# 2026/27 FQ1 Mid Argyll, Kintyre and Islay 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 |
|---|---|---|---|
| Maximise distribution of Scottish Welfare Fund | Fergus Walker | A&B only | 3 |
| 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 |
| 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 |
| 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 |
| Provide quality meals within cost margins to all pupils | Christine Boyle | A&B only | 10 |
| Maximise the percentage of 16-19 year olds participating in education, training or employment | Jennifer Crocket | Area | 11 |
| 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 |
| Average number of weeks to determine householder planning applications | Peter Bain | Area | 15 - 16 |
| Number of empty properties | Jonathan Welch | Area | 17 |
| Number of new homeless applicants who required temporary accommodation this period | Morven Macintyre | A&B only | 18 |
| Maintain the percentage of local suppliers that benefit from the award of contracts via the procurement portal | Anne MacColl-Smith | A&B only | 19 |

| Indicator | Responsible Person | Reported | Page |
|---|---|---|---|
| Increase the number of community benefits that are delivered through contracts we award locally | Anne MacColl-Smith | A&B only | 20 |
| Percentage of street lighting faults repaired within 10 days | Tom Murphy | Area | 21 |
| Number of waste collection complaints | Tom Murphy | Area | 22 |
| Percentage of waste recycled, composted and recovered | Andy Summers | Area | 23 - 24 |
| Number of tonnes of waste sent to landfill | Andy Summers | A&B only | 25 |
| LEAMS (Local Environment Audit and Management System) | Tom Murphy | Area | 26 - 27 |
| Teacher sickness absence | Jennifer Crocket | Area | 28 |
| LGE staff (including non-Teacher) sickness absence | Carolyn Cairns | Area | 29 |
| Increase the percentage of all self-service automated contacts | Robert Miller | A&B only | 30 |

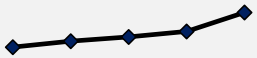
## Maximise distribution of Scottish Welfare Fund

### Responsible Person: Fergus Walker

**Performance presented is Council-wide only.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **A&B** | 95.3% | 141.7% | 46.4% | **Green - Actual exceeds Target** | As at end of FQ1 26/27, total spend of SWF is £162,310 which represents 141.67% of the Scottish Government allocation profiled for the first quarter of 2026/27. Spend has increased by 19% on the same period last year and applications have increased by 6%. While expenditure exceeds the profiled quarterly allowance, it is being mananged within the overall approved budget. |

**This indicator for FQ1 exceeds the target and performance has increased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
|  | 2025/26 FQ1 | 119.0% |
| | 2025/26 FQ2 | 123.0% |
| | 2025/26 FQ3 | 125.7% |
| | 2025/26 FQ4 | 129.2% |
| | 2026/27 FQ1 | 141.7% |

**FQ4 Commentary**

As at FQ4 2025/26, total spend of £592k represents 129.2% of the Scottish Government allocation (£458k), reflecting sustained high demand and the Council's approach to maximising use of the fund to support vulnerable households. While expenditure exceeds the core grant, it is being managed within the overall approved budget and does not represent an overspend. Performance against the indicator remains positive, demonstrating that available funding is being effectively utilised to meet demand in line with policy intent.

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

**Responsible Person: Lee Roberts**

**Performance presented is Council-wide only.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **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 FQ1 2026/27, 14 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, 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. |

**This indicator for FQ1 meets the target with no change in performance since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 100% |
| | 2025/26 FQ2 | 100% |
| | 2025/26 FQ3 | 100% |
| | 2025/26 FQ4 | 100% |
| | 2026/27 FQ1 | 100% |

**FQ4 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 FQ4 2025/26, 11 survey forms were distributed to clients. 9 were returned. Of these 9 returns, 9 responded to the question relating to being better able to deal with their financial problems. Of these 9 respondents, 9 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.

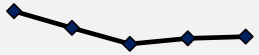
## Number of parking penalty notices issued

**Responsible Person: Hugh O'Neill**

**Performance presented is at area level and Council-wide.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | MAKI | No Target | 98 | N/A | N/A | No reason identified for the reduction in PCNs compared to the previous year's FQ1. |

**This indicator for FQ1 shows the number of parking penalty notices has increased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
|  | 2025/26 FQ1 | 171 |
| | 2025/26 FQ2 | 123 |
| | 2025/26 FQ3 | 77 |
| | 2025/26 FQ4 | 93 |
| | 2026/27 FQ1 | 98 |

**FQ4 Commentary**

There is now a full time warden in place in Campbeltown which has seen an increase in activity in this area and explains the increase in Penalty Charge Notices issued.

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | A&B | No Target | 3,061 | N/A | N/A | A significant increase to previous year's FQ1. This may be due to having the additional wardens in place and focus on problem areas. |

**This indicator for FQ1 shows the number of parking penalty notices has increased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 2,536 |
| | 2025/26 FQ2 | 2,090 |
| | 2025/26 FQ3 | 1,816 |
| | 2025/26 FQ4 | 2,087 |
| | 2026/27 FQ1 | 3,061 |

**FQ4 Commentary**

Increase in Penalty Charge Notices as a result of the 2 wardens now in place and providing more high visibility patrols.

