





Newbury Town Council Key Performance Indicators 2017-18

Appendix 7

Indicator	Frequency											
	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Accounts												
Percentage of authorised invoices paid within 30 days of receipt by Corporate Services Team	100%	100%	100%									
P&R 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									
Achieving budgeted income from chamber lettings	0%	4%	19%									
Achieving budgeted income from Suite Lettings												
Unqualified financial audit												
Website/social media												
Number of Facebook followers (aim for 10 new p.m.)	559	572	579									
Number of Twitter followers (aim for 10 new pm)	2299	2346	2365									
Number of hits on website	2027	2583	2246									
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									
Produce a newsletter every month		Purdah										
Community Services												
Undertake monthly detailed play area inspections												
Market Income in line with budget			22%									
Allotment income in line with budget			97%									
Cemetery income in line with budget			23%									
Number of vacant allotment plots below 17		28	27									
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									