

## 2025/26 FQ3 Bute and Cowal 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
<b>Corporate Outcome: People live active, healthier and happier lives</b>			
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
<b>Corporate Outcome: People live in safer and stronger communities</b>			
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
<b>Corporate Outcome: Children and young people have the best possible start</b>			
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
<b>Corporate Outcome: Education, skills and training maximises opportunities for all</b>			
Maximise the percentage of 16-19 year olds participating in education, training or employment	Jennifer Crocket	Area	11

Indicator	Responsible Person	Reported	Page
<b>Corporate Outcome: Our economy is diverse and thriving</b>			
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
<b>Corporate Outcome: We have an infrastructure that supports sustainable growth</b>			
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	Andy Summers	Area	24 - 25
COI - Number of tonnes of waste sent to landfill	Andy Summers	A&B only	26
COI - LEAMS (Local Environment Audit and Management System)	Tom Murphy	Area	27 - 28
<b>Corporate Outcome: Making it happen</b>			
COI - Teacher sickness absence	Jennifer Crocket (B&C and MAKI) Wendy Brownlie (H&L and OLI)	Area	29
COI - LGE staff (including non-Teacher) sickness absence	Carolyn Cairns	Area	30
COI - Increase the percentage of all self-service automated contacts	Robert Miller	A&B only	31

**Corporate Outcome - People live active, healthier and happier lives**

**COI - Maximise distribution of Scottish Welfare Fund**

Responsible Person: Fergus Walker

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

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

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

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

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

**Corporate Outcome - People live active, healthier and happier lives**

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

Responsible Person: Lee Roberts

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

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

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

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

**FQ2 Commentary**

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

**Corporate Outcome - People live in safer and stronger communities**

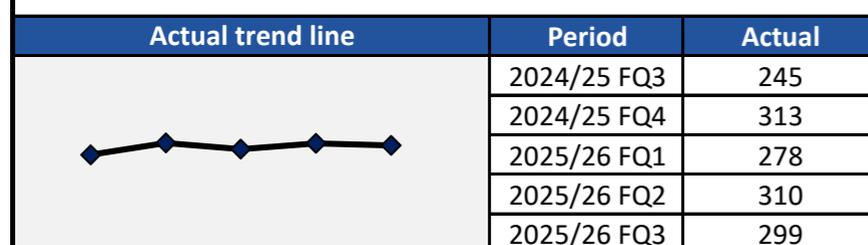
**Number of parking penalty notices issued**

Responsible Person: Hugh O'Neill

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

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	<b>B&amp;C</b>	No Target	299	N/A	N/A	Increased compared to previous financial years FQ3. This may reflect an impact of both the increased staffing level (warden resource increased from 6f.t.e to 8f.t.e) and the enforcement of the pavement parking prohibitions. There is a reduction in Penalty Charge Notices issued compared to FQ2 2025/26, however, it is normal for the number to vary. The reasons for variations can range from a reduction in the number of visitors to the impact of weather.

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

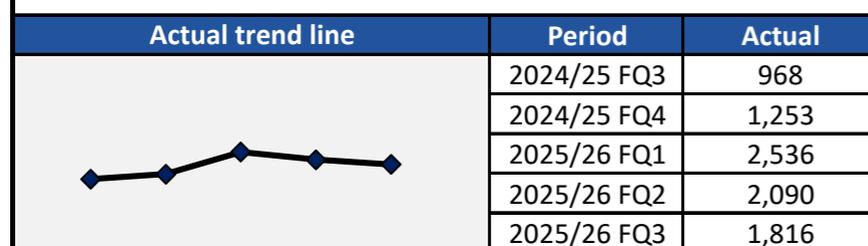


**FQ2 Commentary**

A substantial increase in Penalty Charge Notices compared to the same quarter of the previous financial year. This is a reflection of the increased warden staff (increased from 6 to 8 in March 2025). The increase has allowed a greater focus by the B&C warden within B&C. Another impact may be the introduction and enforcement of the pavement parking prohibitions under Part VI of the Transport (Scotland) Act 2019.

