

2. Our performance

Calculating our performance

Targets and outcomes in this section are rounded to the nearest whole percentage point.

Where standards are shown these are for the most recent year shown. Some standards may have changed from the previous year.

Before 2007-2008 children's timeliness performance figures were included as part of the criminal figures.

2.1 Headline targets and performance 2004-2009

Headline target	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009
Advice and assistance applications	96%	97%	97%	97%	97%
Civil legal aid applications	92%	93%	94%	95%	95%
Criminal legal aid applications	99%	99%	99%	99%	99%
Children's legal aid applications	-	-	-	99%	99%
Advice and assistance accounts	96%	96%	96%	97%	97%
Civil accounts	95%	96%	97%	97%	97%
Criminal accounts	97%	97%	97%	97%	97%
Children's accounts	-	-	-	97%	97%
Headline performance	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009
Advice and assistance applications	99%	99%	98%	98%	99%
Civil legal aid applications *	93%	95%	98%	99%	99%
Criminal legal aid applications	99%	99%	100%	100%	99%
Children's legal aid applications	-	-	-	99%	99%
Advice and assistance accounts	99%	99%	99%	99%	98%
Civil accounts	98%	99%	99%	99%	98%
Criminal accounts	99%	99%	99%	99%	99%
Children's accounts	-	-	-	100%	99%

* A new civil applications computer system was introduced in the summer of 2005. Performance figures shown are for the 6 months from 1 September 2005.

2.2 Headline targets and performance

Applications	Target	Actual	
	2008-2009	2008-2009	2007-2008
Timeliness advice and assistance applications	96%	98%	96%
Accuracy advice and assistance applications	98%	99%	99%
Headline advice and assistance applications	97%	99%	98%
Timeliness civil legal aid applications	95%	99%	99%
Accuracy civil legal aid applications	96%	99%	99%
Headline civil legal aid applications	95%	99%	99%
Timeliness criminal legal aid applications	99%	99%	100%
Accuracy criminal legal aid applications	98%	99%	100%
Headline criminal legal aid applications	99%	99%	100%
Timeliness children's legal aid applications	99%	99%	99%
Accuracy children's legal aid applications	98%	100%	-
Headline children's legal aid applications	99%	99%	99%

Accounts	Target	Actual	
	2008-2009	2008-2009	2007-2008
Timeliness advice and assistance accounts	97%	98%	99%
Accuracy advice and assistance accounts	97%	98%	98%
Headline advice and assistance accounts	97%	98%	99%
Timeliness civil legal aid accounts	97%	99%	99%
Accuracy civil legal aid accounts	97%	97%	98%
Headline civil legal aid accounts	97%	98%	99%
Timeliness criminal legal aid accounts	97%	100%	99%
Accuracy criminal legal aid accounts	97%	98%	99%
Headline criminal legal aid accounts	97%	99%	99%
Timeliness children's legal aid accounts	97%	100%	100%
Accuracy children's legal aid accounts	97%	99%	100%
Headline children's legal aid accounts	97%	99%	100%

2.3 Corporate targets

	Standard	Target	Actual	
		2008-2009	2008-2009	2007-2008
Complaints handling	within 28 days	100%	92%	93%
Payment for goods and services	within 30 days	98%	91%	95%
Collection of contributions	percentage due	90%	104%	95%

2.4 Advice and assistance - applications and accounts

A large proportion of advice and assistance is now transacted online with the Board. Separate, more demanding, key performance targets are now in place for online business reflecting the more immediate nature of this activity.

Advice and assistance applications

Headline	Weighting	Target	Actual	
		2008-2009	2008-2009	2007-2008
Timeliness	0.5	96%	98%	96%
Accuracy	0.5	98%	99%	99%
Headline		97%	99%	98%

Timeliness Percentage of applications actioned within service standard	Standard	Target	Actual	
		2008-2009	2008-2009	2007-2008
Intimations of a grant of advice and assistance by a solicitor (paper)	within 7 days	97%	92%	95%
Intimations of a grant of advice and assistance by a solicitor (online)	within 3 days	97%	100%	100%
Requests for increase in authorised expenditure using a template (paper)	within 7 days	95%	99%	95%
Requests for increase in authorised expenditure using a template (online)	within 3 days	95%	100%	96%
Requests for increase in authorised expenditure not using a template (paper)	within 7 days	95%	98%	95%
Requests for increase in authorised expenditure not using a template (online)	within 3 days	95%	100%	96%
Requests to reconsider a decision by the Board (paper)	within 7 days	94%	92%	92%
Requests to reconsider a decision by the Board (online)	within 5 days	94%	92%	92%
All application types	within standard	96%	98%	96%

