

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%	96%
Accounts Payable invoice turnaround for SME (10 day)	% paid	77%	80%	86%	86%	87%	86%
PO Compliant Invoices	Percentage	-	>88%	93%	94%	95%	95%
Business Rates collection	% collected (cumulative)	profile		28%	58%	89.25%	99.75%
		99.09%	99.75%	31.62%	58.1%	87.16%	99%
Council Tax Collection	% collected (cumulative)	profile		27%	56.5%	79%	97.5%
		99.13%	97.5%	28.19%	53.17%	81.73%	98.5%
Annual Procurement Savings	Savings achieved	£7m	£8.25m	£1.95m	£3.92m	£6.21m	£8.45m
IT Application availability	Percentage	99.8%	99%	99.9%	99.9%	99.9%	99.9%
Internal Audit Effectiveness	Audit Plan delivery (%)	profile			32%	73%	100%
		90%	95%	5%	21%	45%	84%*
Publication of City Fund Accounts within Statutory Deadline				Status: ✓			
Delivery of a balanced budget and Medium Term Financial Plan for City Fund, approved by Court of Common Council by 31 March				Status: ✓			
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	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	n/a	89%	n/a

*Note: Audit Plan Delivery as at 29/03/16 with predicted completion at 90% at 31/03/16