

Chamberlain's Department Performance Scorecard							
				Quarterly update			
	Measure	2014/15 performance	2015/16 target	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Accounts Payable invoice turnaround (30 day)	% paid	90%	97%	+			
Accounts Payable invoice turnaround for SME* (10 day)	% paid	77%	80%	+			
Commercial rent collection rates	% collected	97%	98%				
Business Rates collection rates	% collected (cumulative)		99.75%				
Annual Procurement Savings	Savings achieved	£7m	£8.25m	£1.95m ⁺⁺			
IT Application availability	Percentage	TBC	TBC				
Internal Audit Effectiveness	Audit Plan delivery (%)	90%	95%	5% ⁺⁺⁺			
Publication of City Fund Accounts within Statutory Deadline				Status:			On track
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
PO Compliant Invoices	Percentage	-	>88%	93%			
Provide a high quality service to our customers (measured annually)	Annual customer survey	Average lowest score 7.0	Average lowest score 7.5	n/a			
Increased staff engagement (measured annually)	Percentage of positive responses to Staff Survey Q5: "I understand how my work helps the Chamberlain's Department to achieve its objectives"	88%	92%	n/a			

* SME = Small and Medium Sized Enterprise

+ Figures not yet available

++ Estimate as June savings not yet signed off

+++ Although there is a shortfall in delivery of audit plan to draft report stage, a significant amount of fieldwork is in progress which will see a return to expected progress in the second quarter.