

2025/26 FQ1 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
Average number of weeks to determine householder planning applications	Peter Bain	Area	15 - 16
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
COI (part) - Percentage of waste recycled, composted and recovered	John Blake	Area	24 - 25
COI - Number of tonnes of waste sent to landfill	John Blake	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	FQ1 Commentary
2025/26 FQ1	A&B	95.3%	119.0%	23.7%	Green - Actual exceeds Target	In FQ1 2025/26, we received a total of 510 applications to the Scottish Welfare Fund, comprising 347 Crisis Grant applications and 163 Community Care Grant applications. We made 312 awards in total to the value of £135,819. 227 Crisis Grant awards and 85 Community Care Grant awards reflecting a 13% increase compared to the same period last year. Our allocated budget from the Scottish Government for 2025/26 is £458,284. Our expenditure of £135,819 at the end of FQ1 is £21,249 above the profiled budget for the quarter. This higher spend indicates the growing pressure on the fund and highlights the ongoing importance of the Scottish Welfare Fund in providing vital support to individuals and families facing financial hardship. The Council currently provides support for both medium and high priority cases under SWF and DHP. This is subject to ongoing review, and should circumstances require a recommendation will be made to restrict support to high-priority cases only.

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

Actual trend line	Period	Actual
	2024/25 FQ1	94.0%
	2024/25 FQ2	72.9%
	2024/25 FQ3	79.7%
	2024/25 FQ4	119.8%
	2025/26 FQ1	119.0%

FQ4 Commentary

The Scottish Welfare Fund has continued to provide vital support to vulnerable households across our community during 2024/25. Despite significant budgetary pressures, we maintained a strong focus on delivering high-quality, needs-based assistance through both Crisis Grants and Community Care Grants. A total of 1,134 households were supported, enabling individuals to remain safely in their communities and avoid crisis situations. Managing the fund within a constrained budget was a key challenge. While additional Council funding was required early in the year due to a projected overspend, prudent financial management and effective prioritisation reduced the actual draw on Council resources to £90,000. A one-off additional allocation from the Scottish Government in January 2025, although unused during the year, highlighted the inadequacy of the initial funding and has been carried forward to support demand in 2025/26. Overall, the service has performed strongly under pressure, maintaining a high standard of delivery and responsiveness.

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	FQ1 Commentary
2025/26 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 2025/26, 7 survey forms were distributed to clients. 7 were returned. Of these 7 returns, 6 responded to the question relating to being better able to deal with their financial problems. Of these 6 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
	2024/25 FQ1	100%
	2024/25 FQ2	100%
	2024/25 FQ3	100%
	2024/25 FQ4	100%
	2025/26 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 2024/25, 11 survey forms were distributed to clients. 10 were returned. Of these 10 returns, 7 responded to the question relating to being better able to deal with their financial problems. Of these 7 respondents, 7 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	FQ1 Commentary
2025/26 FQ1	OLI	No Target	686	N/A	N/A	Slightly higher than previous FQ1. This is due to the periods of good weather which tend to encourage greater visitor numbers in and around Oban, alongside the impact of the enforcement of the pavement parking prohibitions.

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

Actual trend line	Period	Actual	FQ4 Commentary
	2024/25 FQ1	527	No particular issues in area although Oban town centre lining continues to deteriorate. Transport (Scotland) Act prohibitions (pavement parking, dropped kerb and double parking) enforcement began on March 3rd.
	2024/25 FQ2	603	
	2024/25 FQ3	402	
	2024/25 FQ4	490	
	2025/26 FQ1	686	

2025/26 FQ1	A&B	No Target	2,536	N/A	N/A	Numbers tracking higher than previous FQ1. Impacted by both the period of good weather and the introduction of the pavement parking prohibitions.
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This indicator for FQ1 shows the number of parking penalty notices has increased since the last reporting period.

Actual trend line	Period	Actual	FQ4 Commentary
	2024/25 FQ1	1,763	Recruitment and training of two new Amenity Wardens has resulted in them beginning enforcement through the quarter in MAKI and H&L, tempered by loss of Warden in H&L area. Transport (Scotland) Act prohibitions (pavement parking, dropped kerb and double parking) enforcement began on March 3rd.
	2024/25 FQ2	2,302	
	2024/25 FQ3	968	
	2024/25 FQ4	1,253	
	2025/26 FQ1	2,536	

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	FQ1 Commentary
2025/26 FQ1	OLI	£190,631	£190,248	-£383	Red - Actual below Target	Despite target being rasied compared to previous FQ1, target has been largely met (99.8% achieved).

