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### Key Performance Indicators

KPIs help us to measure how well we are performing compared to our strategic goals and objectives. Well-designed KPIs provide the vital navigation instruments that give us a clear understanding of current levels of performance.

It is suggested that we report twice-yearly to P & R.

KPI	Target	Previous	Current	Any explanation required
Number of press releases per month	4			
Monthly newsletter	1			
Increase in Facebook & Twitter followers	10 per platform			
Compliance with statutory notice for meetings	100%			
% of Draft minutes and action sheets prepared within 3 working days of meeting	100%			
Allotments income	(Budget)			
Number of vacant allotment plots	25			
Cemeteries income	(Budget)			
Markets income	(Budget)			
Town Hall income	(Budget)			
Debts over 3 months old	None			
% of Invoices paid within 30 days	100%			
Number of Complaints per month	2			
Number of staff working days lost to sickness absence	4			

The Black Review of the health of Britain's working age population estimated that approximately six days were lost per employee per year. Other data is published elsewhere, but our data shows that the average UK absence is 8.01 days lost per employee per year; however public sector bodies continue to score much higher. Local authorities are particularly prevalent, here the average figure reaches 9.40 days per year; the NHS tops even this with 10.37 days lost per year. (NTC: 10 employees, target 7 days per year= 70 per annum/ 12 = 6)