

SCOTTISH BORDERS COUNCIL CORPORATE PRIORITIES

QUARTERLY PUBLIC PERFORMANCE REPORT: Q2 2014/15 (Jul-Sep)

HOW ARE WE DOING?






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

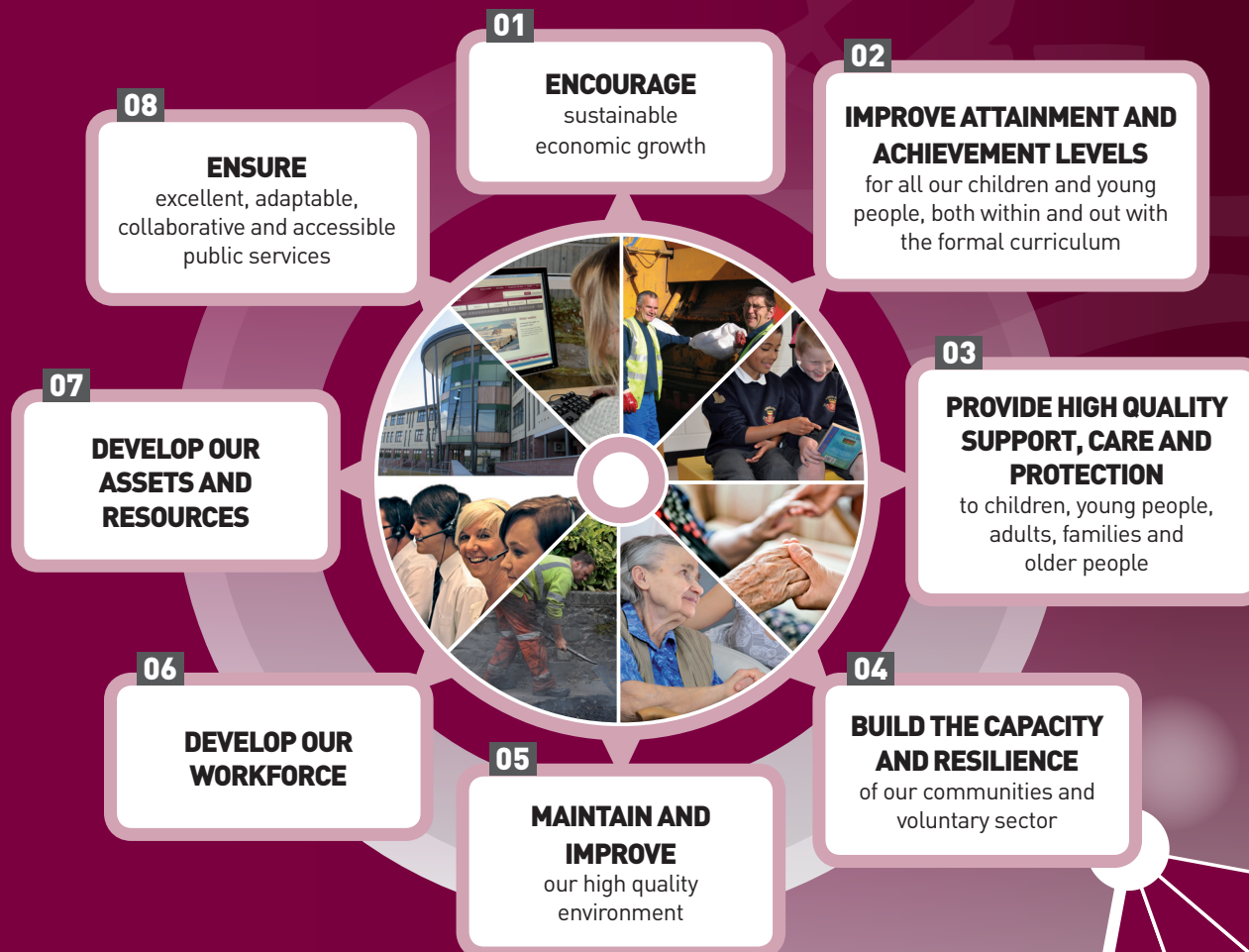
For each priority, a selection of performance information has been presented to let you see how we are doing.

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

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

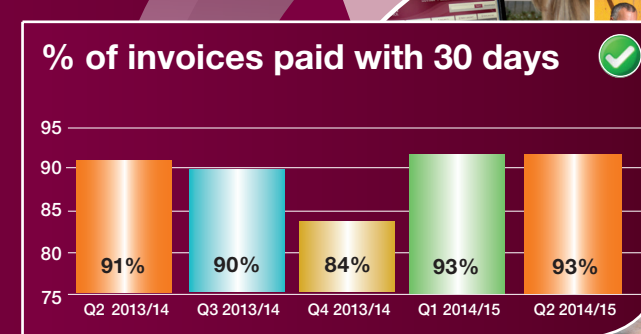
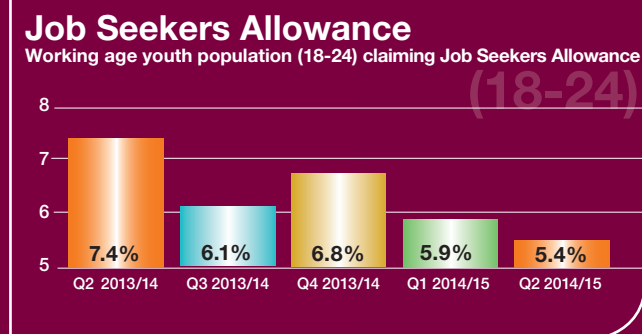
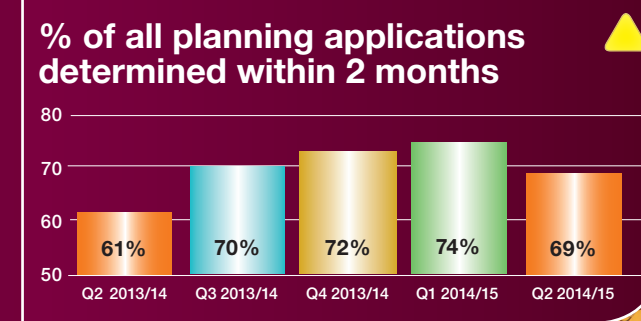
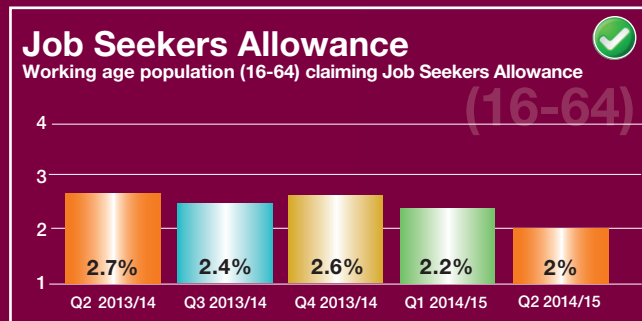
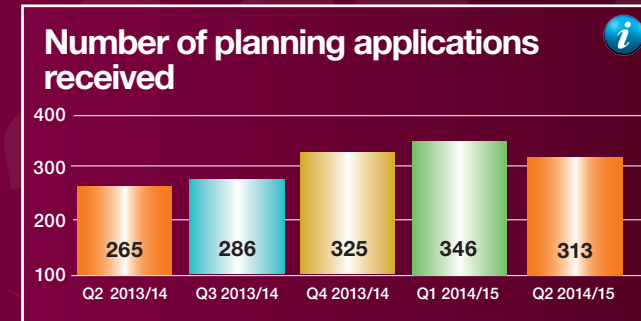
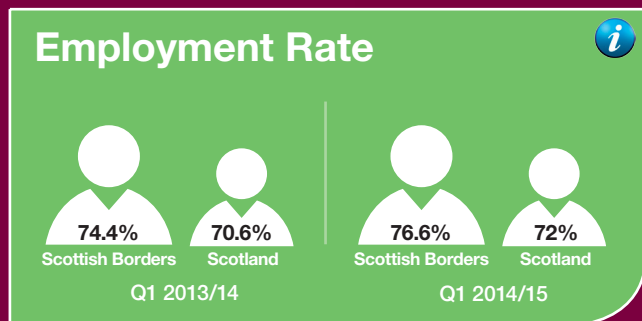
KEY:

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



ENCOURAGE SUSTAINABLE ECONOMIC GROWTH

HOW ARE WE DOING?



Council Executive – Quarterly Public Performance Report, December 2014

KEY	positive trend	negative trend	on target	just off target	off target	data only
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Corporate Priority 1: Encourage sustainable economic growth

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	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> <table border="1"> <caption>Employment Rate Data</caption> <thead> <tr> <th>Quarter</th> <th>Employment Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>74.4%</td> </tr> <tr> <td>Q2 2013/14</td> <td>74.4%</td> </tr> <tr> <td>Q3 2013/14</td> <td>74.9%</td> </tr> <tr> <td>Q4 2013/14</td> <td>76%</td> </tr> <tr> <td>Q1 2014/15</td> <td>76.6%</td> </tr> </tbody> </table>	Quarter	Employment Rate (%)	Q1 2013/14	74.4%	Q2 2013/14	74.4%	Q3 2013/14	74.9%	Q4 2013/14	76%	Q1 2014/15	76.6%	76.6%	<p>Observations: The Scottish Borders employment rate now sits at 4.5% higher than the Scottish average. The increase over the previous quarter equates to an extra 1,000 people in employment.</p> <p>Note: One quarter lag in data.</p>				Bryan McGrath
Quarter	Employment Rate (%)																		
Q1 2013/14	74.4%																		
Q2 2013/14	74.4%																		
Q3 2013/14	74.9%																		
Q4 2013/14	76%																		
Q1 2014/15	76.6%																		
What percentage of people aged between 16-64 are claiming Job Seeker's Allowance because they are out of work?	<p>CP01-P10P What percentage of people aged between 16-64 are claiming Job Seeker's Allowance because they are out of work?</p> <table border="1"> <caption>JSA Rate Data</caption> <thead> <tr> <th>Quarter</th> <th>JSA Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>2.8%</td> </tr> <tr> <td>Q3 2013/14</td> <td>2.4%</td> </tr> <tr> <td>Q4 2013/14</td> <td>2.7%</td> </tr> <tr> <td>Q1 2014/15</td> <td>2.23%</td> </tr> <tr> <td>Q2 2014/15</td> <td>2.03%</td> </tr> </tbody> </table>	Quarter	JSA Rate (%)	Q2 2013/14	2.8%	Q3 2013/14	2.4%	Q4 2013/14	2.7%	Q1 2014/15	2.23%	Q2 2014/15	2.03%	2.03%	<p>Observations: The % of the working age population claiming Job Seekers Allowance (JSA) continues to track down and is also lower than the current Scottish average of 2.8%.</p>				Bryan McGrath
Quarter	JSA Rate (%)																		
Q2 2013/14	2.8%																		
Q3 2013/14	2.4%																		
Q4 2013/14	2.7%																		
Q1 2014/15	2.23%																		
Q2 2014/15	2.03%																		

Council Executive – Quarterly Public Performance Report, December 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
What percentage of people aged between 18-24 are claiming Job Seeker's Allowance because they are out of work?	<p>CP01-P11P What percentage of people aged between 18-24 are claiming Job Seeker's Allowance because they are out of work?</p> <table border="1"> <caption>Data for CP01-P11P</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>7.37%</td> </tr> <tr> <td>Q3 2013/14</td> <td>6.07%</td> </tr> <tr> <td>Q4 2013/14</td> <td>6.8%</td> </tr> <tr> <td>Q1 2014/15</td> <td>5.8%</td> </tr> <tr> <td>Q2 2014/15</td> <td>5.43%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2013/14	7.37%	Q3 2013/14	6.07%	Q4 2013/14	6.8%	Q1 2014/15	5.8%	Q2 2014/15	5.43%	5.43%	<p>Observations: The proportion of 18-24 year old JSA claimants in the Borders remains above the national trends (Scottish rate of 4.7%), although continues to move in the right direction.</p>	↑	↑	✅	Bryan McGrath
Quarter	Percentage																		
Q2 2013/14	7.37%																		
Q3 2013/14	6.07%																		
Q4 2013/14	6.8%																		
Q1 2014/15	5.8%																		
Q2 2014/15	5.43%																		
How many new businesses has Business Gateway help create?	<p>CP01-P06P How many new businesses has Business Gateway help create?</p> <table border="1"> <caption>Data for CP01-P06P</caption> <thead> <tr> <th>Quarter</th> <th>Number of Businesses</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>47</td> </tr> <tr> <td>Q3 2013/14</td> <td>50</td> </tr> <tr> <td>Q4 2013/14</td> <td>106</td> </tr> <tr> <td>Q1 2014/15</td> <td>48</td> </tr> <tr> <td>Q2 2014/15</td> <td>50</td> </tr> </tbody> </table>	Quarter	Number of Businesses	Q2 2013/14	47	Q3 2013/14	50	Q4 2013/14	106	Q1 2014/15	48	Q2 2014/15	50	50	<p>How are we performing: The number of new business start-ups is still behind target this quarter owing to resources in the team being diverted to the delivery of the Scottish Borders Business Week (29 Sept. to 3 Oct.), despite this we successfully continued to support existing businesses.</p>	↑	↓	⚠️	Bryan McGrath
Quarter	Number of Businesses																		
Q2 2013/14	47																		
Q3 2013/14	50																		
Q4 2013/14	106																		
Q1 2014/15	48																		
Q2 2014/15	50																		
How many businesses has Business Gateway supported?	<p>CP01-P18P How many businesses has Business Gateway supported?</p> <table border="1"> <caption>Data for CP01-P18P</caption> <thead> <tr> <th>Quarter</th> <th>Number of Businesses</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>166</td> </tr> <tr> <td>Q3 2013/14</td> <td>286</td> </tr> <tr> <td>Q4 2013/14</td> <td>461</td> </tr> <tr> <td>Q1 2014/15</td> <td>206</td> </tr> <tr> <td>Q2 2014/15</td> <td>246</td> </tr> </tbody> </table>	Quarter	Number of Businesses	Q2 2013/14	166	Q3 2013/14	286	Q4 2013/14	461	Q1 2014/15	206	Q2 2014/15	246	246	<p>Actions we are taking to improve/maintain performance: With the Scottish Borders Business Week now behind us, we can re-focus on the core delivery of the service and make the most of the interest stimulated from the week-long event.</p>	↑	↓	📊	Bryan McGrath
Quarter	Number of Businesses																		
Q2 2013/14	166																		
Q3 2013/14	286																		
Q4 2013/14	461																		
Q1 2014/15	206																		
Q2 2014/15	246																		

