

Chamberlain's Department Performance Scorecard

				Quarterly update			
	Measure	2017/18 performance	2018/19 target	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Accounts Payable invoice turnaround (30 day)	% paid measured quarterly	Cumulative:		95%	95%		
		95%	97%	95%	94%		
Accounts Payable invoice turnaround (10 day)	% paid measured quarterly	Cumulative:		80%	80%		
		77%	85%	80%	80%		
% of Invoices in true PDF form by the AP team	measured quarterly	Cumulative:		72%	72%		
		N/A	80%	72%	72%		
Annual Procurement Savings (cumulative)	Savings achieved	Target Profile:		£1.45m	£3.12m	£4.94m	£6.58m
		£6.98m	£6.52m	£1.63m	£3.21m		
Commercial rent collection rates	% collected	98.61%	98%	98.76%	98.77%		
Business Rates collection rates (cumulative)	% collected	Target Profile:		28.0%	58.0%	89.25%	99.75%
		100%	99.75%	32.31%	59%		
Internal Audit Performance (cumulative)	Audit Plan delivery (%)	96%	96%	14%	32%	62%	96%
				5%	17%		
IT Service Performance (SLA with Agilisys is monthly so a yearly average does not necessarily reflect their performance across the year)	Fixing Issues		Application Availability				
	P1 incidents fixed within 2hrs (98%)	P2 incidents fixed within 6hrs (98%)	Application availability (99%)	Telephony Availability (99.5%) <small>moved to Freedom.from 1st September</small>	Datacentre LAN Availability (99.9%)	Corporate Network Availability (99.5%) <small>moved to Freedom.from 1st September</small>	
	CoL 67%* CoLP 100% <small>*Just 1 incident resolved out of SLA</small>	CoL 100% CoLP 100%	CoL 100% CoLP 100%	CoL 100% CoLP 100%	CoL 100% CoLP 100%	CoL 100% CoLP 100%	
Publication of City Fund Accounts within Statutory Deadline of 31 st July					Status:	Complete	
Delivery of a balanced budget and Medium Term Financial Plan for City Fund, approved by Court of Common Council by 31 March					Status:	On track	
Effective financial management: Expenditure against Departmental Local Risk Budgets within ±5% (year-end target)					Status:	On track	
Provide a high quality service to our customers measured through our annual customer survey						2017/18 “good to very good”	
Increased staff engagement, measured by percentage of positive responses to Staff Survey Q4: “I recognise that if I am successful in my role it contributes to successful delivery of the Department’s Business Plan”					2017/18 90.1%	Target 92%	