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



**FQ2 Commentary**

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

**Corporate Outcome - People live in safer and stronger communities**

**Car parking income to date (cumulative)**

Responsible Person: Hugh O'Neill

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

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	B&C	£51,624	£48,289	-£3,335	<b>Red - Actual below Target</b>	Following FQ2s significant underrecovery, FQ3 has reduced that to ~£3k. No reason has been identified for the better than expected income.

This indicator for FQ3 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 FQ3	£55,259	£47,925
	2024/25 FQ4	£70,174	£67,957
	2025/26 FQ1	£15,480	£15,459
	2025/26 FQ2	£39,336	£30,721
	2025/26 FQ3	£51,624	£48,289

**FQ2 Commentary**  
 Significant variance compared to FQ2 of 2024/25 and to the Actual Target. No reason has been identified for this, but it may be due to a lag in either cash banking or collection of cashless payments from the suspense accounts to the B&C income ledger.

Income Collected During FQ3	
Guildford Square, Rothesay	£3,310
Church Street, Dunoon	£1,123
Swimming Pool, Dunoon	£563
Dunoon Pier	£2,594
Moir Street, Dunoon	£3,455
Argyll Street, Dunoon	£2,438
Jane Villa, Dunoon	£4,085
B&C	£0
<b>Total</b>	<b>£17,568</b>

**Corporate Outcome - People live in safer and stronger communities**

**Car parking income to date (cumulative)**

Responsible Person: Hugh O'Neill

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

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

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

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

FQ2 Commentary
Less than 1% variance in income. Supports the current target having been set correctly.

**Corporate Outcome - People live in safer and stronger communities**

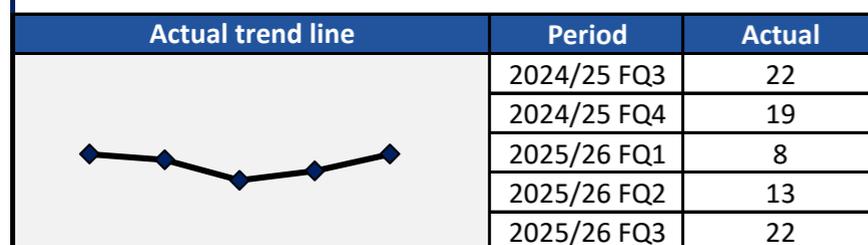
**Number of dog fouling complaints**

Responsible Person: Tom Murphy

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

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	<b>B&amp;C</b>	No Target	22	N/A	N/A	The service received 22 dog fouling complaints this quarter, Bute received 12 and Cowal 10 . No dog fouling fines were issued.

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

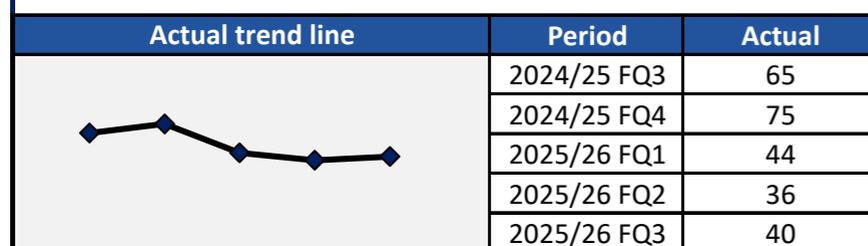


**FQ2 Commentary**

There were 13 dog fouling complaints received from the Bute and Cowal area this quarter, broken down Cowal received 8 and Bute 5. There were no fines issued for the area.

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



**FQ2 Commentary**

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

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

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

**Responsible Person: Louise Lawson**

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

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

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

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

**FQ2 Commentary**

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

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

**COI - Provide quality meals within cost margins to all pupils**

**Responsible Person: Christine Boyle**

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

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

#N/A

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

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

## Corporate Outcome - Our economy is diverse and thriving

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

Responsible Person: Jennifer Crocket

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

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	B&C	94.00%	89.60%	-4.40%	Red - Actual below Target	As of 16th January 2026 the participation figure (16–19-year-olds in employment, training or education) in Bute and Cowal was 686 young people, which equates to 89.6%. This is 4.4% below the target and 4.9% 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 89.61% for FQ3 of 2025/26 is a decrease of 2.7% on the participation figure for FQ2 of 2025/26, and represents a decrease of 3.35% on the equivalent FQ3 figure from 2024/25.

