



Cafcass Performance Update – Appendix

Year to date KPI performance by Service Area (April – August 2015)

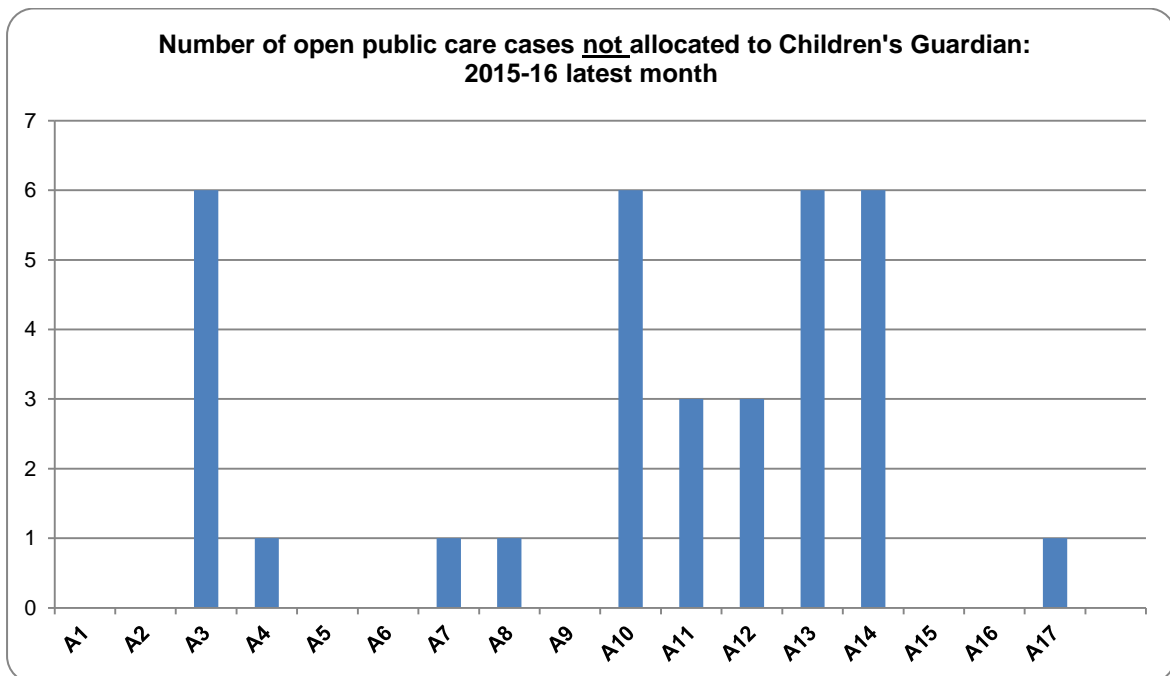
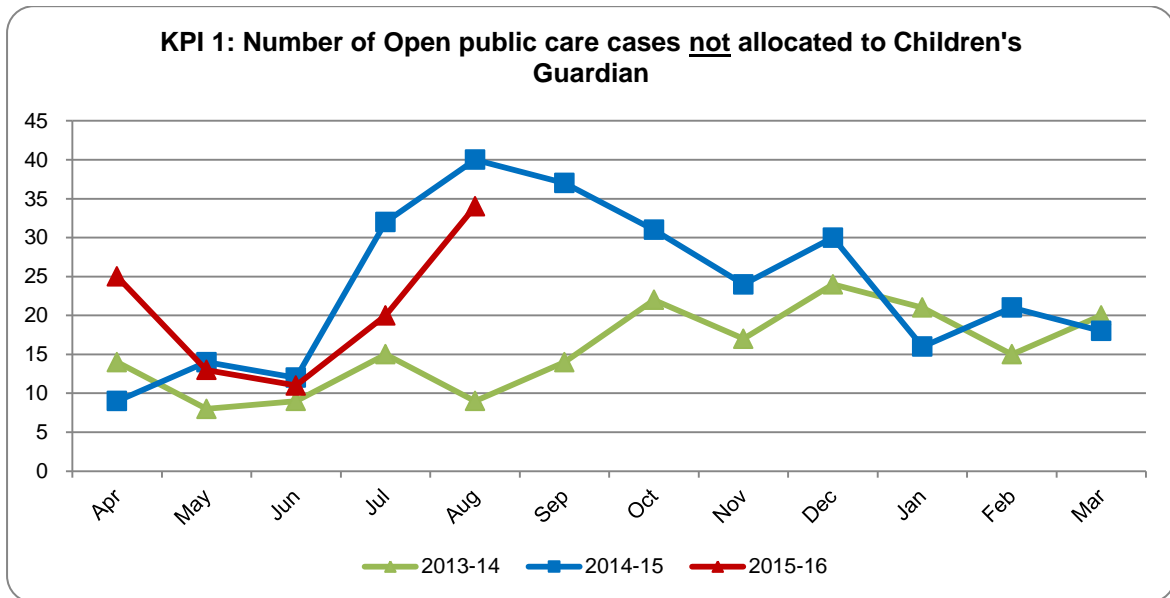