Council Executive – Quarterly Public Performance Report, December 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																		
How many loans to local businesses did we award?	<p>CP01-P27P How many loans to local businesses did we award?</p> <table border="1"> <caption>CP01-P27P Data</caption> <thead> <tr> <th>Quarter</th> <th>Loans Awarded</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>3</td> <td>3</td> </tr> <tr> <td>Q3 2013/14</td> <td>1</td> <td>1</td> </tr> <tr> <td>Q4 2013/14</td> <td>2</td> <td>2</td> </tr> <tr> <td>Q1 2014/15</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q2 2014/15</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Quarter	Loans Awarded	Target	Q2 2013/14	3	3	Q3 2013/14	1	1	Q4 2013/14	2	2	Q1 2014/15	0	0	Q2 2014/15	0	0	0	<p>How are we performing: No loans were granted during the 2nd quarter of this year as the loan programme was being re-launched.</p>				Bryan McGrath
Quarter	Loans Awarded	Target																							
Q2 2013/14	3	3																							
Q3 2013/14	1	1																							
Q4 2013/14	2	2																							
Q1 2014/15	0	0																							
Q2 2014/15	0	0																							
How much money did those loans add up to?	<p>CP01-P28P How much money did those loans add up to?</p> <table border="1"> <caption>CP01-P28P Data</caption> <thead> <tr> <th>Quarter</th> <th>Money Added (£)</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>£30,000.00</td> <td>£30,000.00</td> </tr> <tr> <td>Q3 2013/14</td> <td>£10,000.00</td> <td>£10,000.00</td> </tr> <tr> <td>Q4 2013/14</td> <td>£14,500.00</td> <td>£14,500.00</td> </tr> <tr> <td>Q1 2014/15</td> <td>£0.00</td> <td>£0.00</td> </tr> <tr> <td>Q2 2014/15</td> <td>£0.00</td> <td>£0.00</td> </tr> </tbody> </table>	Quarter	Money Added (£)	Target	Q2 2013/14	£30,000.00	£30,000.00	Q3 2013/14	£10,000.00	£10,000.00	Q4 2013/14	£14,500.00	£14,500.00	Q1 2014/15	£0.00	£0.00	Q2 2014/15	£0.00	£0.00	£0.00	<p>Actions we are taking to improve/maintain performance: The loan programme, which will help to create and safeguard jobs and have a positive impact on the Borders economy, is currently being promoted locally through Business Gateway and the first applications will be considered in Q3.</p>				Bryan McGrath
Quarter	Money Added (£)	Target																							
Q2 2013/14	£30,000.00	£30,000.00																							
Q3 2013/14	£10,000.00	£10,000.00																							
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Council Executive – Quarterly Public Performance Report, December 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
How many grants to local businesses did we award?	<p>CP01-P29P How many grants to local businesses did we award?</p> <table border="1"> <caption>Data for CP01-P29P</caption> <thead> <tr> <th>Quarter</th> <th>Grants Awarded</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>11</td> </tr> <tr> <td>Q3 2013/14</td> <td>19</td> </tr> <tr> <td>Q4 2013/14</td> <td>16</td> </tr> <tr> <td>Q1 2014/15</td> <td>12</td> </tr> <tr> <td>Q2 2014/15</td> <td>12</td> </tr> </tbody> </table>	Quarter	Grants Awarded	Q2 2013/14	11	Q3 2013/14	19	Q4 2013/14	16	Q1 2014/15	12	Q2 2014/15	12	12	<p>How are we performing: The number of grants awarded remained similar to the previous quarter and slightly up on the same period in 2013/14.</p> <p>The value of money awarded is down on the previous quarter because the average application was requesting less funding.</p>				Bryan McGrath
Quarter	Grants Awarded																		
Q2 2013/14	11																		
Q3 2013/14	19																		
Q4 2013/14	16																		
Q1 2014/15	12																		
Q2 2014/15	12																		
How much money did those grants add up to?	<p>CP01-P30P How much money did those grants add up to?</p> <table border="1"> <caption>Data for CP01-P30P</caption> <thead> <tr> <th>Quarter</th> <th>Money Awarded (£)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>£35,022.70</td> </tr> <tr> <td>Q3 2013/14</td> <td>£46,887.37</td> </tr> <tr> <td>Q4 2013/14</td> <td>£51,273.16</td> </tr> <tr> <td>Q1 2014/15</td> <td>£40,786.51</td> </tr> <tr> <td>Q2 2014/15</td> <td>£36,383.50</td> </tr> </tbody> </table>	Quarter	Money Awarded (£)	Q2 2013/14	£35,022.70	Q3 2013/14	£46,887.37	Q4 2013/14	£51,273.16	Q1 2014/15	£40,786.51	Q2 2014/15	£36,383.50	£36,383.50	<p>Actions we are taking to improve/maintain performance: The fund continues to be promoted locally. This will help to create and safeguard jobs and have a positive impact on the local economy.</p>				Bryan McGrath
Quarter	Money Awarded (£)																		
Q2 2013/14	£35,022.70																		
Q3 2013/14	£46,887.37																		
Q4 2013/14	£51,273.16																		
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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
How many planning applications do we receive?	<p>CP01-P20P How many planning applications do we receive?</p> <table border="1"> <caption>CP01-P20P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>265</td> </tr> <tr> <td>Q3 2013/14</td> <td>286</td> </tr> <tr> <td>Q4 2013/14</td> <td>325</td> </tr> <tr> <td>Q1 2014/15</td> <td>346</td> </tr> <tr> <td>Q2 2014/15</td> <td>313</td> </tr> </tbody> </table>	Quarter	Value	Q2 2013/14	265	Q3 2013/14	286	Q4 2013/14	325	Q1 2014/15	346	Q2 2014/15	313	313	<p>How are we performing: The total number of applications received in the July-September quarter was 313. This was 9.5% lower than the previous quarter but significantly higher than the same quarter in 2013/14.</p> <p>Performance for the quarter, when looking at how quickly planning applications are dealt with, fell to 69%, five percentage points lower than the previous quarter but significantly higher than the same quarter in 2013/14.</p>	↓	↑		Brian Frater
Quarter	Value																		
Q2 2013/14	265																		
Q3 2013/14	286																		
Q4 2013/14	325																		
Q1 2014/15	346																		
Q2 2014/15	313																		
How quickly are planning applications dealt with?	<p>CP01-P23qP How quickly are planning applications dealt with?</p> <table border="1"> <caption>CP01-P23qP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>61%</td> </tr> <tr> <td>Q3 2013/14</td> <td>70%</td> </tr> <tr> <td>Q4 2013/14</td> <td>72%</td> </tr> <tr> <td>Q1 2014/15</td> <td>74%</td> </tr> <tr> <td>Q2 2014/15</td> <td>69%</td> </tr> </tbody> </table>	Quarter	Value	Q2 2013/14	61%	Q3 2013/14	70%	Q4 2013/14	72%	Q1 2014/15	74%	Q2 2014/15	69%	69%	<p>Actions we are taking to improve/maintain performance: Improved procedures for dealing with legal agreements, and greater use of “stop the clock” arrangements are designed to achieve further improvements in performance.</p>	↓	↓		Brian Frater
Quarter	Value																		
Q2 2013/14	61%																		
Q3 2013/14	70%																		
Q4 2013/14	72%																		
Q1 2014/15	74%																		
Q2 2014/15	69%																		
How many invoices, received by us, were paid within 30 days of receiving the invoice?	<p>CP01-P25P How many invoices, received by us, were paid within 30 days of receiving the invoice?</p> <table border="1"> <caption>CP01-P25P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>91%</td> </tr> <tr> <td>Q3 2013/14</td> <td>90%</td> </tr> <tr> <td>Q4 2013/14</td> <td>84%</td> </tr> <tr> <td>Q1 2014/15</td> <td>93%</td> </tr> <tr> <td>Q2 2014/15</td> <td>93%</td> </tr> </tbody> </table>	Quarter	Value	Q2 2013/14	91%	Q3 2013/14	90%	Q4 2013/14	84%	Q1 2014/15	93%	Q2 2014/15	93%	93%	<p>How are we performing: Overall performance for the second quarter of 2014/15 remains at 93% and is ahead of performance for quarter 2 of 2013/14 continuing to reflect the benefits derived from improvements made in 2013/14 to remove manual processing of invoices.</p> <p>Actions we are taking to improve/maintain performance: Improvement plan actions continue to be implemented to ensure that targets continue to be met.</p>	↑	↑		Lynn Mirley
Quarter	Value																		
Q2 2013/14	91%																		
Q3 2013/14	90%																		
Q4 2013/14	84%																		
Q1 2014/15	93%																		
Q2 2014/15	93%																		

IMPROVE ATTAINMENT AND ACHIEVEMENT LEVELS FOR ALL OUR CHILDREN AND YOUNG PEOPLE, BOTH WITHIN AND OUT WITH THE FORMAL CURRICULUM

HOW ARE WE DOING?

Scottish Qualification Authority (SQA) Examination Results 2013/14

Insight is a new online tool for secondary schools and local authorities to benchmark and help improve the performance of pupils in S4-6. It replaces a previous system called STACs (Standard Tables and Charts) and is designed to be more aligned with Curriculum for Excellence and include a range of wider achievement. Insight is available to teaching staff in secondary schools including senior leaders, principal teachers and classroom teachers.

The tool compares our performance to national performance (Scotland) as well as a "virtual comparator" (those who are similar to us).

More information will become available early in 2015 but below is a sample of what is currently available through INSIGHT, and was reported to SBC's Education Committee in November 2014.

% Pupils achieving Literary and Numeracy at various levels

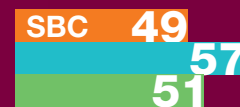
% S4 Pupils at SCQF Level 4 or better



% S5 Pupils at SCQF Level 4 or better



% S6 Pupils at SCQF Level 5 or better



■ Scottish Borders ■ Virtual Comparator ■ National

Scottish Credit and Qualifications Framework (SCQF)

Tariff Scores*, for the lowest attaining 20% of pupils

S4 Pupils



S5 Pupils



S6 Pupils



■ Scottish Borders ■ Virtual Comparator ■ National

***Tariff Scores:** Pupils are awarded points for different course levels and awards. The tariff score of a pupil is calculated by simply adding together all the tariff points accumulated from all the different course levels and awards he/she attains.

Attendance

Primary 97.21%
Secondary 94.55%

Number of pupils excluded

Primary 4
Secondary 51

Q2 2014/15



School Inspections

2013/14
Q2 - Langlee Primary School & Nursery
Q2 - Chirnside Primary School & Nursery
Q3 - St Joseph's RC Primary School
Q3 - Eddlestone Primary School
Q4 - Selkirk High School

2014/15
Q1 - Reston Primary School & Nursery
Q1 - Wilton Primary School & Nursery
Q1 - St Boswells Primary School
Q2 - West Linton Primary School & Nursery



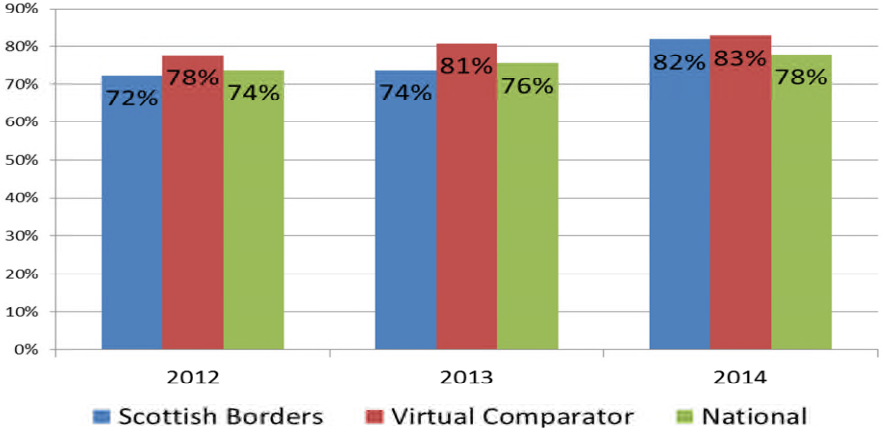
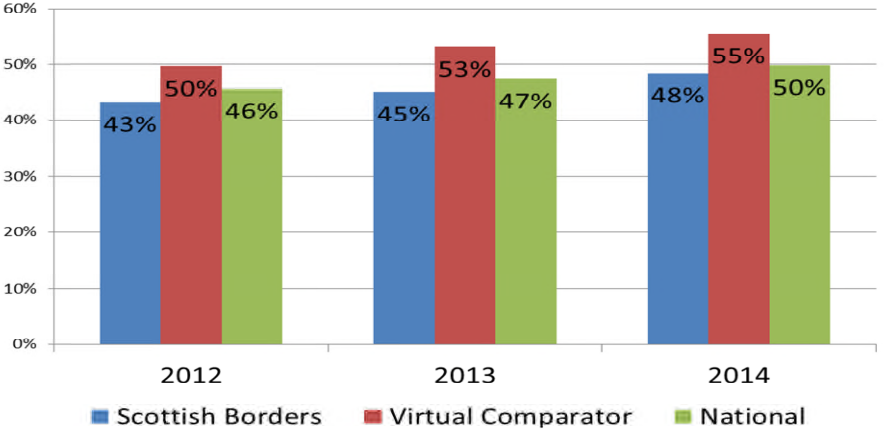
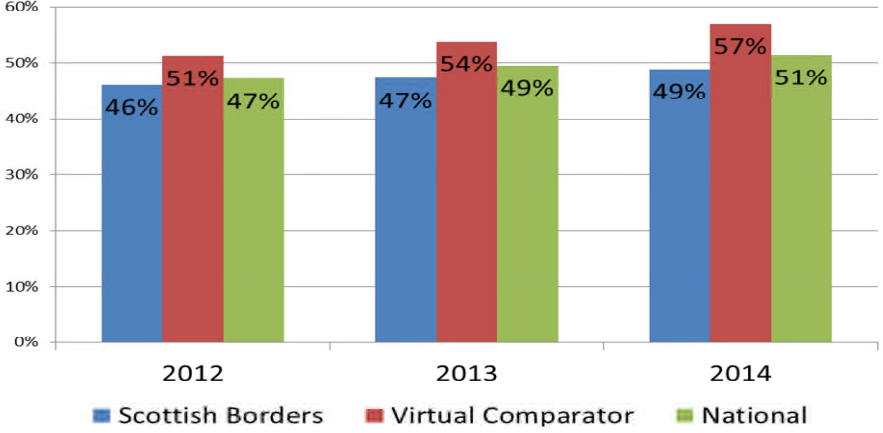
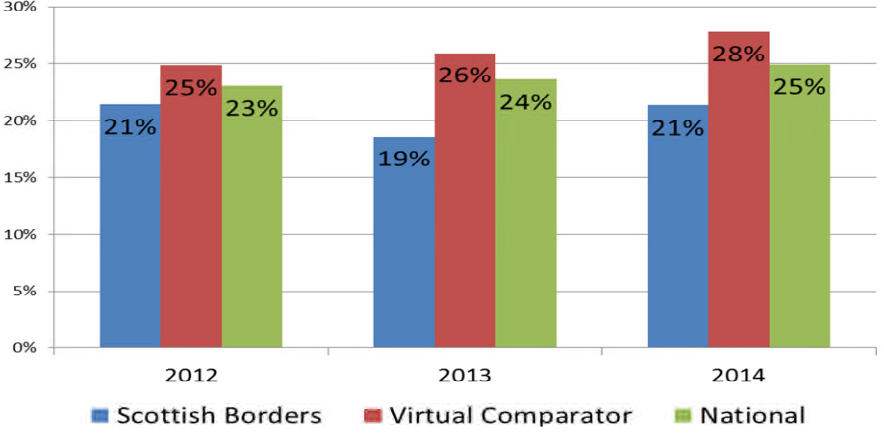
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Corporate Priority 2: Improve attainment and achievement levels for all our children and young people, both within and out with the formal curriculum

Literacy and Numeracy

% S4 Pupils achieving Literacy and Numeracy awards at SCQF Level 4 or better	% S4 Pupils achieving Literacy and Numeracy awards at SCQF Level 5 or better																																
<table border="1"> <caption>% S4 Pupils achieving Literacy and Numeracy awards at SCQF Level 4 or better</caption> <thead> <tr> <th>Year</th> <th>Scottish Borders</th> <th>Virtual Comparator</th> <th>National</th> </tr> </thead> <tbody> <tr> <td>2012</td> <td>67%</td> <td>65%</td> <td>61%</td> </tr> <tr> <td>2013</td> <td>74%</td> <td>67%</td> <td>63%</td> </tr> <tr> <td>2014</td> <td>82%</td> <td>79%</td> <td>77%</td> </tr> </tbody> </table>	Year	Scottish Borders	Virtual Comparator	National	2012	67%	65%	61%	2013	74%	67%	63%	2014	82%	79%	77%	<table border="1"> <caption>% S4 Pupils achieving Literacy and Numeracy awards at SCQF Level 5 or better</caption> <thead> <tr> <th>Year</th> <th>Scottish Borders</th> <th>Virtual Comparator</th> <th>National</th> </tr> </thead> <tbody> <tr> <td>2012</td> <td>26%</td> <td>27%</td> <td>24%</td> </tr> <tr> <td>2013</td> <td>28%</td> <td>29%</td> <td>25%</td> </tr> <tr> <td>2014</td> <td>39%</td> <td>40%</td> <td>38%</td> </tr> </tbody> </table>	Year	Scottish Borders	Virtual Comparator	National	2012	26%	27%	24%	2013	28%	29%	25%	2014	39%	40%	38%
Year	Scottish Borders	Virtual Comparator	National																														
2012	67%	65%	61%																														
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2012	26%	27%	24%																														
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2014	39%	40%	38%																														
<p>The percentage of S4 pupils in Scottish Borders achieving Literacy and Numeracy at level 4 (or better) in 2014 is 82%, which is higher than both the Virtual Comparator (79%) and the National performance (77%). It also shows a consistently improving performance since 2012 (67%).</p>	<p>The percentage of S4 pupils in Scottish Borders achieving Literacy and Numeracy at level 5 (or better) in 2014 is 39%, which is slightly lower than the Virtual Comparator (40%), but above the National performance (38%). It also shows a consistently improving performance since 2012 (26%).</p>																																
<p><i>Although this provides useful benchmarking, S4 data will show considerable variation across Scotland due to the increased degree of school level choice in the number of presentations for National qualifications. This will change over time as schools follow strong advice from Education Scotland on reducing to 6 National Qualifications in S4 thus allowing greater depth of study as outlined in the curriculum rationale. This should support improvements in S5.</i></p>																																	

