

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	5 98.3
Date of meeting	26 September 2019	Time	10 Minutes

Title	Towards a Revised KPI Framework
Sponsor	Brendan Arnold, Director of Corporate Services
Status	OFFICIAL
To be communicated to:	Members and those in attendance

Executive summary
<p>The key points of briefing are:</p> <ol style="list-style-type: none"> 1. An updated verbal briefing will be provided at the Board meeting on 26th September. 2. The process of preparing the revised Strategy, Business Plan, Budget and People Plan to inform the 2020/21 planning cycle has now been launched. 3. A revised approach to framing 'supplemental KPI's' (The 'End to End KPI') has been discussed in draft with stakeholders. These conversations were initiated by the Ministry of Justice and Legal Services Board and the requested response time has meant that a discussion at full Board has not been possible until the present date. [REDACTED] [REDACTED] Fol exempt s.36 (2) (b) 4. The definition of the 'supplemental KPI's' - which reflect the overall customer experience in taking service from LeO - will complement and not replace the wider suite of KPI's which appear in the current year's Business Plan. Further, it has already been agreed with RemCo that certain KPI's will have a close relationship to the delivery of the People Plan. 5. The 'supplemental KPI's' that are put forward for adoption by Board in late October will reflect the character of those presented in this draft paper; however, there is significant modelling work which is being undertaken to understand the date in 2020/21 at which an optimal position would be achieved, and to understand the customer experience targets that could be adopted to underpin this aim. 6. The overall set of KPI's will be presented to Board at the 24th October meeting.

Board are asked to:

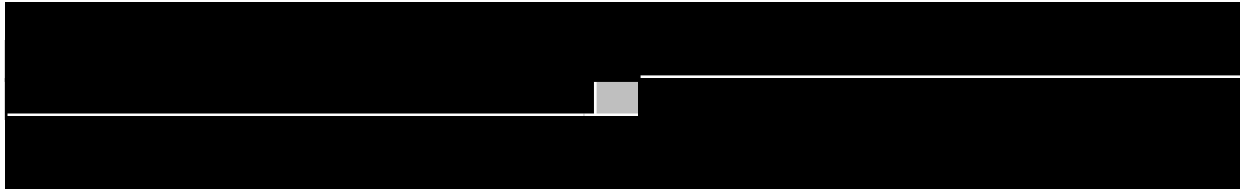

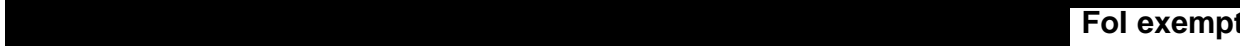
- a. Assimilate the information provided in the document.
- b. Discuss the approach used and to appraise the Executive of any suggestions and proposed amendments.
- c. Note that this discussion about KPI's does not imply an absence of other performance information that might be needed at an operational level.

Recommendation/action required

Board is asked provide advice and to **note**.

Background

7. LeO has since April 2019 been focussed on delivery of the 2019/20 Business Plan and in meeting the monthly closure targets set out in that document. The organisation has presented improved performance than formerly in this regard and the record of attainment against the monthly closure targets can be seen in paragraph (8) of the draft Road Map. In this graph it can be seen that Business Plan closure targets were exceeded in both July and August of 2019 such that the overall closure number was just 50 closures short of target as at 31 August.

8. 

 Fol exempt
s.36 (2) (b)

9. 

 Fol exempt s.36 (2)
(b)

10. 
 Fol exempt s.36 (2) (b)