

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. Timeliness standards are set and calculated in working days. With the move towards a 100% online business in 2010-11 separate, more demanding, performance targets were set for online processes reflecting the more immediate nature of this activity. Before 2008-2009 children's timeliness performance figures were included as part of the criminal figures.

2.1 Headline targets and performance 2006-2011

| Headline target | 2006-2007 | 2007-2008 | 2008-2009 | 2009-2010 | 2010-2011 |
|------------------------------------|-----------|-----------|-----------|-----------|-----------|
| Advice and assistance applications | 97% | 97% | 97% | 97% | 97% |
| Civil legal aid applications | 94% | 95% | 95% | 97% | 97% |
| Criminal legal aid applications | 99% | 99% | 99% | 99% | 99% |
| Children's legal aid applications | - | 99% | 99% | 99% | 99% |
| Advice and assistance accounts | 96% | 97% | 97% | 97% | 97% |
| Civil accounts | 97% | 97% | 97% | 97% | 98% |
| Criminal accounts | 97% | 97% | 97% | 97% | 98% |
| Children's accounts | - | 97% | 97% | 97% | 97% |
| Headline performance | 2006-2007 | 2007-2008 | 2008-2009 | 2009-2010 | 2010-2011 |
| Advice and assistance applications | 98% | 98% | 98% | 99% | 99% |
| Civil legal aid applications | 98% | 99% | 99% | 97% | 97% |
| Criminal legal aid applications | 100% | 100% | 99% | 99% | 97% |
| Children's legal aid applications | - | 99% | 99% | 100% | 99% |
| Advice and assistance accounts | 99% | 99% | 98% | 98% | 97% |
| Civil accounts | 99% | 99% | 98% | 98% | 98% |
| Criminal accounts | 99% | 99% | 99% | 99% | 99% |
| Children's accounts | - | 100% | 99% | 99% | 99% |

2.2 Headline targets and performance

| Applications | Target | Actual | |
|--|------------|------------|-------------|
| | 2010-2011 | 2010-2011 | 2009-2010 |
| Timeliness advice and assistance applications | 96% | 100% | 99% |
| Accuracy advice and assistance applications | 98% | 99% | 99% |
| Headline advice and assistance applications | 97% | 99% | 99% |
| Timeliness civil legal aid applications | 96% | 97% | 96% |
| Accuracy civil legal aid applications | 98% | 98% | 98% |
| Headline civil legal aid applications | 97% | 97% | 97% |
| Timeliness criminal legal aid applications | 99% | 95% | 99% |
| Accuracy criminal legal aid applications | 98% | 100% | 99% |
| Headline criminal legal aid applications | 99% | 97% | 99% |
| Timeliness children's legal aid applications | 99% | 99% | 100% |
| Accuracy children's legal aid applications | 98% | 99% | 100% |
| Headline children's legal aid applications | 99% | 99% | 100% |

| Accounts | Target | Actual | |
|--|------------|------------|------------|
| | 2010-2011 | 2010-2011 | 2009-2010 |
| Timeliness advice and assistance accounts | 97% | 96% | 97% |
| Accuracy advice and assistance accounts | 97% | 98% | 98% |
| Headline advice and assistance accounts | 97% | 97% | 98% |
| Timeliness civil legal aid accounts | 97% | 98% | 99% |
| Accuracy civil legal aid accounts | 98% | 98% | 97% |
| Headline civil legal aid accounts | 98% | 98% | 98% |
| Timeliness criminal legal aid accounts | 97% | 99% | 99% |
| Accuracy criminal legal aid accounts | 98% | 99% | 99% |
| Headline criminal legal aid accounts | 98% | 99% | 99% |
| Timeliness children's legal aid accounts | 97% | 99% | 100% |
| Accuracy children's legal aid accounts | 98% | 99% | 98% |
| Headline children's legal aid accounts | 97% | 99% | 99% |

2.3 Corporate targets

| | Standard (days) | Target 2010-2011 | Actual 2010-2011 | Actual 2009-2010 |
|--------------------------------|--------------------|---------------------|---------------------|---------------------|
| Complaints handling | 28 | - | 82% | 88% |
| Payment for goods and services | 10 | 90% | 94% | 98% |
| Collection of contributions | - | 90% | 93% | 98% |

2.4 Advice and assistance applications

| Headline | Weighting | Target 2010-2011 | Actual 2010-2011 | Actual 2009-2010 |
|-----------------|-----------|---------------------|---------------------|---------------------|
| Timeliness | 0.5 | 96% | 100% | 99% |
| Accuracy | 0.5 | 98% | 99% | 99% |
| Headline | | 97% | 99% | 99% |

Timeliness

| Percentage of applications actioned within service standard time | Standard (days) | | Target | Actual | 2009-2010 |
|--|------------------------|--------|------------|-------------|------------|
| | Paper | Online | 2010-2011 | 2010-2011 | |
| Intimations of a grant of advice and assistance by a solicitor | 7 | 3 | 97% | 100% | 100% |
| Requests for increase in authorised expenditure using a template | 5 | 2 | 96% | 100% | 99% |
| Requests for increase in authorised expenditure not using a template | 7 | 4 | 96% | 100% | 97% |
| Requests to reconsider a decision by the Board | 7 | 4 | 96% | 97% | 96% |
| All application types | within standard | | 96% | 100% | 99% |

