

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%	95%	96%	96%	
Accounts Payable invoice turnaround for SME <sup>1</sup> (10 day)	% paid	77%	80%	86%	86%	87%	
Business Rates collection	% collected (cumulative)	profile		28%	58%	89.25%	99.75%
		99.09%	99.75%	31.62%	58.10%	87.16%	
Council Tax Collection	% collected (cumulative)	profile		27%	56.5%	79%	97.5%
		99.13%	97.5%	28.19%	53.17%	81.73%	
Annual Procurement Savings	Savings achieved	£7m	£8.25m	£1.95m	£3.92m	£6.21m	
IT Application availability	Percentage	99.8%	99%	99.9%	99.9%	99.9%	
Internal Audit Effectiveness	Audit Plan delivery (%)	profile			32%	73%	100%
		90%	95%	5%	21%	45% <sup>2</sup>	
Publication of City Fund Accounts within Statutory Deadline				<b>Status:</b>			✓
Delivery of a balanced budget and Medium Term Financial Plan for City Fund, approved by Court of Common Council by 31 March				<b>Status:</b>			On track
PO Compliant Invoices	Percentage	-	>88%	93%	94%	95%	
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	n/a	7.15 (provisional figure)	
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	n/a	89%	

<sup>1</sup> SME = Small and Medium Sized Enterprise

<sup>2</sup> 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 return to expected progress before the end of the year.