

KEY PERFORMANCE INDICATORS

No	Performance factor	Performance indicator
Board		
1.	Review performance and achievement of board member objectives every twelve months	Satisfactory completion of performance questionnaires, Review meetings to monitor performance and achievement of objectives
2.	Skills gaps are addressed by training	Skills audit to be completed by December 2009 meeting, produce training programme, training to be delivered before next review
IPS		
3.	Comply with reporting requirements to Companies House and HMRC	Annual returns/ audited accounts filed and company secretarial duties complied with on time
4.	IPS acts in accordance with better regulation principles	Annual report describes performance against PACTT principles (proportionality, accountability, consistent, targeted and transparent)
5.	Production of annual report	Published by March of succeeding year
6.	IPS reports on its work to ILEX Council	IPS minutes published to ILEX Council, annual report published
7.	IPS reviews its performance against objectives set out in business plan	First review to be conducted in October 2010
8.	IPS will meet requirements set by Legal Services Act and Legal Services Board	Monitor performance against objectives of Act and requirements of LSB
9.	Costs of IPS will not exceed annual budget	Monitor costs
Complaints handling		
10.	Responses are sent to all routine communications.	Responses are sent within 7 working days of receipt of communication.
11.	Complaints cases are referred to the Investigating Committee in a timely fashion	<ul style="list-style-type: none"> • 80% cases are referred within 6 months of the complaint being made • 100% cases are referred within 9 months of the complaint being made
12.	The final hearing in cases referred to the	<ul style="list-style-type: none"> • 65% cases are disposed of

	Disciplinary Tribunal takes place in a timely fashion	<p>within 6 months of the date referral to the Disciplinary Tribunal by the Investigating Committee</p> <ul style="list-style-type: none"> • 100% cases are disposed of within 9 months of the date of referral to the Disciplinary Tribunal by the investigating committee
13.	Decision making is effective	Decisions are successfully challenged in no more than 5% cases (includes decisions upheld on appeal and judicial review applications)
14.	Decision making processes are effective and case management is effective	All cases that are successfully challenged are reviewed to identify appropriate action points
15.	Decision making and case management is effective	Financial orders are made against ILEX in no more than 5% cases
16.	Decision making is transparent, complaints procedures and case handling is managed openly	Decisions are promptly recorded in all cases and are published
17.	Investigating and disciplinary bodies report on their work	Annual report of the investigating and disciplinary work is produced within 3 months of the end of year
18.	Investigation and disciplinary rules are up to date and fit for purpose	Revised complaints handling and disciplinary rules are implemented by January 2010
19.	Case management is efficient and cost aware	Costs of complaints handling and disciplinary work will not exceed annual budget
20.	IPS in its complaints handling and disciplinary work will comply with the ILEX equality and diversity plan/strategy	No successful challenge of complaints/ disciplinary procedures on grounds of discrimination