Accuracy

| Percentage of decisions that are free of material errors | Standard | Target 2010-2011 | Actual 2010-2011 | Actual 2009-2010 |
|--|-------------------|---------------------|---------------------|---------------------|
| All application types | error free | 98% | 99% | 99% |

2.4 Advice and assistance accounts

| Headline | Weighting | Target | Actual | |
|-----------------|-----------|------------|------------|------------|
| | | 2010-2011 | 2010-2011 | 2009-2010 |
| Timeliness | 0.5 | 97% | 96% | 97% |
| Accuracy | 0.5 | 97% | 98% | 98% |
| Headline | | 97% | 97% | 98% |

| Timeliness | Standard (days) | | Target | Actual | |
|----------------------------------|------------------------|--------|------------|------------|------------|
| | Paper | Online | 2010-2011 | 2010-2011 | 2009-2010 |
| Paper accounts to final payment | 30 | - | 97% | 94% | - |
| Online accounts to first payment | - | 15 | 97% | 95% | - |
| Online accounts to final payment | - | 22 | 97% | 98% | - |
| All account types | within standard | | 97% | 96% | 97% |

| Accuracy | Standard | Target | Actual | |
|--------------------------|-------------------|------------|------------|------------|
| | | 2010-2011 | 2010-2011 | 2009-2010 |
| All account types | error free | 97% | 98% | 98% |

2.5 Civil legal aid applications

| Headline | Weighting | Target | Actual | |
|-----------------|-----------|------------|------------|------------|
| | | 2010-2011 | 2010-2011 | 2009-2010 |
| Timeliness | 0.5 | 96% | 97% | 96% |
| Accuracy | 0.5 | 98% | 98% | 98% |
| Headline | | 97% | 97% | 97% |

Timeliness

| Percentage of applications actioned within service standard time | Standard (days) | | Target | Actual | |
|--|------------------------|--------|------------|------------|------------|
| | Paper | Online | 2010-2011 | 2010-2011 | 2009-2010 |
| Initial applications | 32 | 22 | 96% | 97% | 95% |
| Reviews of refusal of initial application | 29 | 19 | 96% | 90% | 92% |
| Special urgency cases | 2 | 2 | 97% | 99% | 96% |
| Sanction to employ counsel, expert witnesses or incur unusual costs | 7 | 5 | 96% | 99% | 97% |
| Requests to change solicitor | 9 | 5 | 96% | 98% | 97% |
| Requests to extend the scope of the case within 14 day intimation period | 25 | 15 | 96% | 93% | 93% |
| Requests to extend the scope of the case within 28 day intimation period | 32 | 24 | 96% | 100% | 100% |
| Reassessments of financial eligibility | 28 | 15 | 96% | 93% | 96% |
| Stage reports | 10 | 6 | 96% | 98% | 99% |
| All application types | within standard | | 96% | 97% | 96% |

Timeliness - correspondence

| Case correspondence (within standard) | Standard (days) | | Target | Actual | |
|---------------------------------------|-----------------|--------|-----------|-----------|-----------|
| | Paper | Online | 2010-2011 | 2010-2011 | 2009-2010 |
| | 14 | 12 | 95% | 99% | 98% |

Accuracy

| Percentage of decisions that are free of material errors | Standard | Target | Actual | |
|--|-------------------|------------|------------|------------|
| | | 2010-2011 | 2010-2011 | 2009-2010 |
| All application types | error free | 98% | 98% | 98% |

2.5 Civil legal aid accounts

| Headline | Weighting | Target | Actual | |
|-----------------|-----------|------------|------------|------------|
| | | 2010-2011 | 2010-2011 | 2009-2010 |
| Timeliness | 0.5 | 97% | 98% | 99% |
| Accuracy | 0.5 | 98% | 98% | 97% |
| Headline | | 98% | 98% | 98% |

| Timeliness | Standard (days) | | Target | Actual | |
|---|------------------------|--------|------------|------------|------------|
| | Paper | Online | 2010-2011 | 2010-2011 | 2009-2010 |
| Paper accounts to final payment | 30 | - | 97% | 98% | - |
| Judicial expenses accounts to final payment | 17 | - | 97% | 99% | 97% |
| Online accounts to first payment | - | 15 | 97% | 99% | - |
| Online accounts to final payment | - | 22 | 97% | 100% | - |
| All account types | within standard | | 97% | 98% | 99% |

| Accuracy | Standard | Target | Actual | |
|--------------------------|-------------------|------------|------------|------------|
| | | 2010-2011 | 2010-2011 | 2009-2010 |
| All account types | error free | 98% | 98% | 97% |

2.6 Criminal legal aid applications

| Headline | Weighting | Target 2010-2011 | Actual 2010-2011 | 2009-2010 |
|-----------------|-----------|---------------------|---------------------|------------|
| Timeliness | 0.5 | 99% | 95% | 99% |
| Accuracy | 0.5 | 98% | 100% | 99% |
| Headline | | 99% | 97% | 99% |

