

Key Performance Indicators

Appendix 3

SERVICE MANAGER SCORECARD				2017/18
Legal Services				
We want to:				
<ol style="list-style-type: none"> 1. Give clear legal advice, balance risks and find legally sound solutions. 2. Have clients confident to engage early for sound and correct advice 				
Performance Indicator	Rationale	Current Value	Target	Commentary (incl Q1 18/19)
Positive percentage of Feedback at end of the case	Output - indicator of business partner involvement, effective advice	48 records received	No target	This is a new target from 01/04/18. Previously, feedback not requested but officers asked to record any positive feedback received. Therefore this is recorded as a number rather than percentage for 17/18.
% of staff in career pathway/trainee posts	Output - progress in team and skills development	22%	No target	Currently 5 members of the team in career pathway posts and advertising for a new trainee to commence in September 2018.
Number of shadowing incidences	Output - progress in team and skills development	1	No target	Shadowing Counsel for Judicial Review matters has resulted in four recent cases being undertaken in-house.

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Value of spend outsourced excluding planning	Output - indicator of scale of external legal advice	£8,326.00	No target	Babergh: £4,886 Mid Suffolk: £3,440
Value of spend outsourced, planning only	Output - indicator of scale of external legal advice	£65,165.00	No target	Babergh: £56,913 Mid Suffolk: £8,252
% of successful challenges	Outcome - effective advice and support.	56%	TBC	Prosecutions: 4 of 5 Planning appeals: 4 of 5 Planning Judicial Review: 1 of 6