
How much Council Tax is collected in a particular year?	<p>CP07-P07P How much Council Tax is collected in a particular year?</p> <table border="1"> <caption>CP07-P07P Council Tax Collection Rates</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>~32%</td> <td>~58%</td> <td>~85%</td> <td>~96%</td> </tr> <tr> <td>2014/15</td> <td>~32%</td> <td>~58%</td> <td>~84%</td> <td>~95%</td> </tr> <tr> <td>2015/16</td> <td>~32%</td> <td>~58%</td> <td>~84%</td> <td>96.5%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2013/14	~32%	~58%	~85%	~96%	2014/15	~32%	~58%	~84%	~95%	2015/16	~32%	~58%	~84%	96.5%	96.5%	<p>How are we performing: SBC's collection rate is slightly lower than targeted for the year (96.65%) and 0.02% lower in comparison with the same period last year. Existing efforts were affected by redirecting resources to support recent flooding incidents.</p> <p>Actions we are taking to improve/maintain performance: A targeted approach to improve collection throughout the year will commence soon, as well as the stringent monitoring of the new Sheriff Officers contract.</p>			Jenni Craig
Year	Q1	Q2	Q3	Q4																						
2013/14	~32%	~58%	~85%	~96%																						
2014/15	~32%	~58%	~84%	~95%																						
2015/16	~32%	~58%	~84%	96.5%																						
What % of industrial & commercial properties, owned by the Council, are occupied?	<p>CP07-P06 Occupancy Rates of Industrial and Commercial Units</p> <table border="1"> <caption>CP07-P06 Occupancy Rates of Industrial and Commercial Units</caption> <thead> <tr> <th>Quarter</th> <th>Occupancy Rate</th> </tr> </thead> <tbody> <tr> <td>Q4-2014/15</td> <td>~91%</td> </tr> <tr> <td>Q1-2015/16</td> <td>~91.5%</td> </tr> <tr> <td>Q2-2015/16</td> <td>~92.5%</td> </tr> <tr> <td>Q3-2015/16</td> <td>~92.5%</td> </tr> <tr> <td>Q4-2015/16</td> <td>93%</td> </tr> </tbody> </table>	Quarter	Occupancy Rate	Q4-2014/15	~91%	Q1-2015/16	~91.5%	Q2-2015/16	~92.5%	Q3-2015/16	~92.5%	Q4-2015/16	93%	93%	<p>How are we performing: There were 35 new leases in 2015-16, which generated an annual income of £165,000.</p> <p>Actions we are taking to improve/maintain performance: We continue to provide information and advice on industrial and commercial premises for all business enquirers</p>			Bryan McGrath								
Quarter	Occupancy Rate																									
Q4-2014/15	~91%																									
Q1-2015/16	~91.5%																									
Q2-2015/16	~92.5%																									
Q3-2015/16	~92.5%																									
Q4-2015/16	93%																									

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By
How much has the Council received for selling its fixed assets (e.g. buildings), shares or debt? (cumulative)	<p>CP07-P03 Capital Receipts Generated (cumulative)</p> <p>£800,000.00 £700,000.00 £600,000.00 £500,000.00 £400,000.00 £300,000.00 £200,000.00 £100,000.00 £0.00</p> <p>Q4 2014/15 Q1 2015/16 Q2 2015/16 Q3 2015/16 Q4 2015/16</p> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	£847,711	<p>How are we performing: A total of four properties have been sold over the reporting period. The total cumulative capital receipt generated for the year is £847,711.</p> <p>Actions we are taking to improve/maintain performance: Certain markets are still slow to recover in the Scottish Borders. We continue to market extensively and are looking at alternative ways to dispose of sites such as joint ventures.</p> <p>http://www.scotborders.gov.uk/sale_lets</p>	n/a		Neil Hastie
How many properties are no longer required? (CP07-P23P)	<p>CMT - Properties (Surplus/Actively Marketed/Under Offer)</p> <p>30 28 26 24 22 20 18 16 15 12 10 8 6 5 2 0</p> <p>Q4 2014/15 Q1 2015/16 Q2 2015/16 Q3 2015/16 Q4 2015/16</p> <p>■ CP07-P23 ■ CP07-P24 ■ CP07-P25</p>	26	<p>How are we performing: Two new properties have been declared surplus to requirements and about to be sent to our selling agents. Seven properties are currently being marketed and a further twelve properties currently under offer. A number of these are due to settle early in the new financial year.</p> <p>Actions we are taking to improve/maintain performance: We continue to review the asset base with a view to bringing surplus assets to the market. Discussions are ongoing with potential interested parties in some of the properties which have been on the market for some time.</p>	n/a		Neil Hastie
How many properties are advertised for sale? (CP07-P24P)		7				
How many properties are under offer? (CP07-P25P)		12				