## Car parking income to date (cumulative)

**Responsible Person: Hugh O'Neill**

**Performance presented is at area level and Council-wide.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **MAKI** | £25,325 | £8,975 | -£16,350 | **Red - Actual below Target** | There has been a delay in processing payments arising from both Pay By Phone and IPS (parking terminals). This is expected to be corrected within the next quarter. |

**This indicator for FQ1 shows the cumulative amount of income is lower than the cumulative target.**

| Actual trend line | Period | Target | Actual |
|---|---|---|---|
| **There is no trend as this data is cumulative as of FQ1 each financial year.** | 2025/26 FQ1 | £25,325 | £25,842 |
| | 2025/26 FQ2 | £60,506 | £60,678 |
| | 2025/26 FQ3 | £79,300 | £78,782 |
| | 2025/26 FQ4 | £79,300 | £80,428 |
| | 2026/27 FQ1 | £25,325 | £8,975 |

| Income Collected During FQ1 | |
|---|---|
| **Fisher Row, Inveraray** | £1,091 |
| **The Avenue, Inveraray** | £2,868 |
| **Front Street and Toilets, Inveraray** | £4,990 |
| **Lorne Street, Lochgilphead** | £26 |
| **MAKI** | £0 |
| **Total** | **£8,975** |

**FQ4 Commentary**

FQ4 recovery has increased due to the uplift in warden numbers from 6-8 full time wardens. There is now a more visible high profile presence of wardens in our areas.

## Car parking income to date (cumulative)

**Responsible Person: Hugh O'Neill**

**Performance presented is at area level and Council-wide.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **A&B** | £309,443 | £174,988 | -£134,455 | **Red - Actual below Target** | In total, inclusive of cash, Card and Pay by Phone, payments should be approximatley £354.600 for FQ1, however, there has been a delay, in particular, with the processing of payments for Card and Pay By Phone. This is expected to be corrected within the next quarter. |

**This indicator for FQ1 shows the cumulative amount of income is lower than the cumulative target.**

| Actual trend line | Period | Target | Actual |
|---|---|---|---|
| ***There is no trend as this data is cumulative as of FQ1 each financial year.*** | 2025/26 FQ1 | £309,143 | £309,660 |
| | 2025/26 FQ2 | £681,962 | £675,793 |
| | 2025/26 FQ3 | £914,382 | £930,248 |
| | 2025/26 FQ4 | £1,018,758 | £1,086,570 |
| | 2026/27 FQ1 | £309,443 | £174,988 |

**FQ4 Commentary**

FQ4 recovery has increased due to the uplift in warden numbers from 6-8 full time wardens. There is now a more visible high profile presence of wardens in our areas.

## Number of dog fouling complaints

**Responsible Person: Tom Murphy**

**Performance presented is at area level and Council-wide.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **MAKI** | No Target | 11 | N/A | N/A | MAKI received a total of 11 dog fouling complaints this quarter. Mid Argyll received 8, Kintyre 3 and Islay 0. There were no fines issued. |

**This indicator for FQ1 shows the number of dog fouling complaints has increased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 20 |
| | 2025/26 FQ2 | 17 |
| | 2025/26 FQ3 | 9 |
| | 2025/26 FQ4 | 9 |
| | 2026/27 FQ1 | 11 |

**FQ4 Commentary**

There were 9 dog fouling complaints received this quarter for the MAKI area. Islay received 0, Kintyre received 8 and Mid Argyll received 1. One fine was issued for the Kintyre area.

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **A&B** | No Target | 46 | N/A | N/A | In total there were 46 dog fouling complaints received for the whole of Argyll and Bute this quarter. There were no fines issued. In order for the Warden service to issue fines they can only act on information received from members of the public or if they witness the act actually being committed. The Warden service will continue to patrol when they can. |

**This indicator for FQ1 shows the number of dog fouling complaints has decreased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 44 |
| | 2025/26 FQ2 | 36 |
| | 2025/26 FQ3 | 40 |
| | 2025/26 FQ4 | 54 |
| | 2026/27 FQ1 | 46 |

**FQ4 Commentary**

A total of 54 dog fouling complaints were received across the whole of Argyll and Bute for the months of January, February and March. Only one fine was issued in the Kintyre area. The Warden service will continue with patrols in their areas and speak to members of the public to educate them on dog fouling as well as hand out bags.

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

### Responsible Person: Louise Lawson

**Performance presented is Council-wide only.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | A&B | 100% | 100% | 0% | Green - Actual meets Target | 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. A new CECYP data dashboard has been instrumental in supporting our data tracking and monitoring. The data supports identification of themes and supports prioritisation of interventions alongside wider agency partnership working. We continue to track data against Scottish Governments Improving Educational outcomes of Care Experienced Children and Young People Framework – and we include all care experienced young people, not just 'looked after.' |

**This indicator for FQ1 meets the target with no change in performance since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 100% |
| | 2025/26 FQ2 | 100% |
| | 2025/26 FQ3 | 100% |
| | 2025/26 FQ4 | 100% |
| | 2026/27 FQ1 | 100% |

**FQ4 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 thorugh a series of attainment meetings and partnership working, helping to ensure our CECYP have the supports required. As part of our improvement planning, additional tracking and monitoring at indivudual, school and authority level is planned. This support 'Improving Educational outcomes of CECYP' framework developments and will include local stretch aims for a range of outcomes.

## Provide quality meals within cost margins to all pupils

### Responsible Person: Christine Boyle

**Performance presented is Council-wide only.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **A&B** | +/-5.00% | 2% | 3% | **Green - Actual exceeds Target** | We will continue to monitor locations not achieving +/-5% target.<br>B&C 4.44%, H&L 1.41%, MAKI -2.26%, 4.75% |

**This indicator for FQ1 within the +/5.00% variance and performance has increased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 3.17% |
| | 2025/26 FQ2 | -3.50% |
| | 2025/26 FQ3 | -0.81% |
| | 2025/26 FQ4 | -2.94% |
| | 2026/27 FQ1 | 1.80% |

**FQ4 Commentary**

We will continue to monitor locations not achieving +/-5% target.
B&C 0.86%, H&L -4.55%, MAKI -7.63%, OLI 0.87%

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

**Responsible Person: Jennifer Crocket**

**Performance presented is at area level and Council-wide.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | MAKI | 94.00% | 93.40% | -0.60% | Red - Actual below Target | As of 7th July 2026 the participation figure (16–19-year-olds in employment, training or education) in Mid-Argyll, Kintyre and Islay was 748 young people, which equates to 93.4%. This is 0.6% below the target and 1.2% below the annual Argyll and Bute participation figure of 94.6% which was released by Skills Development Scotland at the end of August 2025. The participation figure of 93.4% for FQ1 of 2026/27 is an increase of 0.6% on the participation figure for FQ4 of 2025/26, and represents a decrease of 1.99% on the equivalent FQ1 figure from 2025/26. |

