

HEADLINE INDICATORS

2002-2003 FINANCIAL YEAR

These Headline Indicators combine the individual timeliness and accuracy targets for each aid type. This is so that we achieve an appropriate balance between the measures for speed of processing and the quality of decision. They are supported by individual targets for each aid type and these are set out on pages 13-16.

Civil applications	Weighting	2002-2003 Target	(2001-2002 Target)
Timeliness	0.5	88%	(84%)
Accuracy / consistency	0.5	90%	(87%)
Headline		89%	(85%)

Civil accounts	Weighting	2002-2003 Target	(2001-2002 Target)
Timeliness	0.5	86%	(83%)
Accuracy / consistency	0.5	94%	(92%)
Headline		90%	(88%)

Criminal applications	Weighting	2002-2003 Target	(2001-2002 Target)
Timeliness	0.5	97%	(95%)
Accuracy / consistency	0.5	92%	(90%)
Headline		94%	(93%)

Criminal accounts	Weighting	2002-2003 Target	(2001-2002 Target)
Timeliness	0.5	97%	(97%)
Accuracy / consistency	0.5	94%	(92%)
Headline		95%	(95%)

Advice and assistance applications	Weighting	2002-2003 Target	(2001-2002 Target)
Timeliness	0.5	93%	(92%)
Accuracy / consistency	0.5	95%	(90%)
Headline		94%	(91%)

Advice and assistance accounts	Weighting	2002-2003 Target	(2001-2002 Target)
Timeliness	0.5	95%	(95%)
Accuracy / consistency	0.5	94%	(92%)
Headline		94%	(94%)

Corporate measures	Target	Standard
Customer indicators		
Complaints handling We aim to deal with complaints within 28 days. However, if the complexity of the case means that we are unable to meet this standard, we will write to the complainant explaining the reasons and when their complaint will be dealt with.		28 days
Finance		
Compliance with Late Payment of Commercial Debts (Interest) Act 1998 (% of debt paid within 30 days).	97%	30 days
Treasury		
Recovery of contributions in live civil legal aid cases	90%	

The headline indicators have been rounded down to the nearest percentile.

We will introduce efficiency targets during the second part of the year.

PERFORMANCE INDEX PORTFOLIO

CIVIL LEGAL AID APPLICATIONS

Timeliness (% where turnaround is within service standard time)

	2002-2003	
	Standard	Target
% of applications actioned within service standard time		
Initial applications	within 42 days	87%
Sanction to employ counsel, expert witnesses or incur unusual costs	within 14 days	85%
Requests to change solicitor	within 14 days	90%
Reviews of refusal of initial application	within 35 days	82%
Requests to extend the scope of the cases	within 35 days	87%
Reassessments of financial eligibility	within 28 days	95%
Special urgency cases	within 5 days	97%
ALL APPLICATION TYPES	within standard	88%

Accuracy of decision making (% decisions that are free of material errors)

	2002-2003	
	Standard	Target
Initial applications	error free	90%
Sanction to employ counsel, expert witnesses or incur unusual costs	error free	90%
Requests to change solicitor	error free	90%
Reviews of refusal of initial application	error free	90%
Requests to extend the scope of the case	error free	90%
Reassessments of financial eligibility	error free	90%
ALL APPLICATION TYPES	error free	90%

Notes:

Turnaround time means the time taken from the date of receipt until the date of final decision, excluding any periods where the application has been continued for further information.

A final decision on an application is considered to have been taken if any of the following has taken place:

- (a) we have intimated our decision to grant the application
- (b) we have intimated our decision to refuse the application
- (c) we have continued the application (within agreed guidelines for continuations) and having not received the necessary information, have closed the application.

All timeliness targets are in calendar days and exclude public holidays. Where we do not meet our standard we will contact the applicant or solicitor to provide a status update and an indication of when a decision will be made.