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By																				
How much does the Council spend on electricity? - Quarterly	<p>CP07-P17aP How much does the Council spend on electricity? - Quarterly</p> <table border="1"> <caption>CP07-P17aP: Council spend on electricity (Quarterly)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>£245,000</td> <td>£180,000</td> <td>£295,000</td> <td>£305,000</td> </tr> <tr> <td>2014/15</td> <td>£235,000</td> <td>£180,000</td> <td>£290,000</td> <td>£295,000</td> </tr> <tr> <td>2015/16</td> <td>£230,000</td> <td>£185,000</td> <td>£295,000</td> <td>£290,000</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2013/14	£245,000	£180,000	£295,000	£305,000	2014/15	£235,000	£180,000	£290,000	£295,000	2015/16	£230,000	£185,000	£295,000	£290,000	£295,574	<p>How are we performing:</p> <p>Electricity consumption in Q4 15/16 compared to the same period the previous year has reduced by around 10%. The cost of electricity for the same period has also reduced, however only by around 3%.</p> <p>The consumption for gas Q4 15/16 compared to the same period the previous year has reduced by around 9% whilst associated costs have reduced by 15%, this is reflecting the reduced cost of gas at the current time.</p>			
Year	Q1	Q2	Q3	Q4																						
2013/14	£245,000	£180,000	£295,000	£305,000																						
2014/15	£235,000	£180,000	£290,000	£295,000																						
2015/16	£230,000	£185,000	£295,000	£290,000																						
How much electricity in kilowatt hours does the Council use? - Quarterly	<p>CP07-P17P How much electricity in kilowatt hours does the Council use? - Quarterly</p> <table border="1"> <caption>CP07-P17P: Council electricity usage (Quarterly)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>2,400,000</td> <td>1,700,000</td> <td>2,950,000</td> <td>3,350,000</td> </tr> <tr> <td>2014/15</td> <td>2,150,000</td> <td>1,600,000</td> <td>2,800,000</td> <td>3,550,000</td> </tr> <tr> <td>2015/16</td> <td>2,050,000</td> <td>1,550,000</td> <td>2,650,000</td> <td>3,250,000</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2013/14	2,400,000	1,700,000	2,950,000	3,350,000	2014/15	2,150,000	1,600,000	2,800,000	3,550,000	2015/16	2,050,000	1,550,000	2,650,000	3,250,000	3,250,064	<p>Reviewing Degree Day Data, the period was almost identical to the same period last year which is indicating that efficiency measures being introduced are partially having a positive effect on energy consumption.</p> <p>Further to the increased efficiency measures, one "half hourly" site that was included in this report in 14/15 was transferred to SBCares at the start of 15/16. This will have reduced the energy consumption figures further but does</p>	👍	📊	Martin Joyce
Year	Q1	Q2	Q3	Q4																						
2013/14	2,400,000	1,700,000	2,950,000	3,350,000																						
2014/15	2,150,000	1,600,000	2,800,000	3,550,000																						
2015/16	2,050,000	1,550,000	2,650,000	3,250,000																						