**This indicator for FQ1 is lower than the target however performance has increased since the last reporting period.**

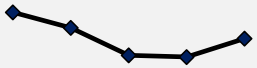
| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 95.39% |
| | 2025/26 FQ2 | 94.60% |
| | 2025/26 FQ3 | 92.80% |
| | 2025/26 FQ4 | 92.80% |
| | 2026/27 FQ1 | 93.40% |

**FQ4 Commentary**

As of 8th April 2026 the participation figure (16–19-year-olds in employment, training or education) in Mid-Argyll, Kintyre and Islay was 740 young people, which equates to 92.8%. This is 1.2% below the target and 1.7% 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 92.8% for FQ4 of 2025/26 is equal to the participation figure for FQ3 of 2025/26, and represents a decrease of 1.8% on the equivalent FQ4 figure from 2024/25.

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | A&B | 94.00% | 93.00% | -1.00% | Red - Actual below Target | As of 7th July 2026 the participation figure (16–19-year-olds in employment, training or education) for the whole of Argylland Bute was 3188 young people, which equates to 93.0%. This is 1.0% below the target and 1.6% below the annual Argyll and Bute participation figure of 94.6% which was released by Skills Development Scotland at the end of August 2025. The participation figure of 93.0% for FQ1 of 2026/27 is an increase of 1.2% on the participation figure for FQ4 of 2025/26, and represents a decrease of 1.71% on the equivalent FQ1 figure from 2024/25. |

**This indicator for FQ1 is lower than the target however performance has increased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
|  | 2025/26 FQ1 | 94.71% |
| | 2025/26 FQ2 | 93.70% |
| | 2025/26 FQ3 | 91.90% |
| | 2025/26 FQ4 | 91.80% |
| | 2026/27 FQ1 | 93.00% |

**FQ4 Commentary**

As of 8th April 2026 the participation figure (16–19-year-olds in employment, training or education) across the whole of Argyll and Bute was 3140 young people, which equates to 91.8%. This is 2.2% below the target and 2.7% 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 91.8% for FQ4 of 2025/26 is an decrease of 0.1% on the participation figure for FQ3 of 2025/26, and represents a decrease of 1.7% on the equivalent FQ4 figure from 2024/25.

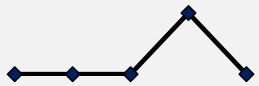
## Number of affordable social sector new builds completed per annum

**Responsible Person: Kelly Ferns**

**Performance presented is at area level and Council-wide.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | MAKI | 0 | 0 | 0 | Green - Actual meets Target | No completions in FQ1 - two projects on Islay and Lochilphead are on site. |

**This indicator for FQ1 meets the target however performance has decreased since the last reporting period.**

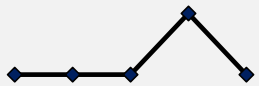
| Actual trend line | Period | Actual |
|---|---|---|
|  | 2025/26 FQ1 | 0 |
| | 2025/26 FQ2 | 0 |
| | 2025/26 FQ3 | 0 |
| | 2025/26 FQ4 | 16 |
| | 2026/27 FQ1 | 0 |

**FQ4 Commentary**

One completed project - Robin Currie Way, Port Charlotte, Isle of Islay. Total of 16 units including 12 units for social rent and 4 New Supply Shared Equity properties. Two other projects on site - one in Lochgilphead and one on Islay.

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | A&B | 0 | 0 | 0 | Green - Actual meets Target | No completions in FQ1 - a number of projects are on site due to complete this financial year. |

**This indicator for FQ1 meets the target however performance has decreased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
|  | 2025/26 FQ1 | 0 |
| | 2025/26 FQ2 | 0 |
| | 2025/26 FQ3 | 0 |
| | 2025/26 FQ4 | 16 |
| | 2026/27 FQ1 | 0 |

**FQ4 Commentary**

Only 16 new build units completed in 2025/26 which while was anticpated is well below the annual LHS target of 215. RSL partners continue to consider buyback and off the shelf purchases to increase the supply fo affordable homes.

## Percentage of pre-planning application enquiries processed within 30 working days

**Responsible Person: Peter Bain**

**Performance presented is at area level and Council-wide.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **MAKI** | 75.0% | 46.2% | -28.8% | **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. During FQ1, 26 pre-applications were responded to within Mid Argyll, Kintyre and the Islands. 12 responses (46%) were issued within 30 days. Significant effort has been put in during this period to complete legacy Pre-Applications. It is acknowledged that performance is still significantly below target on this measure but is expected to improve as casework pressure on available staff resource from 'legacy' items decreases over time.<br>Please note: From 2026/27 FQ1 the target for this measure has been revised from processing within 20 working days to 30 working days in alignment with the Development Management Service Plan (approved September 2024). |

**This indicator for FQ1 is lower than the target however performance has increased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 50.0% |
| | 2025/26 FQ2 | 53.3% |
| | 2025/26 FQ3 | 30.8% |
| | 2025/26 FQ4 | 28.1% |
| | 2026/27 FQ1 | 46.2% |

**FQ4 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 FQ4, 32 pre-applications were responded to within Mid Argyll, Kintyre and the Islands. 9 responses (28%) were issued within 20 days; 9 responses (28%) were issued within the revised target of 30 days. It is acknowledged that performance is still significantly below target on this measure but is expected to improve as casework pressure on available staff resource from 'legacy' items decreases over time.

