

Appendix 2

Performance against its Key Performance Indicators (KPIs) Q2 2013

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 the quality of the service. It is measured as it part of the LEXCEL accreditation process. LEXCEL is the Law Society administered quality accreditation in relation to legal service management standards. The matter is now being addressed. Without this measure the outturn would have been 95% (on target).

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
HBL003	% of clients giving a rating of satisfactory, good, or excellent for the quality of work	Data available from Q3							
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
HBL005 (b)	On-going and improving value for money: £50,000 reduction in use of external counsel	Annually reported. Final outturn due in quarter 4.							