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.	2024/25 FQ1	£135,968	£170,527
	2024/25 FQ2	£374,563	£418,913
	2024/25 FQ3	£534,793	£582,699
	2024/25 FQ4	£613,041	£661,959
	2025/26 FQ1	£190,631	£190,248

FQ4 Commentary

Over-recovery over the full year. The success of OLI as a destination clearly having a significant impact on parking income.

Income Collected During FQ1	
Corran No.1, Oban	£14,397
North Pier, Oban	£27,883
Corran No.2 Oban	£9,198
Longsdale, Oban	£3,310
Non-trunk, Oban	£61,264
Lochavullin, Oban	£9,612
Ganavan, Oban	£2,408
Trunk, Oban	£7,300
Albany Street, Oban	£6,211
Oban	£7,998
Tweedale Street, Oban	£23,816
Market Street, Oban	£3,482
Esplanade, Oban	£943
Craignure, Mull	£1,022
Fionnphort, Mull	£11,404
Total	£190,248

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	FQ1 Commentary
2025/26 FQ1	A&B	£309,143	£309,660	£517	Green - Actual exceeds Target	Despite target being rasied compared to previous FQ1, target has been met (over 100% achieved).

This indicator for FQ1 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 FQ1	£220,210	£247,216
	2024/25 FQ2	£594,132	£639,207
	2024/25 FQ3	£832,042	£887,707
	2024/25 FQ4	£963,049	£1,011,360
	2025/26 FQ1	£309,143	£309,660

FQ4 Commentary

Income has exceeded forecast. This may be due to focussed enforcement within the areas by the wardens, including the two new wardens, in combination of the new machines allowing multiple payment modes.

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	FQ1 Commentary
2025/26 FQ1	OLI	No Target	10	N/A	N/A	10 dog fouling complaints were received this quarter for the OLI area, there were no complaints received for the Isle of Mull.


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


Actual trend line	Period	Actual	FQ4 Commentary
	2024/25 FQ1	8	A total of 14 dog fouling complaints were made this quarter for the OLI area, 13 being received for Lorn and 1 for Mull.
	2024/25 FQ2	4	
	2024/25 FQ3	9	
	2024/25 FQ4	14	
	2025/26 FQ1	10	

2025/26 FQ1	A&B	No Target	44	N/A	N/A	The number of dog fouling complaints have dropped significantly this quarter compared to last. The Warden service will continue to monitor and patrol when time allows.
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This indicator for FQ1 shows the number of dog fouling complaints has decreased since the last reporting period.

Actual trend line	Period	Actual	FQ4 Commentary
	2024/25 FQ1	57	Unfortunately the number of dog fouling complaints has risen this quarter with 75 received in total. It is hoped that over the next quarter this number will fall. The Warden service will, when time allows. continue to monitor.
	2024/25 FQ2	33	
	2024/25 FQ3	65	
	2024/25 FQ4	75	
	2025/26 FQ1	44	

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	FQ1 Commentary
2025/26 FQ1	A&B	100%	100%	0%	Green - Actual meets Target	Each care experienced child and young person (CECYP) enrolled in an authority school has 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 testing phase will begin in the new academic year. We continue to work with partner agencies and other local authorities to support our CECYP hosted out with Argyll and Bute.
This indicator for FQ1 meets the target with no change in performance since the last reporting period.						
Actual trend line		Period	Actual	FQ4 Commentary		
		2024/25 FQ1	100%	Each care experienced child and young person (CECYP) enrolled in an authority school has tracking and monitoring in place via our education management system, known as Seemis. Data collected includes attendance, exclusions, progress and attainment and wellbeing information. We work alongside schools and partner agencies to ensure care experienced status is accurate, ensuring our CECYP have additional supports in place via the Virtual School and wider agencies as appropriate. Our bespoke care experience application which will further enhance our monitoring for our CECYP is currently in the final stage before testing phase begins. We continue to work with partner agencies and other local authorities to support CECYP hosted out with Argyll and Bute.		
		2024/25 FQ2	100%			
		2024/25 FQ3	100%			
		2024/25 FQ4	100%			
		2025/26 FQ1	100%			

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	FQ1 Commentary
2025/26 FQ1	A&B	+/-5.00%	3%	2%	Green - Actual exceeds Target	We will continue to monitor schools not achieving the +/-5% target. B&C 5.18%, H&L 3.04%, MAKI -1.67, OLI 7.57%
This indicator for FQ1 within the +/-5.00% variance and performance has increased since the last reporting period.						
Actual trend line		Period	Actual	FQ4 Commentary		
		2024/25 FQ1	0.48%	We will continue to monitor schools that are not achieving the +/- 5% target. B&C 3.93%, H&L -4.48%, MAKI -7.51%, OLI 1.09%		
		2024/25 FQ2	-1.37%			
		2024/25 FQ3	0.14%			
		2024/25 FQ4	-2.25%			
		2025/26 FQ1	3.17%			

