

## HB Legal Services– Q2 2014-15

### 1.1 DELIVERY UNIT DASHBOARD

Projected Revenue budget variance £000 <sup>[1]</sup>	Capital actual variance £000	Management Agreement Performance
174	N/A	11

### 1.2 TOP ACHIEVEMENTS AND ACTIONS

#### Top 3 Achievements

Highly commended in the Law Society Awards category for Practice Management.

Completion of the lease and associated documents for the Arts Depot in time to secure regeneration funding .

Completion of section 106 agreement for Northway House.

Key Escalations	Actions required
No escalations noted for Q2	

### 1.3 SUMMARY OF THE DELIVERY UNIT'S PERFORMANCE

HBPL have performed well in quarterly performance reports with 12 KPIs reporting at 100% for Quarter 2 [14/15]. Seven KPI's currently measure actual performance ie responding to new instructions within a deadline, clearing committee reports within deadline etc and these have achieved an average outturn in Q2 of 100%. Customer satisfaction with HBPL performance is monitored in 5 of the KPIs and these achieved an average outturn of 100% in Q2, although it is worth noting that this is based on a questionnaire return rate of 11% 172 questionnaires sent out and 19 returned.

Regular meetings with Delivery Unit leads show that they are broadly happy with the service and most have built good working relationships with their lead lawyer.

With regards to the budget, as with any income target this amount is based on a number of historical assumptions and therefore a total accuracy cannot be predicted.

## 2. BUSINESS PLANNING

### 2.1 Overview of performance against Contract

Total No. of KPIs	RAG ratings				Positive/neutral DoT	Negative DoT	No. of indicators expected to report this quarter
	Green	Green Amber	Red Amber	Red			
15	12	0	0	1	0	0	13

### 2.2 How is the Delivery Unit achieving against its Key Performance Indicators (KPIs): Escalated KPIs only

KPI NO	Indicator description <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	Period Covered <i>Timeframe data has been measured</i>	Previous Result <i>Previous result from the most relevant period</i>	Target <i>Achievement level expected</i>	Numerator and Denominator <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	Result <i>Most recent result of the indicator measurement</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	Direction of Travel <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
HBL007	% of draft committee reports and delegated power reports cleared within 5 working days	July 14 - Sept 14	96.1%	95%	$\frac{111}{120}$	92.5%	2.6%	Worsening	No comparable data - local indicator.

### 2.3 Interventions & Escalations

KPI NO and title	Comments and Proposed Intervention
HBL007 % of draft committee reports and delegated power reports cleared within 5 working days	<p>In the period 107 reports were cleared. Of these 92.4% (110) were cleared in 5 days or less. 70% were cleared in under 2 days.</p> <p>On only 12 occasions HBPL were given the full 5 days to clear the report. Of the 9 reports were clearance took longer than 5 days one took 17 days due to complexity, the others took between 6 and 9 days to clear.</p>

### 3. RESOURCES AND VALUE FOR MONEY

#### 3.1 Revenue

Description	Variations				Comments	% Variation of revised budget
	Original Budget	Budget V1	Q1 Forecast	Variation		
	£000	£000	£000	£000		
Legal Services	1,782	1,952	2,126	174	The overspend relates to current income received. Due to the variable nature of the work undertaken the exact level and timing of income cannot be accurately forecasted.	8.9%
<b>Total</b>	<b>1,782</b>	<b>1,952</b>	<b>2,126</b>	<b>174</b>		<b>8.9%</b>

#### 3.2 Capital

N/A

## 4. OVERVIEW OF DELIVERY UNIT

### 4.1 Risk Overview

The following is the 5 X 5 matrix 'heat map' highlighting the number of risks at a Directorate Level and where they are currently rated:

SCORE		IMPACT				
		1	2	3	4	5
		Negligible	Minor	Moderate	Major	Catastrophic
PROBABILITY	5 Almost Certain	0	0	0	0	0
	4 Likely	0	1	0	0	0
	3 Possible	1	2	1	0	0
	2 Unlikely	0	0	2	0	0
	1 Rare	0	0	0	0	0

#### Risk Commentary for Delivery Unit:

COMPL0012 – Risk that the assumed income levels will not be achieved and that the budget will be under pressure as a result.  
 This risk was showing as a level 15 but has been de-escalated to a level 9 from Q1 as agreement has been reached with Re to re-charge all hours and disbursements to relevant regeneration codes so the correct costs can be managed directly by regeneration managers and re-couped from developers. This reduces the risk to the legal services budget

There are currently no risks rated above 12.

Appendix

<b>KPI NO</b>	<b>Indicator description</b> <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	<b>Period Covered</b> <i>Timeframe data has been measured</i>	<b>Previous Result</b> <i>Previous result from the most relevant period</i>	<b>Target</b> <i>Achievement level expected</i>	<b>Numerator and Denominator</b> <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	<b>Result</b> <i>Most recent result of the indicator measurement</i>	<b>Target Variance</b> <i>A calculation of how far the outturn is from the target</i>	<b>Direction of Travel</b> <i>An assessment of whether performance has improved since the previous results</i>	<b>Benchmarking</b> <i>How performance compared to other councils</i>
HBL001	Acknowledge emails within 1 working day	July 14 - Sept 14	95%	95%	$\frac{18}{18}$	100%	5.3%	Improving	Local indicator - no comparable data
HBL002	Reply to emails within 5 working days	July 14 - Sept 14	100%	90%	$\frac{18}{18}$	100%	11.1%	Same	Local indicator - no comparable data
HBL003	Reply to fax or letter within 10 working days	July 14 - Sept 14	100%	95%	$\frac{14}{14}$	100%	5.3%	Same	Local indicator - no comparable data
HBL004	New Instructions Assessed and acknowledged within 3 working days	July 14 - Sept 14	100%	95%	$\frac{13}{13}$	100%	5.3%	Same	Local indicator - no comparable data
HBL005	Respond to non-urgent requests within 10 working days	July 14 - Sept 14	100%	95%	$\frac{18}{18}$	100%	5.3%	Same	Local indicator - no comparable data
HBL006	Respond to further instructions on existing matters within 5 working days	July 14 - Sept 14	100%	95%	$\frac{16}{16}$	100%	5.3%	Same	Local indicator - no comparable data
HBL008	Overall satisfaction	July 14 - Sept 14	100%	90%	$\frac{67}{67}$	100%	11.1%	Same	Local indicator - no comparable data
HBL008(a)	Satisfaction with performance	July 14 - Sept 14	100%	90%	$\frac{18}{18}$	100%	11.1%	Same	Local indicator - no comparable data
HBL008(b)	Satisfaction with quality of work	July 14 - Sept 14	100%	90%	$\frac{18}{18}$	100%	11.1%	Same	Local indicator - no comparable data

HBL008(c)	Satisfaction with time taken	July 14 - Sept 14	100%	90%	$\frac{13}{13}$	100%	11.1%	Same	Local indicator - no comparable data
HBL008(d)	Satisfaction with timeliness of response and completion	July 14 - Sept 14	100%	90%	$\frac{18}{18}$	100%	11.1%	Same	
HBL009	Appropriate accreditation of the service	July 14 - Sept 14	100%	100%	$\frac{1}{1}$	100%	0%	Same	
HBL010	Ensure all staff are appropriately qualified	Not due to report this quarter.							
HBL011	Ongoing and improving value for money: reduction in use of external legal advisors								