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By																				
How much does the Council spend on gas? - Quarterly	<p>CP07-P18aP How much does the Council spend on gas? - Quarterly</p> <table border="1"> <caption>CP07-P18aP: Council spend on gas (Quarterly)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>~80,000</td> <td>~40,000</td> <td>~100,000</td> <td>~125,000</td> </tr> <tr> <td>2014/15</td> <td>~70,000</td> <td>~40,000</td> <td>~120,000</td> <td>~140,000</td> </tr> <tr> <td>2015/16</td> <td>~75,000</td> <td>~40,000</td> <td>~105,000</td> <td>~145,413</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2013/14	~80,000	~40,000	~100,000	~125,000	2014/15	~70,000	~40,000	~120,000	~140,000	2015/16	~75,000	~40,000	~105,000	~145,413	£145,413	<p>not account for the total reduction reported here.</p> <p>Actions we are taking to improve/maintain performance:</p> <p>As part of the transformation programme of works The Energy Efficiency Board Programme (EEP) aims to reduce energy consumption and costs by:</p> <ul style="list-style-type: none"> • Ensuring solutions represent best value for money • Reducing the cost of energy through reduction in use and increase in energy efficiency 			Martin Joyce
Year	Q1	Q2	Q3	Q4																						
2013/14	~80,000	~40,000	~100,000	~125,000																						
2014/15	~70,000	~40,000	~120,000	~140,000																						
2015/16	~75,000	~40,000	~105,000	~145,413																						
How much gas in kilowatt hours does the Council use? - Quarterly	<p>CP07-P18P How much gas in kilowatt hours does the Council use? - Quarterly</p> <table border="1"> <caption>CP07-P18P: Council gas usage (Quarterly)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>~2,300,000</td> <td>~800,000</td> <td>~3,200,000</td> <td>~4,100,000</td> </tr> <tr> <td>2014/15</td> <td>~2,000,000</td> <td>~900,000</td> <td>~4,300,000</td> <td>~5,800,000</td> </tr> <tr> <td>2015/16</td> <td>~2,400,000</td> <td>~900,000</td> <td>~3,800,000</td> <td>~5,500,000</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2013/14	~2,300,000	~800,000	~3,200,000	~4,100,000	2014/15	~2,000,000	~900,000	~4,300,000	~5,800,000	2015/16	~2,400,000	~900,000	~3,800,000	~5,500,000	5,597,059	<ul style="list-style-type: none"> • Generating on-site energy to reduce demand on fossil fuels and take advantage of Feed in Tariff/Renewable heat incentive grants • Reducing SBC Carbon Footprint • Enhancing SBC's reputation as a forward thinking progressive Local Authority • Supporting local suppliers by use of local contractors to undertake works where we can. 			
Year	Q1	Q2	Q3	Q4																						
2013/14	~2,300,000	~800,000	~3,200,000	~4,100,000																						
2014/15	~2,000,000	~900,000	~4,300,000	~5,800,000																						
2015/16	~2,400,000	~900,000	~3,800,000	~5,500,000																						

