2025/26 FQ3 Oban, Lorn and the Isles Performance Report

The information presented is a summary of the agreed measures.

Unless stated otherwise, performance is presented at both Area and Council-wide levels.

The measure shows the performance against target for the current previous three reporting periods with an explanation of performance trend.

Where appropriate a trend line has been added to illustrate movement in 'Actual' over the reporting period.

Indicator	Responsible Person	Reported	Page
Corporate Outcome: People live active, healthier and happier lives			
COI - Maximise distribution of Scottish Welfare Fund	Fergus Walker	A&B only	3
COI - Percentage of clients satisfied that they are better able to deal with their financial problems following our support and intervention	Lee Roberts	A&B only	4
Corporate Outcome: People live in safer and stronger communities			
Number of parking penalty notices issued	Hugh O'Neill	Area	5
Car parking income to date (cumulative)	Hugh O'Neill	Area	6 - 7
Number of dog fouling complaints	Tom Murphy	Area	8
Corporate Outcome: Children and young people have the best possible start			
COI - Increase the percentage of our care experienced young people that have the recommended additional tracking and monitoring plans in place	Louise Chisholm	A&B only	9
COI - Provide quality meals within cost margins to all pupils	Christine Boyle	A&B only	10
Corporate Outcome: Education, skills and training maximises opportunities for all			
Maximise the percentage of 16-19 year olds participating in education, training or employment	Jennifer Crocket	Area	11

Indicator	Responsible Person	Reported	Page
Corporate Outcome: Our economy is diverse and thriving			
Number of affordable social sector new builds completed per annum	Kelly Ferns	Area	12
Percentage of pre-planning application enquiries processed within 20 working days	Peter Bain	Area	13 - 14
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Number of empty properties	Jonathan Welch	Area	17
COI - Number of new homeless applicants who required temporary accommodation this period	Morven Macintyre	A&B only	18
COI - Maintain the percentage of local suppliers that benefit from the award of contracts via the procurement portal	Anne MacColl-Smith	A&B only	19
COI - Increase the number of community benefits that are delivered through contracts we award locally	Anne MacColl-Smith	A&B only	20
Corporate Outcome: We have an infrastructure that supports sustainable growth			
Percentage of street lighting faults repaired within 10 days	Tom Murphy	Area	21
Number of waste collection complaints	Tom Murphy	Area	22 - 23
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COI - Number of tonnes of waste sent to landfill	Andy Summers	A&B only	26
COI - LEAMS (Local Environment Audit and Management System)	Tom Murphy	Area	27 - 28
Corporate Outcome: Making it happen			
COI - Teacher sickness absence	Jennifer Crocket (B&C and MAKI) Wendy Brownlie (H&L and OLI)	Area	29
COI - LGE staff (including non-Teacher) sickness absence	Carolyn Cairns	Area	30
COI - Increase the percentage of all self-service automated contacts	Robert Miller	A&B only	31

Corporate Outcome - People live active, healthier and happier lives

COI - Maximise distribution of Scottish Welfare Fund

Responsible Person: Fergus Walker

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**A&B**	95.3%	125.7%	30.4%	**Green - Actual exceeds Target**	As at FQ3 2025/26, 1,580 applications were received and 923 awards made (£431,883), a 12% increase on the same period last year. Expenditure is £88,170 above profiled Scottish Government funding reflecting higher demand. This is being managed within the total budget available, including the Council's £250,000 contribution, and does not represent an overall overspend.

This indicator for FQ3 exceeds the target and performance has increased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	79.7%
	2024/25 FQ4	119.8%
	2025/26 FQ1	119.0%
	2025/26 FQ2	123.0%
	2025/26 FQ3	125.7%

FQ2 Commentary
In FQ2 2025/26, 1,013 applications were received and 593 awards made (£281,810), a 9% increase on the same period last year. Expenditure is £52,668 above profiled Scottish Government funding due to increased demand. This is being managed within the total budget available, including the Council's additional contribution, and does not represent an overall budget pressure.

Corporate Outcome - People live active, healthier and happier lives

COI - Percentage of clients satisfied that they are better able to deal with their financial problems following our support and intervention

Responsible Person: Lee Roberts

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**A&B**	100%	100%	0%	**Green - Actual meets Target**	This is a voluntary survey with no obligation for clients to respond either in full or in part. It is also common for incomplete returns to be received. In FQ3 2025/26, 9 survey forms were distributed to clients. 6 were returned. Of these 6 returns, 5 responded to the question relating to being better able to deal with their financial problems. Of these 5 respondents, 4 responded positively, whilst 0 responded negatively. Accordingly, 100% of clients that responded were positive about their experience i.e. no negative comments or responses were reported.

This indicator for FQ3 meets the target with no change in performance since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	100%
	2024/25 FQ4	100%
	2025/26 FQ1	100%
	2025/26 FQ2	100%
	2025/26 FQ3	100%

FQ2 Commentary
This is a voluntary survey with no obligation for clients to respond either in full or in part. It is also common for incomplete returns to be received. In FQ2 2025/26, 14 survey forms were distributed to clients. 5 were returned. Of these 5 returns, 5 responded to the question relating to being better able to deal with their financial problems. Of these 5 respondents, 5 responded positively, whilst 0 responded negatively. Accordingly, 100% of clients that responded were positive about their experience i.e. no negative comments or responses were reported.

Corporate Outcome - People live in safer and stronger communities

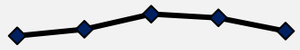
Number of parking penalty notices issued

Responsible Person: Hugh O'Neill

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**OLI**	No Target	462	N/A	N/A	Increased compared to previous financial years FQ3. This may reflect an impact of both the increased staffing level (warden resource increased from 6f.t.e to 8f.t.e) and the enforcement of the pavement parking prohibitions.There is a reduction in Penalty Charge Notices issued compared to FQ2 2025/26, however, it is normal for the number to vary. The reasons for variations can range from a reduction in the number of visitors to the impact of weather.

This indicator for FQ3 shows the number of parking penalty notices has decreased since the last reporting period.