## Percentage of pre-planning application enquiries processed within 30 working days

**Responsible Person: Peter Bain**

**Performance presented is at area level and Council-wide.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | A&B | 75.0% | 69.4% | -5.6% | 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. During FQ1, 134 pre-applications were responded to across Argyll and Bute. 93 responses (69%) were issued within 30 days.<br>Please note: From 2026/27 FQ1 the target for this measure has been revised from processing within 20 working days to 30 working days in alignment with the Development Management Service Plan (approved September 2024). |

**This indicator for FQ1 is lower than the target however performance has increased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 63.5% |
| | 2025/26 FQ2 | 59.0% |
| | 2025/26 FQ3 | 57.6% |
| | 2025/26 FQ4 | 48.4% |
| | 2026/27 FQ1 | 69.4% |

**FQ4 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 FQ4, 124 pre-applications were responded to across Argyll and Bute. 60 responses (48%) were issued within 20 days; 64 responses (52%) were issued within the revised target of 30 days.

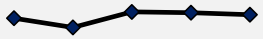
## Average number of weeks to determine householder planning applications

**Responsible Person: Peter Bain**

**Performance presented is at area level and Council-wide.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **MAKI** | 10.0 | 19.8 | 9.8 | **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 improved it is highlighted that KPI's measuring average time taken remain adversely affected by the resolution of 'legacy' casework. By FQ1 only a handful of 'householder' 'legacy' items remained. During FQ1, 16 'householder' applications were determined in Mid Argyll, Kintyre and the Islands, a 44% increase on the previous quarter. Two of these were 'legacy' items - excluding these, the remaining 14 applications were determined within an average time of 16.5 weeks.<br>Please note: From 2026/27 FQ1 the target for this measure has been revised from determining householder applications within 8 weeks, to 10 weeks in alignment with the Development Management Service Plan (approved September 2024). |

**This indicator for FQ1 exceeds the target however performance has increased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
|  | 2025/26 FQ1 | 17.4 |
| | 2025/26 FQ2 | 11.4 |
| | 2025/26 FQ3 | 21.6 |
| | 2025/26 FQ4 | 21.0 |
| | 2026/27 FQ1 | 19.8 |

**FQ4 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 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 FQ4 only a handful of 'householder' 'legacy' items remained, this has resulted in a general improvement across this particular performance measure. During FQ4, 9 'householder' applications were determined in Mid Argyll, Kintyre and the Islands, two of which were 'legacy' items. Excluding the legacy items, the remaining 7 applications were determined within an average time of 15.1 weeks.

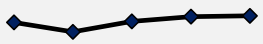
## Average number of weeks to determine householder planning applications

**Responsible Person: Peter Bain**

**Performance presented is at area level and Council-wide.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **A&B** | 10.0 | 12.1 | 2.1 | **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 improved it is highlighted that KPI's measuring average time taken remain adversely affected by the resolution of 'legacy' casework. By FQ1 only a handful of 'householder' 'legacy' items remained. During FQ1, 57 'householder' applications were determined across Argyll and Bute, a 27% increase on the previous quarter. Three of these were 'legacy' items - excluding these, the remaining 54 applications were determined within an average time of 10.1 weeks.<br>Please note: From 2026/27 FQ1 the target for this measure has been revised from determining householder applications within 8 weeks, to 10 weeks in alignment with the Development Management Service Plan (approved September 2024). |

**This indicator for FQ1 exceeds the target and performance has decreased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
|  | 2025/26 FQ1 | 10.4 |
| | 2025/26 FQ2 | 7.9 |
| | 2025/26 FQ3 | 10.6 |
| | 2025/26 FQ4 | 11.9 |
| | 2026/27 FQ1 | 12.1 |

**FQ4 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 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 FQ4 only a handful of 'householder' 'legacy' items remained, this has resulted in a general improvement across this particular performance measure. During FQ4, 45 'householder' applications were determined across Argyll and Bute including 5 'legacy' items. Excluding the 'legacy' items, the remaining 40 applications were determined within an average time of 8.9 weeks.

## Number of empty properties

### Responsible Person: Jonathan Welch

**Performance presented is at area level and Council-wide.**

| Period | Area | Baseline | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | MAKI | 104 | 125 | 21 | Red - Actual exceeds Baseline | MAKI has the second highest empty property relief rate, now sitting at 4.69% following an increase of 0.80% in the past quarter. However it does not reflect the recent reopening of The Comm in Lochgilphead, a restaurant at 42 Main Street in Campbeltown, the Lord of the Isles at Craobh Haven, and the forthcoming reopening of the Kilbrannan Bar. We are also expecting the opening of Tarbert & Skipness Community Trust's Quay Spaces on Harbour Street, following a refurbishment project supported by the council. MAKI will require ongoing targeted support particularly in Lochgilphead and Campbeltown as there are acute issues in both towns. |

**This indicator for FQ1 shows the cumulative number of empty properties has exceeded the baseline.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 105 |
| | 2025/26 FQ2 | 105 |
| | 2025/26 FQ3 | 87 |
| | 2025/26 FQ4 | 117 |
| | 2026/27 FQ1 | 125 |

**FQ4 Commentary**

The empty relief rate is currently at 4.96% and unlike other admin areas, we have seen increases in numbers of properties across all intermediate zones. We have assisted 10 projects with £77,000 in grant awards which has resulted in x6 openings, with the remainder work in progress or seeking consents. These projects include the conversion of a shop in Tarbert into a multi-functional community space, the reopening of the Lord of the Isles in Craobh Haven, old Scottish Hydro shop in Lochgilphead, and most notably a new Aparthotel in Campbeltown. We've also sanctioned rates relief for Cairnbaan Hotel (which has now secured planning permission for the listed building).

| Period | Area | Baseline | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | A&B | 277 | 337 | 60 | Red - Actual exceeds Baseline | The empty relief rate has increased once again by 0.72% in the first quarter of the financial year. This could be driven many factors, including an interruption of financial support due to a budget saving impact activity, improved reporting/audits between Empty Business Property Officer and NDR team. Macro-economic matters are playing out as business closures are on the increase, and we are seeing this across the authority. There also appears to be possible anonomalies in the return, as the reports could be listing some properties that are actually in productive use. Empty Business Property Officer will investigate a list of properties (c20+) that need queried and review of data quality. |