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

Actual trend line	Period	Actual
	2024/25 FQ3	92.95%
	2024/25 FQ4	93.80%
	2025/26 FQ1	93.25%
	2025/26 FQ2	92.30%
	2025/26 FQ3	89.60%

#### FQ2 Commentary

As of 7th October 2025 the participation figure (16–19-year-olds in employment, training or education) in Bute and Cowal was 692 young people, which equates to 92.3%. This is 1.7% below the target and 2.2% 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 92.3% for FQ2 of 2025/26 is a decrease of 0.95% on the participation figure for FQ1 of 2025/26, and represents a decrease of 2.86% on the equivalent FQ2 figure from 2024/25.

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

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

#### FQ2 Commentary

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

**Corporate Outcome - Our economy is diverse and thriving**

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

Responsible Person: Kelly Ferns

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

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	B&C	0	0	0	Green - Actual meets Target	No completions - 2 x projects on Site - Ballachgoy, Bute due to complete October 2026 and Manse Gardens, Strachur due to complete Q1 - 2026/27

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

Actual trend line	Period	Actual
	2024/25 FQ3	0
	2024/25 FQ4	8
	2025/26 FQ1	0
	2025/26 FQ2	0
	2025/26 FQ3	0

FQ2 Commentary
No completions in FQ2

2025/26 FQ3	A&B	0	0	0	Green - Actual meets Target	No completions Q3 - there are a number of projects on site with one project in Port Charlotte anticipated to complete in Q4. Our RSL partners continue to explore alternative opportunities to increase supply of affordable housing via Buyback scheme and off shelf acquisitions.
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This indicator for FQ3 meets the target with no change in performance since the last reporting period.

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

FQ2 Commentary
No completions in FQ2

**Corporate Outcome - Our economy is diverse and thriving**

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

Responsible Person: Peter Bain

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

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	B&C	75.0%	35.0%	-40.0%	<b>Red - Actual below Target</b>	Performance across the Development Management Service is still being recovered and impacted upon by the management of a significant backlog of casework. Overall output and performance across the service is improving as staff resource issues have been resolved. However, timeliness measures continue to be adversely impacted through the prioritisation of older statutory 'legacy' casework for determination. The target for the handling of pre-application enquiries has been set to 30 days although this change has not yet been reflected in the format of corporate reporting. During FQ3, 20 pre-applications were responded to within Bute and Cowal. 7 responses (35%) were issued within 20 days; 10 responses (50%) 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 continue to improve as casework pressure on available staff resource from 'legacy' items decreases over time.

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

Actual trend line	Period	Actual
	2024/25 FQ3	22.7%
	2024/25 FQ4	31.0%
	2025/26 FQ1	45.9%
	2025/26 FQ2	40.0%
	2025/26 FQ3	35.0%

FQ2 Commentary
Performance across the Development Management Service is still being recovered and impacted upon by the management of a significant backlog of casework. Overall output and performance across the service is improving as staff resource issues have been resolved. However, timeliness measures continue to be adversely impacted through the prioritisation of older statutory 'legacy' casework for determination. The target for the handling of pre-application enquiries has been set to 30 days although this change has not yet been reflected in the format of corporate reporting. During FQ2, 25 pre-applications were responded to within Bute and Cowal. 10 responses (40%) were issued within 20 days; 12 responses (48%) 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 continue to improve as casework pressure on available staff resource from 'legacy' items decreases over time.

**Corporate Outcome - Our economy is diverse and thriving**

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

Responsible Person: Peter Bain

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

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

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

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

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

**Corporate Outcome - Our economy is diverse and thriving**

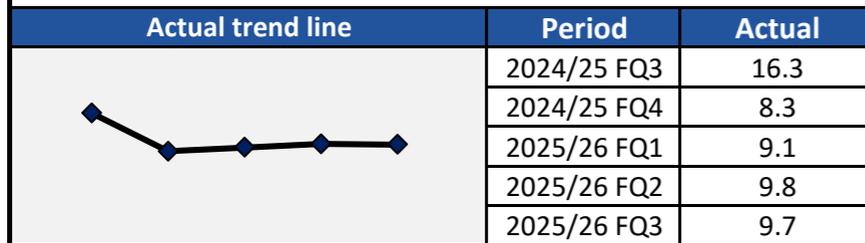
**Average number of weeks to determine householder planning applications**