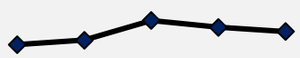
Actual trend line	Period	Actual
	2024/25 FQ3	402
	2024/25 FQ4	490
	2025/26 FQ1	686
	2025/26 FQ2	635
	2025/26 FQ3	462

FQ2 Commentary

A very slight increase in Penalty Charge Notices compared to the same quarter of the previous financial year, although the increase is statistically negligable. Oban restrictions are bedded in and compliance is high. Although enforcement is carried out elsewhere in OLI (e.g. Tobermory), the largest demand is in and around Oban itself. The relative flatness of the number of Penalty Charge Notices issued is reflective of an established Traffic Regulation Order and enforcement regime.

2025/26 FQ3	**A&B**	No Target	1,816	N/A	N/A	Increased compared to previous financial years FQ3. This may reflect an impact off both the increased staffing level (warden resource increased from 6f.t.e to 8f.t.e) and the enforcement of the pavement parking prohibitions. There is a reduction in PCNs issued compared to FQ2 2025/26, however, it is normal for the number to vary. The reasons for variations can range from a reduction in the number of visitors to the impact of weather.

This indicator for FQ3 shows the number of parking penalty notices has decreased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	968
	2024/25 FQ4	1,253
	2025/26 FQ1	2,536
	2025/26 FQ2	2,090
	2025/26 FQ3	1,816

FQ2 Commentary

There is an approximate 10% variance in Penatly Charge Notcies compared to the same quarter of the previous financial year. The most likley cause of the reduction is the bedding in of the Luss Traffic Management Order and the associated reduction of breaches, as visitor and local drivers become more familiar with the restrictions.

Corporate Outcome - People live in safer and stronger communities

Car parking income to date (cumulative)

Responsible Person: Hugh O'Neill

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**OLI**	£590,111	£592,215	£2,104	**Green - Actual exceeds Target**	Following FQ2s underrecovery of ~£10.5k, FQ3 has caught up with and slightly iincreased income above forecast. No reason has been identifed for the better than expected income.

This indicator for FQ3 shows the cumulative amount of income has exceeded the cumulative target.

Actual trend line	Period	Target	Actual
There is no trend as this data is cumulative as of FQ1 each financial year.	2024/25 FQ3	£534,793	£582,699
	2024/25 FQ4	£613,041	£661,959
	2025/26 FQ1	£190,631	£190,248
	2025/26 FQ2	£433,445	£422,829
	2025/26 FQ3	£590,111	£592,215

FQ2 Commentary

An approximate 3% variance. Again, no obvious reason for this but it may be due to a lag in either cash banking or collection of cashless payments from the suspence accounts to the OLI income ledger. It is a small % however, and it may just be within the statistical spread.

Income Collected During FQ3	
Corran No.1, Oban	£8,144
North Pier, Oban	£21,251
Corran No.2 Oban	£6,500
Longsdale, Oban	£4,936
Non-trunk, Oban	£67,609
Lochavullin, Oban	£7,407
Ganavan, Oban	£3,724
Trunk, Oban	£5,790
Albany Street, Oban	£5,727
Oban	£6,098
Tweedale Street, Oban	£20,229
Market Street, Oban	£2,402
Esplanade, Oban	£752
Craignure, Mull	£541
Fionnphort, Mull	£9,204
Total	**£170,314**

Corporate Outcome - People live in safer and stronger communities

Car parking income to date (cumulative)

Responsible Person: Hugh O'Neill

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**A&B**	£914,382	£930,248	£15,866	**Green - Actual exceeds Target**	Following FQ2s underrecovery of ~£6k, FQ3 has caught up with and increased income above forecast by £16k. No reason has been identifed for the better than expected income, however this this may be due to increase in wardens from 6-8 fte.

This indicator for FQ3 shows the cumulative amount of income has exceeded the cumulative target.

Actual trend line	Period	Target	Actual
There is no trend as this data is cumulative as of FQ1 each financial year.	2024/25 FQ3	£832,042	£887,707
	2024/25 FQ4	£963,049	£1,011,360
	2025/26 FQ1	£309,143	£309,660
	2025/26 FQ2	£681,962	£675,793
	2025/26 FQ3	£914,382	£930,248

FQ2 Commentary

Less than 1% variance in income. Supports the current target having been set correctly.

Corporate Outcome - People live in safer and stronger communities

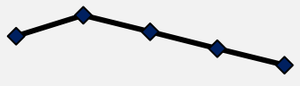
Number of dog fouling complaints

Responsible Person: Tom Murphy

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**OLI**	No Target	2	N/A	N/A	Only 2 dog fouling complaints were received for the OLI area this quarter both were received in Mull. No fines were issued

This indicator for FQ3 shows the number of dog fouling complaints has decreased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	9
	2024/25 FQ4	14
	2025/26 FQ1	10
	2025/26 FQ2	6
	2025/26 FQ3	2

FQ2 Commentary

There were 6 dog fouling complaints received this quarter, they were received for the Lorn area, no complaints were received for the Isle of Mull

2025/26 FQ3	**A&B**	No Target	40	N/A	N/A	A total of 40 dog fouling complaints were received across the whole of Argyll and Bute for the months of October, November and December. No fines were issued. The Warden service spend time educating people with regards dog fouling, whether it be speaking to members of the public in the street or attending, nurseries, schools or housing associations. The Warden service also carry out joint patrols with Police Scotland.

This indicator for FQ3 shows the number of dog fouling complaints has increased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	65
	2024/25 FQ4	75
	2025/26 FQ1	44
	2025/26 FQ2	36
	2025/26 FQ3	40

FQ2 Commentary

The total number of dog fouling complaints received this quarter was 36. There were no dog fouling fines issued over July, August and September, it is difficult to issue fines as the Wardens have to act on information given or witness it. As always when time allows the Warden service will continue to monitor and patrol.

Corporate Outcome - Children and young people have the best possible start

COI - Increase the percentage of our care experienced young people that have the recommended additional tracking and monitoring plans in place

Responsible Person: Louise Lawson

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	A&B	100%	100%	0%	Green - Actual meets Target	Each care experienced child and young person enrolled in our schools continues to have tracking and monitoring in place. Data collected includes attendance, exclusion, progress and attainment and wellbeing information. The Virtual School adds an additional layer of scrutiny to the process and ensures that our CECYP have the support they require. We continue to work with partner agencies and other local authorities to support our CECYP hosted out with Argyll and Bute.

