

Meeting	OLC	Agenda Item No.	4
		Paper No.	98.2
Date of meeting	26 September 2019	Time required	10 Minutes

Title	Performance Report
Sponsor	Brendan Arnold & Steve Pearson
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. The report shows operational performance to the end of August 2019. 2. The number of KPIs out of tolerance is reducing and most are green or expected to become green in the near future. 3. The Pre-Assessment Pool continues to reduce. 4. Closure targets have been met and exceeded for July and August and performance is just 50 short of the year to date target.
Recommendation/action required
Board is asked to NOTE the report.

Performance Report

1. Introduction

- 1.1. This paper provides an interim update on performance through to August 2019.

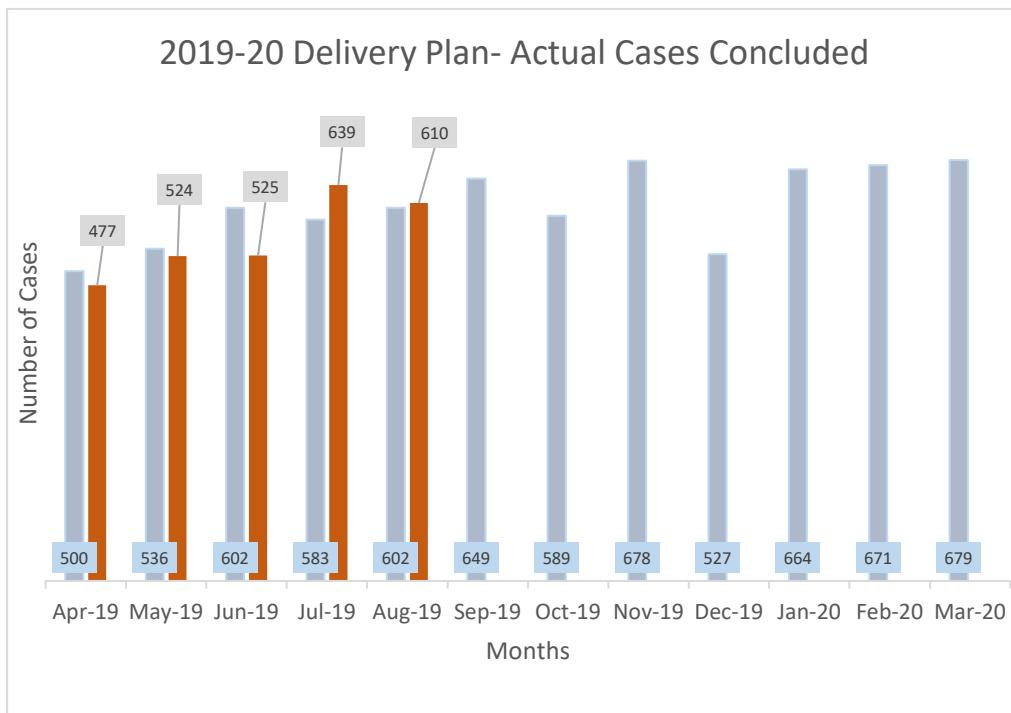
2. General observations

- 2.1. Performance against KPIs is outlined in the tolerance report attached to this paper. This shows that all KPI's agreed in the 2019/20 Business Plan are being achieved or are on course to achieve target.
- 2.2. Performance through to August has continued on a positive trajectory with closures meeting and exceeding target in July and August and the net shortfall against plan amounting to only 50 cases at the end of August.