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	FQ1 Commentary
2025/26 FQ1	OLI	94.00%	95.28%	1.28%	Green - Actual exceeds Target	As of 2nd July 2025 the participation figure (16–19-year-olds in employment, training or education) in Oban, Lorn and the Isles was 1089 young people, which equates to 95.28%. This is 1.28% above the target and 0.98% above the annual Argyll and Bute participation figure of 94.3% which was released by Skills Development Scotland at the end of August 2024. The participation figure of 95.28% for FQ1 of 2025/26 is an increase of 1.88% on the participation figure for FQ4 of 2024/25, and represents an decrease of 0.29% on the equivalent FQ1 figure from 2024/25.

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


Actual trend line	Period	Actual
	2024/25 FQ1	95.57%
	2024/25 FQ2	96.14%
	2024/25 FQ3	95.07%
	2024/25 FQ4	93.40%
	2025/26 FQ1	95.28%

FQ4 Commentary

As of 11th April 2025 the participation figure (16–19-year-olds in employment, training or education) in Oban, Lorn and the Isles was 906 young people, which equates to 93.40%. This is 0.6% belowthe target and 0.9% below the annual Argyll and Bute participation figure of 94.3% which was released by Skills Development Scotland at the end of August 2024. The participation figure of 93.40% for FQ4 of 2024/25 is a decrease of 1.67% on the participation figure for FQ3 of 2024/25.

2025/26 FQ1	A&B	94.00%	94.71%	0.71%	Green - Actual exceeds Target	As of 2nd July 2025 the participation figure (16–19-year-olds in employment, training or education) across the whole of Argyll and Bute was 4175 young people, which equates to 94.71%. This is 0.71% above the target and 0.41% above the annual Argyll and Bute participation figure of 94.3% which was released by Skills Development Scotland at the end of August 2024. The participation figure of 94.71% for FQ1 of 2025/26 is an increase of 1.21% on the participation figure for FQ4 of 2024/25, and represents an decrease of 0.28% on the equivalent FQ1 figure from 2024/25.
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This indicator for FQ1 exceeds the target and performance has increased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ1	94.99%
	2024/25 FQ2	95.80%
	2024/25 FQ3	94.19%
	2024/25 FQ4	93.50%
	2025/26 FQ1	94.71%

FQ4 Commentary

As of 11th April 2025 the participation figure (16–19-year-olds in employment, training or education) across the whole of Argyll and Bute was 3408 young people, which equates to 93.50%. This is 0.5% below the target and 0.8% below the annual Argyll and Bute participation figure of 94.3% which was released by Skills Development Scotland at the end of August 2024. The participation figure of 93.50% for FQ4 of 2024/25 is a decrease of 0.69% on the participation figure for FQ3 of 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.

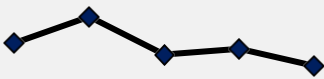
Period	Area	Target	Actual	Variance	Status	FQ1 Commentary
2025/26 FQ1	OLI	0	0	0	Green - Actual meets Target	No completions FQ1.

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

Actual trend line	Period	Actual	FQ4 Commentary
	2024/25 FQ1	0	West Highland Housing Association completed new supply open market purchase of property in Kilmelford.
	2024/25 FQ2	6	
	2024/25 FQ3	0	
	2024/25 FQ4	1	
	2025/26 FQ1	0	

2025/26 FQ1	A&B	0	0	0	Green - Actual meets Target	No completions in FQ1. There are some projects on site to complete later in year.
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This indicator for FQ1 meets the target however performance has decreased since the last reporting period.

Actual trend line	Period	Actual	FQ4 Commentary
	2024/25 FQ1	12	There was no Strategic Housing Investment Plan (SHIP) completions in FQ4, however West Highland Housing Association (WHHA) concluded on new supply open market purchase in Kilmelford which increases supply of affordable housing. There has been delays to West Highland Housing Association developments at Port Charlotte (phase 1) and Imerval (Phase 5) on Islay due to issues with bringing hot tar to the Island to complete roads, bad weather, ferry disruption and issues with Scottish Southern Energy Networks.
	2024/25 FQ2	26	
	2024/25 FQ3	6	
	2024/25 FQ4	9	
	2025/26 FQ1	0	

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	FQ1 Commentary
2025/26 FQ1	OLI	75.0%	100.0%	25.0%	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 FQ1 39 pre-applications were responded to within Oban, Lorn and the Isles. All were issued within 20 days. The performance of the OLI team in regularly exceeding the performance target is commendable.