This indicator for FQ3 meets the target with no change in performance since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	100%
	2024/25 FQ4	100%
	2025/26 FQ1	100%
	2025/26 FQ2	100%
	2025/26 FQ3	100%

FQ2 Commentary

Each care experienced child and young person (CECYP) enrolled in an authority school continues to have tracking and monitoring in place via our education management system, known as Seemis. Data collected includes attendance, exclusions, progress and attainment and wellbeing information. The Virtual School adds an additional layer of scrutiny to this process through a series of attainment meets and partnership working, helping to ensure our CECYP have the supports required. Our bespoke care experience application is now live and supports the care Experience Education Team access real time information. We continue to work with partner agencies and other local authorities to support our CECYP hosted out with Argyll and Bute.

Corporate Outcome - Children and young people have the best possible start

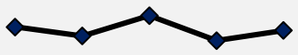
COI - Provide quality meals within cost margins to all pupils

Responsible Person: Christine Boyle

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	A&B	+/-5.00%	-1%	-4%	Green - Actual exceeds Target	We will continue to monitor schools not achieving the +/-5% target B&C 3.2%, H&L -3.58%, MAKI -5.8%, OLI 4.01%

#N/A

Actual trend line	Period	Actual
	2024/25 FQ3	0.14%
	2024/25 FQ4	-2.25%
	2025/26 FQ1	3.17%
	2025/26 FQ2	-3.50%
	2025/26 FQ3	-0.81%

FQ2 Commentary
We will continue to monitor schools not achieving the +/- 5% target B&C 0.81%, H&L -4.63%, MAKI -8.05%, OLI -3.35%

Corporate Outcome - Our economy is diverse and thriving

Maximise the percentage of 16-19 year olds participating in education, training or employment

Responsible Person: Jennifer Crocket

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**OLI**	94.00%	91.70%	-2.30%	**Red - Actual below Target**	As of 16th January 2026, the participation figure (16–19-year-olds in employment, training or education) in Oban, Lorn and the Isles was 816 young people, which equates to 91.7%. This is 2.3% below the target and 2.8% below the annual Argyll and Bute participation figure of 94.5% which was released by Skills Development Scotland at the end of August 2025. The participation figure of 91.7% for FQ3 of 2025/26 is a decrease of 2.3% on the participation figure for FQ2 of 2025/26, and represents an decrease of 3.37% on the equivalent FQ3 figure from 2024/25.

This indicator for FQ3 is lower than the target and performance has decreased since the last reporting period.

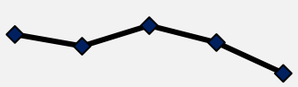
Actual trend line	Period	Actual
	2024/25 FQ3	95.07%
	2024/25 FQ4	93.40%
	2025/26 FQ1	95.28%
	2025/26 FQ2	94.00%
	2025/26 FQ3	91.70%

FQ2 Commentary

As of 7th October 2025 the participation figure (16–19-year-olds in employment, training or education) in Oban, Lorn and the Isles was 798 young people, which equates to 94.00%. This is exactly in line with the target and 0.5% below the annual Argyll and Bute participation figure of 94.5% which was released by Skills Development Scotland at the end of August 2025. The participation figure of 94.00% for FQ2 of 2025/26 is a decrease of 1.28% on the participation figure for FQ1 of 2025/26, and represents an decrease of 2.14% on the equivalent FQ1 figure from 2024/25.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**A&B**	94.00%	91.90%	-2.10%	**Red - Actual below Target**	As of 16th January 2026 the participation figure (16–19-year-olds in employment, training or education) across the whole of Argyll and Bute was 3124 young people, which equates to 91.9%. This is 2.1% below the target and 2.6% below the annual Argyll and Bute participation figure of 94.5% which was released by Skills Development Scotland at the end of August 2025. The participation figure of 91.9% for FQ3 of 2025/26 is a decrease of 1.8% on the participation figure for FQ2 of 2025/26, and represents a decrease of 2.29% on the equivalent FQ3 figure from 2024/25.

This indicator for FQ3 is lower than the target and performance has decreased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	94.19%
	2024/25 FQ4	93.50%
	2025/26 FQ1	94.71%
	2025/26 FQ2	93.70%
	2025/26 FQ3	91.90%

FQ2 Commentary

As of 7th October 2025 the participation figure (16–19-year-olds in employment, training or education) across the whole of Argyll and Bute was 3126 young people, which equates to 93.70%. This is 0.3% below the target and 0.8% below the annual Argyll and Bute participation figure of 94.5% which was released by Skills Development Scotland at the end of August 2025. The participation figure of 93.70% for FQ2 of 2025/26 is a decrease of 1.01% on the participation figure for FQ1 of 2025/26, and represents a decrease of 2.1% on the equivalent FQ1 figure from 2024/25.

Corporate Outcome - Our economy is diverse and thriving

Number of affordable social sector new builds completed per annum

Responsible Person: Kelly Ferns

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**OLI**	0	0	0	**Green - Actual meets Target**	No completions - 1 x project on site - Port Appin Phase 2 - anticipated completion is end of November 2026

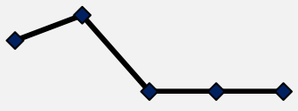
This indicator for FQ3 meets the target with no change in performance since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	0
	2024/25 FQ4	1
	2025/26 FQ1	0
	2025/26 FQ2	0
	2025/26 FQ3	0

FQ2 Commentary
No completions in FQ2

2025/26 FQ3	**A&B**	0	0	0	**Green - Actual meets Target**	No completions Q3 - there are a number of projects on site with one project in Port Charlote anticipated to complete in Q4. Our RSL partners continue to explore alternative opportunities to increase supply of affordable housing via Buyback scheme and off shelf acquisitions.

