

Chamberlain's Department Performance Scorecard							
				Quarterly update			
	Measure	2015/16 performance	2016/17 target	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Accounts Payable invoice turnaround (30 day)	% paid measured quarterly	96%	97%	97%	97%		
Accounts Payable invoice turnaround for SME (10 day)	% paid measured quarterly	86%	88%	87%	88%		
% of Invoices Received Electronically by the AP team	measured quarterly	Profile:		88%	91%	94%	97%
		80%	97%	85%	91%		
Annual Procurement Savings (cumulative)	Savings achieved	Target Profile:		£2.14m	£4.18m	£5.81m	£7.90m
		£8.47m	£7.90m	£2.14m	Tbc		
Commercial rent collection rates	% collected	97%	98%	98.03%	Tbc		
Business Rates collection rates (cumulative)	% collected	99%	99.75%	30.35%	Tbc		
IT service availability	Percentage Measured quarterly	n/a new KPI	99.89%	99.91%	Tbc		
Internal Audit Performance (cumulative)	Audit Plan delivery (%)	90%	100%	24%	43%	74%	100%
				11%	28%		
Publication of City Fund Accounts within Statutory Deadline				<b>Status:</b>			On track
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
Effective financial management: Expenditure against Departmental Local Risk Budgets within $\pm 5\%$ (year-end target)				<b>Status:</b>			
Provide a high quality service to our customers measured through our annual customer survey Benchmark Score				2015/16 7.15	Target 7.5		
Increased staff engagement, measured by percentage of positive responses to Staff Survey Q5: "I understand how my work helps the Chamberlain's Department to achieve its objectives"				2015/16 89%	Target 92%		