Responsible Person: Peter Bain

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

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	B&C	8.0	9.7	1.7	<b>Red - Actual exceeds Target</b>	Performance across the Development Management Service has been impacted by a significant backlog of casework. Whilst issues relating to staff resource availability have been resolved and output has significantly improved it is highlighted that KPI's measuring average time taken remain adversely affected by the resolution of increasing volumes of 'legacy' casework. The Council's target for 'householder' applications has been revised to 10 weeks although this is not yet reflected in the format of corporate reports. By FQ3 only a handful of 'householder' 'legacy' items remained, this has resulted in a general improvement across this particular performance measure. During FQ3, 9 'householder' applications were determined in Bute and Cowal, none of which were 'legacy' items.

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



FQ2 Commentary
Performance across the Development Management Service has been impacted by a significant backlog of casework. Whilst issues relating to staff resource availability have been resolved and output has significantly improved it is highlighted that KPI's measuring average time taken remain adversely affected by the resolution of increasing volumes of 'legacy' casework. The Council's target for 'householder' applications has been revised to 10 weeks although this is not yet reflected in the format of corporate reports. By FQ2 only a handful of 'householder' 'legacy' items remained, this has resulted in a general improvement across this particular performance measure. During FQ2, 12 'householder' applications were determined in Bute and Cowal, none of which were 'legacy' items.

**Corporate Outcome - Our economy is diverse and thriving**

**Average number of weeks to determine householder planning applications**

Responsible Person: Peter Bain

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

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

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

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

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

## Corporate Outcome - Our economy is diverse and thriving

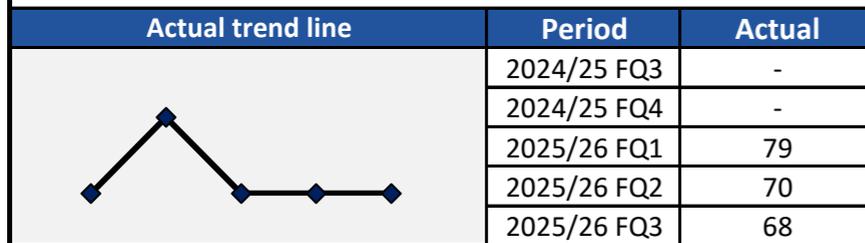
### Number of empty properties

Responsible Person: Jonathan Welch

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

Period	Area	Baseline	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	<b>B&amp;C</b>	79	68	-11	<b>Green - Actual below Baseline</b>	The rate of empty property relief stands at 4.27%. We have concluded 4 projects which have benefited from £66,000 in grant support. Each has a new trading business/tenant. In addition, we have 4 live projects supported with grants of £99,000 and we are managing 4 live applications with projected value of £96,000. Once these convert, there will be a resultant decline in empty properties. The volume of enquiries from Dunoon remains strong, and is driving the changes, but there are 3 pipeline projects in Rothesay which we hope to convert.

This indicator for FQ3 shows the cumulative number of empty properties is lower than the baseline.

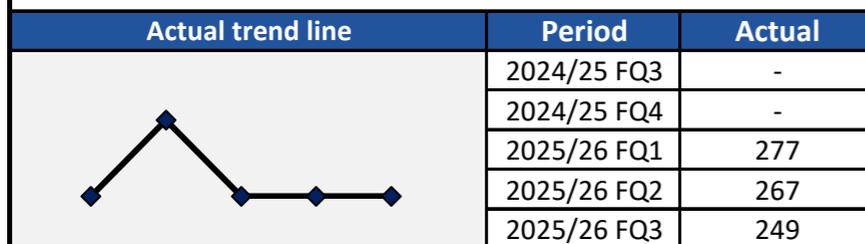


#### FQ2 Commentary

The empty rate is currently 4.38% in Bute & Cowal. In the past quarter, we have seen a decline in the number of properties claiming empty property relief. These declines are evidenced in both Rothesay and Dunoon town centres. To date, the empty business property officer has assisted 3 grant-aided projects that are fully claimed with 3 businesses now trading from the properties. We have 2 properties with grant offers issued, and another 2 with live projects in progress. There are a further 5 projects at application stage, with 5-6 additional enquiries. There is positive momentum in the B&C area, however the rate of 4.8% is the highest in A&B, so more focused work is required.