This indicator for FQ3 meets the target with no change in performance since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	6
	2024/25 FQ4	9
	2025/26 FQ1	0
	2025/26 FQ2	0
	2025/26 FQ3	0

FQ2 Commentary
No completions in FQ2

Corporate Outcome - Our economy is diverse and thriving

Percentage of pre-planning application enquiries processed within 20 working days

Responsible Person: Peter Bain

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	OLI	75.0%	81.8%	6.8%	Green - Actual exceeds Target	Performance across the Development Management Service is still being recovered and impacted upon by the management of a significant backlog of casework. Overall output and performance across the service is improving as staff resource issues have been resolved. However, timeliness measures continue to be adversely impacted through the prioritisation of older statutory 'legacy' casework for determination. The target for the handling of pre-application enquiries has been set to 30 days although this change has not yet been reflected in the format of corporate reporting. During FQ3, 44 pre-applications were responded to within Oban, Lorn and the Isles. 36 responses (82%) were issued within 20 days; 40 responses (91%) were issued within the revised target of 30 days. The performance of the OLI team in regularly exceeding the performance target is commendable.

This indicator for FQ3 exceeds the target however performance has decreased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	84.2%
	2024/25 FQ4	83.3%
	2025/26 FQ1	100.0%
	2025/26 FQ2	93.5%
	2025/26 FQ3	81.8%

FQ2 Commentary
Performance across the Development Management Service is still being recovered and impacted upon by the management of a significant backlog of casework. Overall output and performance across the service is improving as staff resource issues have been resolved. However, timeliness measures continue to be adversely impacted through the prioritisation of older statutory 'legacy' casework for determination. The target for the handling of pre-application enquiries has been set to 30 days although this change has not yet been reflected in the format of corporate reporting. During FQ2, 31 pre-applications were responded to within Oban, Lorn and the Isles. 29 responses (94%) were issued within 20 days; 30 responses (97%) were issued within the revised target of 30 days. The performance of the OLI team in regularly exceeding the performance target is commendable.

Corporate Outcome - Our economy is diverse and thriving

Percentage of pre-planning application enquiries processed within 20 working days

Responsible Person: Peter Bain

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	A&B	75.0%	57.6%	-17.4%	Red - Actual below Target	Performance across the Development Management Service is still being recovered and impacted upon by the management of a significant backlog of casework. Overall output and performance across the service is improving as staff resource issues have been resolved. However, timeliness measures continue to be adversely impacted through the prioritisation of older statutory 'legacy' casework for determination. The target for the handling of pre-application enquiries has been set to 30 days although this change has not yet been reflected in the format of corporate reporting. During FQ3, 99 pre-applications were responded to across Argyll and Bute. 57 responses (58%) were issued within 20 days; 69 responses (70%) were issued within the revised target of 30 days.

This indicator for FQ3 is lower than the target and performance has decreased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	48.3%
	2024/25 FQ4	58.5%
	2025/26 FQ1	63.5%
	2025/26 FQ2	59.0%
	2025/26 FQ3	57.6%

FQ2 Commentary
Performance across the Development Management Service is still being recovered and impacted upon by the management of a significant backlog of casework. Overall output and performance across the service is improving as staff resource issues have been resolved. However, timeliness measures continue to be adversely impacted through the prioritisation of older statutory 'legacy' casework for determination. The target for the handling of pre-application enquiries has been set to 30 days although this change has not yet been reflected in the format of corporate reporting. During FQ2, 100 pre-applications were responded to across Argyll and Bute. 59 responses (59%) were issued within 20 days; 65 responses (65%) were issued within the revised target of 30 days.

Corporate Outcome - Our economy is diverse and thriving

Average number of weeks to determine householder planning applications

Responsible Person: Peter Bain

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**OLI**	8.0	4.8	-3.2	**Green - Actual below Target**	Performance across the Development Management Service has been impacted by a significant backlog of casework. Whilst issues relating to staff resource availability have been resolved and output has significantly improved it is highlighted that KPI's measuring average time taken remain adversely affected by the resolution of increasing volumes of 'legacy' casework. The Council's target for 'householder' applications has been revised to 10 weeks although this is not yet reflected in the format of corporate reports. By FQ3 only a handful of 'householder' 'legacy' items remained, this has resulted in a general improvement across this particular performance measure. During FQ3, 9 'householder' applications were determined in Oban, Lorn and the Isles, none of which were 'legacy' items. This is reflected in the excellent performance reported for this period.

This indicator for FQ3 is lower than the target however performance has increased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	7.5
	2024/25 FQ4	7.9
	2025/26 FQ1	5.9
	2025/26 FQ2	5.1
	2025/26 FQ3	4.8

FQ2 Commentary
Performance across the Development Management Service has been impacted by a significant backlog of casework. Whilst issues relating to staff resource availability have been resolved and output has significantly improved it is highlighted that KPI's measuring average time taken remain adversely affected by the resolution of increasing volumes of 'legacy' casework. The Council's target for 'householder' applications has been revised to 10 weeks although this is not yet reflected in the format of corporate reports. By FQ2 only a handful of 'householder' 'legacy' items remained, this has resulted in a general improvement across this particular performance measure. During FQ2, 22 'householder' applications were determined in Oban, Lorn and the Isles, none of which were 'legacy' items. This is reflected in the excellent performance reported for this period.

Corporate Outcome - Our economy is diverse and thriving

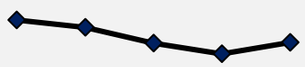
Average number of weeks to determine householder planning applications

Responsible Person: Peter Bain

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**A&B**	8.0	10.6	2.6	**Red - Actual exceeds Target**	Performance across the Development Management Service has been impacted by a significant backlog of casework. Whilst issues relating to staff resource availability have been resolved and output has significantly improved it is highlighted that KPI's measuring average time taken remain adversely affected by the resolution of increasing volumes of 'legacy' casework. The Council's target for 'householder' applications has been revised to 10 weeks although this is not yet reflected in the format of corporate reports. By FQ3 only a handful of 'householder' 'legacy' items remained, this has resulted in a general improvement across this particular performance measure. During FQ3, 50 'householder' applications were determined across Argyll and Bute including 1 'legacy' item. Excluding the 'legacy' item, the remaining 49 applications were determined within an average time of 9.7 weeks.

