

Meeting	OLC Board Meeting	Agenda Item No. Paper No.	6 88.6
Date of meeting	4 June 2018	Time required	20 minutes

Title	Performance Report
Sponsor	Steven Pearson
Status	OFFICIAL
To be communicated to:	Members and those in attendance

Executive summary
This paper outlines operational performance during quarter 1 of 2018/19 to date it also contains copies of the performance delivery plans for Legal and CMC jurisdictions
Recommendation/action required
The Board is asked to note this report

4 June 2018

Interim operational performance update (Q1 2018/19)

1. Introduction

- 1.1 This report provides an interim analysis of performance in first month of quarter one (2018/19). A summary of performance data is enclosed along with delivery plans for legal and CMC jurisdictions.

2. Performance Headlines and Analysis

- 2.1. Performance in Legal against our KPIs is poor. This can be attributed to:
- the effects of launching and integrating both new telephony and case management systems and business process;
 - technical problems with the telephony system after go live.
 - operating across two case management systems
 - role of investigation staff changing to include handling call overflow and assessment work.
- 2.2. During Q1, in an effort to mitigate the impact of those issues we:
- recruited temporary and permanent operational staff above agreed headcount and offered overtime to progress cases.
 - minimised, where possible, the number of operational staff using two case management systems
- 2.3. Looking forwards we have:
- seen early indicators of the positive effects of the Legacy Team and supervision model
 - recruited and trained 13 new investigators and 5 Level 1 Ombudsmen all of whom have now gone live.
 - appointed ten further external pool ombudsmen who will be trained and go live in early July. We also will be advertising again for further pool, Level 1 and Level 2 ombudsmen.
- 2.4. Performance against timeliness KPIs at 90 and 180 days continues to be poor due to the ageing legacy case holding. With all new work being handled out of the new case management system and, where possible, under the supervision model we will be able to show a positive performance trajectory and monitor it against the delivery plans.

Performance Summary (April 2018/19)

Headline Figures-Legal

	Q4	March	April
Cases Started	1683	653	251
Cases Concluded	1258	371	330
Unallocated			
o AC Unallocated		586	288
o RC Unallocated		1810	1674
o Ombi Unallocated		517	574
Timeliness *			
o Within 90 days	19.88%	9.48%	10.66%
o Within 180 days	65.23%	58.05%	45.77%
o Within 365 days	93.86%	97.13%	95.61%
Ombi Decisions	442	118	127
o Final Decisions	382	100	104
o Provisional Decisions	60	18	23
Send Backs	62	13	11

Data sourced from LeO's internal system & correct as of 16/05/2018

** Timeliness figures is for new KPI*

Delivery Plan - Legal

Plan	Month	brought fwd	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Total
	Received	n/a	270	300	580	710	690	700	740	720	680	690	700	720	7500
	Resolutions	n/a	303	347	506	724	704	785	800	784	724	747	767	810	8001
Actual	Month	brought fwd	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Total
	Received	n/a	251												251
	Resolutions	n/a	330												330
Plan	CMS 1	brought fwd	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	
	In Progress	1293	978	701	400	102	52	16	0	0	0	0	0	0	
	Decision WIP	517	574	579	602	573	494	410	333	268	203	148	105	65	
	Closures	0	233	272	278	327	129	120	93	65	65	55	43	40	
	WIP	1810	1552	1280	1002	675	546	426	333	268	203	148	105	65	
Actual	CMS 1	brought fwd	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	
	In Progress	n/a	978												
	Decision WIP	n/a	574												
	Closures	n/a	233												
	WIP	n/a	1552												
Plan	CMS 2	brought fwd	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	
	New Cases	0	0	300	580	710	690	700	740	720	680	690	700	720	
	Closures	0	0	0	116	221	391	505	537	549	489	522	574	610	
	WIP	0	0	300	764	1252	1551	1746	1949	2120	2311	2479	2605	2715	
Actual	CMS 2	brought fwd	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	
	New Cases	n/a	42												
	Closures	n/a	0												
	WIP		0												
Plan	Legacy	brought fwd	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	
	Unallocated	1554	1449	1268	1108	908	748	588	388	228	28	0	0	0	
	In Progress	442	450	561	619	603	579	579	609	599	589	527	377	167	
	Closures	0	70	75	112	176	184	160	170	170	170	170	150	160	
	WIP	1996	1899	1829	1727	1511	1327	1167	997	827	617	527	377	167	
Actual	Legacy	brought fwd	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	
	Unallocated	n/a	1449												
	In Progress	n/a	450												
	Closures	n/a	97												
	WIP	n/a	1899												

Delivery Plan - CMC

Plan	Month	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Total
	Received	139	146	146	152	146	139	160	152	132	153	139	146	1750
	Resolutions	93	84	127	122	144	296	146	145	154	145	144	151	1751
Actuals	Month	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Total
	Received	108												108
	Resolutions	115												115
CMS 1	18-May	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19		
Unallocated	205	180	140	65	0	0	0	0	0	0	0	0	0	
In Progress	118	143	143	133	118	48	0	0	0	0	0	0	0	
Suspended	146	146	146	146	146	146	0	0	0	0	0	0	0	
WIP	469	469	429	344	264	194	0	0	0	0	0	0	0	
Closures		40	85	80	70	195	0	0	0	0	0	0	0	
CMS 2	18-May	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19		
New Cases		115	146	152	146	139	160	152	132	153	139	146		
Unallocated	7	102	203	288	352	322	349	355	342	341	335	337		
In Progress	56	76	117	142	182	277	309	309	309	309	309	309		
WIP	63	178	320	430	534	599	658	664	651	650	644	646		
Closures		4	42	42	74	101	146	145	154	145	144	151		