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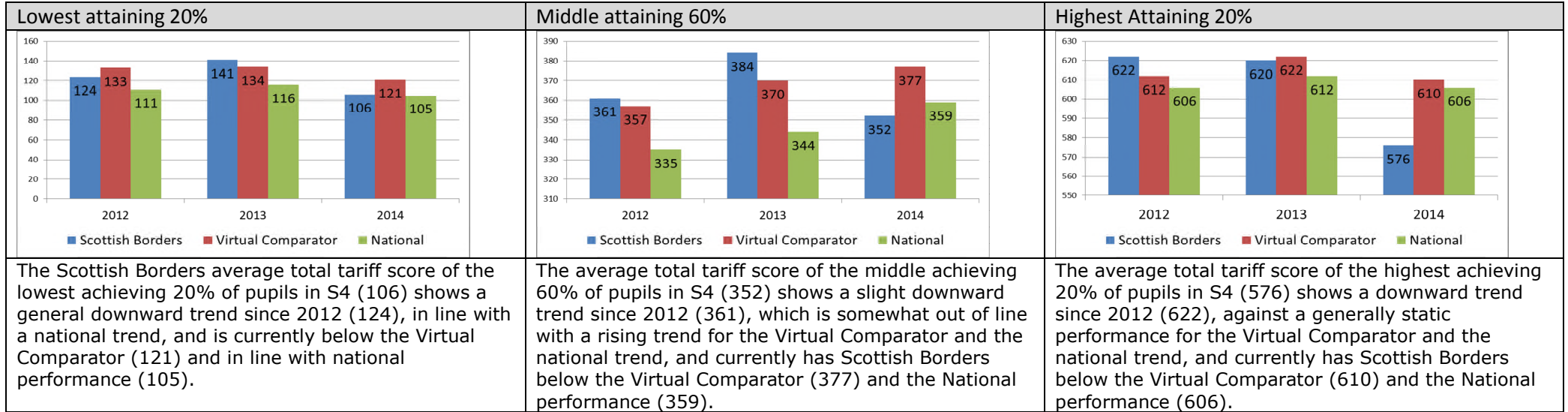
% S5 Pupils achieving Literacy and Numeracy awards at SCQF Level 4 or better	% S5 Pupils achieving Literacy and Numeracy awards at SCQF Level 5 or better																																
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<p>The percentage of S5 pupils¹ in Scottish Borders achieving Literacy and Numeracy at level 4 (or better) in 2014 is 82%, which is slightly lower than the Virtual Comparator (83%), but above the National performance (78%). It also shows a consistently improving performance since 2012 (72%).</p>	<p>The percentage of S5 pupils in Scottish Borders achieving Literacy and Numeracy at level 5 (or better) in 2014 is 48%, which is lower than the Virtual Comparator (55%) and slightly below the National performance (50%). It does show a consistently improving performance since 2012 (43%).</p>																																
% S6 Pupils achieving Literacy and Numeracy awards at SCQF Level 5 or better	% S6 Pupils achieving Literacy and Numeracy awards at SCQF Level 6 or better																																
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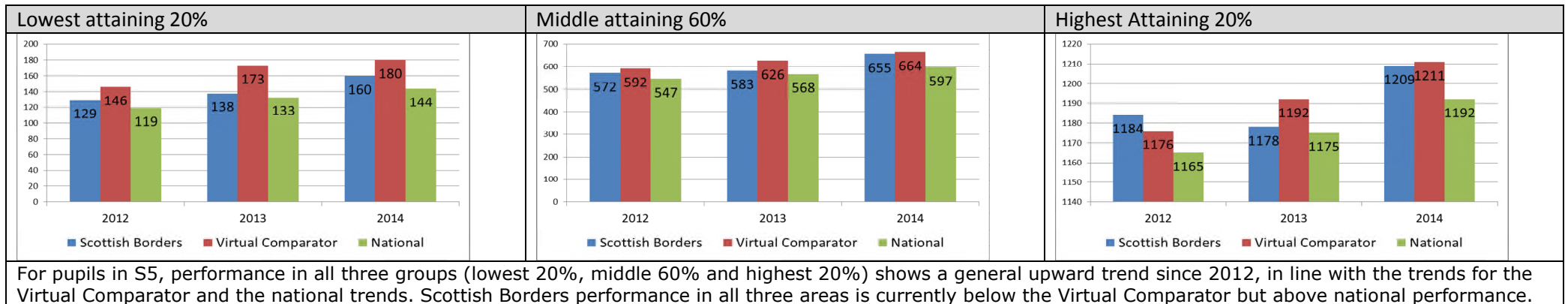
Average Tariff Scores

Pupils are awarded points for different course levels and awards. The **tariff score** of a pupil is calculated by simply adding together all the tariff points accumulated from all the different course levels and awards he/she attains.

S4

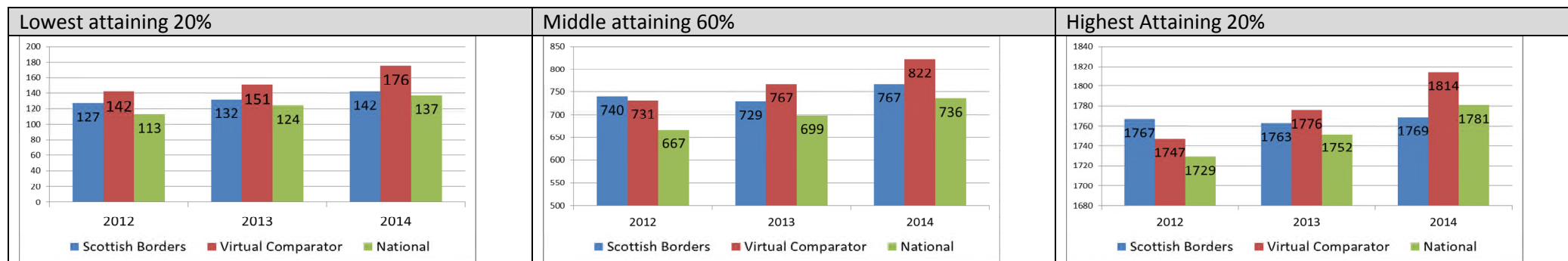


S5



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S6



For pupils in S6, performance in the lowest 20% and middle 60% shows an upward trend since 2012, in line with the trends for the Virtual Comparator and the national trends, and the Scottish Borders performance is currently below the Virtual Comparator but above national performance. However for the highest achieving 20%, performance has been relatively static since 2012 against rising trends for the Virtual Comparator and National performance. Scottish Borders (1769) is currently below both the Virtual Comparator (1814) and National performance (1781).

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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	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 Pupil Exclusions</caption> <thead> <tr> <th>Quarter</th> <th>Exclusions</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>18</td> </tr> <tr> <td>Q3 2013/14</td> <td>20</td> </tr> <tr> <td>Q4 2013/14</td> <td>14</td> </tr> <tr> <td>Q1 2014/15</td> <td>14</td> </tr> <tr> <td>Q2 2014/15</td> <td>4</td> </tr> </tbody> </table> <p>■ Target (Quarters)</p>	Quarter	Exclusions	Q2 2013/14	18	Q3 2013/14	20	Q4 2013/14	14	Q1 2014/15	14	Q2 2014/15	4	4	<p>How are we performing: Over the longer term, there is an improving picture, although there has been a short term increase in exclusions at secondary schools since the last quarter.</p>	↑	↑		Jackie Swanston
Quarter	Exclusions																		
Q2 2013/14	18																		
Q3 2013/14	20																		
Q4 2013/14	14																		
Q1 2014/15	14																		
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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 Pupil Exclusions</caption> <thead> <tr> <th>Quarter</th> <th>Exclusions</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>59</td> </tr> <tr> <td>Q3 2013/14</td> <td>94</td> </tr> <tr> <td>Q4 2013/14</td> <td>114</td> </tr> <tr> <td>Q1 2014/15</td> <td>47</td> </tr> <tr> <td>Q2 2014/15</td> <td>51</td> </tr> </tbody> </table> <p>■ Target (Quarters)</p>	Quarter	Exclusions	Q2 2013/14	59	Q3 2013/14	94	Q4 2013/14	114	Q1 2014/15	47	Q2 2014/15	51	51	<p>Actions we are taking to improve/maintain performance: Schools will continue to work with a range of agencies to ensure that issues that may lead to exclusions are dealt with as early as possible. Within each learning community, we are developing nurture groups to support pupils and prevent exclusions.</p>	↓	↑		Jackie Swanston
Quarter	Exclusions																		
Q2 2013/14	59																		
Q3 2013/14	94																		
Q4 2013/14	114																		
Q1 2014/15	47																		
Q2 2014/15	51																		

Council Executive – Quarterly Public Performance Report, December 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
What % of primary school pupils attend school? (CP02-P11aP)	<p>CP02-P11aP What % of primary school pupils attend school? (CP02-P11aP)</p> <table border="1"> <caption>CP02-P11aP Data</caption> <thead> <tr> <th>Quarter</th> <th>Attendance %</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>96.76</td> </tr> <tr> <td>Q3 2013/14</td> <td>95.94</td> </tr> <tr> <td>Q4 2013/14</td> <td>95.96</td> </tr> <tr> <td>Q1 2014/15</td> <td>95.87</td> </tr> <tr> <td>Q2 2014/15</td> <td>97.21</td> </tr> </tbody> </table>	Quarter	Attendance %	Q2 2013/14	96.76	Q3 2013/14	95.94	Q4 2013/14	95.96	Q1 2014/15	95.87	Q2 2014/15	97.21	97.21	<p>How are we performing: For both Primary and Secondary schools, our performance is steadily improving.</p> <p>Actions we are taking to improve/maintain performance:</p>	↑	↑		Jackie Swanston
Quarter	Attendance %																		
Q2 2013/14	96.76																		
Q3 2013/14	95.94																		
Q4 2013/14	95.96																		
Q1 2014/15	95.87																		
Q2 2014/15	97.21																		
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>CP02-P11bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Attendance %</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>94.70</td> </tr> <tr> <td>Q3 2013/14</td> <td>92.74</td> </tr> <tr> <td>Q4 2013/14</td> <td>92.40</td> </tr> <tr> <td>Q1 2014/15</td> <td>92.81</td> </tr> <tr> <td>Q2 2014/15</td> <td>94.55</td> </tr> </tbody> </table>	Quarter	Attendance %	Q2 2013/14	94.70	Q3 2013/14	92.74	Q4 2013/14	92.40	Q1 2014/15	92.81	Q2 2014/15	94.55	94.55	<p>Schools will continue to work with parents to maintain this improvement. 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>	↑	↑		Jackie Swanston
Quarter	Attendance %																		
Q2 2013/14	94.70																		
Q3 2013/14	92.74																		
Q4 2013/14	92.40																		
Q1 2014/15	92.81																		
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How many schools/nurseries in the Scottish Borders were inspected?	<p>CP02-P21P How many schools/nurseries in the Scottish Borders were inspected?</p> <table border="1"> <caption>CP02-P21P Data</caption> <thead> <tr> <th>Quarter</th> <th>Number Inspected</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>2</td> </tr> <tr> <td>Q3 2013/14</td> <td>4</td> </tr> <tr> <td>Q4 2013/14</td> <td>1</td> </tr> <tr> <td>Q1 2014/15</td> <td>5</td> </tr> <tr> <td>Q2 2014/15</td> <td>2</td> </tr> </tbody> </table>	Quarter	Number Inspected	Q2 2013/14	2	Q3 2013/14	4	Q4 2013/14	1	Q1 2014/15	5	Q2 2014/15	2	2	<p>Schools inspected in 2nd Qtr 2014/15:</p> <ul style="list-style-type: none"> West Linton Primary School & Nursery <p>For the individual school inspection reports please visit the Education Scotland website.</p>	↑	↑		Kevin McCall
Quarter	Number Inspected																		
Q2 2013/14	2																		
Q3 2013/14	4																		
Q4 2013/14	1																		
Q1 2014/15	5																		
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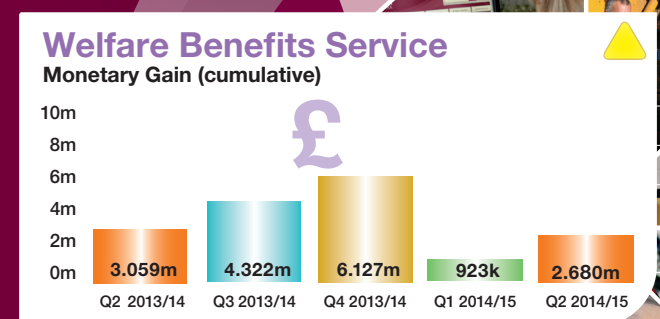
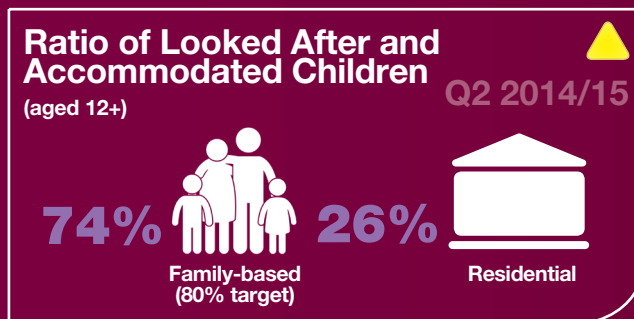
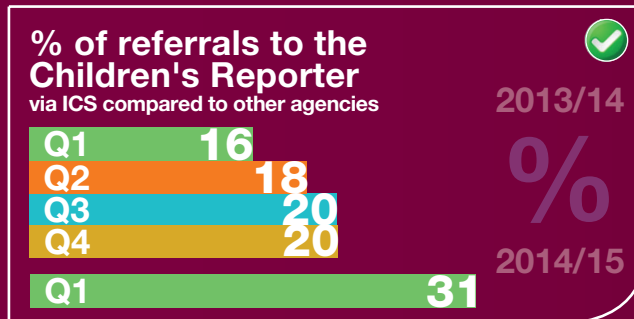
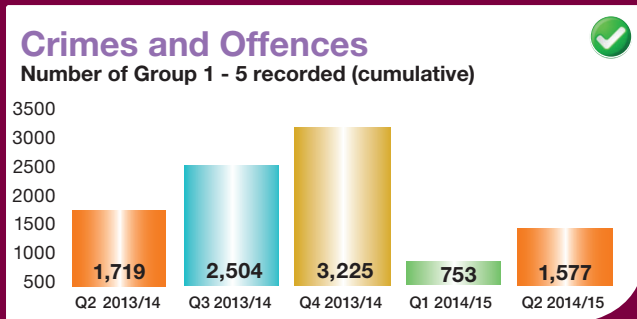
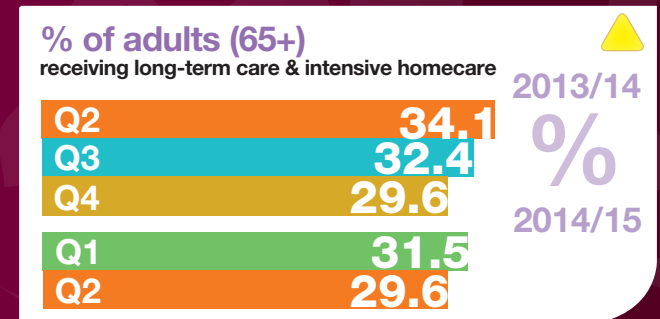
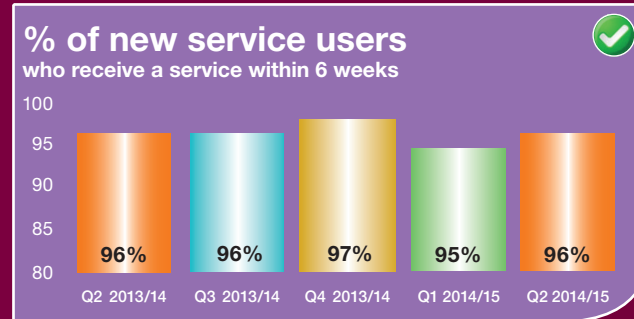
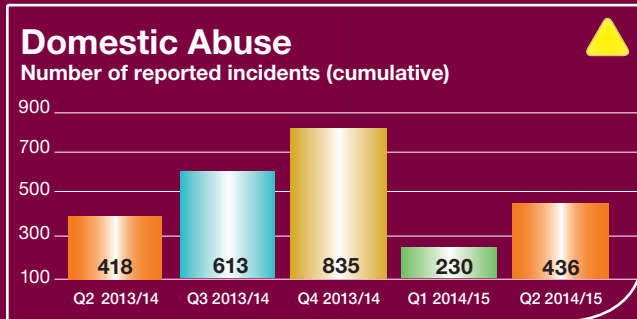
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SCHOOL INSPECTIONS The table below shows the results of schools inspected in the last twelve months:

School / Nursery	Date of Report	Improvements in Performance	Learners' Experience	Meeting Learning Needs	The Curriculum	Improvement through Self Evaluation
Langlee Primary	November 2013	Satisfactory	Good	Very Good	Good	Good
Nursery		Satisfactory	Satisfactory	Satisfactory	Good	Good
Chirnside Primary	November 2013	Good	Good	Good	Satisfactory	Satisfactory
Nursery		Good	Good	Good	Satisfactory	Satisfactory
St Joseph's RC Primary	October 2013	Unsatisfactory	Weak	Unsatisfactory	Unsatisfactory	Weak
Eddleston Primary	January 2014	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Weak
Selkirk High	March 2014	Good	Good	Good	Satisfactory	Satisfactory
Reston Primary	April 2014	Good	Good	Good	Good	Good
Nursery		Good	Good	Good	Good	Good
Wilton Primary	May 2014	Good	Good	Good	Good	Satisfactory
Nursery		Satisfactory	Satisfactory	Satisfactory	Good	Satisfactory
St Boswells Primary	June 2014	Good	Good	Good	Satisfactory	Satisfactory
West Linton Primary	August 2014	Weak	Satisfactory	Weak	Unsatisfactory	Unsatisfactory
Nursery		Satisfactory	Satisfactory	Weak	Unsatisfactory	Unsatisfactory

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

HOW ARE WE DOING?