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By																								
How many of our capital projects are currently on track? (CP07-P49P)	<p style="text-align: center;">Executive - Capital Projects</p> <table border="1"> <caption>Executive - Capital Projects Data</caption> <thead> <tr> <th>Quarter</th> <th>CP07-P49P (On Track)</th> <th>CP07-P50P (Just Off Track)</th> <th>CP07-P51P (Not On Track)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>101</td> <td>18</td> <td>1</td> </tr> <tr> <td>Q1 2015/16</td> <td>101</td> <td>11</td> <td>1</td> </tr> <tr> <td>Q2 2015/16</td> <td>102</td> <td>14</td> <td>2</td> </tr> <tr> <td>Q3 2015/16</td> <td>107</td> <td>13</td> <td>2</td> </tr> <tr> <td>Q4 2015/16</td> <td>108</td> <td>16</td> <td>1</td> </tr> </tbody> </table>	Quarter	CP07-P49P (On Track)	CP07-P50P (Just Off Track)	CP07-P51P (Not On Track)	Q4 2014/15	101	18	1	Q1 2015/16	101	11	1	Q2 2015/16	102	14	2	Q3 2015/16	107	13	2	Q4 2015/16	108	16	1	108	<p>How are we performing: Of the 125 capital projects being managed, only one has a "red" status, Peebles 3G pitch Hawick 3G, which was red last quarter, is now at preferred tender status, awaiting confirmation of Sport Scotland funding before an award can be made.</p> <p>Actions we are taking to improve/maintain performance: As well as monitoring the financial position of each capital project, an overall project tracker is reviewed monthly to ensure all factors are taking into consideration, not just the financial position, when assessing project status of red, amber or green.</p> <p>The planning application has now been withdrawn for Peebles 3G pitch and alternative sites will now be investigated in consultation with the wider community.</p>			Martin Joyce
Quarter		CP07-P49P (On Track)	CP07-P50P (Just Off Track)	CP07-P51P (Not On Track)																										
Q4 2014/15		101	18	1																										
Q1 2015/16	101	11	1																											
Q2 2015/16	102	14	2																											
Q3 2015/16	107	13	2																											
Q4 2015/16	108	16	1																											
How many of our capital projects are currently just off track? (CP07-P50P)	16																													
How many of our capital projects are currently not on track? (CP07-P51P)	1																													

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

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By
How many transactions were logged as handled by Customer Services staff?	<p>CP08-P066 Total number of interactions (taken through CRM) by Customer Services</p> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	46,672	<p>How we are performing: There has been an 18.31% increase in the number of interactions for Quarter 4, since Quarter 3. Quarter 4 2015/16 compares to the same period last year.</p> <p>Actions we are taking to improve/maintain performance: We actively promote the website and the Customer Services 0300 100 1800 line and are continually working to increase the number of services delivered digitally and to encourage self service.</p>			Les Grant
How many people were logged as coming into our Contact Centres to deal with our Customer Services staff face to face? (CP08-P63P)	<p>Exec - Customer Services Interactions logged on CRM</p> <p>■ CP08-P063P ■ CP08-P065P</p>	16,709	<p>Observations: There has been an increase of 2065 in the number of Face-to Face interactions taken through CRM over the previous quarter. In comparison to Q4 of 2014/15 there has been a reduction of 2044 Face-to-Face interactions.</p> <p>Work is ongoing to move our services on-line.</p> <p>Actions we are taking to improve/maintain performance: We are continuing to promote the Customer Relationship Management (CRM) system corporately and work on training new starts and existing staff is ongoing.</p>			Les Grant
How many people were logged as contacting our Contact Centres by phone? (CP08-P65P)	<p>■ CP08-P063P ■ CP08-P065P</p>	28,266	<p>Observations: Although the number of voice interactions for the year has reduced overall there has been an increase in the number of voice interactions in Quarter 4 over the number taken in both Quarter 3 2015/16 (4627) and Quarter 4</p>			Les Grant

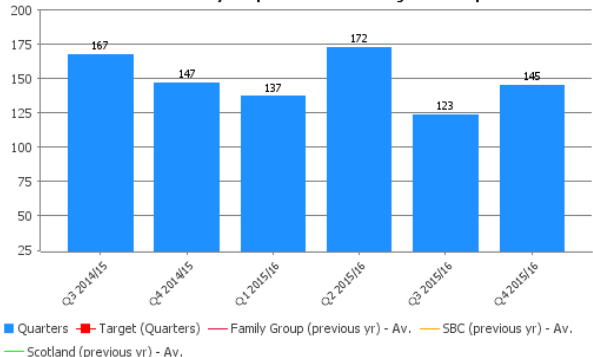


Appendix 2: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, June 2016 (Q4 2015/16)