**This indicator for FQ1 shows the cumulative number of empty properties has exceeded the baseline.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 276 |
| | 2025/26 FQ2 | 267 |
| | 2025/26 FQ3 | 249 |
| | 2025/26 FQ4 | 322 |
| | 2026/27 FQ1 | 337 |

**FQ4 Commentary**

The empty relief rate has increased by almost 1% in the past quarter, however, this is the first FQ4 reporting and arguably the toughest in terms of trading conditions as a result of seasonality, poor weather plus the anticipation of impacts of the macro economic environment on subjects such as revaluations and resultant increases in rateable value plus National Minimum Wage and National Insurance contributions will have resulted in more exits from the market. On that basis, it is critically important that we continue to advance interventions in our town centres, and help address market failure re: costs of repurposing etc are going to act as barriers to investment.

## Number of new homeless applicants who required temporary accommodation this period

**Responsible Person: Morven Macintyre**

**Performance presented is Council-wide only.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **A&B** | No Target | 31 | N/A | N/A | During FQ1, the housing service took 133 homeless applications and provided temporary accommodation for 31 new homeless households.<br>B&C: Out of 42 Homeless Applications, 7 new households went in to temporary accommodation (6 x Serviced Accommodation, 1 x Bed & Breakfast 3 x Registered Social Landlord).<br>H&L: Out of 33 Applications, 6 new households went in to temporary accommodation (4 x Serviced Accommodation, 2 x Bed & Breakfast).<br>MAKI: Out of 35 Homeless Applications, 7 new households went in to temporary accommodation (4 x Private Sector Lease, 1 x Serviced Accommodation, 1 x Supported Accommodation, 1 x Bed & Breakfast).<br>OLI: Out of 23 Homeless Applications, 11 new households went in to temporary accommodation (2 x Private Sector Lease, 7 x Supported Accommodation, 1 x Registered Social Landlord, 1 x Serviced Accommodation).<br>Please note:<br>• The Registered Social Landlord and Private Rented Sector properties are leased by the Council and sub-let to homeless households as temporary accommodation.<br>• Serviced Accommodation is available in Cowal and Helensburgh and is for single people providing an en-suite bedroom and shared kitchen facilities.<br>• Supported accommodation is provided in Lorn by Blue Triangle Housing Association.<br>• 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. |

**This indicator for FQ1 shows the number of applicants has decreased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 27 |
| | 2025/26 FQ2 | 31 |
| | 2025/26 FQ3 | 23 |
| | 2025/26 FQ4 | 42 |
| | 2026/27 FQ1 | 31 |

**FQ4 Commentary**

During FQ4, the housing service took 137 homeless applications and provided temporary accommodation for 42 new homeless households.
B&C: Out of 44 Homeless Applications, 8 new households went in to temporary accommodation (7 x Serviced Accommodation, 1 x Registered Social Landlord).
H&L: Out of 32 Applications, 17 new households went in to temporary accommodation (9 x Serviced Accommodation, 6 x Bed & Breakfast, 1 x Private Sector Lease, 1 x Registered Social Landlord).
MAKI: Out of 34 Homeless Applications, 3 new households went in to temporary accommodation (1 x Private Sector Lease, 2 x Serviced Accommodation).
OLI: Out of 27 Homeless Applications, 14 new households went in to temporary accommodation (2 x Private Sector Lease, 11 x Supported Accommodation, 1 x Registered Social Landlord).
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.

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.

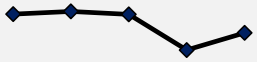
## Maintain the percentage of local suppliers that benefit from the award of contracts via the procurement portal

**Responsible Person: Anne MacColl-Smith**

**Performance presented is Council-wide only.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **A&B** | 20.0% | 20.7% | 0.7% | **Green - Actual exceeds Target** | During FQ1 there were 27 tender/quick quote contract awards, with 29 successful suppliers. 6 of which were local suppliers (20.7% - above target) with an estimated value of £332k. Note: Only 8 contracts received bids from local suppliers (the nature and types of contracts awarded can impact on submissions of local bidders) with 6 being successful, a win rate of 75.0%. |

**This indicator for FQ1 exceeds the target and performance has increased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
|  | 2025/26 FQ1 | 32.9% |
| | 2025/26 FQ2 | 34.7% |
| | 2025/26 FQ3 | 32.8% |
| | 2025/26 FQ4 | 9.5% |
| | 2026/27 FQ1 | 20.7% |

**FQ4 Commentary**

The nature of the types of contracts awarded can impact on submissions of local bidders. The YTD % is showing as 25.8% which is performing above target. From the 74 tender/quick quote contract awards during FQ4, there were 84 successful suppliers, 8 of which were local suppliers with a total estimated value of £340k. However, only 12 tenders/quick quotes received local bids (therefore a win rate of 66.7%).

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

**Responsible Person: Anne MacColl-Smith**

**Performance presented is Council-wide only and is reported in FQ2 and FQ4.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **A&B** | No Target | 0 | N/A | N/A | Reported six monthly - next report available October 2026. |

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | - |
| | 2025/26 FQ2 | 62 |
| | 2025/26 FQ3 | - |
| | 2025/26 FQ4 | 42 |
| | 2026/27 FQ1 | |

**FQ4 Commentary**

During FQ3 and FQ4, 42 community benefits were achieved through Contract Management, Contract Awards and the Request List.

## Percentage of street lighting faults repaired within 10 days

**Responsible Person: Tom Murphy**

**Performance presented is at area level and Council-wide.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | MAKI | 75% | 79% | 4% | Green - Actual exceeds Target | Good performance. |

**This indicator for FQ1 exceeds the target however performance has decreased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 93% |
| | 2025/26 FQ2 | 100% |
| | 2025/26 FQ3 | 90% |
| | 2025/26 FQ4 | 88% |
| | 2026/27 FQ1 | 79% |

**FQ4 Commentary**

Solid overall performance.

