

2026-27 Quarter to September Report - GOVERNANCE

Performance report – Service Performance Indicators



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Operational Indicators Committee Services														
Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
CS003	Local	Committee Draft minutes - Percentage issued within 5 working days	85%	82.7%	65.7%		63.6%	66.7%	76.9%	72%	70%	Slight dip in figures due to Committee staff also being involved with Scottish Parliament Election		
CS133	Local	Committee Services - Customer Satisfaction Index	Data Only	N/A	N/A		N/A			Annual		New format of reports currently under review.		
CS001d	Local	Committee Agenda - Percentage issued within 24 hours after receipt of committee reports	100%	N/A	100%		100%	100%	100%	100%	100%			

Operational Indicators Legal Services

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
CS136	Local	Legal Services - Customer Satisfaction Index	Data Only	N/A	N/A		N/A			Annual		No planned survey due to ongoing staffing issues within Legal Service.	?	?

Operational Indicators Registrars

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
CS031	Local (b)	General Register Office Report - % error rate in Registration of Births, Marriages and Deaths	3%	3.43%	N/A		Annual (Dec 2026)			Annual (Dec 2027)		2025/26 figures expected towards the end of 2026	?	?
CS143	Local	Registrars - Customer Satisfaction Index	Data Only	N/A	N/A		N/A			Annual		Aim to have survey out before the end of the year	?	?

Operational Indicators Health & Wellbeing

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H&WB GOV1.1	Local	Average no. days lost per FTE (Governance)	Data Only	N/A	N/A		N/A	1.0	1.3	1.5	1.2	Council average – 3.3 days	↑	
H&WB GOV1.2	Local	% of lost days per FTE (Governance)	Data Only	N/A	N/A		N/A	1.8%	2.2%	2.7%	2.2%	Council average – 6.0%	↑	