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
			<p>2014/15 (1329). This can in part be attributed to the introduction of the Long Term Empty Property Levy, the flooding and the Flood Grant Scheme.</p> <p>Actions we are taking to improve/maintain performance: We actively use media campaigns to promote our services and the Customer Services 0300 100 1800 line. We continue to promote the Customer Relationship Management (CRM) system corporately. Work on training new starts and existing staff is ongoing. We are also working to channel shift customers to on-line self service options.</p>															
How many requests for information, under the Freedom of Information Act, did we receive?	<p>CP08-P053 FOI Requests Received</p> <table border="1"> <caption>CP08-P053 FOI Requests Received</caption> <thead> <tr> <th>Quarter</th> <th>Requests Received</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>300</td> </tr> <tr> <td>Q1 2015/16</td> <td>280</td> </tr> <tr> <td>Q2 2015/16</td> <td>280</td> </tr> <tr> <td>Q3 2015/16</td> <td>260</td> </tr> <tr> <td>Q4 2015/16</td> <td>326</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Requests Received	Q4 2014/15	300	Q1 2015/16	280	Q2 2015/16	280	Q3 2015/16	260	Q4 2015/16	326	326	<p>Observations: The number of FOI request received in Q4 has increased since Q3 and is higher than it was at the same time last year. Q4 included more than 30 requests from the Scottish Parliament Research unit and MSPs. As departments worked towards the year end, performance was affected slightly</p> <p>Actions we are taking to improve/maintain performance:</p>			Nuala McKinlay
Quarter	Requests Received																	
Q4 2014/15	300																	
Q1 2015/16	280																	
Q2 2015/16	280																	
Q3 2015/16	260																	
Q4 2015/16	326																	

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?	<p>CP08-P054 % of FOI Requests Completed on Time</p> <table border="1"> <caption>CP08-P054 % of FOI Requests Completed on Time</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>92%</td> </tr> <tr> <td>Q1 2015/16</td> <td>90%</td> </tr> <tr> <td>Q2 2015/16</td> <td>89%</td> </tr> <tr> <td>Q3 2015/16</td> <td>90%</td> </tr> <tr> <td>Q4 2015/16</td> <td>84%</td> </tr> </tbody> </table>	Quarter	Percentage	Q4 2014/15	92%	Q1 2015/16	90%	Q2 2015/16	89%	Q3 2015/16	90%	Q4 2015/16	84%	84%	The Information Team continues to work closely with services to ensure timely returns of information relating to FOIs.			Nuala McKinlay
Quarter	Percentage																	
Q4 2014/15	92%																	
Q1 2015/16	90%																	
Q2 2015/16	89%																	
Q3 2015/16	90%																	
Q4 2015/16	84%																	
How many complaints were received by our Social Work service?	<p>CP08-P030 Number of Social Work Statutory Complaints Received</p> <table border="1"> <caption>CP08-P030 Number of Social Work Statutory Complaints Received</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>10</td> </tr> <tr> <td>Q1 2015/16</td> <td>13</td> </tr> <tr> <td>Q2 2015/16</td> <td>26</td> </tr> <tr> <td>Q3 2015/16</td> <td>11</td> </tr> <tr> <td>Q4 2015/16</td> <td>20</td> </tr> </tbody> </table>	Quarter	Number of Complaints	Q4 2014/15	10	Q1 2015/16	13	Q2 2015/16	26	Q3 2015/16	11	Q4 2015/16	20	20	<p>Observations: Q4 2015/16 has seen an increase in the number of complaints. The pattern of complains this year does not follow the previous two years where complaints came to a peak in Q3, then reduced. There is continuing variance in the reason for the complaints which cannot be linked. We currently have 3 complaints relating to the ALEO with are being dealt with in accordance with the Social Work Procedures.</p>			Sylvia Mendham
Quarter	Number of Complaints																	
Q4 2014/15	10																	
Q1 2015/16	13																	
Q2 2015/16	26																	
Q3 2015/16	11																	
Q4 2015/16	20																	

