

Indicator	Frequency											
	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Accounts												
Percentage of invoices paid within 30 days of receipt by Corporate Services Team	100%	100%	100%	100%	100%	100%	100%	100%				
Council expenditure to be within 5% budget												
Amount of bad debt over £500 and more than 3 months old (aim to reduce this over the year)	1386	2144	1386	1386	1386	1386	1386	0				
Achieving budgeted income from chamber lettings (£8,000)	0%	4%	19%	25%	26%	33%	51%	51%				
Achieving budgeted income from Suite Lettings (£31,000)						73%	89%	89%				
Unqualified financial audit												
Website/social media												
Number of Facebook followers (aim for 10 new p.m. 120 pa)	559	572	579	590	600	1332	1350					
Number of Twitter followers (aim for 10 new pm, 120 pa)	2299	2346	2365	2403	2430	3303	3343					
Number of hits on website (sessions) to increase in year	2027	2583	2246	2125	2165	1786	1982					
All agendas published within 3 clear days prior to the meeting												
Communication with Public												
Publish minutes of meetings within 2 working days of Corporate Services being advised they are approved by the chairperson												
Produce draft minutes of all Council and Committee meetings within 3 working days of committee meeting												
Complaints dealt with within 5 working days												
Produce 4 press releases each month	0	2	3	3	1	5	3	4				
Produce a newsletter every month		Purdah										
Community Services												
Undertake monthly detailed play area inspections												
Market Income in line with budget (£44,400)			22%	30%	40%	46%	54%	61%				
Allotment income in line with budget (£19,859 - due 1.4.17)			97%									
Shaw Cemetery income in line with budget (£54,000)			23%	29%	37%	44%	54%	57%				
Number of vacant allotment plots below 17		28	27	26	27	27	21	21				
Planning and Highways												
Planning comments made at meetings of the committee should be submitted to WBC within 2 working days of the meeting being held												
Other - Town Council KPIs												
number of staff working days lost to sickness - target no more than 4 per month	5	2	22	22	16	2	0	1				

Explanation of colours in chart

	Green = target met
	Yellow = target close but not met
	Red = target not met