Accuracy Percentage of decisions that are free of material errors	Standard	Target	Actual	
		2008-2009	2008-2009	2007-2008
Intimations of a grant of advice and assistance by a solicitor	error free	98%	100%	99%
Requests for increase in authorised expenditure not using a template	error free	98%	97%	99%
Requests to reconsider a decision by the Board	error free	98%	98%	99%
All application types		98%	99%	99%

Advice and assistance accounts

Headline	Weighting	Target	Actual	
		2008-2009	2008-2009	2007-2008
Timeliness	0.5	97%	98%	96%
Accuracy	0.5	97%	98%	99%
Headline		97%	98%	98%

Timeliness	Standard	Target	Actual	
		2008-2009	2008-2009	2007-2008
Online account	within 15 days	97%	99%	95%
Paper account	within 30 days	97%	98%	99%
All account types		97%	98%	99%

Accuracy	Standard	Target	Actual	
		2008-2009	2008-2009	2007-2008
Paper and online accounts	error free	97%	98%	98%
All account types		97%	98%	98%

2.5 Civil legal aid - applications and accounts

Civil legal aid applications

Headline	Weighting	Target	Actual	2007-2008
		2008-2009	2008-2009	
Timeliness	0.5	95%	99%	99%
Accuracy	0.5	96%	99%	99%
Headline		95%	99%	99%

Note

In the Timeliness and Accuracy tables below, there were no requests to extend the scope of the case within the 28 day intimation period in 2007-2008. We began measuring timeliness of reassessments of financial eligibility in 2008-2009.

Timeliness

Percentage of applications actioned within service standard	Standard	Target	Actual	2007-2008
		2008-2009	2008-2009	
Initial applications	within 32 days	96%	99%	99%
Sanction to employ counsel, expert witnesses or incur unusual costs	within 7 days	96%	99%	99%
Requests to change solicitor	within 9 days	96%	99%	100%
Reviews of refusal of initial application	within 29 days	91%	97%	95%
Requests to extend the scope of the case within 14 day intimation period	within 25 days	93%	98%	95%
Requests to extend the scope of the case within 28 day intimation period	within 32 days	93%	100%	-
Reassessment of financial eligibility	within 28 days	93%	98%	-
Special urgency cases	within 2 days	97%	100%	100%
Special urgency cases received Friday - Sunday	within 4 days	97%	100%	100%
Stage reports	within 16 days	96%	100%	100%
All application types	within standard	95%	99%	99%

Accuracy

Percentage of decisions that are free of material errors	Standard	Target	Actual	2007-2008
		2008-2009	2008-2009	
Initial applications	error free	96%	99%	98%
Sanction to employ counsel, expert witnesses or incur unusual costs	error free	96%	98%	100%
Requests to change solicitor	error free	96%	98%	100%
Reviews of refusal of initial application	error free	96%	100%	99%
Requests to extend the scope of the case within 14 day intimation period	error free	96%	98%	99%
Requests to extend the scope of the case within 28 day intimation period	error free	96%	97%	-
Reassessments of financial eligibility	error free	96%	100%	100%
Special urgency cases	error free	96%	100%	100%
Special urgency cases received Friday - Sunday	error free	96%	100%	100%
All application types		96%	99%	99%

Civil accounts

Headline	Weighting	Target	Actual	
		2008-2009	2008-2009	2007-2008
Timeliness	0.5	97%	99%	96%
Accuracy	0.5	97%	97%	99%
Headline		97%	98%	98%

Timeliness	Standard	Target	Actual	
		2008-2009	2008-2009	2007-2008
Judicial expenses accounts	within 17 days	97%	98%	98%
Other accounts	within 30 days	97%	99%	99%
All account types		97%	99%	99%

Accuracy	Standard	Target	Actual	
		2008-2009	2008-2009	2007-2008
All types	error free	97%	97%	98%
All account types		97%	97%	98%

2.6 Criminal legal aid - applications and accounts

Criminal legal aid applications

Headline	Weighting	Target 2008-2009	Actual 2008-2009	2007-2008
Timeliness	0.5	99%	99%	100%
Accuracy	0.5	98%	99%	100%
Headline		99%	99%	100%

