ARGYLL AND BUTE COUNCIL **OBAN, LORN AND THE ISLES AREA COMMITTEE**

CUSTOMER SUPPORT SERVICES **10 DECEMBER 2025**

AREA COMMITTEE QUARTERLY PERFORMANCE REPORTS – FQ2 2025/26

1.0 EXECUTIVE SUMMARY

Performance data is recorded and reported quarterly for each Council department as well as for the Council as a whole. Each of the Council's four administrative areas is represented by an Area Committee. The performance information presented to these committees is tailored to address topics of particular relevance and importance to the respective area.

Area committee are requested to note and consider the performance and supporting commentary as presented.

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2.0 INTRODUCTION

2.1 This paper presents the Area Performance Report for Financial Quarter 2 2025/26 (July – September 2025) and illustrates the agreed performance measures.

3.0 RECOMMENDATIONS

3.1 It is recommended that the Area Committee –

a) Notes and considers the performance and supporting commentary as presented.

4.0 DETAIL

4.1 This paper presents the Area Performance Report for Financial Quarter 2 2025/26 (July – September 2025) and illustrates the agreed performance measures.

4.2 The features of the Performance Report are as follows: -

- Indicators are grouped by Corporate Outcome.
- The data table for each indicator is colour coded to identify the level of reporting.
  - Area level measures are blue
  - Council level measures are grey
  - COI measures are white

- Each indicator details the
  - Target, Actual and Performance status (Green / Red / No Target) for the current and four previous financial quarters.
  - Commentary for the current financial quarter only.
  - Narrative explaining the performance trend e.g. This indicator is above Target and performance has improved since the last reporting period.

- Where appropriate a Performance Trend Line has been added.
- The name of the Responsible Officer.
- Where possible performance is presented at both Area and Council level.

4.3 The commentary for each indicator helps 'Tell Our Story' and enables Elected Members to put the performance data into perspective and understand if an issue is local in nature or should be escalated up to a Strategic Committee.

4.4 As part of our improvements to performance reporting and making best use of the digital technology available to us, the information contained in this report is also available in your online scorecard which can be accessed via the Members area on The Hub. If support is required to navigate the online scorecard, please contact lorna.gillies@argyll-bute.gov.uk

4.5 To improve the response to performance queries, it is requested that should there be any queries that either the Responsible Person or Kay Owen are contacted. This should enable some queries being resolved or clarified prior to the Area Committee meeting and therefore being carried forward as Actions at a subsequent meeting

5.0 CONCLUSION

5.1 Area Committee are asked to note and consider the performance and supporting commentary as presented.

6.0 IMPLICATIONS

6.1 Policy	All of the indicators in this report are based on agreed Council policy.
6.2 Financial	All indicators with financial implications are actively managed through agreed budget monitoring processes.
6.3 Legal	All appropriate legal implications are complied with.
6.4 HR	All HR implications are actively managed through agreed Wellbeing and Management monitoring processes.
6.5 Customer Service	All activities with customer feedback or insight are rigorously monitored for improvement.
6.6 Risk	Without this information Elected Members are less informed of activities within their area

6.7 Climate Change	The Council is committed to working towards net zero.
6.8 Fairer Scotland Duty	None arising directly from this report. An IIA is not required for performance reporting.
6.9 Equalities -protected characteristics	None arising directly from this report. All activities monitored in this report comply with the council's equality policies and obligations. An IIA is not required for performance reporting.
6.10 Consumer Duty	None arising directly from this report. An IIA is not required for performance reporting.
6.11 Island Communities	None arising directly from this report. An IIA is not required for performance reporting.
6.12 Children's Rights and Wellbeing	None arising directly from this report. An IIA is not required for performance reporting. This report highlights examples of how the Council is committed to and working towards reducing child poverty and improving outcomes for every child.

Kirsty Flanagan
Executive Director
7th November 2025

For further information contact:
Jane Fowler
Head of Customer Support Services

APPENDICES
Appendix 1 FQ2 2025/26 All Areas Performance Report