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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	Short Term Trend	Long Term Trend	Status against Target	Managed By														
What % of people aged 65+ receives their care at home?	<p>CP03-P02P What % of people aged 65+ receive their care at home?</p> <table border="1"> <caption>Data for CP03-P02P</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>34.1%</td> </tr> <tr> <td>Q3 2013/14</td> <td>32.4%</td> </tr> <tr> <td>Q4 2013/14</td> <td>29.6%</td> </tr> <tr> <td>Q1 2014/15</td> <td>31.2%</td> </tr> <tr> <td>Q2 2014/15</td> <td>29.6%</td> </tr> <tr> <td>Target (Quarters)</td> <td>32.5%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2013/14	34.1%	Q3 2013/14	32.4%	Q4 2013/14	29.6%	Q1 2014/15	31.2%	Q2 2014/15	29.6%	Target (Quarters)	32.5%	29.6%	<p>How are we performing: Performance has fallen back slightly to the level seen in quarter 4 of 2013/14.</p> <p>Actions we are taking to improve/maintain performance: A higher proportion of people are being supported in care homes currently. The introduction of new approaches in the community such as housing with care should help to improve this area of performance.</p>				Elaine Torrance
Quarter	Percentage																				
Q2 2013/14	34.1%																				
Q3 2013/14	32.4%																				
Q4 2013/14	29.6%																				
Q1 2014/15	31.2%																				
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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>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>96%</td> </tr> <tr> <td>Q3 2013/14</td> <td>96%</td> </tr> <tr> <td>Q4 2013/14</td> <td>97%</td> </tr> <tr> <td>Q1 2014/15</td> <td>95%</td> </tr> <tr> <td>Q2 2014/15</td> <td>96%</td> </tr> <tr> <td>Target (Quarters)</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2013/14	96%	Q3 2013/14	96%	Q4 2013/14	97%	Q1 2014/15	95%	Q2 2014/15	96%	Target (Quarters)	95%	96%	<p>How are we performing: This indicator is consistently meeting its target; this performance is also in line with the national picture, which reported a figure of 98% in December 2013.</p> <p>Actions we are taking to improve/maintain performance: A substantial amount of work continues to go into providing packages of care as a matter of priority to those people most in need of support.</p>				Elaine Torrance
Quarter	Percentage																				
Q2 2013/14	96%																				
Q3 2013/14	96%																				
Q4 2013/14	97%																				
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Q2 2014/15	96%																				
Target (Quarters)	95%																				

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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																		
What % of children (aged 12+) are accommodated with family rather than residential placements?	<p>CP03-P06P What % of children (aged 12+) are accommodated with family rather than residential placements?</p> <table border="1"> <caption>Data for CP03-P06P</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>77%</td> <td>80%</td> </tr> <tr> <td>Q3 2013/14</td> <td>73%</td> <td>80%</td> </tr> <tr> <td>Q4 2013/14</td> <td>76%</td> <td>80%</td> </tr> <tr> <td>Q1 2014/15</td> <td>72%</td> <td>80%</td> </tr> <tr> <td>Q2 2014/15</td> <td>74%</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q2 2013/14	77%	80%	Q3 2013/14	73%	80%	Q4 2013/14	76%	80%	Q1 2014/15	72%	80%	Q2 2014/15	74%	80%	74%	<p>How are we performing: This indicator has risen slightly over the last quarter. Younger age groups are more likely to be successfully placed in a family situation, while some older children and young people’s needs are better served in a residential placement.</p> <p>Actions we are taking to improve/maintain performance: All placements are monitored by senior managers each month.</p>	↑	↓	⚠	Ann Blackie
Quarter	Value (%)	Target (%)																							
Q2 2013/14	77%	80%																							
Q3 2013/14	73%	80%																							
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What % of referrals to the Scottish Children's Reporter Administration are made through Integrated Children's Services?	<p>CP03-P30P What % of referrals to the Scottish Children's Reporter Administration are made through Integrated Children's Services?</p> <table border="1"> <caption>Data for CP03-P30P</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>16%</td> <td>20%</td> </tr> <tr> <td>Q2 2013/14</td> <td>18%</td> <td>20%</td> </tr> <tr> <td>Q3 2013/14</td> <td>20%</td> <td>20%</td> </tr> <tr> <td>Q4 2013/14</td> <td>20%</td> <td>20%</td> </tr> <tr> <td>Q1 2014/15</td> <td>31%</td> <td>20%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2013/14	16%	20%	Q2 2013/14	18%	20%	Q3 2013/14	20%	20%	Q4 2013/14	20%	20%	Q1 2014/15	31%	20%	31%	<p>How are we performing: This is used as a proxy indicator for joint working with partner agencies. Social Workers will generally take on the role of Lead Professional and hence lead any referral to the Scottish Children’s Reporter Administration. The rise in the last quarter suggests that processes for joint working are operating effectively.</p> <p>Note: One quarter lag in data.</p> <p>Actions we are taking to improve/maintain performance: Training in Getting It Right For Every Child (GIRFEC) and roles of Named Person and Lead Professional is ongoing as part of the GIRFEC implementation plan.</p>	↑	↑	✅	Ann Blackie
Quarter	Value (%)	Target (%)																							
Q1 2013/14	16%	20%																							
Q2 2013/14	18%	20%																							
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Council Executive – Quarterly Public Performance Report, December 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
How many people have received advice or advocacy through Welfare Benefits Service? (cumulative)	<p>CP03-P35P How many people have received advice or advocacy through Welfare Benefits Service?</p> <table border="1"> <caption>CP03-P35P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>805</td> </tr> <tr> <td>Q3 2013/14</td> <td>1,771</td> </tr> <tr> <td>Q4 2013/14</td> <td>2,391</td> </tr> <tr> <td>Q1 2014/15</td> <td>593</td> </tr> <tr> <td>Q2 2014/15</td> <td>1,202</td> </tr> </tbody> </table>	Quarter	Value	Q2 2013/14	805	Q3 2013/14	1,771	Q4 2013/14	2,391	Q1 2014/15	593	Q2 2014/15	1,202	1,202	<p>How are we performing: While the number of people being referred to the service continues to be consistent and slightly above target there has been a notable increase in money gained for customers over the second quarter.</p> <p>No single factor will have produced this increase. Some longstanding cases have finally been closed due to outcomes being achieved, some Personal Independent Payment claims have been coming through and staff have had the capacity to action the closure of cases.</p>	↓	↑	▲	Cathie Fancy
Quarter	Value																		
Q2 2013/14	805																		
Q3 2013/14	1,771																		
Q4 2013/14	2,391																		
Q1 2014/15	593																		
Q2 2014/15	1,202																		
How much money was gained for customers of the Welfare Benefits Service? (cumulative)	<p>CP03-P36P How much money was gained for customers of the Welfare Benefits Service?</p> <table border="1"> <caption>CP03-P36P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>3,058,953.00</td> </tr> <tr> <td>Q3 2013/14</td> <td>4,321,579.00</td> </tr> <tr> <td>Q4 2013/14</td> <td>6,126,664.00</td> </tr> <tr> <td>Q1 2014/15</td> <td>923,221.00</td> </tr> <tr> <td>Q2 2014/15</td> <td>2,680,465.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Q2 2013/14	3,058,953.00	Q3 2013/14	4,321,579.00	Q4 2013/14	6,126,664.00	Q1 2014/15	923,221.00	Q2 2014/15	2,680,465.00	£2,680,465.00	<p>In addition to the cases dealt with by SBC Welfare Benefits Officers, Citizens Advice Bureau have approx. 250 live cases each quarter and help clients realise significant benefit monetary gains, in Q2 2014/15 this totalled £320k.</p> <p>Actions we are taking to improve/maintain performance: Historically there is a downward trend in the numbers referred in the third quarter, and the fact that the office is closed over the festive period impacts on this too. However, there is usually a significant spike in January which compensates for this.</p>	↑	↓	▲	Cathie Fancy
Quarter	Value (£)																		
Q2 2013/14	3,058,953.00																		
Q3 2013/14	4,321,579.00																		
Q4 2013/14	6,126,664.00																		
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Council Executive – Quarterly Public Performance Report, December 2014

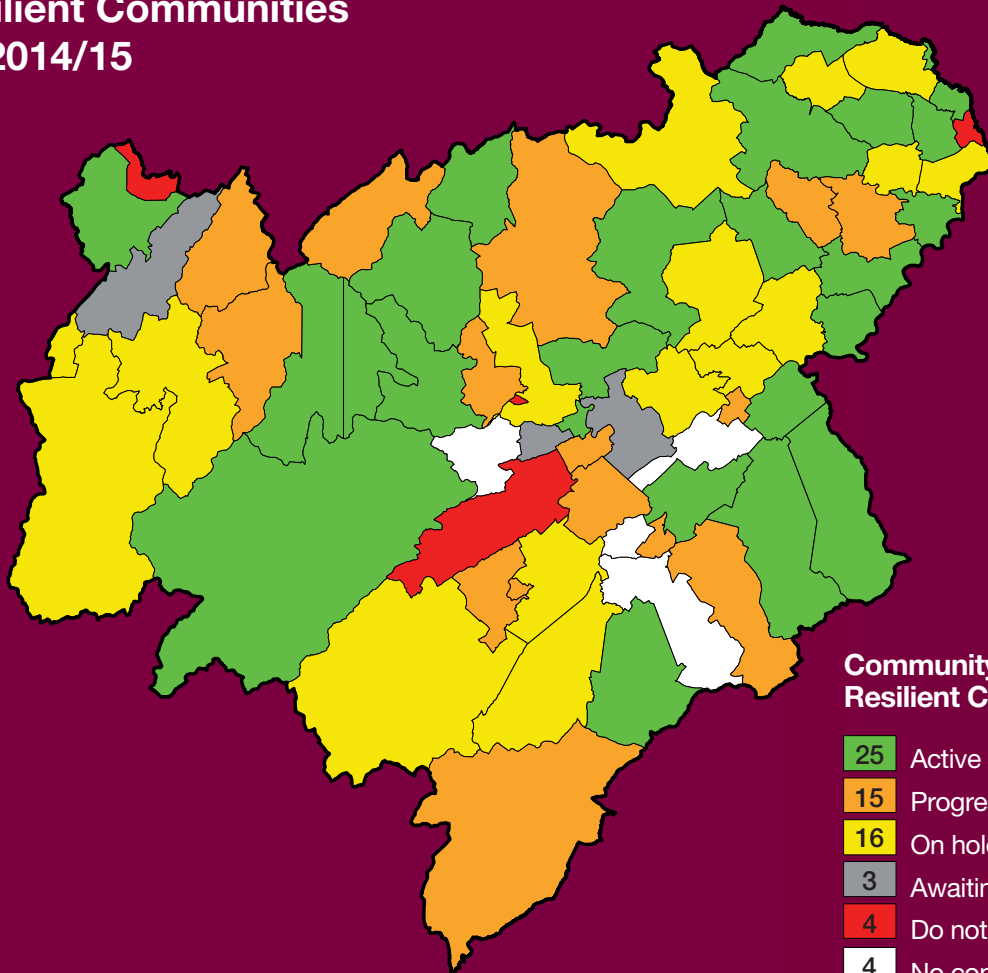
Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																		
How many incidents of domestic abuse are reported to Police Scotland? (cumulative)	<p>CP03-P37P How many incidents of domestic abuse are reported to Police Scotland?</p> <table border="1"> <caption>Data for CP03-P37P</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>418</td> <td>350</td> </tr> <tr> <td>Q3 2013/14</td> <td>613</td> <td>580</td> </tr> <tr> <td>Q4 2013/14</td> <td>835</td> <td>835</td> </tr> <tr> <td>Q1 2014/15</td> <td>230</td> <td>230</td> </tr> <tr> <td>Q2 2014/15</td> <td>436</td> <td>436</td> </tr> </tbody> </table>	Quarter	Value	Target	Q2 2013/14	418	350	Q3 2013/14	613	580	Q4 2013/14	835	835	Q1 2014/15	230	230	Q2 2014/15	436	436	436	<p>How are we performing: It is believed we are continuing to address the significant under reporting in Police incident rates. In accordance with accepted national research, we expect there to be in the region of 1,200 victims per year in the Scottish Borders.</p> <p>Actions we are taking to improve/maintain performance: Ongoing delivery of support for victims of domestic abuse continues to be coordinated and delivered through the Pathway Project.</p> <p>The Pathway Project's funding ends in September 2015. A further funding opportunity, through the Scottish Government Violence Against Women Fund, is currently being scoped to continue the project to March 2016. The funding application will be submitted to the Scottish Government by 19 December 2014.</p> <p>The STEPs project, supporting complex needs clients, is currently being operationalised following a further successful BIG Lottery Fund application. Staff recruitment is currently underway.</p>	↓	↓	⚠	John Scott
Quarter	Value	Target																							
Q2 2013/14	418	350																							
Q3 2013/14	613	580																							
Q4 2013/14	835	835																							
Q1 2014/15	230	230																							
Q2 2014/15	436	436																							
How many crimes and offences are recorded by Police Scotland? (cumulative)	<p>CP03-P39P How many crimes and offences are recorded by Police Scotland?</p> <table border="1"> <caption>Data for CP03-P39P</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>1,719</td> <td>1,719</td> </tr> <tr> <td>Q3 2013/14</td> <td>2,504</td> <td>2,504</td> </tr> <tr> <td>Q4 2013/14</td> <td>3,225</td> <td>3,225</td> </tr> <tr> <td>Q1 2014/15</td> <td>777</td> <td>777</td> </tr> <tr> <td>Q2 2014/15</td> <td>1,617</td> <td>1,617</td> </tr> </tbody> </table>	Quarter	Value	Target	Q2 2013/14	1,719	1,719	Q3 2013/14	2,504	2,504	Q4 2013/14	3,225	3,225	Q1 2014/15	777	777	Q2 2014/15	1,617	1,617	1,577	<p>How are we performing: 8.3% reduction recorded in comparison to the same period in the previous year. A very encouraging result.</p> <p>Actions we are taking to improve/maintain performance: Police Scotland will continue to deliver an intelligence led approach to service delivery, coupled with the continued drive to deliver local community policing plans.</p>	↑	↑	✅	John Scott
Quarter	Value	Target																							
Q2 2013/14	1,719	1,719																							
Q3 2013/14	2,504	2,504																							
Q4 2013/14	3,225	3,225																							
Q1 2014/15	777	777																							
Q2 2014/15	1,617	1,617																							

Council Executive – Quarterly Public Performance Report, December 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
How much money is seized by Police Scotland? (cumulative)	<p>CP03-P14P How much money is seized by Police Scotland?</p> <table border="1"> <caption>CP03-P14P How much money is seized by Police Scotland?</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>154,690.00</td> </tr> <tr> <td>Q3 2013/14</td> <td>307,229.00</td> </tr> <tr> <td>Q4 2013/14</td> <td>354,363.00</td> </tr> <tr> <td>Q1 2014/15</td> <td>1,253,399.00</td> </tr> <tr> <td>Q2 2014/15</td> <td>1,519,753.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Q2 2013/14	154,690.00	Q3 2013/14	307,229.00	Q4 2013/14	354,363.00	Q1 2014/15	1,253,399.00	Q2 2014/15	1,519,753.00	£1,519,753.00	<p>Observations: Proceeds of crime money is distributed to local areas via the Cashback for Communities Scheme, focused on youth diversionary activity.</p> <p>The delivery agent for Cashback for Communities, Inspiring Scotland, has been contacted to ask about flexibility with the programme moving forward to allow us to use money to meet local need.</p>				John Scott
Quarter	Value (£)																		
Q2 2013/14	154,690.00																		
Q3 2013/14	307,229.00																		
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BUILD THE CAPACITY AND RESILIENCE OF OUR COMMUNITIES AND VOLUNTARY SECTOR HOW ARE WE DOING?

