

To:	Legal Services Board	
Date of Meeting:	25 April 2019	Item: Paper (19) 22

Title:	Q4 performance report: 1 January – 31 March 2019	
Workstream:	Business Plan 2018/19	
Author/presented by:	Jenny Prior, Business Planning Associate	
Status:	OFFICIAL	

Summary:

This paper provides a summary of performance during Q4 2018/19 (January – March 2019) in a dashboard style for the Board at **Annex A**.

This paper also contains the evidence to support the summary performance report with the following attachments:

- a project highlight report (**Appendix 1**);
- the Consumer Panel’s quarterly report of activity (**Appendix 2**);
- a report on regulatory decisions made during the quarter (**Appendix 3**); and
- corporate performance metrics (**Appendix 4**).

We meet with the Ministry of Justice (MoJ) twice a year (the next business assurance meeting will be held on 30 April), but we have agreed that we will additionally send them a performance report on a quarterly basis. This report provides our performance report for Quarter 4 of 2018/19.

Recommendations:

The Board is invited to:

- review the Q4 report;
- agree to it being submitted to MoJ.

Risks and mitigations

Financial: N/A

Legal: N/A

Reputational: N/A

Resource: N/A

Consultation	Yes	No	Who / why?
Board Members:	✓		Performance report - this paper seeks views on performance.
Consumer Panel:		✓	Performance report – report also includes Consumer Panel Q4report.
Others:	MoJ		

Freedom of Information Act 2000 (Fol)		
Para ref	Fol exemption and summary	Expires
Annex A and Appendix 4	S36(2)(b)(ii): information likely to inhibit the exchange of views for the purposes of deliberation	

LEGAL SERVICES BOARD

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Q4 Performance Report: January – March 2019

Introduction

1. This paper provides a summary of the Board's performance in delivering against the published Business Plan during Q4 2018/19 (January – March 2019).
2. The performance report provides a summary dashboard for each business plan work stream, the consumer panel and corporate support.

Quarter 4 Performance

3. All programme areas are rated green as they are on track.
4. One of our corporate areas, governance, is rated yellow. This is due to the Board carrying a lay vacancy throughout Quarter 4. Recruitment has now concluded however and the new members will be in place for Quarter 1 2019/20.

The Performance Report

5. We have started developing more quantifiable key performance metrics for corporate activities. This is a work in progress and we continue to welcome any feedback on the measures which are included at Appendix 4.
6. The performance measures remain output focussed. However, the Board will be aware that we have agreed impact tracking measures and work is now ongoing to collect and assess this information.

Recommendations

7. The Board is invited to:
 - review the Q4 report;
 - agree to it being submitted to MoJ.