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | A&B | 75% | 77% | 2% | Green - Actual exceeds Target | Good overall performance considering we are awaiting delivery of materials and power supplier attendance. |

**This indicator for FQ1 exceeds the target however performance has decreased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 90% |
| | 2025/26 FQ2 | 95% |
| | 2025/26 FQ3 | 88% |
| | 2025/26 FQ4 | 93% |
| | 2026/27 FQ1 | 77% |

**FQ4 Commentary**

Excellent performace over what was and is historically a busy quarter for the Service.

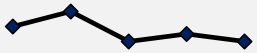
## Number of waste collection complaints

### Responsible Person: Tom Murphy

**Performance presented is at area level and Council-wide.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | MAKI | No Target | 5 | N/A | N/A | 5 waste collection complaints were received in FQ1, Kintyre received 1, Islay also 1 and Mid Argyll 3. |

**This indicator for FQ1 shows the number of waste collection complaints has decreased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
|  | 2025/26 FQ1 | 7 |
| | 2025/26 FQ2 | 9 |
| | 2025/26 FQ3 | 5 |
| | 2025/26 FQ4 | 6 |
| | 2026/27 FQ1 | 5 |

**FQ4 Commentary**

The Maki area received 6 waste collection complaints in FQ4.

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | A&B | No Target | 21 | N/A | N/A | The service received 21 wast collection complaints in FQ1. Given the amount of properties the service collect general , recycling, glass and food waste from this is a very good level of service |

**This indicator for FQ1 shows the number of waste collection complaints has remained the same since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 34 |
| | 2025/26 FQ2 | 36 |
| | 2025/26 FQ3 | 28 |
| | 2025/26 FQ4 | 21 |
| | 2026/27 FQ1 | 21 |

**FQ4 Commentary**

A total of 21 waste collection complaints were received for the whole of Argyll and Bute in FQ4. Given the number of properties and the different types of waste collected, general, recycling, glass and food, this is a very good level of service.

## Percentage of waste recycled, composted and recovered

**Responsible Person: Andy Summers**

**Performance presented is by Council-wide service provision.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **A&B** | 45.0% | 95.1% | 50.1% | **Green - Actual exceeds Target** | 95.1% recycling, composting and recovery (39.1% recycling and composting plus 56.0% recovery). This is the second quarter since the municipal landfill ban was introduced in January 2026 and overall percentages are similar to the previous quarter. The Council submitted applications to SEPA which were granted by SEPA for further 6 month landfill derogations for the island landfills on Islay (at Gartreck) and on Mull (Glengorm). These derogations will ensure that landfill can continue at these sites at least until 31st December 2026. |

**This indicator for FQ1 exceeds the target however performance has decreased since the last reporting period.**

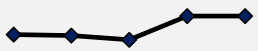
| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 66.6% |
| | 2025/26 FQ2 | 63.2% |
| | 2025/26 FQ3 | 56.0% |
| | 2025/26 FQ4 | 95.3% |
| | 2026/27 FQ1 | 95.1% |

**FQ4 Commentary**

95.3% recycling, composting and recovery (41.3% recycling/composting plus 54% recovery). This is the first quarter since the municipal landfill ban was introduced by The Scottish Government from 1st January 2026. The Council is fully compliant with the landfill ban in the Waste PPP and Helensburgh Lomond areas. A relatively small amount of municipal landfill has continued at the Council waste disposal sites at Glengorm (on Mull) and Gartbreck (on Islay) after the Council was successful in a temporary derogation application submission to SEPA. The temporary derogations for both of these island sites expires on 30th June, however the Council intends to apply for further 6 month extensions.Further future 6 monthly derogation extensions may be allowed by SEPA up until the end of 2027 at the latest.

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **Renewi** | No Target | 100.0% | N/A | N/A | 100% recycling, composting and recovery (35.3% recycling and composting plus 64.7% recovery). This is the second quarter since the municipal landfill ban was introduced in January 2026 and overall percentages are similar to the previous quarter. The muncipal waste landfill ban arrangements are working well with our PPP contractor. |

**This indicator for FQ1 shows the percentage of waste recycled has remained the same since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
|  | 2025/26 FQ1 | 51.5% |
| | 2025/26 FQ2 | 48.9% |
| | 2025/26 FQ3 | 38.0% |
| | 2025/26 FQ4 | 100.0% |
| | 2026/27 FQ1 | 100.0% |

**FQ4 Commentary**

100% recycling/composting and recovery (36.9% recycling composting plus 63.1% recovery). Waste PPP area from 1st January 2026 was fully compliant with the muncipal landfill ban. From January, general waste is being bulked up and transported to the central belt where it is being processed into refuse derived fuel (RDF) for energy from waste (EfW).

## Percentage of waste recycled, composted and recovered

**Responsible Person: Andy Summers**

**Performance presented is by Council-wide service provision.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **Islands** | No Target | 52.9% | N/A | N/A | 52.9% recycling, composting and recovery (43.0% recycling and composting plus 9.9% recovery). Islands landfill figure is 47.1%. The Council submitted applications to SEPA (which were subsequently granted by SEPA) for further 6 month landfill derogations for the Island landfills on Islay (at Gartreck) and on Mull (Glengorm). These derogations will ensure that landfill can continue at these sites at least until 31st December 2026. |

**This indicator for FQ1 shows the percentage of waste recycled has increased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 52.5% |
| | 2025/26 FQ2 | 40.1% |
| | 2025/26 FQ3 | 53.7% |
| | 2025/26 FQ4 | 46.8% |
| | 2026/27 FQ1 | 52.9% |

**FQ4 Commentary**

46.8% recycling, composting and recovery (38.1% recycling/composting plus 8.7% recovery). This is the first quarter since the municipal landfill ban was introduced by The Scottish Government from 1st January 2026. The Council is fully compliant with the landfill ban in the Waste PPP and Helensburgh Lomond areas. A relatively small amount of municipal landfill has continued at the Council waste disposal sites at Glengorm (on Mull) and Gartbreck (on Islay) after the Council was successful in a temporary derogation application submission to SEPA. The temporary derogations for both of these island sites expires on 30th June, however the Council intends to apply for further 6 month extension .Further future 6 monthly derogation extensions may be allowed by SEPA up until the end of 2027 at the latest. The general from Tiree and Coll is, landfill ban compliant as it has been transported to a central belt contractor for refuse derived fuel (RDF)/energy from waste (EFW) since 2024.