Resilient Communities Q2 2014/15



Community Grant Scheme Q2 2014/15 8 awards



SBC
awarded
£17,918



Awards enabled
projects totalling
£110,854

Landfill Communities Fund Q2 2014/15 2 awards



SBC
awarded
£37,795



Awards enabled
projects totalling
£223,680

National Lottery Funding Q2 2014/15 49 awards £407,582



3 awards
Over £10k
Total £125,956



46 awards
Up to £10k
Total £281,626

Council Executive – Quarterly Public Performance Report, December 2014

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

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By
How many grants did we award from the Community Grant Scheme?	<p>CP04-P01P How many grants did we award from the Community Grant Scheme?</p>	8	<p>Observations: Number of grants in Q1 of 2014/15 were similar to Q4 of 2013/14. Normal trend in Quarter 2 would be more of a dip due to the holiday period and the season drop off of community activity. However, Awards for All was closed from May to August and this has helped to maintain Community Grant Scheme (CGS) levels.</p>	↓	↓		Shona Smith
What was the value of the Community Grant Scheme grants awarded? (CP04-P02aP)	<p>Exec - Community Grant Scheme: Grants / Total Project Value</p>	£17,918	The CGS aims to maximise external funding and often helps larger scale projects to be delivered. However, the CGS is also able to fund very small projects. For these reasons, total project costs can vary.	↓	↓		Shona Smith
What was the total value of the projects the Community Grant Scheme money contributed to? (CP04-P02P)		£110,854	Q1 peak is the result of a series of BIG Lottery Fund Community Spaces projects which the CGS contributed to.	↓	↓		Shona Smith

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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																		
How many grants did we award from the Landfill Communities Fund?	<p>CP04-P04P How many grants did we award from the Landfill Communities Fund?</p> <table border="1"> <caption>CP04-P04P: Grants Awarded</caption> <thead> <tr> <th>Quarter</th> <th>Grants Awarded</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q3 2013/14</td> <td>5</td> <td>5</td> </tr> <tr> <td>Q4 2013/14</td> <td>1</td> <td>1</td> </tr> <tr> <td>Q1 2014/15</td> <td>5</td> <td>5</td> </tr> <tr> <td>Q2 2014/15</td> <td>2</td> <td>2</td> </tr> </tbody> </table>	Quarter	Grants Awarded	Target	Q2 2013/14	0	0	Q3 2013/14	5	5	Q4 2013/14	1	1	Q1 2014/15	5	5	Q2 2014/15	2	2	2	<p>Observations: Awards under the Landfill Communities Fund (LCF) are dependent on tonnage and taxation paid. Funds are notified quarterly. Applications are often held to await funds and this can cause peaks and troughs in the grant approval process.</p> <p>The Q4 peak results from an award to Burnfoot Community Futures - project cost of £2.15m</p>	↓	↓		Shona Smith
Quarter	Grants Awarded	Target																							
Q2 2013/14	0	0																							
Q3 2013/14	5	5																							
Q4 2013/14	1	1																							
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Q2 2014/15	2	2																							
What was the value of the Landfill Communities Fund grants awarded? (CP04-P05P)	<p>Exec - Landfill Communities Fund: Grants / Total Project Value</p> <table border="1"> <caption>Exec - Landfill Communities Fund: Grants / Total Project Value</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P05</th> <th>CP04-P05a</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>£0</td> <td>£0</td> </tr> <tr> <td>Q3 2013/14</td> <td>£76,864</td> <td>£267,053</td> </tr> <tr> <td>Q4 2013/14</td> <td>£37,625</td> <td>£4,150,814</td> </tr> <tr> <td>Q1 2014/15</td> <td>£99,457</td> <td>£900,699</td> </tr> <tr> <td>Q2 2014/15</td> <td>£37,795</td> <td>£223,680</td> </tr> </tbody> </table>	Quarter	CP04-P05	CP04-P05a	Q2 2013/14	£0	£0	Q3 2013/14	£76,864	£267,053	Q4 2013/14	£37,625	£4,150,814	Q1 2014/15	£99,457	£900,699	Q2 2014/15	£37,795	£223,680	£37,795	<p>LCF is often the final funder within a funding package. Applications are therefore held to await the results of other funding. A number of applications were being held in Q4 13/14 for this reason resulting Q1 14/15 peak due to a £125k carry forward and the clearance of the Q4 applications held.</p>	↓	↓		Shona Smith
Quarter	CP04-P05	CP04-P05a																							
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What was the total value of the projects the Landfill Communities Fund money contributed to? (CP04-P05aP)	<p>£223,680</p>	£223,680	↓	↓		Shona Smith																			




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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
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> <table border="1"> <caption>Data for CP04-P07aP</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>128,621</td> </tr> <tr> <td>Q3 2013/14</td> <td>9,900</td> </tr> <tr> <td>Q4 2013/14</td> <td>92,105</td> </tr> <tr> <td>Q1 2014/15</td> <td>257,492</td> </tr> <tr> <td>Q2 2014/15</td> <td>281,626</td> </tr> </tbody> </table>	Quarter	Value (£)	Q2 2013/14	128,621	Q3 2013/14	9,900	Q4 2013/14	92,105	Q1 2014/15	257,492	Q2 2014/15	281,626	£281,626	<p>Observations – up to £10k: Q1 and Q2 have shown a high rate of awards. This is due to a number of small grant schemes linked to the Commonwealth Games reaching closure and an upsurge in activity due to impending deadlines. Also with Awards for All (AFA) closing, these two quarters show the clearance of the backlog of AFA applications.</p> <p>There is likely to be a reduction in activity in Q3 due to 2 x Commonwealth Games small scheme closures and the 'pausing' of AFA from May to August.</p> <p>Observations – over £10k Q4 peak due to Burnfoot Community Futures awards (£1.1m) and 6 x awards under BIG Lottery Fund's Community Spaces.</p> <p>Q1 and Q2 dip due to closure of Community Spaces and BIG Lottery Fund UK wide consultation on new programmes from 2015.</p>	↑	↑		Shona Smith
Quarter	Value (£)																		
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How much National Lottery Funding (grants over £10,000) was received in the Scottish Borders?	<p>CP04-P07bP How much National Lottery Funding (grants over £10,000) was received in the Scottish Borders?</p> <table border="1"> <caption>Data for CP04-P07bP</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>236,512</td> </tr> <tr> <td>Q3 2013/14</td> <td>1,265,095</td> </tr> <tr> <td>Q4 2013/14</td> <td>2,374,299</td> </tr> <tr> <td>Q1 2014/15</td> <td>292,913</td> </tr> <tr> <td>Q2 2014/15</td> <td>125,956</td> </tr> </tbody> </table>	Quarter	Value (£)	Q2 2013/14	236,512	Q3 2013/14	1,265,095	Q4 2013/14	2,374,299	Q1 2014/15	292,913	Q2 2014/15	125,956	£125,956	↓	↓		Shona Smith	
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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> <table border="1"> <caption>Data for CP04-P07P</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>365,133.00</td> </tr> <tr> <td>Q3 2013/14</td> <td>1,274,995.00</td> </tr> <tr> <td>Q4 2013/14</td> <td>2,466,404.00</td> </tr> <tr> <td>Q1 2014/15</td> <td>550,405.00</td> </tr> <tr> <td>Q2 2014/15</td> <td>407,582.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Q2 2013/14	365,133.00	Q3 2013/14	1,274,995.00	Q4 2013/14	2,466,404.00	Q1 2014/15	550,405.00	Q2 2014/15	407,582.00	£407,582.00	↓	↓		Shona Smith	
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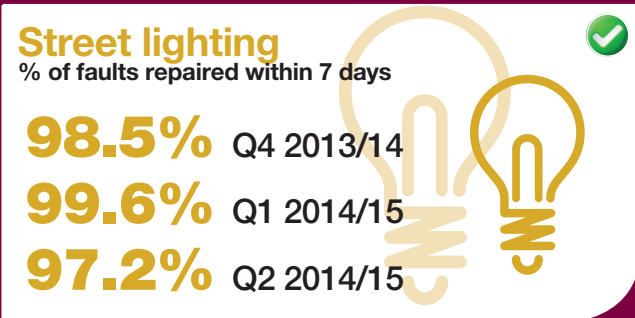
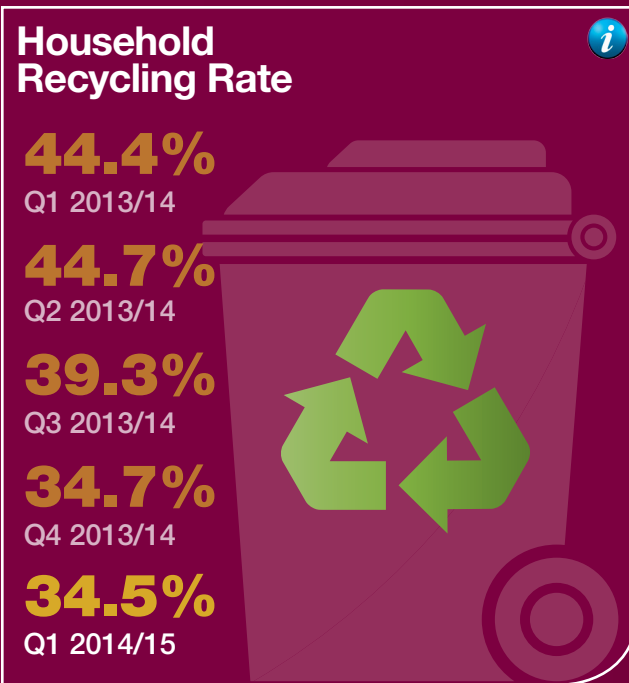
Council Executive – Quarterly Public Performance Report, December 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																				
How many community council areas have an active "Resilient Communities" plan? (CP04-P06aP) (cumulative)	<table border="1"> <caption>Exec - Community Resilience Plans - Active and Progressing</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P06a</th> <th>CP04-P06b</th> </tr> </thead> <tbody> <tr> <td>Q4 2013/14</td> <td>22</td> <td>31</td> </tr> <tr> <td>Q1 2014/15</td> <td>24</td> <td>32</td> </tr> <tr> <td>Q2 2014/15</td> <td>25</td> <td>15</td> </tr> </tbody> </table>	Quarter	CP04-P06a	CP04-P06b	Q4 2013/14	22	31	Q1 2014/15	24	32	Q2 2014/15	25	15	25	<p>How are we performing:</p> <p>As discussed in September at Executive, the "progressing" category has been subdivided to present Elected Members with a more accurate and detailed situation of what is happening on the ground.</p>	↑	↑		Jim Fraser								
Quarter		CP04-P06a	CP04-P06b																								
Q4 2013/14	22	31																									
Q1 2014/15	24	32																									
Q2 2014/15	25	15																									
How many community council areas have a progressing "Resilient Communities" plan? (CP04-P06bP) (cumulative)	15	<p>All Community Councils have been contacted within the last month to establish their situation and our records updated. The 15 shown as progressing are indeed underway, whilst the situation with the others has been accurately established.</p>	↓	↓		Jim Fraser																					
How many community council areas have a "Resilient Communities" plan on hold ? (CP04-P06cP) (cumulative)	<table border="1"> <caption>Exec - Community Resilience Plans - On hold, no contact etc.</caption> <thead> <tr> <th>Quarter</th> <th>CP04-P06cP</th> <th>CP04-P06dP</th> <th>CP04-P06eP</th> <th>CP04-P06fP</th> </tr> </thead> <tbody> <tr> <td>Q4 2013/14</td> <td>16</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q1 2014/15</td> <td>0</td> <td>3</td> <td>4</td> <td>0</td> </tr> <tr> <td>Q2 2014/15</td> <td>0</td> <td>0</td> <td>0</td> <td>4</td> </tr> </tbody> </table>	Quarter	CP04-P06cP	CP04-P06dP	CP04-P06eP	CP04-P06fP	Q4 2013/14	16	0	0	0	Q1 2014/15	0	3	4	0	Q2 2014/15	0	0	0	4	16	<p>Actions we are taking to improve/maintain performance:</p> <ul style="list-style-type: none"> • Three of the <i>progressing</i> communities will be active in the next quarter • Contact is being made with the 12 <i>progressing</i> communities to see what support is needed to see them become active • The 16 <i>on hold</i> communities have been emailed and community and ward councillors cc'd to identify which are in a position to progress – this will be followed up • Presentation to three community councils Jed Valley, Maxton and Mertoun, and Greenlaw and Hume • Support visits to Active Resilient Community Groups • Beginning to develop Resilient Communities Strategy • Promoting SB Alert and encouraging Resilient Communities Volunteers to sign up to the messaging system 	↑	↑		Jim Fraser
Quarter		CP04-P06cP	CP04-P06dP	CP04-P06eP	CP04-P06fP																						
Q4 2013/14	16	0	0	0																							
Q1 2014/15	0	3	4	0																							
Q2 2014/15	0	0	0	4																							
How many community council areas area awaiting a presentation on a "Resilient Communities" plan? (CP04-P06dP) (cumulative)	3			↑	↑		Jim Fraser																				
How many community council areas have we had no contact with regarding a "Resilient Communities" plan?		4		↑	↑		Jim Fraser																				

Council Executive – Quarterly Public Performance Report, December 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By
(CP04-P06eP) (cumulative)							
How many community council areas do not wish to join up and have a "Resilient Communities" plan? (CP04-P06fP) (cumulative)		4					Jim Fraser

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



Council Executive – Quarterly Public Performance Report, December 2014

Corporate Priority 5: Maintain and improve our high quality environment

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status	Managed By																		
How many people were killed on our roads?	<p>CP03-P12P How many people are killed on our roads?</p> <table border="1"> <caption>Data for CP03-P12P: How many people are killed on our roads?</caption> <thead> <tr> <th>Quarter</th> <th>Number of Deaths</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>1</td> <td>1</td> </tr> <tr> <td>Q3 2013/14</td> <td>2</td> <td>2</td> </tr> <tr> <td>Q4 2013/14</td> <td>1</td> <td>1</td> </tr> <tr> <td>Q1 2014/15</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q2 2014/15</td> <td>3</td> <td>3</td> </tr> </tbody> </table>	Quarter	Number of Deaths	Target (Quarters)	Q2 2013/14	1	1	Q3 2013/14	2	2	Q4 2013/14	1	1	Q1 2014/15	0	0	Q2 2014/15	3	3	3	<p>How are we performing: There were three fatal accident casualties in the second quarter of 2014. This is also the running total for the year as there were no fatal casualties in quarter 1. The long term trend continues to be positive in terms of reducing the number of fatalities on our roads.</p> <p>Note: Road safety reported nationally by calendar year.</p> <p>Actions we are taking to improve/maintain performance: Continue to make interventions where appropriate at sites identified through the moving cursor accident cluster programme. Continue to work with partner organisations, in particular through the Scottish Borders Road Safety Working Group, to address broader elements through education, encouragement, communication and where appropriate enforcement.</p>	↓	↓	✔	Colin Ovens
Quarter	Number of Deaths	Target (Quarters)																							
Q2 2013/14	1	1																							
Q3 2013/14	2	2																							
Q4 2013/14	1	1																							
Q1 2014/15	0	0																							
Q2 2014/15	3	3																							
How many people were seriously injured on our roads?	<p>CP03-P13P How many people are seriously injured on our roads?</p> <table border="1"> <caption>Data for CP03-P13P: How many people are seriously injured on our roads?</caption> <thead> <tr> <th>Quarter</th> <th>Number of Injuries</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>18</td> <td>18</td> </tr> <tr> <td>Q3 2013/14</td> <td>26</td> <td>26</td> </tr> <tr> <td>Q4 2013/14</td> <td>15</td> <td>15</td> </tr> <tr> <td>Q1 2014/15</td> <td>5</td> <td>5</td> </tr> <tr> <td>Q2 2014/15</td> <td>25</td> <td>25</td> </tr> </tbody> </table>	Quarter	Number of Injuries	Target (Quarters)	Q2 2013/14	18	18	Q3 2013/14	26	26	Q4 2013/14	15	15	Q1 2014/15	5	5	Q2 2014/15	25	25	25	<p>How are we performing: In the second quarter of 2014 there were a total of 25 serious injury casualties. Although the number of people seriously injured on Border's roads is continuing to fall the rate of reduction is currently above that which is set nationally.</p> <p>Note: Road safety reported nationally by calendar year.</p> <p>Actions we are taking to improve/maintain performance: As above.</p>	↓	↓	✘	Colin Ovens
Quarter	Number of Injuries	Target (Quarters)																							
Q2 2013/14	18	18																							
Q3 2013/14	26	26																							
Q4 2013/14	15	15																							
Q1 2014/15	5	5																							
Q2 2014/15	25	25																							

