

## Corporate Scorecard of Performance Indicators

### Approachable, Accountable and Visible

	Result	Period	Frequency	Source	
Budget Council Tax and Rent set by 11th March each year	Completed	2010/11	Annual	TBC	
Upper quartile performance in both NDR and Council Tax			Annual	TBC	
Spending maintained within approved budget and without significant underspends (+ or - 5%)			Monthly	TBC	
Achievement of an unqualified audit opinion on the financial statements	Yes	2010/11	Annual	TBC	
Draft Statement of Accounts to be prepared by 30th June each year	Yes	2010/11	Annual	TBC	
To have satisfactory arrangements to secure economy, efficiency and effectiveness in our use of resources	Yes	2010/11	Annual	TBC	
The number of eligible voters	58804	Q1 2011-11	Quarterly	TBC	
Voter turnout	36.78%	May-11	Annual		
By 2015, increase the percentage of people who feel they can influence decisions in their locality	29%	2010/11	Annual	TBC	Place Survey
Percentage of canvas forms returned		2010/11	Annual	TBC	
Performance against corporate customer service standards					
Visiting Marmion House - Resolution at first point of contact	80%	2010/11	Annual	TBC	
Phoning Marmion House - Calls answered within 20 seconds	95%	2010/11	Annual	TBC	
Tell us enquiries	567	2010/11	Annual	TBC	
Maintain accreditation against ISO20000	Yes	2010/11	Annual	TBC	
Maintain accreditation against ISO27001					
Freedom of Information Requests Responded To Within legislative timescales	97.22%	Jan-11	Monthly	TBC	
Transforming Tamworth Targets			Annual	TBC	
Support Services Review Targets			Annual	TBC	
Increase the percentage of residents year on year who express satisfaction with council services	66.40%	2010/11	Annual	TBC	Place Survey