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **H&L** | No Target | 100.0% | N/A | N/A | 100% recycling, composting and recovery (47.8% recycling and composting plus 52.2% recovery). This is the second quarter since the municipal landfill ban was introduced in January 2026, however the Helensburgh and Lomond area residual waste has been compliant with the landfill ban since 2024. |

**This indicator for FQ1 shows the percentage of waste recycled has remained the same since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 100.0% |
| | 2025/26 FQ2 | 100.0% |
| | 2025/26 FQ3 | 100.0% |
| | 2025/26 FQ4 | 100.0% |
| | 2026/27 FQ1 | 100.0% |

**FQ4 Commentary**

100% recycling/composting and recovery (50.7% recycling composting plus 49.3% recovery). Since 2024, general waste from Helensburgh and Lomond has been taken to contractors in Renfrewshire where it is being processed into refuse derived fuel (RDF) for energy from waste (EfW).

## Number of tonnes of waste sent to landfill

### Responsible Person: Andy Summers

**Performance presented is Council-wide only.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **A&B** | 5,850 | 798 | -5,052 | **Green - Actual below Target** | This is the second quarter since the municipal landfill ban was introduced in January 2026. Landfill tonnages for this quarter are low and similar to the previous quarter, whereby it is only at two Island landfill where the Council is continuing to landfill general residual municipal waste under derogation by SEPA. The Council submitted applications to SEPA, which were subsequently granted for further 6 month landfill derogations for the Island landfills on Islay (at Gartreck) and on Mull (Glengorm). These derogations will ensure that landfill can continue for residual waste at these sites at least until 31st December 2026. |

**This indicator for FQ1 is lower than the target (lowest is best).**

| Actual trend line | Period | Target | Actual |
|---|---|---|---|
| | 2025/26 FQ1 | 5,850 | 3,267 |
| | 2025/26 FQ2 | 5,550 | 3,625 |
| | 2025/26 FQ3 | 5,100 | 4,049 |
| | 2025/26 FQ4 | 5,000 | 621 |
| | 2026/27 FQ1 | 5,850 | 798 |

**FQ4 Commentary**

This is the first quarter since the municipal landfill ban was introduced by The Scottish Government from 1st January 2026. The Council is fully compliant with the landfill ban in the Waste PPP and Helensburgh Lomond areas. A relatively small amount of municipal landfill has continued at the Council waste disposal sites at Glengorm (on Mull) and Gartbreck (on Islay) after the Council was successful in a temporary derogation application submission to SEPA. The temporary derogations for both of these island sites expires on 30th June, however the Council intends to apply for further 6 month extensions. Further future 6 monthly derogation extensions may be allowed by SEPA up until the end of 2027 at the latest.

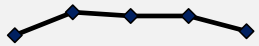
## LEAMS (Local Environment Audit and Management System)

**Responsible Person: Tom Murphy**

**Performance presented is at area level and Council-wide.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | **Mid Argyll** | 73 | 82 | 9 | Green - Actual exceeds Target | For the FQ1 period, Mid Argyll's street cleanliness score was 82. |

**This indicator for FQ1 exceeds the target however performance has decreased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
|  | 2025/26 FQ1 | 81 |
| | 2025/26 FQ2 | 87 |
| | 2025/26 FQ3 | 86 |
| | 2025/26 FQ4 | 86 |
| | 2026/27 FQ1 | 82 |

**FQ4 Commentary**

Mid Argyll's street cleanliness figure for FQ4 stands at 86.

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | **Kintyre** | 73 | 85 | 12 | Green - Actual exceeds Target | For the FQ1 period Kintyre has a street cleanliness score of 85. |

**This indicator for FQ1 exceeds the target however performance has decreased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 80 |
| | 2025/26 FQ2 | 87 |
| | 2025/26 FQ3 | 83 |
| | 2025/26 FQ4 | 89 |
| | 2026/27 FQ1 | 85 |

**FQ4 Commentary**

Kintyre's street cleanliness figure for FQ4 is 89.

## LEAMS (Local Environment Audit and Management System)

**Responsible Person: Tom Murphy**

**Performance presented is at area level and Council-wide.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | **Islay** | 73 | 82 | 9 | Green - Actual exceeds Target | Islay's street cleanliness score in FQ1 is 82. |

**This indicator for FQ1 exceeds the target however performance has decreased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 81 |
| | 2025/26 FQ2 | 83 |
| | 2025/26 FQ3 | 84 |
| | 2025/26 FQ4 | 84 |
| | 2026/27 FQ1 | 82 |

**FQ4 Commentary**

Islay is showing a street cleanliness figure of 84 for FQ4.

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| 2026/27 FQ1 | **A&B** | 73 | 86 | 13 | Green - Actual exceeds Target | The overall street cleanliness score for FQ1 across Argyll and Bute sits at 86. This score shows that the streets and/or open spaces checked are well maintained with very little litter/weeds visible. The street cleanliness score incorporates litter, fly posting, fly tipping, detritus, weeds and more. |

**This indicator for FQ1 exceeds the target with no change in performance since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 84 |
| | 2025/26 FQ2 | 86 |
| | 2025/26 FQ3 | 85 |
| | 2025/26 FQ4 | 86 |
| | 2026/27 FQ1 | 86 |

**FQ4 Commentary**

The street cleanliness score for FQ4 is 86, exceeding the bench marking target of 73. This shows the area is well maintained on the whole with very little litter visible on the streets and/or open spaced checked.