Timeliness

| Percentage of applications actioned within service standard time | Standard (days) | | Target | Actual | 2009-2010 |
|---|------------------------|--------|------------|------------|------------|
| | Paper | Online | 2010-2011 | 2010-2011 | |
| Initial applications in summary cases | 8 | 4 | 99% | 93% | 100% |
| Reviews of refusal of initial application | 9 | 4 | 99% | 99% | 99% |
| Special urgency cases (summary first instance and appeals) | 2 | 2 | 99% | 100% | 100% |
| Applications to make an appeal in court | 7 | 4 | 99% | 98% | 99% |
| Sanction to employ counsel, expert witnesses or incur unusual costs | 6 | 4 | 99% | 99% | 100% |
| Requests a change solicitor | 6 | 4 | 99% | 98% | 99% |
| Requests to reconsider a decision by the Board | 9 | 4 | 99% | 98% | 99% |
| Exceptional cases | 5 | 4 | 99% | 99% | 99% |
| Solemn cases | 8 | 4 | 99% | 100% | - |
| All application types | within standard | | 99% | 95% | 99% |

Accuracy

| Percentage of decisions that are free of material errors | Standard | Target 2010-2011 | Actual 2010-2011 | 2009-2010 |
|--|-------------------|---------------------|---------------------|------------|
| All application types | error free | 98% | 100% | 99% |

2.6 Criminal legal aid accounts

| Headline | Weighting | Target | Actual | |
|-----------------|-----------|------------|------------|------------|
| | | 2010-2011 | 2010-2011 | 2009-2010 |
| Timeliness | 0.5 | 97% | 99% | 99% |
| Accuracy | 0.5 | 98% | 99% | 99% |
| Headline | | 98% | 99% | 99% |

Timeliness

| Percentage of accounts actioned within service standard time | Standard (days) | | Target | Actual | |
|--|------------------------|--------|------------|------------|------------|
| | Paper | Online | 2010-2011 | 2010-2011 | 2009-2010 |
| Paper fixed payment accounts to final payment | 30 | - | 97% | 100% | - |
| Paper detailed accounts to final payment | 30 | - | 97% | 98% | - |
| Online accounts to first payment | - | 15 | 97% | 99% | - |
| Online accounts to final payment | - | 22 | 97% | 100% | - |
| All account types | within standard | | 97% | 99% | 99% |

Accuracy

| Percentage of decisions that are free of material errors | Standard | Target | Actual | |
|--|------------|------------|------------|------------|
| | | 2010-2011 | 2010-2011 | 2009-2010 |
| Fixed fee accounts | error free | 98% | 99% | 99% |
| Detailed accounts | error free | 96% | 99% | 99% |
| All account types | | 98% | 99% | 99% |

2.7 Children's legal aid applications

| Headline | Weighting | Target | Actual | |
|-----------------|-----------|------------|------------|-------------|
| | | 2010-2011 | 2010-2011 | 2009-2010 |
| Timeliness | 0.5 | 99% | 99% | 100% |
| Accuracy | 0.5 | 98% | 99% | 100% |
| Headline | | 99% | 99% | 100% |

| Timeliness | Standard (days) | | Target | Actual | |
|---|------------------------|--------|------------|------------|-------------|
| | Paper | Online | 2010-2011 | 2010-2011 | 2009-2010 |
| Percentage of applications actioned within service standard time | | | | | |
| Special urgency cases | 2 | 2 | 99% | 100% | 100% |
| Applications to make an appeal in court | 6 | 4 | 99% | 100% | 100% |
| Sanction to employ counsel, expert witnesses or incur unusual costs | 5 | 4 | 99% | 100% | 100% |
| Requests a change solicitor | 5 | 4 | 99% | 91% | 100% |
| Requests to reconsider a decision by the Board | 7 | 4 | 99% | 100% | 100% |
| All application types | within standard | | 99% | 99% | 100% |

| Accuracy | Standard | Target | Actual | |
|---|------------|-----------|-----------|-----------|
| | | 2010-2011 | 2010-2011 | 2009-2010 |
| Percentage of decisions that are free of material errors | | | | |
| All application types | error free | 98% | 99% | 100% |

2.7 Children's legal aid accounts

| Headline | Weighting | Target | Actual | |
|-----------------|-----------|------------|------------|------------|
| | | 2010-2011 | 2010-2011 | 2009-2010 |
| Timeliness | 0.5 | 97% | 99% | 100% |
| Accuracy | 0.5 | 98% | 99% | 98% |
| Headline | | 97% | 99% | 99% |

| Timeliness | Standard (days) | | Target | Actual | |
|--|-----------------|----------|------------|------------|-------------|
| | Paper | Online | 2010-2011 | 2010-2011 | 2009-2010 |
| All account types (to final payment, within standard) | 30 | - | 97% | 99% | 100% |

| Accuracy | Standard | Target | Actual | |
|--------------------------|-------------------|------------|------------|------------|
| | | 2010-2011 | 2010-2011 | 2009-2010 |
| All account types | error free | 98% | 99% | 98% |