

Performance Report  
Legal Services  
31st March 2009

Service Area	Performance Indicator	Frequency of data collection	Annual Performance for 2007/08	2008/09 Qtr 1	2008/09 Qtr 2	2008/09 Qtr 3	2008/09 Qtr 4	Annual Performance for 2008/09	Target for 2008/09	All Wales Average 2007/08	Is Performance Improving on Last Year?
<b>Directorate of Corporate Services - Legal Services</b>											
<b>Learning &amp; Growth</b>	Sickness Absence Rates	Monthly	3.68%	0.57%	0.84%	2.88%	2.67%	1.6% (annual average)	4%	N/A	
	PIRs undertaken between Feb and Mar	Yearly	100%					77%	80%	N/A	
<b>Internal Processes</b>	% Acknowledgements in 5 working days	Monthly	91.92%	86%	95%	96.33%	94.67%	93%	96%	N/A	
	% Summons Issued in 15 working days	Monthly	88.25%	89%	97.33%	91.67%	87%	91.25%	96%	N/A	
	% Agreements Drafted in 15 working days	Monthly	92.92%	85%	94%	80.33%	77.33%	84.17%	93%	N/A	
	Land Charges returned within 10 days	Monthly	76.33%	91.67%	80.33%	99.33%	99% (2 months)	92.58%	93%	N/A	
	% Statutory Notices Drafted within 10 working days	Monthly	94.33%	96%	95.67%	96.67%	98%	96.59%	88%	N/A	
	% Completions where client informed within 5 working days	Monthly	86.33%	90.33%	86%	83.33%	89.33%	87.25%	92%	N/A	
	File Audits carried out by Management Team	Monthly	New indicator for 2008/09		18	69	39	25	151	152	N/A
<b>Customer</b>	% Customers who rated the turnaround times for routine instructions to be good or very good or exceptionally good	Yearly	No data					No data		N/A	
	% Customers who rated the turnaround times for urgent instructions to be good or very good or exceptionally good	Yearly	No data					No data		N/A	
	% Customers who rated the quality of legal advice to be good or very good or exceptionally good	Yearly	No data					No data		N/A	

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<b>Customer</b>	% Customers who rated the progress updates on cases to be good or very good or exceptionally good	Yearly	No data					No data		N/A	
	% Customers who rated the quality of the Service Level Agreement to be good or very good or exceptionally good	Yearly	No data					No data		N/A	
	% Customers who rated the ease of understanding of the legal advice provided to be good or very good or exceptionally good	Yearly	No data					No data		N/A	
	% Customers who rated the contact with Legal Officers to be good or very good or exceptionally good	Yearly	No data					No data		N/A	
	% Customers who rated the overall service provided by Legal Services as good or very good or exceptionally good	Yearly	No data					No data		N/A	
<b>Financial</b>	Fee income from local Land Charge Searches	Monthly	£188,585	£33,316	£31,957	£20,819	£20,794	£106,886	£150,000	N/A	

RAG Key:			
On / above Target		Better than All Wales Average	Improved Performance
Below target		Similar to All Wales Average	Same level of Performance
Well below Target		Worse than All Wales Average	Declining Performance