Timeliness

Percentage of applications actioned within service standard	Standard	Target 2008-2009	Actual 2008-2009	2007-2008
Initial applications in summary cases	within 10 days	99%	100%	100%
Sanction to employ counsel, expert witnesses or incur unusual costs	within 6 days	99%	92%	100%
Requests to change solicitor	within 6 days	99%	97%	100%
Reviews of refusal of initial application	within 9 days	99%	98%	100%
Application to make an appeal in court	within 7 days	99%	99%	100%
Request to reconsider a decision by the Board	within 9 days	99%	98%	100%
Special urgency cases (summary first instance and appeals)	within 3 days	99%	100%	100%
Exceptional cases	within 5 days	99%	89%	95%
All application types	within standard	99%	99%	100%

Accuracy

Percentage of decisions that are free of material errors	Standard	Target 2008-2009	Actual 2008-2009	2007-2008
Initial applications in summary cases	error free	98%	100%	100%
Sanction to employ counsel, expert witnesses or incur unusual costs	error free	98%	99%	100%
Requests to change solicitor	error free	98%	99%	100%
Reviews of refusal of initial application	error free	98%	99%	100%
Application to make an appeal in court	error free	98%	99%	100%
Request to reconsider a decision by the Board	error free	98%	97%	100%
Special urgency cases (summary first instance and appeals)	error free	98%	100%	100%
Exceptional Cases	error free	98%	99%	100%
All application types		98%	99%	100%

Criminal legal aid accounts

Headline	Weighting	Target 2008-2009	Actual 2008-2009	2007-2008
Timeliness	0.5	97%	100%	99%
Accuracy	0.5	97%	98%	99%
Headline		97%	99%	99%

Timeliness	Standard	Target 2008-2009	Actual 2008-2009	2007-2008
Percentage of accounts actioned within service standard				
Paper account	within 30 days	97%	100%	99%
All account types		97%	100%	99%

Accuracy	Standard	Target 2008-2009	Actual 2008-2009	2007-2008
Percentage of decisions that are free of material errors				
Fixed payments	error free	98%	99%	99%
Paper and online accounts	error free	96%	98%	98%
All account types		97%	98%	99%

2.7 Children's legal aid - applications and accounts

Children's legal aid applications

Headline	Weighting	Target	Actual	
		2008-2009	2008-2009	2007-2008
Timeliness	0.5	99%	99%	99%
Accuracy	0.5	98%	100%	-
Headline		99%	99%	99%

Timeliness Percentage of applications actioned within service standard	Standard	Target	Actual	
		2008-2009	2008-2009	2007-2008
Sanction to employ counsel, expert witnesses or incur unusual costs	within 5 days	99%	97%	98%
Requests to change solicitor	within 5 days	99%	100%	100%
Application to make an appeal in court	within 6 days	99%	100%	95%
Request to reconsider a decision by the Board	within 9 days	99%	100%	100%
Special urgency cases (summary first instance and appeals)	within 2 days	99%	100%	100%
All application types	within standard	99%	99%	99%

Accuracy Percentage of decisions that are free of material errors	Standard	Target	Actual	
		2008-2009	2008-2009	2007-2008
Initial applications in summary cases	error free	98%	100%	-
Sanction to employ counsel, expert witnesses or incur unusual costs	error free	98%	100%	-
Requests to change solicitor	error free	98%	100%	-
Reviews of refusal of initial application	error free	98%	100%	-
Application to make an appeal in court (including children's appeal)	error free	98%	100%	-
Request to reconsider a decision by the Board	error free	98%	100%	-
Special urgency cases (summary first instance and appeals)	error free	98%	100%	-
All application types		98%	100%	-

Children's legal aid accounts

Headline	Weighting	Target	Actual	
		2008-2009	2008-2009	2007-2008
Timeliness	0.5	97%	100%	100%
Accuracy	0.5	97%	99%	100%
Headline		97%	99%	100%

Timeliness	Standard	Target	Actual	
		2008-2009	2008-2009	2007-2008
Paper account	within 30 days	97%	100%	100%
All account types		97%	100%	100%

Accuracy	Standard	Target	Actual	
		2008-2009	2008-2009	2007-2008
Paper account	error free	97%	99%	100%
All account types		97%	99%	100%