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By														
How many complaints did we investigate to completion?	<p data-bbox="421 612 936 628">CP08-P010P How many complaints did we investigate to completion?</p>  <table border="1" data-bbox="353 628 943 986"> <caption>CP08-P010P How many complaints did we investigate to completion?</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>167</td> </tr> <tr> <td>Q4 2014/15</td> <td>147</td> </tr> <tr> <td>Q1 2015/16</td> <td>137</td> </tr> <tr> <td>Q2 2015/16</td> <td>172</td> </tr> <tr> <td>Q3 2015/16</td> <td>123</td> </tr> <tr> <td>Q4 2015/16</td> <td>145</td> </tr> </tbody> </table>	Quarter	Value	Q3 2014/15	167	Q4 2014/15	147	Q1 2015/16	137	Q2 2015/16	172	Q3 2015/16	123	Q4 2015/16	145	145	<p data-bbox="1072 331 1473 448">Departmental Split Mar 2016: Chief Executives: 3(Mar 2015:4) People: 5 (Mar 2015: 14) Place: 39(Mar 2015: 45)</p> <p data-bbox="1072 480 1653 740">Whilst the number of complaints closed in March 2016 is the same as those closed in February 2016 there has been a decrease of 16 Complaints since the same period last year. The longer term trend information is unavailable as this is only the second full year subject to SPSO reporting requirements following the full implementation from April 2013 of the revised Complaint Handling Procedure.</p> <p data-bbox="1072 772 1653 943">Timeliness: Stage 1: 31 complaints were closed, of which 26 were responded to within 5 working days. Of the 5 complaints that were not responded to within 5 days, 1 was within People, and 4 were within Place.</p> <p data-bbox="1072 975 1653 1091">Stage 2: 16 complaints were closed, of which 14 were responded to within 20 working days. The 2 that were not responded to within 20 working days were within Place.</p> <p data-bbox="1072 1123 1653 1267">In Q4 we investigated a total of 145 complaints. The majority of these (32%) were classified as 'Failure to Deliver Service', followed by Policy and Other both at 23% with Employee Attitude at 21%.</p>			Les Grant
Quarter	Value																			
Q3 2014/15	167																			
Q4 2014/15	147																			
Q1 2015/16	137																			
Q2 2015/16	172																			
Q3 2015/16	123																			
Q4 2015/16	145																			

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
How long in working days does it take on average to respond to a complaint at stage one?	<p>SP50-04a Average times: the average time in working days to respond to complaints at stage one (SP50-04a)</p> <table border="1"> <caption>SP50-04a Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Avg)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>3.8</td> </tr> <tr> <td>Q1 2015/16</td> <td>4.1</td> </tr> <tr> <td>Q2 2015/16</td> <td>3.9</td> </tr> <tr> <td>Q3 2015/16</td> <td>3.7</td> </tr> <tr> <td>Q4 2015/16</td> <td>4.1</td> </tr> </tbody> </table>	Quarter	Quarters (Avg)	Q4 2014/15	3.8	Q1 2015/16	4.1	Q2 2015/16	3.9	Q3 2015/16	3.7	Q4 2015/16	4.1	4.1	<p>How are we performing: There has been a small increase in the average number of days taken to respond to complaints at stage one, since the same quarter last year.</p> <p>Average time in working days to respond to complaints at stage one per department: Chief Executive - 4.2 days People - 4.7 days Place - 4.0 days</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
Quarter	Quarters (Avg)																	
Q4 2014/15	3.8																	
Q1 2015/16	4.1																	
Q2 2015/16	3.9																	
Q3 2015/16	3.7																	
Q4 2015/16	4.1																	
How long in working days does it take on average to respond to a complaint at stage two?	<p>SP50-04b Average times: the average time in working days to respond to complaints at stage two (SP50-04b)</p> <table border="1"> <caption>SP50-04b Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Avg)</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>16.5</td> </tr> <tr> <td>Q1 2015/16</td> <td>18.0</td> </tr> <tr> <td>Q2 2015/16</td> <td>18.5</td> </tr> <tr> <td>Q3 2015/16</td> <td>15.0</td> </tr> <tr> <td>Q4 2015/16</td> <td>17.0</td> </tr> </tbody> </table>	Quarter	Quarters (Avg)	Q4 2014/15	16.5	Q1 2015/16	18.0	Q2 2015/16	18.5	Q3 2015/16	15.0	Q4 2015/16	17.0	16.9	<p>How are we performing: There has been a small increase in the average number of days taken to respond to complaints at stage two, since the same quarter last year.</p> <p>Average time in working days to respond to complaints at stage two per department: Chief Executive - 17.5 days People - 19.7 days Place - 15.6 days</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
Quarter	Quarters (Avg)																	
Q4 2014/15	16.5																	
Q1 2015/16	18.0																	
Q2 2015/16	18.5																	
Q3 2015/16	15.0																	
Q4 2015/16	17.0																	