3. Closure output

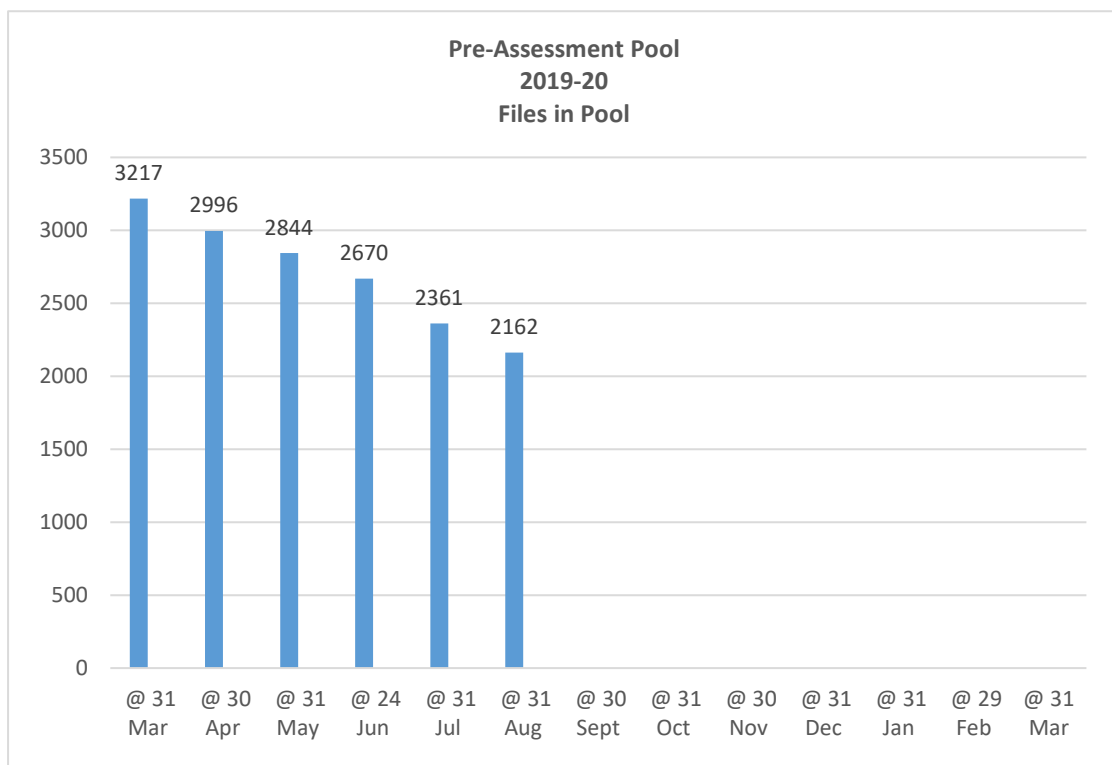
- 3.1. Performance against delivery plan is shown below.

Monthly Performance Against Delivery Plan (2019/20)			
Months	Delivery Plan Target	Tolerance Range	Actual
April	500	450-500	477
May	536	482-536	524
June	602	542-602	526
July	583	525-583	639
August	602	542-602	610
September	649	584-649	
October	589	530-589	
November	678	610-678	
December	527	474-527	
January	664	598-664	
February	671	604-671	
March	679	611-679	



4. The Pre-Assessment Pool

- 4.1. The Pre-assessment Pool has continued to reduce showing a balance of 2,162 files the end of August.



- 4.2. The ongoing plans to reduce the Pre-Assessment Pool over the rest of the year are outlined elsewhere on this agenda.

Appendix 1: Monthly KPI and tolerance report – August 2019

Target met:		Target not met but within tolerance:					Target not met & outside tolerance:							
Measure	KPI	Tolerance	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Notes
% cases concluded in new CMS (CEQ2a)														
90 days (low)	65%	10% off target for more than 2 consecutive months or 2 months out of 4, in any category	89%	83%	83%	86%	86%							The item that is showing Amber at 27% is for High Complexity cases. Relatively few of these are closed monthly and so a small variance can impact the % significantly. The KPI for 180 days (med) is just 1% adrift from target and this is not expected to persist.
90 days (med)	40%		54%	50%	45%	52%	45%							
90 days (high)	0%		25%	11%	8%	13%	18%							
180 days (low)	90%		98%	99%	99%	98%	98%							
180 days (med)	85%		92%	91%	85%	85%	84%							
180 days (high)	33%		75%	56%	33%	20%	27%							
365 days (low)	99%		100%	100%	100%	100%	100%							
365 days (med)	95%		100%	100%	98%	100%	100%							
365 days (high)	85%		100%	100%	83%	93%	88%							
% cases (all complexity) concluded (CEQ2a)														
Within 90 days	45%	10% off target for more than 2 consecutive months or 2 out of 4	48%	51%	50%	59%	67%							Performance against 180 and 365 day measures was until recently impacted by closure of legacy cases. These have now all been concluded and the 180 day KPI is within target for the first time and the 365 day KPI trend line is moving towards target.
Within 180 days	78%		63%	72%	70%	74%	84%							
Within 365 days	95%		69%	78%	77%	83%	94%							
Turnover (PLC2a/b)														
Quarterly rolling annual turnover rate	Rolling annual turnover <18%	>2% above rolling annual target for two consecutive quarters	18.7%	20.2%	21.8%	21.6%	21.6%							Turnover continues to vary incrementally as management of performance, capability and behaviours proceeds robustly but remains within tolerance. There was a marginal improvement in July, which has remained stable in August.
Unit Cost per case (IRE8)														
Legal all complexities – net of estates income and gross costs	£1695	>£100 over target – 3 month rolling average	£2118 variance	£2047 variance	£1952 variance	£1554 variance	£1597 variance							Unit costs were within target in July and this has remained the case in August.