

ANNUAL MEASURES - Q4

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G At or above target

A Acceptable performance - results are within target boundaries

R Below target

V Volumetric/contextual measures that support targeted measures

Strategic Measures

Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Year	Current Value	Unit	Status	Commentary
CX	Debtors & Creditors	DCT 1	Percentage of invoices paid within 30 days	High is good	95.00	97.00	2020/21	98.92	2021/22	95.84	%	A Figures are calculated on all supplier invoices and credit notes (not refunds or grants) paid 01/04/2021 - 31/03/2022. Figures are adjusted based on certain assumptions as below: - 1) No invoice collected for payment by supplier by direct debit or standing order is assumed to be late. 2) No credit note taken by CoLC outside of 30 days classified as late. 3) 0.5% of those invoices paid over 30 days assumed to be in dispute at some point and hence paid late after dispute resolved not classified as late 4) 1% of those invoices paid after 30 days were held back from payment because the overall balance with the supplier was in credit
	Debtors & Creditors	DCT 2	Percentage of invoices that have a Purchase Order completed	High is good	55.00	65.00	2020/21	45.40	2021/22	55.00	%	A Based on supplier expenditure only of 13,903 AP lines. (Total AP lines 15,900 but all Gas, Water and electric invoices excluded as not suitable for POs). Of these 13,903 lines 7,723 were linked to either an Agresso or UH order number. Figure should only be taken as a rough guide as actual figures will not be available until the 20/05/2022 when complete City of Lincoln supplier spend data for 2021/22 is produced (in line with Final Accounts timetable).
	Debtors & Creditors	DCT 3	Average number of days to pay invoices	Low is good	27.00	30.00	2020/21	8.00	2021/22	13.00	Days	G Excludes non-supplier expenditure e.g., refunds, grants
DCE	Sport & Leisure	SP 3	Percentage of respondents to satisfaction survey who would recommend Birchwood Leisure Centre and/or Yarborough Leisure Centre to others	High is good	62.00	70.00	2020/21	0.00	2021/22	73.00	%	G Due to the pandemic, surveys only recommenced for Q4 2021/22 Annual National Bench Marking Score 45 Active Nation Organisational Target 45 Active Nation Organisational Score 9 Yarborough Bench Marking Score 38 Birchwood Bench Marking Score 60 Total Surveys Sent = 123, Survey Responses = 14 Positive Responses/ would recommend to others = 10 = 73% (Yarborough 5, 62%) (Birchwood 5 83%).