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

Actual trend line	Period	Actual
	2024/25 FQ1	87.5%
	2024/25 FQ2	84.6%
	2024/25 FQ3	84.2%
	2024/25 FQ4	83.3%
	2025/26 FQ1	100.0%

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 42 pre-applications were responded to within Oban, Lorn and the Isles. 35 responses (83.3%) were issued within 20 days; 41 responses (98%) 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	FQ1 Commentary
2025/26 FQ1	A&B	75.0%	63.5%	-11.5%	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 FQ1 137 pre-applications were responded to across Argyll and Bute. 87 responses (63.5%) were issued within 20 days; 93 responses (67.9%) were issued within the revised target of 30 days.

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

Actual trend line	Period	Actual
	2024/25 FQ1	49.5%
	2024/25 FQ2	49.2%
	2024/25 FQ3	48.3%
	2024/25 FQ4	58.5%
	2025/26 FQ1	63.5%

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 118 pre-applications were responded to across Argyll and Bute. 69 responses (58.5%) were issued within 20 days; 75 responses (64.1%) 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	FQ1 Commentary
2025/26 FQ1	OLI	8.0	5.9	-2.1	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. During FQ1 only a handful of 'householder' 'legacy' items remained, this has resulted in a general improvement across this particular performance measure. During FQ1 15 '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 FQ1 is lower than the target however performance has increased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ1	7.9
	2024/25 FQ2	6.1
	2024/25 FQ3	7.5
	2024/25 FQ4	7.9
	2025/26 FQ1	5.9

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 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. During FQ4 only a handful of 'householder' 'legacy' items remained, this has resulted in a general improvement across this particular performance measure. During FQ4 19 'householder' applications were determined in Oban, Lorn and the Isles and did not include any 'legacy' items and 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	FQ1 Commentary
2025/26 FQ1	A&B	8.0	10.4	2.4	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. During FQ1 only a handful of 'householder' 'legacy' items remained, this has resulted in a general improvement across this particular performance measure. During FQ1 62 '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.

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

Actual trend line	Period	Actual
	2024/25 FQ1	16.1
	2024/25 FQ2	26.1
	2024/25 FQ3	15.9
	2024/25 FQ4	14.2
	2025/26 FQ1	10.4

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 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. During FQ4 only a handful of 'householder' 'legacy' items remained, this has resulted in a general improvement across this particular performance measure. During FQ4 68 'householder' applications were determined across Argyll and Bute including 8 'legacy' items and is reflected in the significant improvement in performance reported for this period. Excluding 'legacy' items, the remaining 60 applications were determined within an average time of 9.9 weeks.

Corporate Outcome - Our economy is diverse and thriving

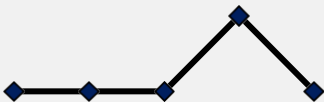
Reduction in number of empty properties

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	FQ1 Commentary
2025/26 FQ1	OLI	59	60	1	Red - Actual exceeds Baseline	OLI's 'empty' vacancy rate is 2.24%. Since the Empty Business Property Grant Scheme was approved in June 2025, no Empty Business Property Grants have been approved. However, Empty Property Officer has helped facilitate contacts or sign-post enquiries without further intervention. There are 2 x live enquiries/projects which involve proposals for properties to be converted to residential. This is a priority for the local area so grant applications are being supported. Work is ongoing to explore methods to monitor 'demand' in our town centres as that data is vital to regeneration and socio-economic development.

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

Actual trend line	Period	Actual	FQ4 Commentary
	2024/25 FQ1	-	-
	2024/25 FQ2	-	
	2024/25 FQ3	-	
	2024/25 FQ4	-	
	2025/26 FQ1	60	

2025/26 FQ1	A&B	277	276	-1	Green - Actual below Baseline	A&Bs 'empty' vacancy rate is currently 3.37%. Although the measure against baseline is positive, this % does represent a slightly higher figure (0.5%) versus historic analysis. The suite of empty business property policy changes implemented by the council are positive and the market is responding to the new extended property relief and the business grant scheme. The role of town centres is multi-faceted so they are impacted by many externalities. These can be an acute in rural economies already facing challenges with depopulation, declining workforce, accessibility and macro-economic factors. Ongoing work is required to diagnose the issues currently affecting each of our town centres, and provide a framework of approaches/interventions to support their revival.
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This indicator for FQ1 shows the cumulative number of empty properties is lower than the baseline.