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

Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By
How long in working days does it take on average to respond to a complaint that has been escalated?	<p>SP50-04c Average times: the average time in working days to respond to complaints after escalation (SP50-04c)</p> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	19.7	<p>How are we performing: There were 7 stage two complaints that were escalated, 1 within People and the remaining 6 within Place.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary.</p>			Les Grant
How many complaints at stage one are closed within five working days (as a percentage of all stage one complaints)?	<p>SP50-05a Performance against timescales: the number of complaints closed at stage one within 5 working days as % of total number of stage one complaints (SP50-05a)</p> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	85.5%	<p>How are we performing: There has been a slight decrease of 0.2% in comparison to the same quarter last year, however overall the figure has remained fairly consistent.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary. An ambitious target of 100% ensures we focus on improvement</p>			Les Grant

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Short Name	Trend Chart	Current Value	Commentary	Compared to same time last year	Status against Target	Managed By												
How many complaints at stage two are closed within 20 working days (as a percentage of all stage two complaints)?	<p>SP50-05b Performance against timescales: the number of complaints closed at stage two within 20 working days as % of total number of stage two complaints (SP50-05b)</p> <table border="1"> <caption>SP50-05b Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>~75%</td> </tr> <tr> <td>Q1 2015/16</td> <td>~78%</td> </tr> <tr> <td>Q2 2015/16</td> <td>~65%</td> </tr> <tr> <td>Q3 2015/16</td> <td>~75%</td> </tr> <tr> <td>Q4 2015/16</td> <td>78.6%</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Percentage	Q4 2014/15	~75%	Q1 2015/16	~78%	Q2 2015/16	~65%	Q3 2015/16	~75%	Q4 2015/16	78.6%	78.6%	<p>How are we performing: There has been an increase of 3.6% in comparison to the same period last year.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary. An ambitious target of 100% ensures we focus on improvement</p>			Les Grant
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How many escalated complaints are closed within 20 working days (as a percentage of all escalated complaints)?	<p>SP50-05c Performance against timescales: the number of escalated complaints closed within 20 working days as a % of total number of escalated stage two complaints (SP50-05c)</p> <table border="1"> <caption>SP50-05c Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 2014/15</td> <td>~25%</td> </tr> <tr> <td>Q1 2015/16</td> <td>~100%</td> </tr> <tr> <td>Q2 2015/16</td> <td>~100%</td> </tr> <tr> <td>Q3 2015/16</td> <td>~65%</td> </tr> <tr> <td>Q4 2015/16</td> <td>85.7%</td> </tr> </tbody> </table> <p>■ Quarters — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Percentage	Q4 2014/15	~25%	Q1 2015/16	~100%	Q2 2015/16	~100%	Q3 2015/16	~65%	Q4 2015/16	85.7%	85.7%	<p>How are we performing: There were 7 complaints within stage two that were escalated, 1 was within People and the remaining 6 were all within Place.</p> <p>Actions we are taking to improve/maintain performance: We use the Customer Relationship Management System to manage complaints within the allocated timescales. We also provide refresher training where necessary. An ambitious target of 100% ensures we focus on improvement</p>			Les Grant
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