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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
How quickly do reported faulty street lights get repaired?	<p>CP05-P13P How quickly do reported faulty street lights get repaired?</p> <table border="1"> <caption>Data for CP05-P13P</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>97.7%</td> </tr> <tr> <td>Q3 2013/14</td> <td>97.8%</td> </tr> <tr> <td>Q4 2013/14</td> <td>98.5%</td> </tr> <tr> <td>Q1 2014/15</td> <td>97.2%</td> </tr> <tr> <td>Q2 2014/15</td> <td>97.2%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2013/14	97.7%	Q3 2013/14	97.8%	Q4 2013/14	98.5%	Q1 2014/15	97.2%	Q2 2014/15	97.2%	97.2%	<p>How are we performing? There are less faults reported this quarter than last year, and of those 97.2% were repaired within the seven day period again slightly down (0.5%) on this time last year – this is due additional projects being undertaken.</p> <p>Actions we are taking to improve/maintain performance: In order that we can maintain performance and respond as effectively as possible, members of the public are encouraged to report faults at https://www.scotborders.gov.uk/reportit</p>				Colin Ovens
Quarter	Percentage																		
Q2 2013/14	97.7%																		
Q3 2013/14	97.8%																		
Q4 2013/14	98.5%																		
Q1 2014/15	97.2%																		
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How much of our household waste do we recycle?	<p>CP05-P35P How much of our household waste do we recycle?</p> <table border="1"> <caption>Data for CP05-P35P</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>44.44%</td> </tr> <tr> <td>Q2 2013/14</td> <td>44.65%</td> </tr> <tr> <td>Q3 2013/14</td> <td>39.27%</td> </tr> <tr> <td>Q4 2013/14</td> <td>34.68%</td> </tr> <tr> <td>Q1 2014/15</td> <td>34.52%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2013/14	44.44%	Q2 2013/14	44.65%	Q3 2013/14	39.27%	Q4 2013/14	34.68%	Q1 2014/15	34.52%	34.52%	<p>How are we performing: As anticipated recycling performance has reduced when comparing Q1 2013/14 (Apr - Jun) to Q1 2014/15 (Apr-Jun). This reduction is as a result of the removal of the garden waste service.</p> <p>Note: One quarter lag in data.</p> <p>Actions we are taking to improve/maintain performance:</p> <ul style="list-style-type: none"> A new statutory food waste collection service is to be introduced during Summer 2015. A new Community Recycling Centre is to be opened in Kelso in Spring 2015. Various Community Recycling Centres are to be upgraded. Once operational the Integrated Waste Treatment Facility, which forms part of the Councils long term waste treatment contract, will capture recyclates previously destined for landfill. 				Ross Sharp-Dent
Quarter	Percentage																		
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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
How much of our household waste goes to landfill?	<p>CP05-P35bP How much of our household waste goes to landfill?</p> <table border="1"> <caption>CP05-P35bP Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>7,261</td> </tr> <tr> <td>Q2 2013/14</td> <td>7,343</td> </tr> <tr> <td>Q3 2013/14</td> <td>7,145</td> </tr> <tr> <td>Q4 2013/14</td> <td>7,338</td> </tr> <tr> <td>Q1 2014/15</td> <td>8,152</td> </tr> </tbody> </table>	Quarter	Value	Q1 2013/14	7,261	Q2 2013/14	7,343	Q3 2013/14	7,145	Q4 2013/14	7,338	Q1 2014/15	8,152	8,152	<p>How are we performing: The amount of household waste sent to landfill has increased compared to the same quarter the previous year. This is due to the removal of the garden waste service.</p> <p>Note: One quarter lag in data.</p> <p>Actions we are taking to improve/maintain performance:</p> <ul style="list-style-type: none"> A new statutory food waste collection service is to be introduced during Summer 2015. A new Community Recycling Centre is to be opened in Kelso in Spring 2015. Various Community Recycling Centres are to be upgraded. Once operational the Integrated Waste Treatment Facility, which forms part of the Councils long term waste treatment contract, will capture recyclates previously destined for landfill. 	↓	↓		Ross Sharp-Dent
Quarter	Value																		
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Q2 2013/14	7,343																		
Q3 2013/14	7,145																		
Q4 2013/14	7,338																		
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How much does it cost to put our household waste into landfill?	<p>CP05-P37P How much does it cost to put our household waste into landfill?</p> <table border="1"> <caption>CP05-P37P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>£524,205</td> </tr> <tr> <td>Q2 2013/14</td> <td>£528,700</td> </tr> <tr> <td>Q3 2013/14</td> <td>£514,421</td> </tr> <tr> <td>Q4 2013/14</td> <td>£528,336</td> </tr> <tr> <td>Q1 2014/15</td> <td>£652,160</td> </tr> </tbody> </table>	Quarter	Value (£)	Q1 2013/14	£524,205	Q2 2013/14	£528,700	Q3 2013/14	£514,421	Q4 2013/14	£528,336	Q1 2014/15	£652,160	£652,160	<p>How are we performing: The cost of sending household waste to landfill has increased compared to the same quarter last year. This is due to the annual increases in landfill tax (i.e. increased from £72/tonne to £80/tonne) and the additional waste to landfill from the removal of the green waste collections.</p> <p>Note: One quarter lag in data.</p> <p>Actions we are taking to improve/maintain performance:</p> <ul style="list-style-type: none"> A new statutory food waste collection service is to be introduced during Summer 2015. A new Community Recycling Centre is to be opened in Kelso in Spring 2015. Various Community Recycling Centres are to be upgraded. Once operational the Integrated Waste 	↓	↓		Ross Sharp-Dent
Quarter	Value (£)																		
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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By						
			Treatment Facility, which forms part of the Council's long term waste treatment contract, will capture recyclates previously destined for landfill.										
How much of our waste do we recycle at Community Recycling Centres?	<p>CP05-P40P How much of our waste do we recycle at Community Recycling Centres?</p> <table border="1"> <caption>Recycling Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Recycling Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>50.52%</td> </tr> <tr> <td>Q1 2015/15</td> <td>54.02%</td> </tr> </tbody> </table> <p>Legend: ■ Target (Quarters)</p>	Quarter	Recycling Percentage	Q1 2014/15	50.52%	Q1 2015/15	54.02%	54.02%	<p>How are we performing: The recycling performance at Community Recycling Centres has increased compared to the same quarter last year. This is due to green waste inputs to the sites more than doubling when compared to the same quarter last year.</p> <p>Note: One quarter lag in data.</p> <p>Actions we are taking to improve/maintain performance:</p> <ul style="list-style-type: none"> • Various Community Recycling Centres are scheduled to be upgraded. • A new Community Recycling Centre is to be opened in Kelso in Spring 2015. • Re-use project introduced at Selkirk Community Recycling Centre. 	↑	↑		Ross Sharp-Dent
Quarter	Recycling Percentage												
Q1 2014/15	50.52%												
Q1 2015/15	54.02%												

DEVELOP OUR WORKFORCE HOW ARE WE DOING?



Student Clerical Assistant, Housing Strategy & Services

Work opportunities scheme Q2 2014/15

- 1** Employability Fund Posts
- 2** Student Placement
- 6** Supported Employees within SBC
- 17** Current Apprentices employed within SBC
- 2** Advertised Apprenticeships

Modern Apprentices

- 8** Labourers - Neighbourhood Services
- 1** Street Lighting Technician - Neighbourhood Services
- 1** Electrician - Neighbourhood Services
- 2** Construction, Contracting Operations Civil Engineers - Planning
- 3** Mechanics - Fleet Management
- 2** Administration - Fleet Management

Supported Employees

- 4** Cleaners
- 1** Care Assistant
- 1** Road Crossing Assistant

Modern Apprentice Civil Engineering Technician, Regulatory Services

Number of SBC active e-learners (cumulative)

2,745 Q2 2014/15



Average % of working days lost

4.3% Q2 2013/14
3.9% Q2 2014/15

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Corporate Priority 6: Develop our workforce

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
What % of working days are lost due to absence?	<p>CP06-P14P What % of working days are lost due to absence?</p> <table border="1"> <caption>Data for CP06-P14P</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>4.3%</td> </tr> <tr> <td>Q3 2013/14</td> <td>4.2%</td> </tr> <tr> <td>Q4 2013/14</td> <td>4%</td> </tr> <tr> <td>Q1 2014/15</td> <td>3.8%</td> </tr> <tr> <td>Q2 2014/15</td> <td>3.9%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2013/14	4.3%	Q3 2013/14	4.2%	Q4 2013/14	4%	Q1 2014/15	3.8%	Q2 2014/15	3.9%	3.9%	<p>How are we performing? Compared to Q2 last year, our performance has improved and work continues to ensure the attendance management policy and procedures are applied consistently.</p> <p>Actions we are taking to improve/maintain performance: A number of additional managing attendance training courses have been made available for individuals who have line management responsibilities.</p>	↓	↑		Clair Hepburn
Quarter	Percentage																		
Q2 2013/14	4.3%																		
Q3 2013/14	4.2%																		
Q4 2013/14	4%																		
Q1 2014/15	3.8%																		
Q2 2014/15	3.9%																		
How many of our employees are actively using SB Learn (our e-learning tool)? (cumulative)	<p>CP06-P11P How many of our employees are actively using SB Learn (our e-learning tool)?</p> <table border="1"> <caption>Data for CP06-P11P</caption> <thead> <tr> <th>Quarter</th> <th>Number of Employees</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>110</td> </tr> <tr> <td>Q3 2013/14</td> <td>874</td> </tr> <tr> <td>Q4 2013/14</td> <td>1,181</td> </tr> <tr> <td>Q1 2014/15</td> <td>2,220</td> </tr> <tr> <td>Q2 2014/15</td> <td>2,745</td> </tr> </tbody> </table>	Quarter	Number of Employees	Q2 2013/14	110	Q3 2013/14	874	Q4 2013/14	1,181	Q1 2014/15	2,220	Q2 2014/15	2,745	2,745	<p>How are we performing: There has been a 19% increase in the number of employees actively using SB Learn due to ongoing promotion and the introduction of new mandatory modules e.g. child protection</p> <p>Actions we are taking to improve/maintain performance: Ongoing promotion will continue, as well using SB Learn for mandatory training. (However, a paper based format of mandatory courses has also been passed to managers to trial with groups of non-office based staff).</p>	↑	↑		Clair Hepburn
Quarter	Number of Employees																		
Q2 2013/14	110																		
Q3 2013/14	874																		
Q4 2013/14	1,181																		
Q1 2014/15	2,220																		
Q2 2014/15	2,745																		

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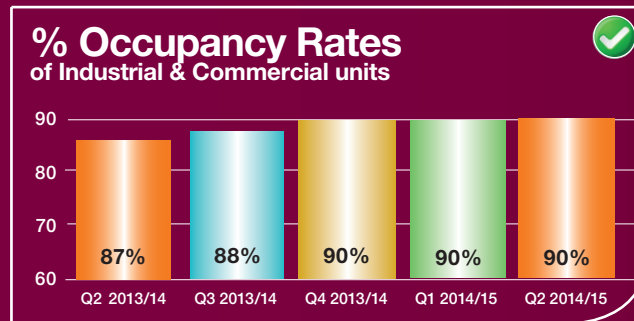
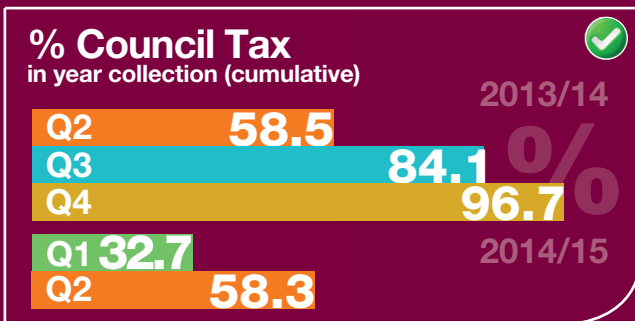
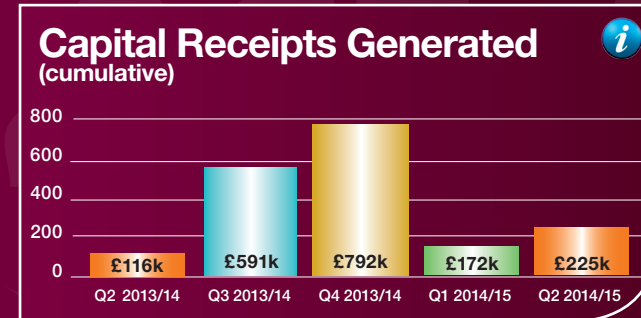
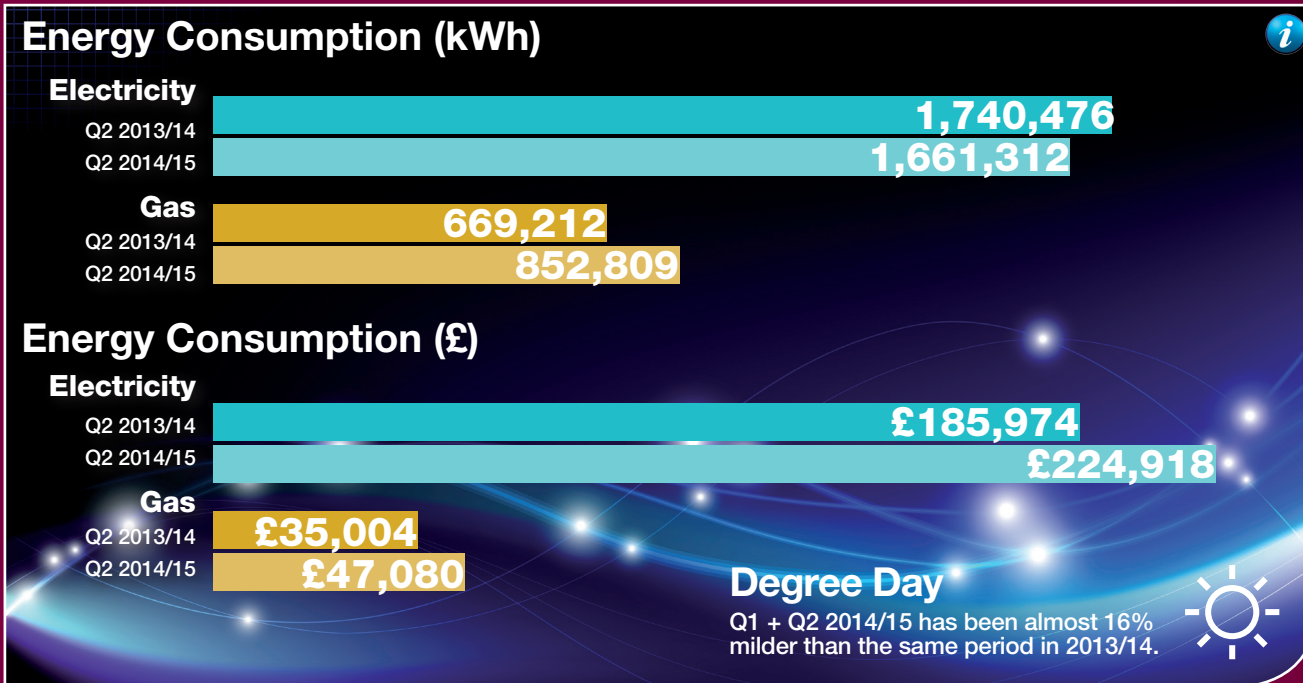
Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																				
How many posts do we have for young people that are paid for through the Skills Development Scotland "Employability Fund"? (CP06-P31P)	<p style="text-align: center;">Executive - Supported Employment</p> <table border="1"> <caption>Executive - Supported Employment Data</caption> <thead> <tr> <th>Quarter</th> <th>CP06-P31P</th> <th>CP06-P32P</th> <th>CP06-P33P</th> <th>CP06-P37P</th> </tr> </thead> <tbody> <tr> <td>Q4-2013/14</td> <td>2</td> <td>1</td> <td>5</td> <td>0</td> </tr> <tr> <td>Q1-2014/15</td> <td>2</td> <td>2</td> <td>6</td> <td>14</td> </tr> <tr> <td>Q2-2014/15</td> <td>1</td> <td>2</td> <td>6</td> <td>17</td> </tr> </tbody> </table>	Quarter	CP06-P31P	CP06-P32P	CP06-P33P	CP06-P37P	Q4-2013/14	2	1	5	0	Q1-2014/15	2	2	6	14	Q2-2014/15	1	2	6	17	1	<p>How are we performing: The current position across SBC is as follows: <u>Apprentices</u></p> <ul style="list-style-type: none"> 8 x Labourers - Neighbourhood Services 1 x Street lighting technician - Neighbourhood Services 1 x Electrician - Neighbourhood Services 2 x Construction, Contracting Operations civil engineers - Planning 3 x Mechanics - Fleet Management 2 x Administration – Fleet Management 				Cathie Fancy
Quarter		CP06-P31P	CP06-P32P	CP06-P33P	CP06-P37P																						
Q4-2013/14		2	1	5	0																						
Q1-2014/15		2	2	6	14																						
Q2-2014/15	1	2	6	17																							
How many student placements do we have? (CP06-P32P)	2	<p>Note: Apprentices - Male (15) / Female (2)</p> <p><u>Supported Employees</u></p> <ul style="list-style-type: none"> 4 x Cleaners 1 x Care Assistant 1 x Road Crossing Assistant 				Cathie Fancy																					
How many supported employees do we have? (Those who have specific support needs e.g. disability and are supported by our Employment Support Service (ESS)). (CP06-P33P)	6	<p>Actions we are taking to improve/maintain performance: A guide to Modern Apprenticeships within Scottish Borders Council and Issue 2 of the Work Opportunities Scheme Information Sheet has now been published across the organisation.</p>				Cathie Fancy																					
How many apprentices do we employ? (CP06-P37P)	17					Cathie Fancy																					

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<p>How many apprenticeships are we advertising? (CP06-P34P)</p>	<p>CP06-P34P How many apprenticeships are we advertising? (CP06-P34P)</p> <table border="1"> <caption>CP06-P34P How many apprenticeships are we advertising? (CP06-P34P)</caption> <thead> <tr> <th>Quarter</th> <th>Number of Apprenticeships</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q4 2013/14</td> <td>12</td> <td>12</td> </tr> <tr> <td>Q1 2014/15</td> <td>7</td> <td>7</td> </tr> <tr> <td>Q2 2014/15</td> <td>2</td> <td>2</td> </tr> </tbody> </table>	Quarter	Number of Apprenticeships	Target (Quarters)	Q4 2013/14	12	12	Q1 2014/15	7	7	Q2 2014/15	2	2	<p>2</p>	<p>How are we performing: Modern Apprenticeship (MA) opportunities have been identified for the coming months and new financial year. Recruiting managers have been contacted and advice has been provided or offered. Initial discussions have taken place with training providers for delivery of MA frameworks.</p> <p>Actions we are taking to improve/maintain performance:</p> <ul style="list-style-type: none"> • Question and Answer session on the Work Opportunities Scheme held for managers. • Evaluation form being issued to all MAs and those participating in the Work Opportunities Scheme. • All MA opportunities within the Council are now being advertised using social media including Twitter and Facebook. 				<p>Cathie Fancy</p>
Quarter	Number of Apprenticeships	Target (Quarters)																	
Q4 2013/14	12	12																	
Q1 2014/15	7	7																	
Q2 2014/15	2	2																	

DEVELOP OUR ASSETS AND RESOURCES

HOW ARE WE DOING?