This indicator for FQ3 exceeds the target and performance has decreased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	15.9
	2024/25 FQ4	14.2
	2025/26 FQ1	10.4
	2025/26 FQ2	7.9
	2025/26 FQ3	10.6

FQ2 Commentary
Performance across the Development Management Service has been impacted by a significant backlog of casework. Whilst issues relating to staff resource availability have been resolved and output has significantly improved it is highlighted that KPI's measuring average time taken remain adversely affected by the resolution of increasing volumes of 'legacy' casework. The Council's target for 'householder' applications has been revised to 10 weeks although this is not yet reflected in the format of corporate reports. By FQ2 only a handful of 'householder' 'legacy' items remained, this has resulted in a general improvement across this particular performance measure. During FQ2 66 'householder' applications were determined across Argyll and Bute including 3 'legacy' items and is reflected in the significant improvement in performance reported for this period. Excluding 'legacy' items, the remaining 59 applications were determined within an average time of 8.1 weeks.

Corporate Outcome - Our economy is diverse and thriving

Reduction in number of empty properties

Responsible Person: Jonathan Welch

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**OLI**	59	59	0	**Green - Actual meets Baseline**	The rate of empty property relief stands at 2.22% which is slight increase but the lowest of all areas. We have 2 live projects which benefit from £26,000 in grant support plus a pipeline of 4 applications that are at different stages. Cumulative support is projected to be around £46,000.

This indicator for FQ2 shows the cumulative number of empty properties has exceeded the baseline.

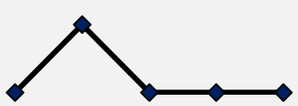
Actual trend line	Period	Actual
	2024/25 FQ3	-
	2024/25 FQ4	-
	2025/26 FQ1	59
	2025/26 FQ2	59
	2025/26 FQ3	59

FQ2 Commentary

The empty rate is currently 2.11% in OLI, the lowest in A&B. In the past quarter, the empty business property officer has 1 live project in progress. There are a further 3 projects at application stage, with 4 additional enquiries. In OLI the projects are linked to large offices, accommodation or hospitality, so change of use or conversions are complex. The projects will assist owners and advance council priorities.

2025/26 FQ3	**A&B**	277	249	-28	**Green - Actual below Baseline**	There is positive momentum in terms of awareness and engagement with owners and tenants. Collectively we have concluded 7 projects, with another 17 live projects to be concluded by March. We have a further 12 applications being progressed, but more importantly, for the 25/26 financial year, we have closed out up to 26 projects that are already in pipeline for 26/27. All the projects are being well received by applicants, and other stakeholders plus local communities as they are visible signs of positivity. Unfortunately, there are many more externalities that are likely to pose a risk for more closures/vacancies, hence the importance of the council's policy changes and package of support in the form of grants and rates relief. We await the new settlement for 26/27 but will also continue to make a case for financial support via a range of different sources.

0

Actual trend line	Period	Actual
	2024/25 FQ3	-
	2024/25 FQ4	-
	2025/26 FQ1	277
	2025/26 FQ2	267
	2025/26 FQ3	249

FQ2 Commentary

The empty rate is currently 3.27%, which is down from 3.38% in the previous quarter. We have seen a decline in the number of properties claiming empty property relief, and the empty business property grant scheme, plus the extended property relief have both proven useful in supporting owners or incoming tenants. The support is warmly welcomed by the private sector, as the trading environment is challenging, so the financial support to help de-risk business start-up, expansion and alternative usage is proving a positive intervention.

Corporate Outcome - Our economy is diverse and thriving

COI - Number of new homeless applicants who required temporary accommodation this period

Responsible Person: Morven Macintyre

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**A&B**	No Target	23	N/A	N/A	During FQ3, the housing service took 90 homeless applications and provided temporary accommodation for 23 new homeless households. B&C: Out of 30 Homeless Applications, 6 new households went in to temporary accommodation (2 x Serviced Accommodation, 3 x Bed & Breakfast, 1 x Private Sector Lease). H&L: Out of 17 Applications, 4 new households went in to temporary accommodation (2 x Serviced Accommodation, 1 x Bed & Breakfast, 1 x Private Sector Lease). MAKI: Out of 25 Homeless Applications, 3 new households went in to temporary accommodation (1 x Private Sector Lease, 2 x Serviced Accommodation). OLI: Out of 18 Homeless Applications, 10 new households went in to temporary accommodation (3 x Private Sector Lease, 4 x Supported Accommodation, 2 x Serviced Accommodation, 1 x Bed & Breakfast).

This indicator for FQ3 shows the number of applicants has decreased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	27
	2024/25 FQ4	30
	2025/26 FQ1	27
	2025/26 FQ2	31
	2025/26 FQ3	23

FQ2 Commentary

During FQ2, the housing service took 125 homeless applications and provided temporary accommodation for 31 new homeless households.
B&C: Out of 38 Homeless Applications, 13 new households went in to temporary accommodation (10 x Serviced Accommodation, 1 x Bed & Breakfast, 2 x Registered Social Landlord).
H&L: Out of 31 Applications, 6 new households went in to temporary accommodation (3 x Serviced Accommodation, 1 x Bed & Breakfast, 1 x Private Sector Lease, 1 x Registered Social Landlord).
MAKI: Out of 36 Homeless Applications, 8 new households went in to temporary accommodation (5 x Private Sector Lease, 3 x Serviced Accommodation).
OLI: Out of 19 Homeless Applications, 4 new households went in to temporary accommodation (4 x Supported Accommodation).
There was also one Homeless Application taken from someone outside of Argyll and Bute Council area.

Please note:

- The Registered Social Landlord and Private Rented Sector properties are leased by the Council and sub-let to homeless households as temporary accommodation.
- Serviced Accommodation is available in Cowal and Helensburgh and is for single people providing an en-suite bedroom and shared kitchen facilities.
- Supported accommodation is provided in Lorn by Blue Triangle Housing Association.
- Emergency accommodation may on occasion be provided out with the location of the original presentation due to the pressure on the availability of temporary accommodation

Corporate Outcome - Our economy is diverse and thriving

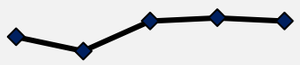
COI - Maintain the percentage of local suppliers that benefit from the award of contracts via the procurement portal

Responsible Person: Anne MacColl-Smith

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	A&B	20.0%	32.8%	12.8%	Green - Actual exceeds Target	From the 42 contracts awarded during FQ3, 11 contracts received a bid from a local supplier, 9 of which were successful (81.8%) with an estimated contract value of £10m.

