

HB Legal Services– 2013/14

1.1 DELIVERY UNIT DASHBOARD

Revenue budget projected year end variance £000	Capital actual variance £000	Management Agreement Performance
294	N/A	2.5

1.2 TOP ACHIEVEMENTS AND ACTIONS

Top 3 Achievements	Key Challenges	Actions required
100% positive responses to client satisfaction forms returned in the period.	Pressures on legal budgets	Close monitoring of spend, reduce use of legal advice where possible.
On-going increase in the volume of work being done that would previously have been outsourced.	Creating a good relationship with Capita.	Establish relationship and ensure the needs/requirements of Capita are met.
Increased training being provided by HBPL to delivery units and schools		

1.3 SUMMARY OF THE DELIVERY UNIT'S PERFORMANCE

Performance has generally been good with no real issues arising in the period. The shared service has continued to do more legal work in house to reduce the cost of expensive external solicitors and barristers. An example of this is employment tribunal work where it is estimated that some £110,000 has been saved in the last 12 months and some 2000 hours of work carried out in regeneration and property that would previously have been carried out by external solicitors.

2. BUSINESS PLANNING

2.1 Overview of performance against Management Agreement

Total No. of KPIs	RAG ratings				Positive/neutral DoT	Negative DoT	No. of indicators expected to report this quarter
	Green	Green Amber	Red Amber	Red			
6	3 (75%)	0 (0%)	1 (25%)	0 (0%)	3	1	4

See comments at 2.2 below

2.2 How is the Delivery Unit achieving against its Key Performance Indicators (KPIs): Escalated KPIs only

KPI NO	Indicator description	Period Covered	Previous outturn	Target	Numerator and Denominator	Outturn	Target Variance	DoT Variance	Benchmarking
HBL001	To ensure timely response to all instructions/matters a) No. of hours to acknowledge emails (24 target) b) No. of working days to reply to emails (target 5) c) No. of days to reply to fax or letter (target 10) d) No of working days to open a file (target 5) e) No. of days to respond to non-urgent requests (target 10)	Jul 13 - Sept 13	93%	95%	109/120	91%	4.4%	▼ 2.3%	Local indicator

The KPI is made up of the sub-targets below:

HBL001 (a)*	No. of hours to acknowledge emails (24 target)	Jul 13 - Sept 13	N/A	95%	22/24	92%	3.5%	N/A	Local Indicator
HBL001 (b)*	No. of working days to reply to emails (target 5)	Jul 13 - Sept 13	N/A	95%	23/24	96%	0.9%	N/A	Local Indicator
HBL001 (c)*	No. of days to reply to fax or letter (target 10)	Jul 13 - Sept 13	N/A	95%	24/24	100%	5.3%	N/A	Local Indicator
HBL001 (d)*	No of working days to open a file (target 5)	Jul 13 - Sept 13	N/A	95%	18/24	75%	21.1%	N/A	Local Indicator
HBL001 (e)*	No. of days to respond to non-urgent requests (target 10)	Jul 13 - Sept 13	N/A	95%	22/23	96%	0.7%	N/A	Local Indicator

Although the performance was down at 91% this was due to the 75% outturn for the KPI relating to file opening. During the period files were not opened in a timely manner but this is largely an administrative matter and has no real effect on service. It is measured as it part of the LEXCEL accreditation process. LEXCEL is the Law Society administered quality accreditation in relation to legal practice management standards. The matter is now being addressed. Without this measure the outturn would have been 95% (on target).

2.3 Interventions & Escalations

KPI NO	Comments and Proposed Intervention
HBL001 To ensure timely response to all instructions/matters	<i>Level 1 – HBPL have put in place remedial action to ensure that files are opened in a more timely fashion</i>

3. RESOURCES AND VALUE FOR MONEY

3.1 Revenue

Description	Variations				Comments	% Variation of revised budget
	Original Budget	Budget V1	Q2 forecast	Variation		
	£000	£000	£000	£000		
Legal Services	1,908	1,932	2,226	294	Purchase of additional hours and shortfall in projected income.	15.2%
Total	1,908	1,932	2,226	294		15.2%

3.2 Capital

N/A

4. OVERVIEW OF DELIVERY UNIT

4.1 Risk Overview

Risks are unchanged from last quarter with the exception of the risk relating to Barnet Homes which has been deleted as Barnet Homes have agreed to reimburse Barnet Council for the full cost of legal services provided by HBPL.

The one risk that scores 12 remains the risk that budgets will be exceeded. This risk is continues to be monitored by both the Contract Manager and the Delivery Units.

Appendix

KPI NO	Indicator description	Period Covered	Previous outturn	Target	Numerator and Denominator	Outturn	Target Variance	DoT Variance	Benchmarking
HBL002	% of clients giving a rating of satisfactory, good, or excellent	Jul 13 - Sept 13	93%	90%	78/78	100%	11.1%	▲ 7.2%	Local indicator
HBL004 (a)	Appropriate accreditation of the service	Jul 13 - Sept 13	100%	100%	3/3	100%	0%	↔ 0%	Local indicator
HBL004 (b)	Ensure all staff are appropriately qualified	Jul 13 - Sept 13	100%	100%	84/84	100%	0%	↔ 0%	Local indicator