

Meeting	OLC Board Meeting	Agenda Item No.	2
		Paper No.	135.2
Date of meeting	24 th October 2024	Time required	5 minutes

Title	Performance Subgroup Update
Sponsor	Martin Spencer – Chair, Performance Subgroup
Status	OFFICIAL
To be communicated to:	OLC Board

Executive summary
<p>Performance Subgroup meeting was held 12th September 2024, to assess assumptions and trajectories for 2025/26 LeO budget submission. The Head of Operations, Business Intelligence, Operational Transformation, and IT presented two papers to assure Performance Subgroup on the rigour in assumption and forecasts.</p> <p>The first paper explained the upward pressures on demand and the increase in sickness absence. Despite these issues, it was emphasized that the underlying resolution performance has remained robust, with underlying performance for the remainder of 2024/25 on track to exceed 8000 cases, in line with 2024/25 Business Plan. This paper however, highlighted the significant pressures faced in achieving sustainable reductions in unallocated investigations volumes.</p> <p>The second paper outlined the following for the upcoming budget acceptance criteria.</p> <p>A review of current assumptions with suggestions for amendment, addition or deletion of assumptions to ensure accuracy of forecasts.</p> <p>A reforecast of the remainder of 2024/25, restating unallocated investigations volumes from 1643 – 2769 to 2799 – 3091, using up to assumption methodology and data. This ensures the unallocated investigations start figure for 2025/26 forecasts are more accurate.</p> <p>Two options for 2025/26 forecasts. Both forecasts assumed a new cohort of 14 investigators in March 2025.</p> <ul style="list-style-type: none"> • Option 1 - adding one team (12 FTE) in July 2025, this showing a reduction in unallocated investigations range of 1785 – 2536, with resolutions between 7717 - 8427. • Option 2 recommended no increase, which would lead to slower reduction in unallocated investigations, 2204 - 2896 with resolutions between 7550 - 8200. <p>A range of extreme testing for scenarios outside of normal assumptions, this included increases in demand, sickness, attrition and productivity. These were tested at an individual and cumulative effect for both a 10% and 20% range.</p> <p>The key messages from the Performance Subgroup were clear: demand has seen a sustained increase, particularly in in-depth investigations, and sickness absence has risen, causing more reallocations. To address these challenges, it was suggested that increasing investigator volumes would be necessary to boost capacity and improve resolution rates.</p>

Recommendation/action required	
The feedback from Performance Subgroup is to be delivered and discussed on 26th September at OLC board budget setting workshop, to support OLC board in forming an agreed approach to forecasts and budget setting for 2025/26	
Equality Diversity and Inclusion	
EDI implications	No
No EDI Implications	
Freedom of Information Act 2000 (Fol)	
Paragraph reference	Fol exemption and summary
	None