Actual trend line	Period	Actual	FQ4 Commentary
	2024/25 FQ1	-	-
	2024/25 FQ2	-	
	2024/25 FQ3	-	
	2024/25 FQ4	-	
	2025/26 FQ1	276	

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	FQ1 Commentary
2025/26 FQ1	A&B	No Target	27	N/A	N/A	During FQ1, the housing service took 110 homeless applications and provided temporary accommodation for 27 new homeless households. B&C: Out of 26 Homeless Applications, 8 new households went in to temporary accommodation (4 x Serviced Accommodation, 1 x Bed & Breakfast, 2 x Registered Social Landlord, 1 Private Sector Lease). H&L: Out of 36 Applications, 8 new households went in to temporary accommodation (3 x Serviced Accommodation, 4 x Bed & Breakfast, 1 x Private Sector Lease). MAKI: Out of 31 Homeless Applications, 5 new households went in to temporary accommodation (3 x Private Sector Lease, 1 x Serviced Accommodation 1 x Supported Accommodation). OLI: Out of 17 Homeless Applications, 6 new households went in to temporary accommodation (5 x Supported Accommodation, 1 x Serviced Accommodation).

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

Actual trend line	Period	Actual
	2024/25 FQ1	26
	2024/25 FQ2	40
	2024/25 FQ3	27
	2024/25 FQ4	30
	2025/26 FQ1	27

FQ4 Commentary
During FQ4, the housing service took 108 homeless applications and provided temporary accommodation for 30 new homeless households. B&C: Out of 28 Homeless Applications, 10 new households went in to temporary accommodation (4 x Serviced Accommodation, 4 x Bed & Breakfast, 2 Private Sector Lease). H&L: Out of 30 Applications, 8 new households went in to temporary accommodation (1 x Serviced Accommodation, 7 x Bed & Breakfast). MAKI: Out of 31 Homeless Applications, 4 new households went in to temporary accommodation (4 x Private Sector Lease). OLI: Out of 19 Homeless Applications, 8 new households went in to temporary accommodation (3 x Supported Accommodation, 1 x Private Sector Lease, 1 x Registered Social Landlord, 3 x Bed & Breakfast).

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

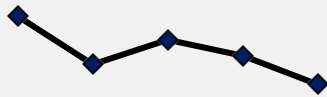
COI - Maintain the percentage of local suppliers that benefit from the award of contracts via the procurement portal

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	FQ1 Commentary
2025/26 FQ1	A&B	20.0%	0.0%			FQ1 data expected from Spikes Cavell (Scottish Government data base) in mid September.

This indicator for...

Actual trend line	Period	Actual
	2024/25 FQ1	36.0%
	2024/25 FQ2	10.5%
	2024/25 FQ3	23.6%
	2024/25 FQ4	15.2%
	2025/26 FQ1	

FQ4 Commentary

FQ4 - 15.2%. There were 66 tender/quick quote contract awards during FQ4. 10 were awarded to local suppliers, with a total estimated value of £78k. From the 66 awards, only 15 received local bids. The nature of the types of contracts awarded can impact on submission of local bidders. The % of tenders won by a local supplier, where a local supplier placed a bid during FQ4 was 66.7%.


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	FQ1 Commentary
2025/26 FQ1	A&B	No Target	0	N/A	N/A	The number of achieved community benefits during FQ1 was 37.



This indicator for...


Actual trend line	Period	Actual
	2024/25 FQ1	-
	2024/25 FQ2	31
	2024/25 FQ3	-
	2024/25 FQ4	44
	2025/26 FQ1	



FQ4 Commentary



The number of achieved community benefits during FQ3 and FQ4 is 44. Showing an increase from the previous year.


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	FQ1 Commentary
2025/26 FQ1	OLI	75%	83%	8%	Green - Actual exceeds Target	Performance has been good as it is the lighter months and works can be inspected and fixed in a timely manner. Works can also be planned around contractual works which also helps with the timescales of attendance.
This indicator for FQ1 exceeds the target however performance has decreased since the last reporting period.						
Actual trend line		Period	Actual	FQ4 Commentary		
		2024/25 FQ1	81%	Performance is good and exceeding the target.		
		2024/25 FQ2	96%			
		2024/25 FQ3	97%			
		2024/25 FQ4	98%			
		2025/26 FQ1	83%			
2025/26 FQ1	A&B	75%	90%	15%	Green - Actual exceeds Target	Performace has improved, however we are still requiring some contractor assistance especially in the Helensburgh area, some requiring Scottish Powers attendance along with the support of civil contractors. We hope to have these works carried out prior to the clocks changing.
This indicator for FQ1 exceeds the target however performance has decreased since the last reporting period.						
Actual trend line		Period	Actual	FQ4 Commentary		
		2024/25 FQ1	93%	Performance has improved in 3 of the 4 geographical settings. A number of cable faults and works requiring contractor or power company assistance in Lomond is reflected in this quarter's figures. These works take time to program and deliver. All Areas appear to benefiting from the street lighting Capital Program Works which are improving reliability of lighting in areas that were previously experiencing a higher number of faults.		
		2024/25 FQ2	97%			
		2024/25 FQ3	92%			
		2024/25 FQ4	92%			
		2025/26 FQ1	90%			