This indicator for FQ3 exceeds the target however performance has decreased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	23.6%
	2024/25 FQ4	15.2%
	2025/26 FQ1	32.9%
	2025/26 FQ2	34.7%
	2025/26 FQ3	32.8%

FQ2 Commentary
From the 42 contracts awarded during FQ2, 27 contracts received a bid from a local supplier, 15 of which were successful (88.2%) with an estimated contract value of £9.6m.

Corporate Outcome - Our economy is diverse and thriving

COI - Increase the number of community benefits that are delivered through contracts we award locally

Responsible Person: Anne MacColl-Smith

This indicator is a Corporate Outcome Indicator that is reported in FQ2 and FQ4. The performance presented is Council-wide only.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**A&B**	No Target	0	N/A	N/A	This measure is reported on a six-monthly basis. The next report covering FQ3 andFQ4 2025/26 will be available end April 2026.

This indicator for...

Actual trend line	Period	Actual
	2024/25 FQ3	-
	2024/25 FQ4	44
	2025/26 FQ1	-
	2025/26 FQ2	62
	2025/26 FQ3	

FQ2 Commentary

The Procurement, Commercial and Contract Management Team (PCCMT) has been working closely with our suppliers to deliver additional social, economic and environmental value to our society and 62 Community Benefits have been achieved through Contract Management, Contract Awards and the Request List during the period from 1st April 2025 to 30th September 2025.

Corporate Outcome - We have an infrastructure that supports sustainable growth

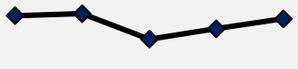
Percentage of street lighting faults repaired within 10 days

Responsible Person: Tom Murphy

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**OLI**	75%	95%	20%	**Green - Actual exceeds Target**	A busy quarter, however with lower numbers of fault being reported in FQ3, there wasn't a back log of work and faults dealt with timeously

This indicator for FQ3 exceeds the target and performance has increased since the last reporting period.

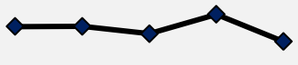
Actual trend line	Period	Actual
	2024/25 FQ3	97%
	2024/25 FQ4	98%
	2025/26 FQ1	83%
	2025/26 FQ2	89%
	2025/26 FQ3	95%

FQ2 Commentary

This quarter saw fewer faults reported, coinciding with the summer season and an overall improvement in performance.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**A&B**	75%	88%	13%	**Green - Actual exceeds Target**	A busier quarter than FQ2 - 162 faults in total reported with only 17 exceeding the required timescales.

This indicator for FQ3 exceeds the target however performance has decreased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	92%
	2024/25 FQ4	92%
	2025/26 FQ1	90%
	2025/26 FQ2	95%
	2025/26 FQ3	88%

FQ2 Commentary

A relatively quiet quarter, with 40 faults reported and only 2 exceeding the required repair timescales.

Corporate Outcome - We have an infrastructure that supports sustainable growth

Number of waste collection complaints

Responsible Person: Tom Murphy

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**Lorn**	No Target	12	N/A	N/A	Lorn received 12 waste collection complaints this quarter.

This indicator for FQ3 shows the number of waste collection complaints has increased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	3
	2024/25 FQ4	6
	2025/26 FQ1	4
	2025/26 FQ2	8
	2025/26 FQ3	12

FQ2 Commentary

Lorn received 8 waste collection complaints for FQ2.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**Mull**	No Target	0	N/A	N/A	Mull did not receive any waste collection complaints in FQ3.

This indicator for FQ3 shows the number of waste collection complaints has remained the same since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	0
	2024/25 FQ4	0
	2025/26 FQ1	0
	2025/26 FQ2	0
	2025/26 FQ3	0

FQ2 Commentary

There were no waste collection complaints received for the Isle of Mull in FQ2.

Corporate Outcome - We have an infrastructure that supports sustainable growth

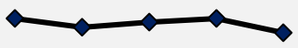
Number of waste collection complaints

Responsible Person: Tom Murphy

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**A&B**	No Target	28	N/A	N/A	The number of waste collection complaints received this quarter has reduced, with a total of 28 complaints received for the whole of Argyll and Bute. Given the number of properties serviced and the various bins collected, overall this is a very good level of service.

This indicator for FQ3 shows the number of waste collection complaints has decreased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	36
	2024/25 FQ4	31
	2025/26 FQ1	34
	2025/26 FQ2	36
	2025/26 FQ3	28

FQ2 Commentary

A total of 36 waste collection complaints were received for the Argyll and Bute area in FQ2. The Helensburgh and Lomond area remains the highest with 14 complaints, however as reported last quarter the Helensburgh and Lomond area service 12,437 properties and broken down over the quarter this equates to residual 49,748, reclycling 74,622, food waste 149,244 and glass 37,311 giving a total of 310,925 bins collected. Therefore overall this is a very good level of service.

Corporate Outcome - We have an infrastructure that supports sustainable growth

COI - Percentage of waste recycled, composted and recovered

Responsible Person: Andy Summers

This indicator is reported quarterly. The performance presented is by Council-wide service provision.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**A&B**	45.0%	56.0%	11.0%	**Green - Actual exceeds Target**	56.0% recycling, composting and recovery (i.e. 40.8% recycling and composting plus 15.2% recovery). Above target although recovery figure is lower than previous quarters due to the works being carried out at Biffa MBT plants converting them to waste transfer stations prior to the municipal waste landfill ban commencing in January 2026.

This indicator for FQ3 exceeds the target however performance has decreased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	65.4%
	2024/25 FQ4	63.2%
	2025/26 FQ1	66.6%
	2025/26 FQ2	63.2%
	2025/26 FQ3	56.0%

FQ2 Commentary

63.2% combined recycling, composting and recovery (39.6% recycling and composting plus 23.6% recovery). Recovery figure for FQ2 is down slightly from previous quarters due to commencement by Biffa (formerly Renewi) of the conversion of mechanical biological treatment (MBT) plants to Waste Transfer Stations (WTS) at the 3 main sites. Once complete, this will provide the capability for the residual general waste to be transferred from 1st January to the central belt for refuse derived fuel (RDF/energy from waste (EfW) to ensure landfill ban compliance.