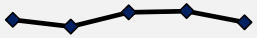
# Teacher sickness absence

## Responsible Person: Jennifer Crocket

**Performance presented is at area level and Council-wide.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **MAKI** | No Target | 2.30 | N/A | N/A | Sickness absence has reduced significantly during the quarter, falling from 3.05 to 2.30 working days lost per FTE. This represents a positive improvement in attendance levels and suggests increased workforce capacity and resilience across the service. Lower absence levels help support service continuity and reduce operational pressures on teams. Continued focus on employee wellbeing, early intervention, and effective attendance management practices will be important to sustain this positive trend and support further improvements in attendance performance. |

**This indicator for FQ1 shows the number of sickness absence days has decreased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
|  | 2025/26 FQ1 | 2.47 |
| | 2025/26 FQ2 | 2.00 |
| | 2025/26 FQ3 | 2.97 |
| | 2025/26 FQ4 | 3.05 |
| | 2026/27 FQ1 | 2.30 |

**FQ4 Commentary**

Working days lost due to sickness have increased slightly again in FQ4, which may partly reflect a larger workforce and therefore a higher number of employees contributing to sickness levels. To sustain improvement and future risk, proactive absence management will continue, supported by interventions such as refresher training for managers on attendance procedures, timely case reviews, and consistent application of support measures.

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **A&B** | No Target | 2.32 | N/A | N/A | Sickness absence has reduced this quarter, representing a positive improvement in attendance levels, however it is higher than the same quarter, last year. The reduction suggests that attendance has improved compared with the previous quarter, helping to support workforce capacity and service delivery. While the improvement is encouraging, continued focus on employee wellbeing, early intervention, and consistent application of attendance management processes will be important to sustain this positive trend and support further improvements in absence performance. |

**This indicator for FQ1 shows the number of sickness absence days has decreased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 2.13 |
| | 2025/26 FQ2 | 1.75 |
| | 2025/26 FQ3 | 2.58 |
| | 2025/26 FQ4 | 2.58 |
| | 2026/27 FQ1 | 2.32 |

**FQ4 Commentary**

Overall, sickness absence performance in FQ4 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. Target training in the Supporting Attendance at Work Procedures has been undertaken with managers.

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

**Responsible Person: Carolyn Cairns**

**Performance presented is at area level and Council-wide.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **MAKI** | No Target | 3.93 | N/A | N/A | Sickness absence has increased slightly this quarter as well as increasing from the same quarter, last year. While the increase is relatively modest, it suggests a small deterioration in attendance levels compared with the previous quarter. Ongoing monitoring of absence trends will be important to identify any emerging patterns and ensure appropriate support and management interventions are implemented where required. Continued focus on attendance management, employee wellbeing, and early intervention will help support workforce resilience and minimise service disruption. |

**This indicator for FQ1 shows the number of sickness absence days has increased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 3.68 |
| | 2025/26 FQ2 | 4.25 |
| | 2025/26 FQ3 | 3.97 |
| | 2025/26 FQ4 | 3.69 |
| | 2026/27 FQ1 | 3.93 |

**FQ4 Commentary**

Working days lost due to sickness have seen a reduction in FQ4 and remain below those recorded in the same period last year. While this is a positive local position, it sits within a wider context of sustained national increase and longer-term upward trends in sickness absence. To sustain improvement and future risk, proactive absence management will continue, supported by interventions such as refresher training for managers on attendance procedures, timely case reviews, and consistent application of support measures.

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **A&B** | No Target | 3.89 | N/A | N/A | Sickness absence has reduced this quarter (with a slight increase against the same quarter last year), representing a positive improvement in attendance levels. The reduction suggests that attendance has improved compared with the previous quarter, helping to support workforce capacity and service delivery. While the improvement is encouraging, continued focus on employee wellbeing, early intervention, and consistent application of attendance management processes will be important to sustain this positive trend and support further improvements in absence performance. |

**This indicator for FQ1 shows the number of sickness absence days has decreased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 3.82 |
| | 2025/26 FQ2 | 4.06 |
| | 2025/26 FQ3 | 3.98 |
| | 2025/26 FQ4 | 3.96 |
| | 2026/27 FQ1 | 3.89 |

**FQ4 Commentary**

Overall, sickness absence performance in FQ4 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. Target training in the Supporting Attendance at Work Procedures has been undertaken with managers.

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

**Responsible Person: Robert Miller**

**Performance presented is Council-wide only.**

| Period | Area | Target | Actual | Variance | Status | FQ1 Commentary |
|---|---|---|---|---|---|---|
| **2026/27 FQ1** | **A&B** | 70.0% | 78.2% | 8.2% | **Green - Actual exceeds Target** | In FQ1 there were 37,266 customer transactions dealt with by Customer Service Agents (21.8%) and 134,015 were automated/digital self-service transactions (78.2%) so the 70.0% target was substantially bettered. |

**This indicator for FQ1 exceeds the target however performance has decreased since the last reporting period.**

| Actual trend line | Period | Actual |
|---|---|---|
| | 2025/26 FQ1 | 76.1% |
| | 2025/26 FQ2 | 78.4% |
| | 2025/26 FQ3 | 79.5% |
| | 2025/26 FQ4 | 80.3% |
| | 2026/27 FQ1 | 78.2% |

**FQ4 Commentary**

In FQ4 there were 36,318 customer transactions dealt with by Customer Service Agents (19.7%) and 147,990 were automated/digital self-service transactions (80.3%) so the 70.0% target was substantially bettered.