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	FQ1 Commentary
2025/26 FQ1	Lorn	No Target	4	N/A	N/A	Lorn received 4 waste collection complaints this quarter.
This indicator for FQ1 shows the number of waste collection complaints has decreased since the last reporting period.						
Actual trend line		Period	Actual	FQ4 Commentary		
		2024/25 FQ1	7	Lorn received 6 waste complaints for the months January, February, March.		
		2024/25 FQ2	4			
		2024/25 FQ3	3			
		2024/25 FQ4	6			
		2025/26 FQ1	4			
2025/26 FQ1	Mull	No Target	0	N/A	N/A	There were no waste collection complaints received on the Isle of Mull.
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	FQ4 Commentary		
		2024/25 FQ1	2	There were no waste collection complaints received for the Isle of Mull this month, showing excellent service by our team on the Island.		
		2024/25 FQ2	0			
		2024/25 FQ3	0			
		2024/25 FQ4	0			
		2025/26 FQ1	0			


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	FQ1 Commentary
2025/26 FQ1	A&B	No Target	34	N/A	N/A	A total of 34 waste collection complaints were received this quarter for the whole of Argyll and Bute. The Isles of Mull and Bute received no waste collection complaints this quarter which shows the waste teams on the islands are delivering a high level of service. In the Helensburgh and Lomond area there are 12,437 properties from which refuse is collected, quarterly this equates to residual 49,748, recycling 74,622, food waste 149,244 and glass 37,311 giving a total of 310,925 bins collected per quarter. The number of complaints made as a percentage of the bins collected equates to 0.0067%.
This indicator for FQ1 shows the number of waste collection complaints has increased since the last reporting period.						
Actual trend line		Period	Actual	FQ4 Commentary		
		2024/25 FQ1	38	In total 31 waste collection complaints were received for the whole of Argyll and Bute. Again the majority of the complaints were received in Helensburgh, due to vehicle breakdowns and resources. The waste team continue to deliver a very high level of service across the whole area.		
		2024/25 FQ2	26			
		2024/25 FQ3	36			
		2024/25 FQ4	31			
		2025/26 FQ1	34			

Corporate Outcome - We have an infrastructure that supports sustainable growth						
COI - Percentage of waste recycled, composted and recovered						
Responsible Person: John Blake						
This indicator is reported quarterly. The performance presented is by Council-wide service provision.						
Period	Area	Target	Actual	Variance	Status	FQ1 Commentary
2025/26 FQ1	A&B	45.0%	66.6%	21.6%	Green - Actual exceeds Target	66.6% recycling,composting and recovery (39.3% recycling and composting plus 27.3% recovery). Recovery percentage is high mainly due to Helensburgh and Lomond residual waste going for refuse derived fuel (RDF)/energy from waste (EFW). Recycling and composting are slighter higher than previous quarter mainly due to increased levels of green garden waste sent for composting.
This indicator for FQ1 exceeds the target and performance has increased since the last reporting period.						
Actual trend line		Period	Actual	FQ4 Commentary 63.2% recycling, composting and recovery (35.9% recycling/composting plus 27.3% recovery). Recovery percentage high mainly due to Helensburgh and Lomond residual waste going for refuse derived fuel/energy from waste. Recycling/composting slightly lower as reduced garden waste tonnages sent for composting during winter months. 2024/25 financial year overall figures are 67.2% recycling, composting and recovery (40.3% recycling/composting plus 26.9% recovery) which is an improvement on previous f/year which was 58.2% .		
		2024/25 FQ1	68.4%			
		2024/25 FQ2	70.5%			
		2024/25 FQ3	65.4%			
		2024/25 FQ4	63.2%			
		2025/26 FQ1	66.6%			
2025/26 FQ1	Renewi	No Target	51.5%	N/A	N/A	51.5% recycling,composting and recovery (34.6% recycling and composting plus 16.9% recovery). Recycling and composting are slighter higher than previous quarter mainly due to the increased levels of green garden waste sent for composting .
This indicator for FQ1 shows the percentage of waste recycled has increased since the last reporting period.						
Actual trend line		Period	Actual	FQ4 Commentary 46.8% recycling, composting and recovery (31.5% recycling/composting plus 15.3% recovery). Recycling/composting slightly lower as reduced garden waste tonnages sent for composting during winter months. 2024/25 financial year overall figures are 54.9% recycling, composting and recovery (38.5% recycling/composting plus 16.4% recovery).		
		2024/25 FQ1	56.2%			
		2024/25 FQ2	61.3%			
		2024/25 FQ3	52.4%			
		2024/25 FQ4	46.8%			
		2025/26 FQ1	51.5%			