2025/26 FQ3	**Renewi**	No Target	38.0%	N/A	N/A	38.0% recycling, composting and recovery (i.e. 37.3% recycling and composting plus 0.7% recovery). Recovery figure is lower than previous quarters due to the works being carried out at Biffa MBT plants converting them to waste transfer stations prior to the municipal waste landfill ban commencing in January 2026.

This indicator for FQ3 shows the percentage of waste recycled has decreased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	52.4%
	2024/25 FQ4	46.8%
	2025/26 FQ1	51.5%
	2025/26 FQ2	48.9%
	2025/26 FQ3	38.0%

FQ2 Commentary

48.9% combined recycling,composting and recovery (35.9% recycling and composting plus 13% recovery). Recovery figure for FQ2 is down slightly from previous quarters due to commencement by Biffa (formerly Renewi) of the conversion of mechanical biological treatment (MBT) plants to Waste Transfer Stations (WTS) at 3 sites in order to ensure residual general waste can be transferred to the central belt for from 1st January 2026 to ensure compliance with the municipal waste landfill ban.

Corporate Outcome - We have an infrastructure that supports sustainable growth

COI - Percentage of waste recycled, composted and recovered

Responsible Person: Andy Summers

This indicator is reported quarterly. The performance presented is by Council-wide service provision.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**Islands**	No Target	53.7%	N/A	N/A	53.7% recycling, composting and recovery (i.e. 44.6% recycling and composting plus 9.1% recovery). Recycling figure is higher than previous due to the some late contractors information from previous quarter being input in this quarter.

This indicator for FQ3 shows the percentage of waste recycled has increased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	44.2%
	2024/25 FQ4	49.2%
	2025/26 FQ1	52.5%
	2025/26 FQ2	40.1%
	2025/26 FQ3	53.7%

FQ2 Commentary

40.1% combined recycling,composting and recovery (27.1% recycling and composting plus 13% recovery). Recycling figure for FQ2 is down slightly from previous quarters due to some delays in receiving tonnage information before the Q2 input cut-off date from a couple of contractors handling some of the recycling materials. The late tonnage information will be entered in the next quarter.

2025/26 FQ3	**H&L**	No Target	100.0%	N/A	N/A	100% recycling, composting and recovery (i.e. 46.1% recycling and composting plus 53.9% recovery).Recovery figure is high as all general residual waste from the Helensburgh and Lomond area goes for refuse derived fuel (RDF)/energy from waste (EfW).

This indicator for FQ3 shows the percentage of waste recycled has remained the same since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	100.0%
	2024/25 FQ4	100.0%
	2025/26 FQ1	100.0%
	2025/26 FQ2	100.0%
	2025/26 FQ3	100.0%

FQ2 Commentary

100% combined recycling,composting and recovery (51.3% recycling and composting plus 48.7% recovery). Residual general waste from Helensburgh and Lomond area is already compliant with the municipal waste landfill ban as it currently goes for refuse derived fuel (RDF)/energy from waste (EfW). Recycling and composting during the quarter exceeded 50% mainly due to high levels of green garden waste being sent for onward composting from the Blackhill Recycling Centre (Helensburgh).

Corporate Outcome - We have an infrastructure that supports sustainable growth

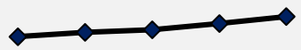
COI - Number of tonnes of waste sent to landfill

Responsible Person: Andy Summers

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**A&B**	5,100	4,049	-1,051	**Green - Actual below Target**	Within target although landfill is higher than previous quarters due to the works being carried out at Biffa MBT plants converting them to waste transfer stations prior to the municipal waste landfill ban commencing in January 2026.

This indicator for FQ3 is lower than the target (lowest is best).

Actual trend line	Period	Target	Actual
	2024/25 FQ3	5,100	2,846
	2024/25 FQ4	5,000	3,103
	2025/26 FQ1	5,850	3,267
	2025/26 FQ2	5,550	3,625
	2025/26 FQ3	5,100	4,049

FQ2 Commentary

Within target mainly due to the residual waste from Helensburgh and Lomond already being landfill ban compliant. PPP area landfill is up from the previous few quarters due to commencement by Biffa (formerly Renewi) of the conversion of mechanical biological treatment (MBT) plants to Waste Transfer Stations (WTS) at the 3 main sites. Once works are complete, this will provide the capability for the residual general waste to be transferred from 1st January to the central belt for refuse derived fuel (RDF/energy from waste (EfW) to ensure landfill ban compliance.

Corporate Outcome - We have an infrastructure that supports sustainable growth

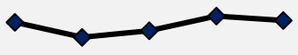
COI - LEAMS (Local Environment Audit and Management System)

Responsible Person: Tom Murphy

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**Lorn**	73	89	16	**Green - Actual exceeds Target**	Lorn is showing a street cleanliness figure of 89 this quarter.

This indicator for FQ3 exceeds the target however performance has decreased since the last reporting period.

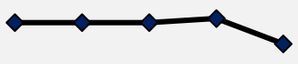
Actual trend line	Period	Actual
	2024/25 FQ3	88
	2024/25 FQ4	81
	2025/26 FQ1	84
	2025/26 FQ2	91
	2025/26 FQ3	89

FQ2 Commentary

Lorn has a high street cleanliness figure of 91 in FQ2.

2025/26 FQ3	**Mull**	73	91	18	**Green - Actual exceeds Target**	The Isle of Mull's street cleanliness figure this quarter stands at 91.

This indicator for FQ3 exceeds the target however performance has decreased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	96
	2024/25 FQ4	96
	2025/26 FQ1	96
	2025/26 FQ2	97
	2025/26 FQ3	91

FQ2 Commentary

The Isle of Mull continues to deliver a high score of 97 for street cleanliness, which exceeds the actual target.

Corporate Outcome - We have an infrastructure that supports sustainable growth

COI - LEAMS (Local Environment Audit and Management System)

Responsible Person: Tom Murphy

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**A&B**	73	85	12	**Green - Actual exceeds Target**	The overall street cleanliness score for this quarter stands at 85, exceeding the target of 73. This again shows a very good level of cleanliness with very litter visible on the streets and/or open spaces checked. This again reflects well on the teams across the areas.