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Corporate Priority 7: Develop our assets and resources

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	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-P03P How much has the Council received for selling its fixed assets (e.g. buildings), shares or debt?</p> <table border="1"> <caption>CP07-P03P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>116,136.00</td> </tr> <tr> <td>Q3 2013/14</td> <td>591,439.00</td> </tr> <tr> <td>Q4 2013/14</td> <td>791,518.00</td> </tr> <tr> <td>Q1 2014/15</td> <td>171,836.00</td> </tr> <tr> <td>Q2 2014/15</td> <td>225,054.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Q2 2013/14	116,136.00	Q3 2013/14	591,439.00	Q4 2013/14	791,518.00	Q1 2014/15	171,836.00	Q2 2014/15	225,054.00	£225,054.00	<p>How are we performing: The sale of properties under offer is progressing and the Council will be bringing more properties to the market shortly.</p> <p>Observations: The market in the Borders is subdued; however there are signs that the upturn experienced in other areas is starting to be felt here. Properties are being actively marketed by our selling agents and where offers are accepted Estates and Legal Services are actively progressing sales to a conclusion.</p>				Andrew Drummond-Hunt
Quarter	Value (£)																		
Q2 2013/14	116,136.00																		
Q3 2013/14	591,439.00																		
Q4 2013/14	791,518.00																		
Q1 2014/15	171,836.00																		
Q2 2014/15	225,054.00																		
What % of industrial & commercial properties, owned by the Council, are occupied?	<p>CP07-P06P What % of industrial & commercial properties, owned by the Council, are occupied?</p> <table border="1"> <caption>CP07-P06P Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>87%</td> </tr> <tr> <td>Q3 2013/14</td> <td>88%</td> </tr> <tr> <td>Q4 2013/14</td> <td>90%</td> </tr> <tr> <td>Q1 2014/15</td> <td>90%</td> </tr> <tr> <td>Q2 2014/15</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Percentage (%)	Q2 2013/14	87%	Q3 2013/14	88%	Q4 2013/14	90%	Q1 2014/15	90%	Q2 2014/15	90%	90%	<p>How are we performing: The number of property enquiries has increased by 16% in the first half of 2014/15 compared to the same time last year.</p> <p>Actions we are taking to improve/maintain performance: An inward investment property promotion appeared in 'Business Scotland', the Scottish Chambers of Commerce magazine in October.</p> <p>A tenant has been secured, and is now leasing, two of the five offices at the Horsemarket Business Centre, Kelso. The formal opening was on Thursday 30 October 2014.</p> <p>Promotional activity is being planned for the space to let at the Galashiels Transport Interchange.</p>				Bryan McGrath
Quarter	Percentage (%)																		
Q2 2013/14	87%																		
Q3 2013/14	88%																		
Q4 2013/14	90%																		
Q1 2014/15	90%																		
Q2 2014/15	90%																		

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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By						
How much electricity in kilowatt hours does the Council use?	<p>CP07-P17P How much electricity in kilowatt hours does the Council use?</p> <table border="1"> <caption>Electricity Consumption Data</caption> <thead> <tr> <th>Quarter</th> <th>Consumption (kWh)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>1,740,476</td> </tr> <tr> <td>Q2 2014/15</td> <td>1,661,312</td> </tr> </tbody> </table>	Quarter	Consumption (kWh)	Q2 2013/14	1,740,476	Q2 2014/15	1,661,312	1,661,312	<p>How are we performing: Electricity consumption has reduced by approximately 7% for the first half of 2014/15 although associated electricity costs have risen. Gas consumption has reduced by approximately 5% for the same period although associated costs have risen.</p> <p>Interrogating "Degree Day" data, Q1+2, 2014/15 has been almost 16% milder than the same period in 2013/14 and therefore the consumption reductions can largely be explained as a result of the mild weather experienced in Q1+Q2 of this year. Q2 however was approximately 10% cooler in 2014/15 than 2013/14 explaining the relative drop in consumption reduction since Q1.</p>	↑	↑		Andrew Drummond-Hunt
Quarter	Consumption (kWh)												
Q2 2013/14	1,740,476												
Q2 2014/15	1,661,312												
How much gas in kilowatt hours does the Council use?	<p>CP07-P18P How much gas in kilowatt hours does the Council use?</p> <table border="1"> <caption>Gas Consumption Data</caption> <thead> <tr> <th>Quarter</th> <th>Consumption (kWh)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>669,212</td> </tr> <tr> <td>Q2 2014/15</td> <td>852,809</td> </tr> </tbody> </table>	Quarter	Consumption (kWh)	Q2 2013/14	669,212	Q2 2014/15	852,809	852,809	<p>Despite electricity consumption reducing by over 7%, electricity <i>costs</i> have increased showing the difference in unit cost between the periods. Gas costs also rose despite a reduction in consumption which reinforces the need for continual improvements in efficiency and energy reduction to mitigate future energy price rises.</p> <p>Note: these consumption figures are quarterly actuals for only the 26 SBC "Half Hourly" monitored properties, which represents over 50% of the estate as the rest of the estate is only measured once a year. However these figures can be used to determine trends.</p> <p>Actions we are taking to improve/maintain performance: Efforts to reduce consumption and increase building efficiency/occupants awareness continue maximising the use of the Central Energy Efficiency Fund (CEEF), where applicable, supplemented with Capital funding where possible.</p>	↓	↓		Andrew Drummond-Hunt
Quarter	Consumption (kWh)												
Q2 2013/14	669,212												
Q2 2014/15	852,809												

Council Executive – Quarterly Public Performance Report, December 2014

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By						
			Upgrades of inefficient lighting, heating plant and building fabric will continue where budgets and resources allow.										
How much does the Council spend on electricity?	<p>CP07-P17aP How much does the Council spend on electricity?</p> <table border="1"> <caption>CP07-P17aP: Council spend on electricity</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q2-2013/14</td> <td>185,974.00</td> </tr> <tr> <td>Q2-2014/15</td> <td>224,918.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Q2-2013/14	185,974.00	Q2-2014/15	224,918.00	£224,918.00	See above.	↓	↓		Andrew Drummond-Hunt
Quarter	Value (£)												
Q2-2013/14	185,974.00												
Q2-2014/15	224,918.00												
How much does the Council spend on gas?	<p>CP07-P18aP How much does the Council spend on gas?</p> <table border="1"> <caption>CP07-P18aP: Council spend on gas</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q2-2013/14</td> <td>35,004.00</td> </tr> <tr> <td>Q2-2014/15</td> <td>47,080.00</td> </tr> </tbody> </table>	Quarter	Value (£)	Q2-2013/14	35,004.00	Q2-2014/15	47,080.00	£47,080.00		↓	↓		Andrew Drummond-Hunt
Quarter	Value (£)												
Q2-2013/14	35,004.00												
Q2-2014/15	47,080.00												

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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	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 How much Council Tax is collected in a particular year?</caption> <thead> <tr> <th>Quarter</th> <th>Collection Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>58.52%</td> </tr> <tr> <td>Q3 2013/14</td> <td>84.13%</td> </tr> <tr> <td>Q4 2013/14</td> <td>96.65%</td> </tr> <tr> <td>Q1 2014/15</td> <td>32.71%</td> </tr> <tr> <td>Q2 2014/15</td> <td>58.32%</td> </tr> </tbody> </table>	Quarter	Collection Percentage	Q2 2013/14	58.52%	Q3 2013/14	84.13%	Q4 2013/14	96.65%	Q1 2014/15	32.71%	Q2 2014/15	58.32%	58.32%	<p>How are we performing: From the recently released Local Government Benchmarking Framework data we are one of the best performing Councils in Scotland (6th out of 32) in collecting Council Tax.</p> <p>Actions we are taking to improve/maintain performance: To maintain performance, the council will continue with telephone campaigns directly to those payers in arrears to both make payment and where possible to sign up for Direct Debit. The Council also works closely with the Sheriff Officers on different initiatives on specific cases throughout the year. Further initiatives and campaigns are also being planned throughout the rest of the financial year including Direct Debit Take-up and reworking the reminder strategy.</p>				Jenni Craig
Quarter	Collection Percentage																		
Q2 2013/14	58.52%																		
Q3 2013/14	84.13%																		
Q4 2013/14	96.65%																		
Q1 2014/15	32.71%																		
Q2 2014/15	58.32%																		

ENSURE EXCELLENT, ADAPTABLE, COLLABORATIVE AND ACCESSIBLE PUBLIC SERVICES

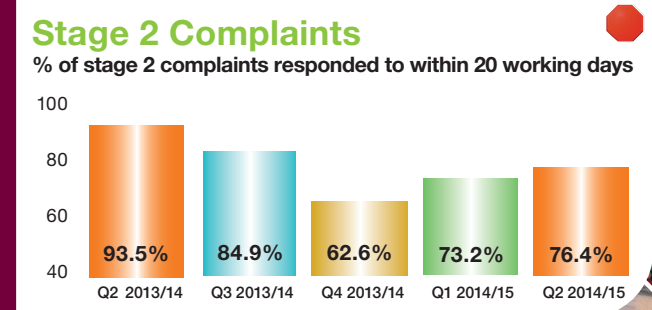
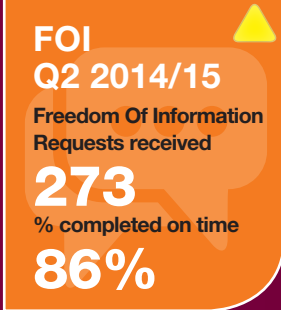
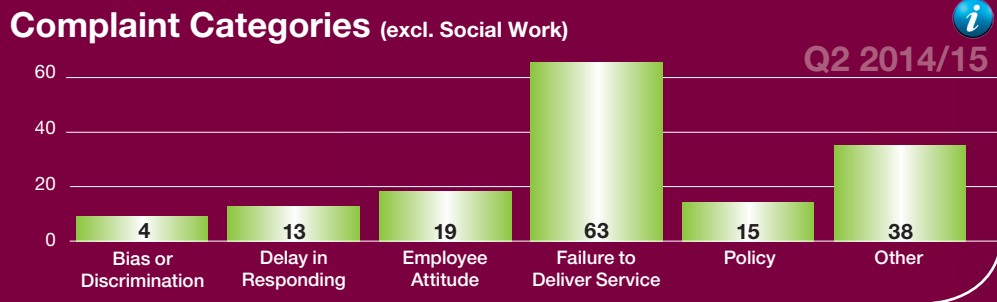
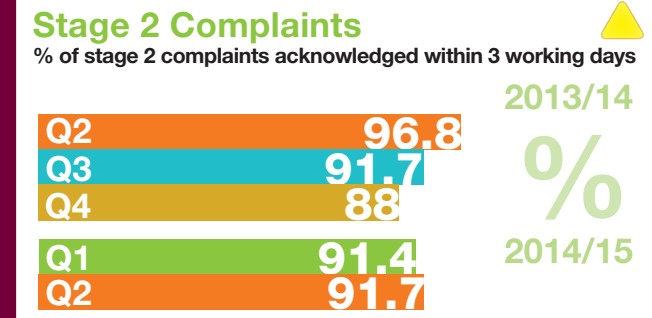
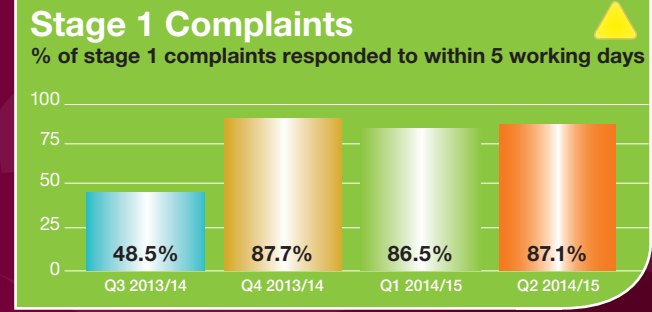
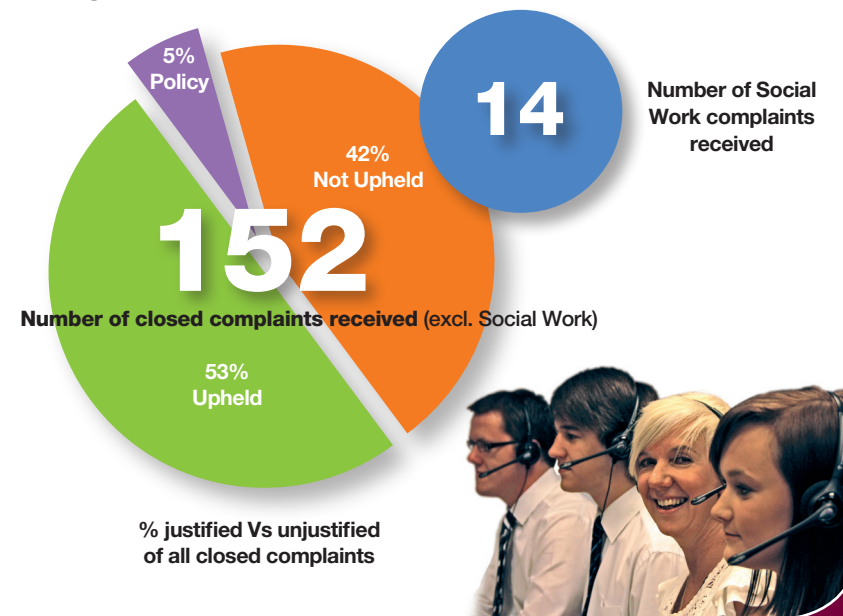
HOW ARE WE DOING?

