

Meeting	OLC	Agenda Item No.	4
		Paper No.	99.3
Date of meeting	24 October 2019	Time required	15 Minutes

Title	Performance Report
Sponsor	Brendan Arnold
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 September 2019. 2. The number of KPIs out of tolerance is reducing and only two remain amber and one of these is expected to become green in the near future. 3. The Pre-Assessment Pool continues to reduce. 4. Performance has remained above 600 closures in September; this is the third month in a row for which closure has exceeded 600 cases.
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 September 2019.

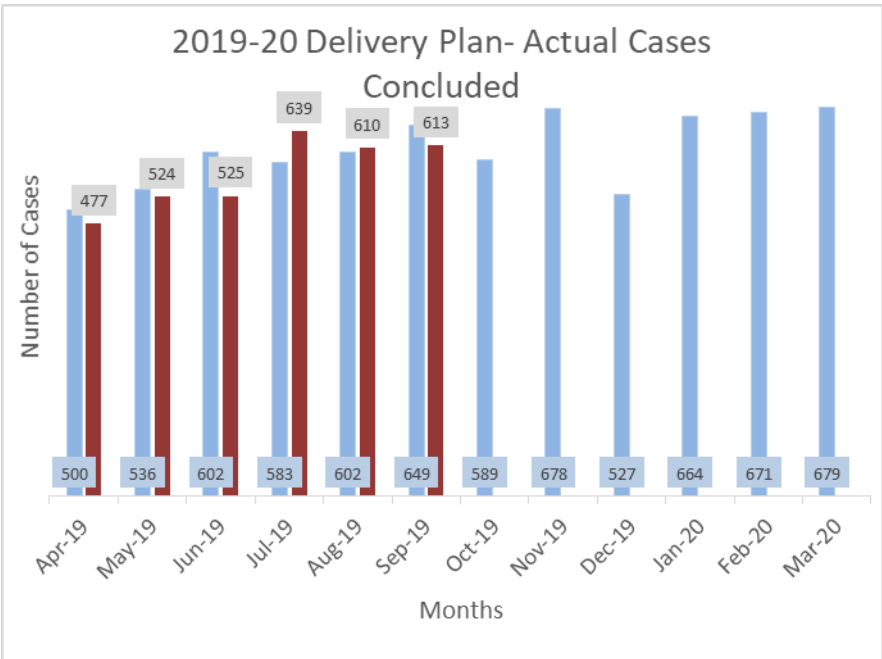
2. General observations

- 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 September has continued on a positive trajectory with closures meeting and exceeding target in July and August and exceeding 600 closures in September. The net shortfall against plan amounts to 84 cases at 30 September representing 1.15% of target throughput.
- 2.3. Timeliness KPI's continue to improve with only one now adrift from target. Unit Costs are expected to remain within target whilst Attrition has remained broadly stable.

3. Closure output

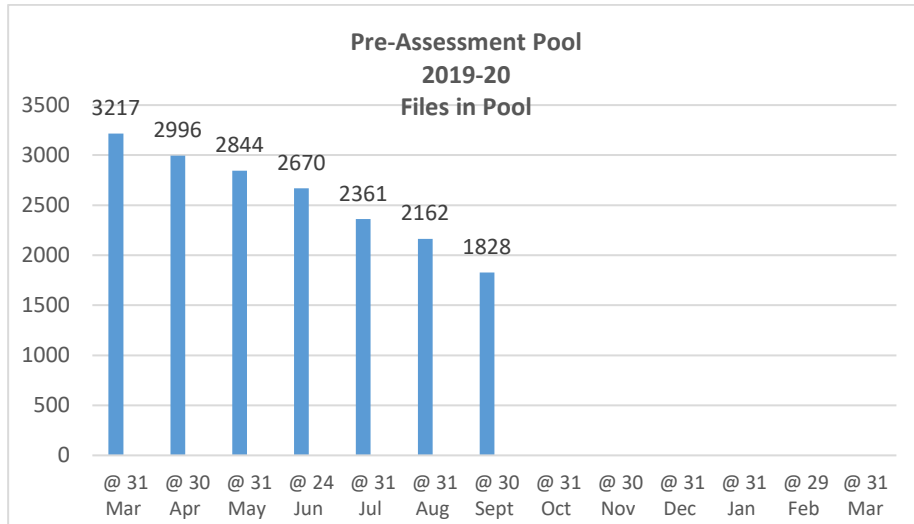
3.1. Performance against delivery plan is shown below.

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	613
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 1,828 files at the end of September.



Appendix 1: Monthly KPI and tolerance report – September 2019

Target met:		Target not met but within tolerance:		Target not met & outside tolerance:	
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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%	85%						The item that is showing Amber is for High Complexity cases. Relatively few of these are closed monthly and so a small variance can impact the % significantly. It is not anticipated that this will persist and the variance has improved in September by 3% points.
90 days (med)	40%		54%	50%	45%	52%	45%	49%						
90 days (high)	0%		25%	11%	8%	13%	18%	0%						
180 days (low)	90%		98%	99%	99%	98%	98%	99%						
180 days (med)	85%		92%	91%	85%	85%	84%	90%						
180 days (high)	33%		75%	56%	33%	20%	27%	30%						
365 days (low)	99%		100%	100%	100%	100%	100%	100%						
365 days (med)	95%		100%	100%	98%	100%	100%	99%						
365 days (high)	85%		100%	100%	83%	93%	88%	91%						
% 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%	67%						As predicted, with the closure of the Legacy cases these KPI's are now in line with plan.
Within 180 days	78%		63%	72%	70%	74%	84%	89%						
Within 365 days	95%		69%	78%	77%	83%	94%	96%						
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%	22.0%						Turnover continues to vary incrementally as management of performance, capability and behaviours proceeds robustly but remains within tolerance.
Unit Cost per case (IRE8)														
Legal all complexities – net of estates income and gross costs	£1695	>£100 over target – 3 month rolling average	£2118	£2047	£1952	£1554	£1574	£1665						