



## KEY PERFORMANCE INDICATORS

No	Performance factor	Performance indicator	Performance assessment
<b>Board</b>			
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	To be carried out September to December 2009
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	December 2009
<b>IPS</b>			
3.	Comply with reporting requirements to Companies House and HMRC	Annual returns/ audited accounts filed and company secretarial duties complied with on time (IW)	December 2009
4.	IPS acts in accordance with better regulation principles	Annual report describes performance against PACTT principles (proportionality, accountability, consistent, targeted and transparent)	Assessment to be completed in first annual report
5.	Production of annual report	Published by March of succeeding year	March 2010

6.	IPS reports on its work to ILEX Council	IPS minutes published to ILEX Council, annual report published	Regular reports are made
7.	IPS reviews its performance against objectives set out in business plan	First review to be conducted in October 2010	December 2010 review might be more appropriate
8.	IPS will meet requirements set by Legal Services Act and Legal Services Board	Monitor performance against objectives of Act and requirements of LSB	2010 onwards
9.	Costs of IPS will not exceed annual budget	Monitor costs	Budget to be assessed

### **Complaints handling**

10.	Responses are sent to all routine communications.	Responses are sent within 7 working days of receipt of communication.	77% sent within 7 days  23% took longer than 7 days
11.	Complaints cases are referred to the Investigating Committee in a timely fashion	<ul style="list-style-type: none"> <li>80% cases are referred within 6 months of the complaint being made</li> <li>100% cases are referred within 9 months of the complaint being made</li> </ul>	62% concluded within 6 months  81% concluded within 9 months  100% concluded within 14 months delays by members in responding to IPS
12.	The final hearing in cases referred to the Disciplinary Tribunal takes place in a timely fashion	<ul style="list-style-type: none"> <li>65% cases are disposed of within 6 months of the date referral to the Disciplinary Tribunal by the Investigating Committee</li> <li>100% cases are disposed of within 9 months of the date of referral to the Disciplinary Tribunal by the investigating</li> </ul>	45% concluded in 6 months  100% concluded in 9 months  There were 6 linked cases which were heard together that took 8 months to complete.

		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)	No judicial reviews  One appeal upheld - 12% caseload (one case)
14.	Decision making processes are effective and case management is effective	All cases that are successfully challenged are reviewed to identify appropriate action points	Only one challenge (recent case)
15.	Decision making and case management is effective	Financial orders are made against ILEX in no more than 5% cases	No financial orders made
16.	Decision making is transparent, complaints procedures and case handling is managed openly	Decisions are promptly recorded in all cases and are published	Decisions published on time and membership records are updated on time
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	Report produced February each year (within 2 months of year end)
18.	Investigation and disciplinary rules are up to date and fit for purpose	Revised complaints handling and disciplinary rules are implemented by January 2010	Work on target for January 2010 implementation
19.	Case management is efficient and cost aware	Costs of complaints handling and disciplinary work will not exceed annual budget	To be assessed at year end
20.	IPS in its complaints handling and disciplinary work will comply with the ILEX equality and	No successful challenge of complaints/ disciplinary	No challenges made

	diversity plan/strategy	procedures on grounds of discrimination	
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