2025/26 FQ3	<b>A&amp;B</b>	277	249	-28	<b>Green - Actual below Baseline</b>	There is positive momentum in terms of awareness and engagement with owners and tenants. Collectively we have concluded 7 projects, with another 17 live projects to be concluded by March. We have a further 12 applications being progressed, but more importantly, for the 25/26 financial year, we have closed out up to 26 projects that are already in pipeline for 26/27. All the projects are being well received by applicants, and other stakeholders plus local communities as they are visible signs of positivity. Unfortunately, there are many more externalities that are likely to pose a risk for more closures/vacancies, hence the importance of the council's policy changes and package of support in the form of grants and rates relief. We await the new settlement for 26/27 but will also continue to make a case for financial support via a range of different sources.
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#### FQ2 Commentary

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

**Corporate Outcome - Our economy is diverse and thriving**

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

Responsible Person: Morven Macintyre

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

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

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

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

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

Please note:

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

**Corporate Outcome - Our economy is diverse and thriving**

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

**Responsible Person: Anne MacColl-Smith**

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

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

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

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

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

**Corporate Outcome - Our economy is diverse and thriving**

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

**Responsible Person: Anne MacColl-Smith**

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

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	<b>A&amp;B</b>	No Target	0	N/A	N/A	This measure is reported on a six-monthly basis. The next report covering FQ3 and FQ4 2025/26 will be available end April 2026.

**This indicator for...**

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

**FQ2 Commentary**

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

**Corporate Outcome - We have an infrastructure that supports sustainable growth**

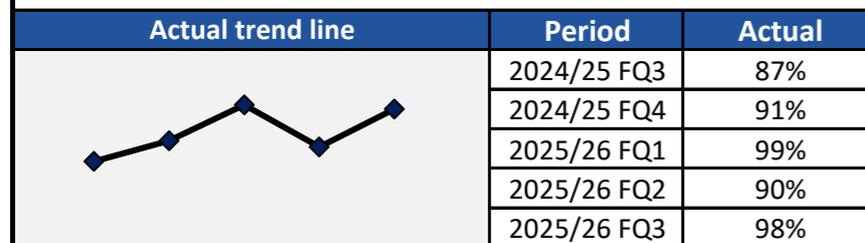
**Percentage of street lighting faults repaired within 10 days**

Responsible Person: Tom Murphy

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

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	<b>B&amp;C</b>	75%	98%	23%	<b>Green - Actual exceeds Target</b>	A busy quarter, however with a lower number of faults being reported, there was no back log of work and faults were dealt with timeously.

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

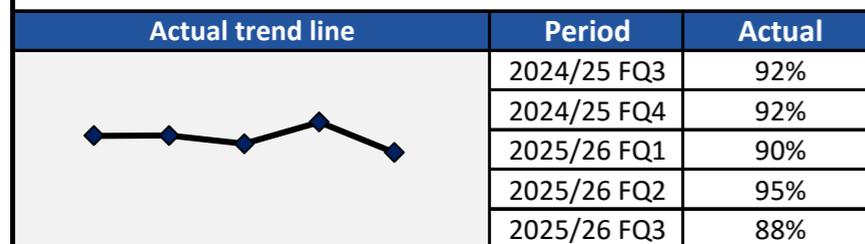


**FQ2 Commentary**

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

2025/26 FQ3	<b>A&amp;B</b>	75%	88%	13%	<b>Green - Actual exceeds Target</b>	A busier quarter than FQ2 - 162 faults in total reported with only 17 exceeding the required timescales.
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This indicator for FQ3 exceeds the target however performance has decreased since the last reporting period.



