

KEY PERFORMANCE INDICATORS

1.	Central & Democratic Services						
Service area	Performance Indicator	Baseline Figure 2014/15	Actual Figure 2015/16	Target Figure 2016/17	Actual Figure 2016/17	Target Figure 2017/18	Comments
Central Services	Number of views on the new Council website	Old website Jan – Dec 2013 76,720 (34,742) Jan – Dec 2014 95,640 (50,150)	Feb 2016: 45,870 Oct 2016: 47,623	50,000	61,333 (May '17)		To be changed: more specific KPIs to be developed – possible creation of dashboard (eg. Number of publication downloads, dwell time, pages visited)
	Number of additional social media followers on Twitter	Nov 2014: 8 Feb 2015: 800	Feb 2016: 1092 Oct 2016: 1326	1500	1465 (May '17)	2000	Monthly measure
	Number of additional social media followers on Facebook	Jan 2013: 80 Jan 2015: 579	Feb 2016: 1282 Oct 2016: 1666	2000	2025 (May '17)	2500	Increased number of daily posts, more interactions encouraged, greater number of events created.
	Number signed up to receive the newsletter	Oct 2015: 36	Feb 2016: 247	500	586 (May '17)	700	

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	electronically		Oct 2016: 408				
	Number of LLTC App downloads	-	-	-	-	200	Launched July 2017
Staff	Percentage of staff surveyed that are satisfied or very satisfied with LLTC as a place to work	n/a	82% at Oct 2016	90%	87%	90%	Annual e-survey; to be redone in Autumn 2017
	Average number of sick days per employee (including long term sickness)	17.5 (Target reduction to 8)	1.35 (53 days/43 avg staff Apr '15-Mar '16)	1.2	2.13 excl long term absence; 5.05 incl long term absence	1.5 excl long term absence or 4 incl long term absence	Implementation of sickness absence policy from July 2015 incl. early intervention by occupational health.