Interactions Q2 2014/15

logged through our Customer Relationship Management system



Complaints Q2 2014/15



Council Executive – Quarterly Public Performance Report, December 2014

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

Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																	
How many transactions were logged as handled by Customer Services staff?	<p>CP08-P66P How many transactions were logged as handled by Customer Services staff?</p> <table border="1"> <caption>CP08-P66P Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>48,063</td> </tr> <tr> <td>Q3 2013/14</td> <td>42,620</td> </tr> <tr> <td>Q4 2013/14</td> <td>51,892</td> </tr> <tr> <td>Q1 2014/15</td> <td>49,873</td> </tr> <tr> <td>Q2 2014/15</td> <td>54,804</td> </tr> </tbody> </table>	Quarter	Value	Q2 2013/14	48,063	Q3 2013/14	42,620	Q4 2013/14	51,892	Q1 2014/15	49,873	Q2 2014/15	54,804	54,804	<p>Observations: The level of calls to the Customer Services call centre remains high. This is due to both the referendum and customers calling to arrange uplift of garden bins that are no longer required.</p> <p>Actions we are taking to improve/maintain performance: Work continues to encourage channel shift through improving and expanding information availability, access channels and self-serve options and automated feedback/updates to customers.</p>	↑	↑		Les Grant					
Quarter	Value																							
Q2 2013/14	48,063																							
Q3 2013/14	42,620																							
Q4 2013/14	51,892																							
Q1 2014/15	49,873																							
Q2 2014/15	54,804																							
How many people were logged as coming into our Contact Centres to deal with our Customer Services staff face to face? (CP08-P63P)	<p>Exec - Customer Services Interactions logged on CRM</p> <table border="1"> <caption>Exec - Customer Services Interactions Data</caption> <thead> <tr> <th>Quarter</th> <th>CP08-P63P (Face to Face)</th> <th>CP08-P65P (Phone)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>17,082</td> <td>30,520</td> </tr> <tr> <td>Q3 2013/14</td> <td>17,496</td> <td>24,680</td> </tr> <tr> <td>Q4 2013/14</td> <td>20,285</td> <td>30,965</td> </tr> <tr> <td>Q1 2014/15</td> <td>18,434</td> <td>30,864</td> </tr> <tr> <td>Q2 2014/15</td> <td>20,004</td> <td>33,577</td> </tr> </tbody> </table>	Quarter	CP08-P63P (Face to Face)	CP08-P65P (Phone)	Q2 2013/14	17,082	30,520	Q3 2013/14	17,496	24,680	Q4 2013/14	20,285	30,965	Q1 2014/15	18,434	30,864	Q2 2014/15	20,004	33,577	20,004	↑	↑		Les Grant
Quarter	CP08-P63P (Face to Face)	CP08-P65P (Phone)																						
Q2 2013/14	17,082	30,520																						
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Q4 2013/14	20,285	30,965																						
Q1 2014/15	18,434	30,864																						
Q2 2014/15	20,004	33,577																						
How many people were logged as contacting our Contact Centres by phone? (CP08-P65P)		33,599	↑	↑		Les Grant																		

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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																					
How many requests for information, under the Freedom of Information Act, did we receive?	<p>CP08-P53P How many requests for information, under the Freedom of Information Act, did we receive?</p> <table border="1"> <caption>Data for CP08-P53P</caption> <thead> <tr> <th>Quarter</th> <th>Requests</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>265</td> <td>273</td> </tr> <tr> <td>Q2 2013/14</td> <td>194</td> <td>273</td> </tr> <tr> <td>Q3 2013/14</td> <td>298</td> <td>273</td> </tr> <tr> <td>Q4 2013/14</td> <td>243</td> <td>273</td> </tr> <tr> <td>Q1 2014/15</td> <td>273</td> <td>273</td> </tr> </tbody> </table>	Quarter	Requests	Target	Q1 2013/14	265	273	Q2 2013/14	194	273	Q3 2013/14	298	273	Q4 2013/14	243	273	Q1 2014/15	273	273	273	<p>Observations: There was some increase in Freedom of Information (FOI) requests over the previous quarter and over the same quarter in 2013/14, however no clear trend is evident.</p>				Nuala McKinlay			
Quarter	Requests	Target																										
Q1 2013/14	265	273																										
Q2 2013/14	194	273																										
Q3 2013/14	298	273																										
Q4 2013/14	243	273																										
Q1 2014/15	273	273																										
What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?	<p>CP08-P54P What percentage of requests for information received, under the Freedom of Information Act, did we complete on time?</p> <table border="1"> <caption>Data for CP08-P54P</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>98%</td> <td>100%</td> </tr> <tr> <td>Q2 2013/14</td> <td>98%</td> <td>100%</td> </tr> <tr> <td>Q3 2013/14</td> <td>89%</td> <td>100%</td> </tr> <tr> <td>Q4 2013/14</td> <td>77%</td> <td>100%</td> </tr> <tr> <td>Q1 2014/15</td> <td>27%</td> <td>100%</td> </tr> <tr> <td>Q2 2014/15</td> <td>86%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Percentage	Target	Q1 2013/14	98%	100%	Q2 2013/14	98%	100%	Q3 2013/14	89%	100%	Q4 2013/14	77%	100%	Q1 2014/15	27%	100%	Q2 2014/15	86%	100%	86%	<p>How are we performing: After a period of significant decline there was a dramatic improvement in performance in the last quarter with a return to levels approaching those achieved consistently in 2013/14.</p> <p>Actions we are taking to improve/maintain performance: Following the loss of key staff, new appointments are now being made to the Information Management Team and new procedures have been introduced for dealing with FOI's and similar data requests.</p>				Nuala McKinlay
Quarter	Percentage	Target																										
Q1 2013/14	98%	100%																										
Q2 2013/14	98%	100%																										
Q3 2013/14	89%	100%																										
Q4 2013/14	77%	100%																										
Q1 2014/15	27%	100%																										
Q2 2014/15	86%	100%																										
How many complaints were received by our Social Work service?	<p>CP08-P30P How many complaints were received by our Social Work service?</p> <table border="1"> <caption>Data for CP08-P30P</caption> <thead> <tr> <th>Quarter</th> <th>Complaints</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>8</td> <td>14</td> </tr> <tr> <td>Q2 2013/14</td> <td>20</td> <td>14</td> </tr> <tr> <td>Q3 2013/14</td> <td>23</td> <td>14</td> </tr> <tr> <td>Q4 2013/14</td> <td>15</td> <td>14</td> </tr> <tr> <td>Q1 2014/15</td> <td>12</td> <td>14</td> </tr> <tr> <td>Q2 2014/15</td> <td>14</td> <td>14</td> </tr> </tbody> </table>	Quarter	Complaints	Target	Q1 2013/14	8	14	Q2 2013/14	20	14	Q3 2013/14	23	14	Q4 2013/14	15	14	Q1 2014/15	12	14	Q2 2014/15	14	14	14	<p>Observations: Whilst the numbers of statutory complaints are relatively low, the investigation process for these complaints is often complex yet provides valuable opportunities for service improvements. It is difficult to identify particular trends although spikes relating to policy changes will continue to be monitored.</p>				Sylvia Mendham
Quarter	Complaints	Target																										
Q1 2013/14	8	14																										
Q2 2013/14	20	14																										
Q3 2013/14	23	14																										
Q4 2013/14	15	14																										
Q1 2014/15	12	14																										
Q2 2014/15	14	14																										

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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																		
How many complaints did we investigate to completion?	<p>CP08-P10P How many complaints did we investigate to completion?</p> <table border="1"> <caption>CP08-P10P: Complaints Investigated to Completion</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>152</td> </tr> <tr> <td>Q3 2013/14</td> <td>107</td> </tr> <tr> <td>Q4 2013/14</td> <td>154</td> </tr> <tr> <td>Q1 2014/15</td> <td>148</td> </tr> <tr> <td>Q2 2014/15</td> <td>152</td> </tr> </tbody> </table>	Quarter	Value	Q2 2013/14	152	Q3 2013/14	107	Q4 2013/14	154	Q1 2014/15	148	Q2 2014/15	152	152	<p>Observations: The overall level of complaints has stayed relatively stable and is within expectations given the volume and variety of services provided to residents of the Scottish Border on a daily basis.</p>	↓	↓		Les Grant						
Quarter	Value																								
Q2 2013/14	152																								
Q3 2013/14	107																								
Q4 2013/14	154																								
Q1 2014/15	148																								
Q2 2014/15	152																								
How many of the complaints investigated to completion were upheld? (CP08-P11P)	<p>Exec - Upheld/Not Upheld Complaints</p> <table border="1"> <caption>Exec - Upheld/Not Upheld Complaints</caption> <thead> <tr> <th>Quarter</th> <th>CP08-P11P (%)</th> <th>CP08-P12P (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>49%</td> <td>40%</td> </tr> <tr> <td>Q3 2013/14</td> <td>41%</td> <td>44%</td> </tr> <tr> <td>Q4 2013/14</td> <td>44%</td> <td>45%</td> </tr> <tr> <td>Q1 2014/15</td> <td>44%</td> <td>50%</td> </tr> <tr> <td>Q2 2014/15</td> <td>53%</td> <td>42%</td> </tr> </tbody> </table>	Quarter	CP08-P11P (%)	CP08-P12P (%)	Q2 2013/14	49%	40%	Q3 2013/14	41%	44%	Q4 2013/14	44%	45%	Q1 2014/15	44%	50%	Q2 2014/15	53%	42%	53%	<p>How are we performing: There has been a significant increase in the amount of complaints "upheld".</p>	↓	↓		Les Grant
Quarter	CP08-P11P (%)	CP08-P12P (%)																							
Q2 2013/14	49%	40%																							
Q3 2013/14	41%	44%																							
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How many of the complaints investigated to completion were not upheld? (CP08-P12P)	<p>Exec - Upheld/Not Upheld Complaints</p> <table border="1"> <caption>Exec - Upheld/Not Upheld Complaints</caption> <thead> <tr> <th>Quarter</th> <th>CP08-P11P (%)</th> <th>CP08-P12P (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>49%</td> <td>40%</td> </tr> <tr> <td>Q3 2013/14</td> <td>41%</td> <td>44%</td> </tr> <tr> <td>Q4 2013/14</td> <td>44%</td> <td>45%</td> </tr> <tr> <td>Q1 2014/15</td> <td>44%</td> <td>50%</td> </tr> <tr> <td>Q2 2014/15</td> <td>53%</td> <td>42%</td> </tr> </tbody> </table>	Quarter	CP08-P11P (%)	CP08-P12P (%)	Q2 2013/14	49%	40%	Q3 2013/14	41%	44%	Q4 2013/14	44%	45%	Q1 2014/15	44%	50%	Q2 2014/15	53%	42%	42%	<p>Actions we are taking to improve/maintain performance: A full review of Quarter 2 complaints is underway. Data from the analysis will be used to drive forward service improvement across the Council.</p>	↓	↓		Les Grant
Quarter	CP08-P11P (%)	CP08-P12P (%)																							
Q2 2013/14	49%	40%																							
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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By																																										
How many complaints were categorised as bias or discrimination? (CP08-P17P)	<table border="1"> <caption>Exec - Complaint Categories</caption> <thead> <tr> <th>Quarter</th> <th>CP08-P17P</th> <th>CP08-P18P</th> <th>CP08-P19P</th> <th>CP08-P20P</th> <th>CP08-P21P</th> <th>CP08-P22P</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>2</td> <td>6</td> <td>21</td> <td>67</td> <td>35</td> <td>21</td> </tr> <tr> <td>Q3 2013/14</td> <td>0</td> <td>8</td> <td>13</td> <td>43</td> <td>23</td> <td>20</td> </tr> <tr> <td>Q4 2013/14</td> <td>3</td> <td>13</td> <td>16</td> <td>71</td> <td>34</td> <td>20</td> </tr> <tr> <td>Q1 2014/15</td> <td>2</td> <td>5</td> <td>31</td> <td>69</td> <td>28</td> <td>13</td> </tr> <tr> <td>Q2 2014/15</td> <td>4</td> <td>13</td> <td>19</td> <td>63</td> <td>38</td> <td>15</td> </tr> </tbody> </table>	Quarter	CP08-P17P	CP08-P18P	CP08-P19P	CP08-P20P	CP08-P21P	CP08-P22P	Q2 2013/14	2	6	21	67	35	21	Q3 2013/14	0	8	13	43	23	20	Q4 2013/14	3	13	16	71	34	20	Q1 2014/15	2	5	31	69	28	13	Q2 2014/15	4	13	19	63	38	15	4	<p>How are we performing: There are no significant trends in terms of the categorisation of complaints, however the number categorised as "employee attitude" has returned to previous levels.</p> <p>Complaints categorised as those "failure to deliver services" remains the primary reasons for complaints to the Council.</p> <p>Actions we are taking to improve/maintain performance: Within each complaint category, we are able to identify specific service areas in order that corrective action can be taken.</p>	↓	↓		Les Grant
Quarter		CP08-P17P	CP08-P18P	CP08-P19P	CP08-P20P	CP08-P21P	CP08-P22P																																										
Q2 2013/14		2	6	21	67	35	21																																										
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How many complaints were categorised as a delay in responding (by the Council)? (CP08-P18P)	13	↓	↓		Les Grant																																												
How many complaints were categorised as employee attitude? (CP08-P19P)	19	↑	↑		Les Grant																																												
How many complaints were categorised as our failure to deliver a service? (CP08-P20P)	63	↑	↓		Les Grant																																												
How many complaints were categorised as "other" ? I.e. something that cannot be categorised. (CP08-P21P)	38	↓	↓		Les Grant																																												
How many complaints were categorised as "policy" ? I.e. the way the Council has taken a decision to	15	↓	↑		Les Grant																																												

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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By										
deal with something. (CP08-P22P)																	
How many frontline complaints were responded to by us within five working days?	<p>CP08-P58P How many frontline complaints were responded to by us within five working days?</p> <table border="1"> <caption>Response Rates for Frontline Complaints</caption> <thead> <tr> <th>Quarter</th> <th>Response Rate</th> </tr> </thead> <tbody> <tr> <td>Q3 2013/14</td> <td>48.48%</td> </tr> <tr> <td>Q4 2013/14</td> <td>87.65%</td> </tr> <tr> <td>Q1 2014/15</td> <td>86.52%</td> </tr> <tr> <td>Q2 2014/15</td> <td>87.05%</td> </tr> </tbody> </table> <p>Legend: ■ Target (Quarters)</p>	Quarter	Response Rate	Q3 2013/14	48.48%	Q4 2013/14	87.65%	Q1 2014/15	86.52%	Q2 2014/15	87.05%	87.05%	<p>How are we performing: In Quarter 2 there were 132 Stage 1 complaints closed, of which 15 exceeded five working day response target (please note this figure includes complaints where permission to extend timescales had been given).</p> <p>Only 1 of the 15 late cases sought to extend the response period (which is a requirement of the Complaint Handling Procedure for any complaint exceeding the 5 working day timescale at Stage 1).</p> <p>Actions we are taking to improve/maintain performance: A revised monitoring procedure has been implemented within Customer Services with the aim of highlighting issues at an earlier point in the complaint process.</p> <p>Local authority benchmarking of the Scottish Public Services Ombudsman (SPSO) performance indicators is being developed which will drive sharing of best practice and service improvements.</p>	↑	↑	⚠	Les Grant
Quarter	Response Rate																
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Short Name	Trend Chart	Current Value	Commentary	Short Term Trend	Long Term Trend	Status against Target	Managed By												
How many complex complaints were acknowledged by us within three working days?	<p>CP08-P59P How many complex complaints were acknowledged by us within three working days?</p> <table border="1"> <caption>CP08-P59P: Acknowledged within 3 working days</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>96.76%</td> </tr> <tr> <td>Q3 2013/14</td> <td>91.67%</td> </tr> <tr> <td>Q4 2013/14</td> <td>87.96%</td> </tr> <tr> <td>Q1 2014/15</td> <td>91.37%</td> </tr> <tr> <td>Q2 2014/15</td> <td>91.67%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2013/14	96.76%	Q3 2013/14	91.67%	Q4 2013/14	87.96%	Q1 2014/15	91.37%	Q2 2014/15	91.67%	91.67%	<p>How are we performing: In Quarter 2 there were 21 Stage 2 complaints closed.</p> <p>Of the 21 Stage 2 complaints, 4 were acknowledged within 3 working days (it is a requirement of the Complaint Handling Procedure to acknowledge Stage 2 complaints within 3 working days).</p> <p>Actions we are taking to improve/maintain performance: See above.</p>	↑	↓	▲	Les Grant
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How many complex complaints were responded to by us within 20 working days?	<p>CP08-P60P How many complex complaints were responded to by us within 20 working days?</p> <table border="1"> <caption>CP08-P60P: Responded to within 20 working days</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>93.52%</td> </tr> <tr> <td>Q3 2013/14</td> <td>84.92%</td> </tr> <tr> <td>Q4 2013/14</td> <td>62.59%</td> </tr> <tr> <td>Q1 2014/15</td> <td>73.21%</td> </tr> <tr> <td>Q2 2014/15</td> <td>76.41%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2013/14	93.52%	Q3 2013/14	84.92%	Q4 2013/14	62.59%	Q1 2014/15	73.21%	Q2 2014/15	76.41%	76.41%	<p>How are we performing: In Quarter 2 there were 21 Stage 2 complaint responses, of which 4 exceeded the 20 working day response target (Please note this figure also includes complaints where permission to extend timescales had been given).</p> <p>None of the 4 late cases sought to extend the response period (which is a requirement of the Complaint Handling Procedure, for any complaint exceeding the 20 working day timescale at Stage 2).</p> <p>Actions we are taking to improve/maintain performance: See above.</p>	↑	↓	●	Les Grant
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