**FQ2 Commentary**

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

**Corporate Outcome - We have an infrastructure that supports sustainable growth**

**Number of waste collection complaints**

Responsible Person: Tom Murphy

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

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	<b>Bute</b>	No Target	0	N/A	N/A	There were no waste collection complaints received for the Isle of Bute for the months of October, November and December

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

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

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

2025/26 FQ3	<b>Cowal</b>	No Target	3	N/A	N/A	There were 3 collection complaints received for the Cowal area this quarter.
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This indicator for FQ3 shows the number of waste collection complaints has decreased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	1
	2024/25 FQ4	2
	2025/26 FQ1	2
	2025/26 FQ2	5
	2025/26 FQ3	3

FQ2 Commentary
There were 5 waste collection complaints received for the Cowal area in FQ2.

**Corporate Outcome - We have an infrastructure that supports sustainable growth**

**Number of waste collection complaints**

Responsible Person: Tom Murphy

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

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

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

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

**FQ2 Commentary**

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

**Corporate Outcome - We have an infrastructure that supports sustainable growth**

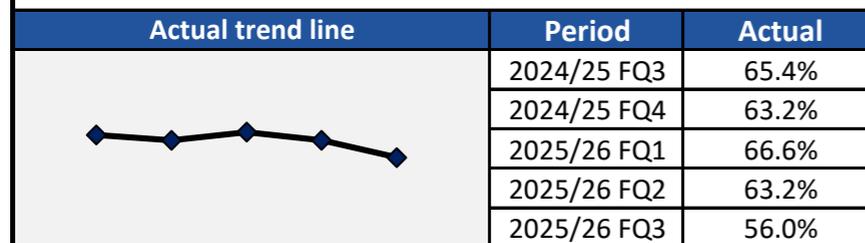
**COI - Percentage of waste recycled, composted and recovered**

Responsible Person: Andy Summers

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

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

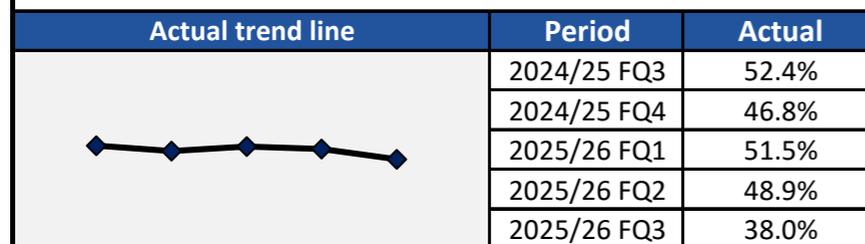
This indicator for FQ3 exceeds the target however performance has decreased since the last reporting period.



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

2025/26 FQ3	<b>Renewi</b>	No Target	38.0%	N/A	N/A	38.0% recycling, composting and recovery (i.e. 37.3% recycling and composting plus 0.7% recovery). Recovery figure is lower than previous quarters due to the works being carried out at Biffa MBT plants converting them to waste transfer stations prior to the municipal waste landfill ban commencing in January 2026.
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This indicator for FQ3 shows the percentage of waste recycled has decreased since the last reporting period.



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

**Corporate Outcome - We have an infrastructure that supports sustainable growth**

**COI - Percentage of waste recycled, composted and recovered**

Responsible Person: Andy Summers

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

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

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

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

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

2025/26 FQ3	H&L	No Target	100.0%	N/A	N/A	100% recycling, composting and recovery (i.e. 46.1% recycling and composting plus 53.9% recovery).Recovery figure is high as all general residual waste from the Helensburgh and Lomond area goes for refuse derived fuel (RDF)/energy from waste (EfW).
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This indicator for FQ3 shows the percentage of waste recycled has remained the same since the last reporting period.

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

**FQ2 Commentary**  
 100% combined recycling,composting and recovery (51.3% recycling and composting plus 48.7% recovery). Residual general waste from Helensburgh and Lomond area is already compliant with the municipal waste landfill ban as it currently goes for refuse derived fuel (RDF)/energy from waste (EfW). Recycling and composting during the quarter exceeded 50% mainly due to high levels of green garden waste being sent for onward composting from the Blackhill Recycling Centre (Helensburgh).