Corporate Outcome - We have an infrastructure that supports sustainable growth						
COI - Percentage of waste recycled, composted and recovered						
Responsible Person: John Blake						
This indicator is reported quarterly. The performance presented is by Council-wide service provision.						
Period	Area	Target	Actual	Variance	Status	FQ1 Commentary
2025/26 FQ1	Islands	No Target	52.5%	N/A	N/A	52.5% recycling,composting and recovery (42.5% recycling and composting plus 10.0% recovery). Recycling and composting are slighter higher than previous quarter mainly due to the increased levels of green garden waste sent for composting .
This indicator for FQ1 shows the percentage of waste recycled has increased since the last reporting period.						
Actual trend line		Period	Actual	FQ4 Commentary		
		2024/25 FQ1	45.8%	49.2% recycling, composting and recovery (38.7% recycling/composting plus 10.5% recovery). 2024/25 financial year overall figures are 48.1% recycling, composting and recovery (37.3% recycling/composting plus 10.8% recovery).		
		2024/25 FQ2	51.8%			
		2024/25 FQ3	44.2%			
		2024/25 FQ4	49.2%			
		2025/26 FQ1	52.5%			
2025/26 FQ1	H&L	No Target	100.0%	N/A	N/A	100% recycling,composting and recovery (46.9% recycling and composting plus 53.1% recovery). Recovery percentage is high mainly due to Helensburgh and Lomond residual waste going for refuse derived fuel (RDF)/energy from waste (EFW). Recycling and composting slighter higher than previous quarter mainly due to increased levels of green garden waste sent for composting.
This indicator for FQ1 shows the percentage of waste recycled has remained the same since the last reporting period.						
Actual trend line		Period	Actual	FQ4 Commentary		
		2024/25 FQ1	100.0%	100% recycling, composting and recovery (43.7% recycling/composting plus 56.3% recovery). Recovery percentage high mainly due to Helensburgh and Lomond residual waste going for refuse derived fuel/energy from waste. Recycling/composting slightly lower than in spring/summer as reduced garden waste tonnages sent for composting during winter months. 24/25 financial year overall figures are 100% recycling, composting and recovery (45.1% recycling/composting plus 54.9% recovery).		
		2024/25 FQ2	100.0%			
		2024/25 FQ3	100.0%			
		2024/25 FQ4	100.0%			
		2025/26 FQ1	100.0%			

Corporate Outcome - We have an infrastructure that supports sustainable growth						
COI - Number of tonnes of waste sent to landfill						
Responsible Person: John Blake						
This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.						
Period	Area	Target	Actual	Variance	Status	FQ1 Commentary
2025/26 FQ1	A&B	5,850	3,267	-2,583	Green - Actual below Target	Well within landfill target mainly due to Helensburgh and Lomond residual general waste going for refuse derived fuel (RDF)/energy from waste (EFW).
This indicator for FQ1 is lower than the target (lowest is best).						
Actual trend line		Period	Target	Actual	FQ4 Commentary	
		2024/25 FQ1	5,850	3,200	Well within landfill limit target mainly due to Helensburgh and Lomond residual waste going for refuse derived fuel/energy from waste.	
		2024/25 FQ2	5,550	3,225		
		2024/25 FQ3	5,100	2,846		
		2024/25 FQ4	5,000	3,103		
		2025/26 FQ1	5,850	3,267		

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	FQ1 Commentary
2025/26 FQ1	Lorn	73	84	11	Green - Actual exceeds Target	The Lorn area has been well maintained this quarter showing an overall figure of 84, which exceeds the actual target.
This indicator for FQ1 exceeds the target and performance has increased since the last reporting period.						
Actual trend line		Period	Actual	FQ4 Commentary		
		2024/25 FQ1	89	The teams again are proving that the Lorn area may only show small amounts of detritus, litter etc with a score of 81 for the months of January, February and March.		
		2024/25 FQ2	87			
		2024/25 FQ3	88			
		2024/25 FQ4	81			
		2025/26 FQ1	84			
2025/26 FQ1	Mull	73	96	23	Green - Actual exceeds Target	The Isle of Mull continues to deliver a high score of 96 for street cleanliness, which exceeds the actual target.
This indicator for FQ1 exceeds the target with no change in performance since the last reporting period.						
Actual trend line		Period	Actual	FQ4 Commentary		
		2024/25 FQ1	93	The LEAMS scores for the Isle of Mull for this quarter show, January 96, February 95 and March 96, this is excellent to see the high standards being kept.		
		2024/25 FQ2	94			
		2024/25 FQ3	96			
		2024/25 FQ4	96			
		2025/26 FQ1	96			