PERFORMANCE INDEX PORTFOLIO

CRIMINAL LEGAL AID APPLICATIONS

Timeliness (% where turnaround is within service standard time)

	2002-2003	
	Standard	Target
% of applications assessed within service standard time		
Initial applications in summary cases	within 12 days	97%
Sanction to employ counsel, expert witnesses or incur unusual costs	within 7 days	97%
Requests to change solicitor	within 7 days	97%
Reviews of refusal of initial application	within 14 days	97%
Applications to make an appeal in court (including children's appeal)	within 7 days	97%
Requests to reconsider a decision by the Board	within 14 days	97%
Special urgency cases (summary first instance and appeals)	within 3 days	97%
ALL APPLICATION TYPES	within standard	97%

Accuracy of decision making (% applications that are free of material error)

	2002-2003	
	Standard	Target
Initial applications in summary cases	error free	92%
Sanction to employ counsel, expert witnesses or incur unusual costs	error free	92%
Requests to change solicitor	error free	92%
Reviews of refusal of initial application	error free	92%
Applications to make an appeal in court (including children's appeal)	error free	92%
Requests to reconsider a decision by the Board	error free	92%
ALL APPLICATION TYPES	error free	92%

Notes:

Turnaround time means the time taken from the date of receipt until the date of final decision, excluding any periods where the application has been continued for further information.

A final decision on an application is considered to have been taken if any of the following has taken place:

- (a) we have intimated our decision to grant the application
- (b) we have intimated our decision to refuse the application
- (c) we have continued the application (within agreed guidelines for continuations) and having not received the necessary information have closed the application

All timeliness targets are in calendar days and exclude public holidays. Where we do not meet our standard we will contact the applicant or solicitor to provide a status update and an indication of when a decision will be made.

PERFORMANCE INDEX PORTFOLIO

ADVICE AND ASSISTANCE APPLICATIONS

Timeliness (% where turnaround is within service standard time)

% of applications actioned within service standard time	2002-2003	
	Standard	Target
Intimations of a grant of A&A by a solicitor	within 10 days	95%
Requests for increase in authorised expenditure	within 7 days	90%
Requests for change of nominated solicitor ¹	within 14 days	95%
Requests to reconsider a decision by the Board	within 7 days	85%
ALL APPLICATION TYPES	within standard	93%

Accuracy (% decisions that are free of material error)

	2002-2003	
	Standard	Target
Intimations of a grant of A&A by a solicitor	error free	95%
Requests for increase in authorised expenditure	error free	95%
Requests for change of nominated solicitor ¹	error free	95%
Requests to reconsider a decision by the Board	error free	95%
ALL APPLICATION TYPES	error free	95%

Notes:

¹ This applies only to a change in the nominated solicitor where the case remains with the same firm of solicitors.

Turnaround time means the time taken from the date of receipt until the date of decision, excluding any periods where the application has been continued for further information.

A final decision is considered to have been taken if any of the following has taken place:

- in the case of an intimation of a grant of A & A by a solicitor, where we have issued an acknowledgement of the grant of A & A.
- in all other cases, where we have:

(a) intimated our decision to grant the request

(b) intimated our decision to refuse the request

(c) continued the request (within agreed guidelines for continuations) and having not received the necessary information have closed the request

All timeliness targets are in calendar days and exclude public holidays.

PERFORMANCE INDEX PORTFOLIO ACCOUNTS

Timeliness (% where turnaround is within service standard time)

% of applications assessed within service standard time	2002-2003	
	Standard	Target
Civil legal aid ¹	within 30 days	86%
Criminal legal aid ²	within 30 days	97%
Advice and assistance ³	within 30 days	95%

Accuracy (% accounts that are free of material error)

	2002-2003	
	Standard	Target
Civil legal aid	error free	94%
Criminal legal aid	error free	94%
Advice and assistance	error free	94%

Notes:

All timeliness standards are in calendar days, and exclude public holidays.

Performance targets are a percentage of the number of accounts actioned within 30 calendar days (excluding public holidays). The 30 days period begins on the day the account is received by the Board when this is before 12 noon. For accounts received after 12 noon, the 30 day period will begin from the next business day. It ends when either a payment is processed to BACS or a letter seeking further information is issued.

¹ Civil accounts are actioned by way of an offer letter, a letter relating to abatements or a request for further information. Where no previous payments have been made, through reimbursement of outlays of payment to account of fees, and an offer for payment can be made, this will be done within 30 days.

² In criminal cases, properly prepared and vouched accounts will be paid within 30 days. If further information is required, a letter will be sent to the solicitor within 30 days.

³ Advice and assistance accounts are actioned by way of payment or issuing a letter about abatements or requesting further information. No payments on offer can be made.