This indicator for FQ3 exceeds the target however performance has decreased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	84
	2024/25 FQ4	83
	2025/26 FQ1	84
	2025/26 FQ2	86
	2025/26 FQ3	85

FQ2 Commentary

For FQ2 a street cleanliness score of 86 has been achieved excelling the target of 73. This reflects well on the teams in the areas who continue to provide a good level of service and again shows very little litter visible on the streets and/or open spaced checked.

Corporate Outcome - Making it happen

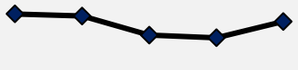
COI - Teacher sickness absence

Responsible Person: Jennifer Crocket (B&C and MAKI) / Wendy Brownlie (H&L and OLI)

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**OLI**	No Target	2.41	N/A	N/A	Working days lost due to sickness have increased this quarter, with levels remaining below those recorded in the same period last year. While this represents a positive position locally, it sits within a wider context of sustained national increases and longer-term upward trends in sickness absence. This is reflected in the 2024/25 SPI sickness absence figures for Scottish Councils, which show a relative decline in benchmarking position. Ongoing proactive absence management will remain important to sustain improvement and minimise future risk. NB last year's data was impacted by the transition to the new systems. LGBF data was not available until after the AP report was finalised at team level.

This indicator for FQ3 shows the number of sickness absence days has increased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	2.87
	2024/25 FQ4	2.75
	2025/26 FQ1	1.58
	2025/26 FQ2	1.41
	2025/26 FQ3	2.41

FQ2 Commentary

Working days lost due to sickness have decreased again this quarter, with figures lower than the same period last year. This reduction is likely influenced by the school holidays during this time. It is a positive improvement, and continued focus will help sustain this progress.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**A&B**	No Target	2.58	N/A	N/A	Working days lost due to sickness have increased this quarter, with levels remaining below those recorded in the same period last year. While this represents a positive position locally, it sits within a wider context of sustained national increases and longer-term upward trends in sickness absence. This is reflected in the 2024/25 SPI sickness absence figures for Scottish Councils, which show a relative deterioration in benchmarking position. Ongoing proactive absence management will remain important to sustain improvement and minimise future risk. NB last year's data was impacted by the transition to the new systems. LGBF data was not available until after the AP report was finalised at team level.

This indicator for FQ3 shows the number of sickness absence days has increased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	2.89
	2024/25 FQ4	3.23
	2025/26 FQ1	2.13
	2025/26 FQ2	1.75
	2025/26 FQ3	2.58

FQ2 Commentary

Overall absence has decreased this quarter, which may be partly attributed to the scheduled school holidays during this period. We continue to monitor absence closely and implement targeted interventions aimed at further improvement.

Corporate Outcome - Making it happen

COI - LGE staff (including non-Teacher) sickness absence

Responsible Person: Carolyn Cairns

This indicator is reported quarterly. The performance presented is at area level and Council-wide.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**OLI**	No Target	3.31	N/A	N/A	There has been a reduction in working days lost due to sickness this quarter, and levels remain below those seen in the same quarter last year. Despite this improvement, national trends continue to show increasing sickness absence over the longer term. This broader context is also reflected in the 2024/25 SPI sickness absence figures for Scottish Councils, which indicate a relative decline in benchmarking position. Continued engagement with managers and consistent absence management will be key to sustaining progress. NB last year's data was impacted by the transition to the new systems. LGBF data was not available until after the AP report was finalised at team level.

This indicator for FQ3 shows the number of sickness absence days has decreased since the last reporting period.

Actual trend line	Period	Acutal
	2024/25 FQ3	4.53
	2024/25 FQ4	4.31
	2025/26 FQ1	3.59
	2025/26 FQ2	3.83
	2025/26 FQ3	3.31

FQ2 Commentary

Working days lost due to sickness have seen a slight increase this quarter. Levels remain similar to those recorded in the same quarter last year, suggesting a relatively stable trend overall. Ongoing monitoring and continued engagement with managers will help to maintain focus on managing absence effectively.

2025/26 FQ3	**A&B**	No Target	3.98	N/A	N/A	Working days lost due to sickness have decreased this quarter, with levels remaining below those recorded in the same period last year. However, performance remains mixed across services and should be considered within the wider context of sustained national and longer-term increases in sickness absence. This is also reflected in the 2024/25 SPI sickness absence figures for Scottish Councils, which highlight a relative deterioration in benchmarking position. Targeted management action and ongoing monitoring will remain important to sustain improvement and address areas of higher absence. NB last year's data was impacted by the transition to the new systems. LGBF data was not available until after the AP report was finalised at team level.

This indicator for FQ3 shows the number of sickness absence days has decreased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	4.40
	2024/25 FQ4	4.66
	2025/26 FQ1	3.82
	2025/26 FQ2	4.06
	2025/26 FQ3	3.98

FQ2 Commentary

Overall, sickness absence performance this quarter has been mixed, with some areas showing positive reductions in working days lost, while others have seen a slight increase or remained in line with the same period last year. This suggests that while some progress is being made, absence patterns continue to vary across services. Targeted support, focused management engagement and ongoing monitoring will remain key to sustaining improvement and addressing areas of higher absence.

Corporate Outcome - Making it happen

COI - Increase the percentage of all self-service automated contacts

Responsible Person: Robert Miller

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	**A&B**	70.0%	79.5%	9.5%	**Green - Actual exceeds Target**	In FQ3 2025/26 there were 31,356 customer transactions dealt with by Customer Service Agents (20.5%) and 121,509 were automated/self-service transactions (79.5%) so the 70.0% target was substantially bettered.

This indicator for FQ3 exceeds the target and performance has increased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	82.7%
	2024/25 FQ4	74.8%
	2025/26 FQ1	76.1%
	2025/26 FQ2	78.4%
	2025/26 FQ3	79.5%

FQ2 Commentary

In FQ2 2025/26 there were 37,268 customer transactions dealt with by Customer Service Agents (21.6%) and 135,337 were automated/self-service transactions (78.4%) so the 70.0% target was substantially bettered. This was an improvement on than the same quarter of 2024/25, where 72.7% of transactions were handled through automation/self-service.