**Corporate Outcome - We have an infrastructure that supports sustainable growth**

**COI - Number of tonnes of waste sent to landfill**

Responsible Person: Andy Summers

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

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

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

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

**FQ2 Commentary**

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

**Corporate Outcome - We have an infrastructure that supports sustainable growth**

**COI - LEAMS (Local Environment Audit and Management System)**

Responsible Person: Tom Murphy

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

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	<b>Bute</b>	73	81	8	<b>Green - Actual exceeds Target</b>	The overall street cleanliness figure for the Isle of Bute this quarter is 81.

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

Actual trend line	Period	Actual
	2024/25 FQ3	78
	2024/25 FQ4	77
	2025/26 FQ1	81
	2025/26 FQ2	78
	2025/26 FQ3	81

FQ2 Commentary
The overall street cleanliness figure for the Isle of Bute in FQ2 is 78.

2025/26 FQ3	<b>Cowal</b>	73	80	7	<b>Green - Actual exceeds Target</b>	For the months of October, November and December, Cowal's overall street cleanliness figure stands at 80.
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This indicator for FQ3 exceeds the target and performance has increased since the last reporting period.

Actual trend line	Period	Actual
	2024/25 FQ3	77
	2024/25 FQ4	80
	2025/26 FQ1	80
	2025/26 FQ2	79
	2025/26 FQ3	80

FQ2 Commentary
The overall street cleanliness figure for the Cowal in FQ2 is 79.

**Corporate Outcome - We have an infrastructure that supports sustainable growth**

**COI - LEAMS (Local Environment Audit and Management System)**

Responsible Person: Tom Murphy

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

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

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

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

**FQ2 Commentary**

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

## Corporate Outcome - Making it happen

### COI - Teacher sickness absence

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

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

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	B&C	No Target	2.64	N/A	N/A	<p>Working days lost due to sickness have increased this quarter, consistent with patterns observed more widely across the sector. While seasonal factors, including the festive period, have influenced this position, it should also be viewed in the context of sustained national increases and longer-term trends in sickness absence. The 2024/25 SPI sickness absence figures for Scottish Councils similarly highlight a relative decline in benchmarking position, reinforcing the need for continued monitoring and consistent management action.</p> <p>NB last year's data was impacted by the transition to the new systems. LGBF data was not available until after the AP report was finalised at team level.</p>

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

Actual trend line	Period	Actual
	2024/25 FQ3	3.76
	2024/25 FQ4	4.07
	2025/26 FQ1	2.70
	2025/26 FQ2	2.41
	2025/26 FQ1	2.64

#### FQ2 Commentary

Working days lost due to sickness have slightly decreased again this quarter, likely influenced by the school holidays. However, levels remain higher than the same quarter last year, so continued monitoring and focus on managing absence will be important to sustain improvement.

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

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

#### FQ2 Commentary

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

## Corporate Outcome - Making it happen

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

Responsible Person: Carolyn Cairns

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

Period	Area	Target	Actual	Variance	Status	FQ3 Commentary
2025/26 FQ3	B&C	No Target	4.20	N/A	N/A	<p>Working days lost due to sickness have increased slightly this quarter. While levels remain broadly in line with the same period last year, this position should be viewed in the context of sustained national increases in sickness absence and longer-term upward trends across the sector. This is also reflected in the 2024/25 SPI sickness absence figures for Scottish Councils, which indicate a relative deterioration in benchmarking position despite short-term local variation. Seasonal factors, including the festive period, continue to impact absence levels, alongside wider workforce pressures. Continued focus on proactive absence management and early intervention will be essential to prevent further increases.</p> <p>NB last year's data was impacted by the transition to the new systems. LGBF data was not available until after the AP report was finalised at team level.</p>

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

Actual trend line	Period	Actual
	2024/25 FQ3	4.65
	2024/25 FQ4	5.68
	2025/26 FQ1	4.17
	2025/26 FQ2	4.12
	2025/26 FQ3	4.20

#### FQ2 Commentary

Working days lost due to sickness have reduced this quarter, showing a positive improvement following higher levels towards the end of last year. However, levels are slightly higher than the same quarter last year, which reflects typical patterns for this time of year. It is encouraging to see this reduction and we will continue to monitor and work with managers to maintain the downward trend.

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

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

#### FQ2 Commentary

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

**Corporate Outcome - Making it happen**

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

Responsible Person: Robert Miller

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

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

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

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

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