

To:	Legal Services Board		
Date of Meeting:	17 July 2018	Item:	Paper (18) 37 (ii)

Title:	Q1 performance report: 1 April – 30 June 2018		
Workstream(s):	Business Plan 2018/19		
Author/presented by:	Ian Wilson, Business Planning Associate		
Status:	OFFICIAL		

Summary:

This paper provides a revised format for presenting the Legal Services Board's performance in delivering against the agreed Strategy and Business Plans.

The suggested format has been designed to provide a summary of performance during Q1 2018/19 (April – June 2018) in a dashboard style for the Board – see **Annex A**.

This paper also contains the evidence to support the summary performance report with a project highlight report (**Appendix 1**), the Consumer Panel's quarterly report of activity (**Appendix 2**) and a report on regulatory decisions made during the quarter (**Appendix 3**).

We meet with the Ministry of Justice (MoJ) twice a year, but we have agreed that we will continue to send them a performance report on a quarterly basis. This report provides our performance report for quarter 1 of 2018/19. We will also send the MoJ a brief summary of corporate activities from the CEO reports and finance reports that the Board has already received during this quarter.

Recommendations:

The Board is invited to:

- 1) review the Q1 report in the suggested revised format; and
- 2) agree to it being submitted to MoJ.

Risks and mitigations

Financial: N/A

Legal: N/A

Reputational: N/A

Resource: N/A

Consultation	Yes	No	Who / why?
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Board Members:	✓		Performance report - this paper seeks views on the format.
Consumer Panel:		✓	Performance report – report also includes Consumer Panel Q1 report.
Others:	MoJ		

Freedom of Information Act 2000 (Fol)		
Para ref	Fol exemption and summary	Expires
Annex A; Appendix 1 plus all risks and programme status sections	S36(2)(b)(ii)	

LEGAL SERVICES BOARD

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Q1 Performance Report: April - June 2018

Recommendations

The Board is invited to:

- **review** the Q1 report in the new suggested revised format; and
- **agree** to it being submitted to MoJ

Introduction

1. This paper provides a summary of the Board's performance in delivering against the published Business Plan during Q1 2018/19 (April – June 2018).
2. We have been producing quarterly performance reports against our previous Strategy and Business Plans in a format suggested by MoJ. However, discussions with MoJ sponsor team have indicated that they are relaxed about how we report to them.
3. For the start of our new strategy delivery monitoring, through the 2018-19 business plan, we have committed to tracking impacts. The Board and ARAC have received reports on how we propose to do this (see separate item on the Board's agenda).
4. This performance report provides a summary dashboard for each business plan work stream, the Consumer Panel and corporate support. We are currently developing metrics to measure our performance for our key corporate activities.

Quarter 1 Performance

5. There are two programme areas where we have agreed corrective action against our original milestones and they have been given a yellow rating. All other programme areas are rated green as they are on track.
6. One of our corporate areas is rated yellow – this links to risk R09 in the corporate risk register – *Board membership does not comprise a sufficient lay majority*. Now that the LSC Chair has been appointed permanently, a recruitment campaign is underway to recruit a new lay member to take up post as soon as possible as backfill for the Chair. This will increase the lay majority from one to two.

Performance Report

7. The dashboard is a work in progress and will be refined over time. However it provides a headline summary all the information we have previously provided in:
 - Project highlight report
 - Statutory decisions report
 - Legal Services Consumer Panel report
 - CEO update reports

8. The project highlight report (**Appendix 1**) has been simplified and provides the evidence against three strategic objectives. The statutory decisions (**Appendix 2**) and consumer panel (**Appendix 3**) are unchanged.

Further development

9. For future quarters we will be are developing more quantifiable key performance indicators to replace the narrative report which covers information from CEO reports. These will include such as:
 - Human resources (metrics such as sickness absence, colleague survey, recruitment and development);
 - Governance (metrics such as date of dispatch of Board / Committee papers, Freedom of Information requests response times and Contact Us requests response times);
 - Finance (projected spend against budget and funding requests submitted and approved);
 - External relations (consultations, engagement and publications).