

**Legal Services
Performance Summary
31st March 2008**

Learning & Growth – there are 3 indicators in this section.	
What we are doing well	<ul style="list-style-type: none"> • Sickness absence rates were higher towards the end of the year, but the average over the year fell well below the target of 4%.
Where we need to improve	<ul style="list-style-type: none"> • There is no data on performance reviews for 2008-09 although this is a yearly measure and there was a 100% completion rate for 2006-07. Awaiting figures for 2008-09. • 77% of PDR's were undertaken.
Internal Processes – there are 8 main indicators, 5 are measured at Officer level.	
What we are doing well	<ul style="list-style-type: none"> • 93% of acknowledgements to new cases are made within 5 working days; this is slightly below the target of 96%, but an improvement on last year's performance of 91.92%. • The % summons issued within 15 workings days is now 91.25%, still a little way short of the target of 96%, but 3% more than at the end of the last year. • The % of land charges completed and returned within 10 days has risen to 92.58%, marginally below the target of 93%. There has been a steady improvement over the year and in some months performance reached 100%. Given that performance in 2007/08 fell to 76.33%, this is a marked improvement. • The % of statutory notices drafted within 10 working days has exceeded the target of 88% all year. • 87.25% of clients were notified of completions within 5 working days, which is slightly below the target of 92%, but is slightly better than last years performance of 86.33%. • There were 152 file audits planned for the year, 151 were carried out.
Where we need to improve	<ul style="list-style-type: none"> • The % of agreements drafted within 15 working days has fallen to 84.17% compared to last year when the average performance over the year was 92.92%. In 2008/09 performance was 93%.

Customer – there are 8 indicators in this section.

Where we need to improve

- There are 8 yearly measures, which aim to give a good range of opinions on user satisfaction ranging from the quality of information we provide and the time it takes to respond. Data was last entered into PIMS in 2007 and the service has not carried out their own customer survey since. However, a survey was carried out in 2007/08 for all services within Corporate Services, but the results have not been recorded in PIMS. No survey was carried out in 2008/09, but one is planned for 2009/10.

Finance – there is only 1 indicator under this objective

Where we need to improve

- Fees for Land Charges have failed to reach the predicated targets throughout the year, with the exception of in July. This is a reflection of the collapse in the housing market which has had a massive impact on the income generated. The number of searches carried out by the authority has decreased significantly.

Scorecard management and use

The scorecard has a fairly good balance of measures, although there could be more financial indicators. The scorecard is updated regularly with the exception of the customer indicators. The majority of indicators are reported on a monthly basis, therefore the figures reported in the performance table are quarterly averages. Many of the indicators are also reported at officer level, this gives the service and individuals a clear picture of their personal performance for key measures throughout the year.