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	FQ1 Commentary
2025/26 FQ1	A&B	73	84	11	Green - Actual exceeds Target	A street cleanliness score of 84 has been achieved for the whole of Argyll and Bute this quarter, which shows the street cleanliness remains high on both the mainland and Islands. These figures show very little litter visible on the streets and or open spaces checked. This high score reflects well on the teams who are providing a good service, by ensuring they work efficiently and effectively to keep the areas clean.
This indicator for FQ1 exceeds the target and performance has increased since the last reporting period.						
Actual trend line		Period	Actual	FQ4 Commentary		
		2024/25 FQ1	84	January, February and March figures show that again this quarter the street cleanliness across the whole of Argyll and Bute remains high. These figures show very little or no litter visible in the streets and or open spaces checked. This high score reflects well on the teams on the islands and mainland who are providing a good service by ensuring they work efficiently and effectively to keep the areas clean.		
		2024/25 FQ2	85			
		2024/25 FQ3	84			
		2024/25 FQ4	83			
		2025/26 FQ1	84			

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	FQ1 Commentary
2025/26 FQ1	OLI	No Target	1.92	N/A	N/A	Reduction in working days lost this quarter from previous, as well as a slight reduction from the data in the same quarter last year.



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


Actual trend line	Period	Actual	FQ4 Commentary
	2024/25 FQ1	2.11	Work days lost has remained the same as a day on the same quarter last year and has decreased by 0.12 of a day from the previous quarter.
	2024/25 FQ2	1.96	
	2024/25 FQ3	2.87	
	2024/25 FQ4	2.75	
	2025/26 FQ1	1.92	

2025/26 FQ1	A&B	No Target	2.49	N/A	N/A	Slight increase from last quarter and from the same quarter, last year. The HR&OD team continue to monitor absence, with targeted work aiming to improve this. They are also preparing to review the Supporting Attendance at Work procedures in the next 12 months.
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This indicator for FQ1 shows the number of sickness absence days has decreased since the last reporting period.

Actual trend line	Period	Actual	FQ4 Commentary
	2024/25 FQ1	2.14	Work days lost has increased by 0.41 of a day on the same quarter last year and has increased by 0.34 of a day from the previous quarter.
	2024/25 FQ2	1.77	
	2024/25 FQ3	2.89	
	2024/25 FQ4	3.23	
	2025/26 FQ1	2.49	

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	FQ1 Commentary
2025/26 FQ1	OLI	No Target	3.70	N/A	N/A	Reduction in working days lost this quarter. The figure is further reduced from reporting figures from the same quarter, last year.
This indicator for FQ1 shows the number of sickness absence days has decreased since the last reporting period.						
Actual trend line		Period	Acutal	FQ4 Commentary		
		2024/25 FQ1	4.19	Work days lost has decreased by 0.45 of a day on the same quarter last year and has decreasedby 0.22 of a day from the previous quarter.		
		2024/25 FQ2	3.85			
		2024/25 FQ3	4.53			
		2024/25 FQ4	4.31			
		2025/26 FQ1	3.70			
2025/26 FQ1	A&B	No Target	4.08	N/A	N/A	Slight reduction overall. However, there is still an increase from the same quarter last year. The HR&OD team continue to monitor absence, with targeted work aiming to improve this. They are also preparing to review the Supporting Attendance at Work procedures in the next 12 months.
This indicator for FQ1 shows the number of sickness absence days has decreased since the last reporting period.						
Actual trend line		Period	Actual	FQ4 Commentary		
		2024/25 FQ1	3.85	Work days lost has increased by 0.54 of a day on the same quarter last year and has increased by 0.26 of a day from the previous quarter.		
		2024/25 FQ2	3.43			
		2024/25 FQ3	4.40			
		2024/25 FQ4	4.66			
		2025/26 FQ1	4.08			

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	FQ1 Commentary
2025/26 FQ1	A&B	70.0%	76.1%	6.1%	Green - Actual exceeds Target	In FQ1 2025/26 there were 40,513 customer transactions dealt with by Customer Service Agents (23.9%) and 129,292 were automated/self-service transactions (76.1%) so the 70.0% target was substantially bettered. This was also better than the same quarter of 2024/25, where 71.7% of transactions were handled through automation/self-service.
This indicator for FQ1 exceeds the target and performance has increased since the last reporting period.						
Actual trend line		Period	Actual			
		2024/25 FQ1	71.6%			
		2024/25 FQ2	72.7%			
		2024/25 FQ3	82.7%			
		2024/25 FQ4	74.8%			
		2025/26 FQ1	76.1%			
FQ4 Commentary						
In FQ4 there were 39,517 customer transactions dealt with by Customer Service Agents (25.2%) and 117,568 were automated or self-service transactions (74.8%) so the 70.0% target was substantially bettered.						