| | 2015-16 ytd / latest month | | | | | | | | | | | | | | | | | Nat'l 2015-16 ytd / latest month | Nat'l 2014-15 / latest month | |
|----------------------------------------------------------------|----------------------------|--------|-------|--------|--------|--------|-------|-------|--------|--------|-------|--------|--------|-------|--------|--------|--------|----------------------------------|------------------------------|-------|
| | A1 | A2 | A3 | A4 | A5 | A6 | A7 | A8 | A9 | A10 | A11 | A12 | A13 | A14 | A15A | A15B | A16 | | | A17 |
| Public law | | | | | | | | | | | | | | | | | | | | |
| KPI 1: % Care cases allocated to CG at month end | 100.0% | 99.9% | 99.6% | 100.0% | 99.9% | 99.5% | 99.9% | 99.9% | 100.0% | 98.8% | 99.6% | 99.7% | 99.3% | 99.6% | 99.9% | 100.0% | 99.4% | 99.8% | 99.7% | 99.7% |
| KPI 2: Avg working days to allocate CG (Receipt to allocation) | 0.0 | 0.5 | 1.1 | 1.3 | 0.9 | 0.3 | 0.2 | 0.3 | 0.3 | 0.9 | 1.2 | 0.4 | 0.4 | 0.7 | 0.4 | 1.0 | 1.2 | 0.1 | 0.6 | 0.5 |
| Private law | | | | | | | | | | | | | | | | | | | | |
| KPI 3: % Private law cases allocated to FCA at month end | 100.0% | 100.0% | 99.9% | 100.0% | 100.0% | 100.0% | 99.9% | 99.9% | 100.0% | 100.0% | 99.6% | 100.0% | 99.8% | 99.8% | 100.0% | 99.8% | 100.0% | 100.0% | 99.5% | 99.4% |
| Private law reports | | | | | | | | | | | | | | | | | | | | |
| KPI 4: Filed by agreed date - s7 reports | 99.6% | 100.0% | 99.0% | 99.3% | 99.5% | 100.0% | 98.5% | 99.5% | 100.0% | 97.3% | 97.2% | 99.8% | 100.0% | 98.3% | 99.6% | 99.9% | 99.0% | 100.0% | 99.1% | 97.8% |

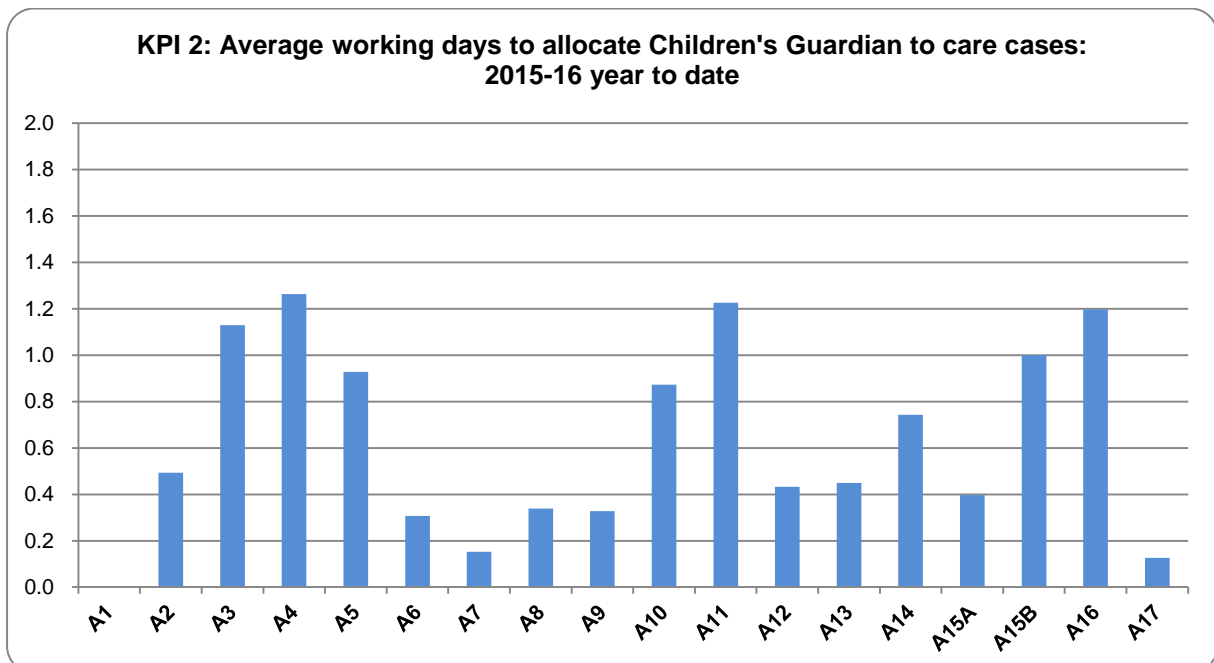
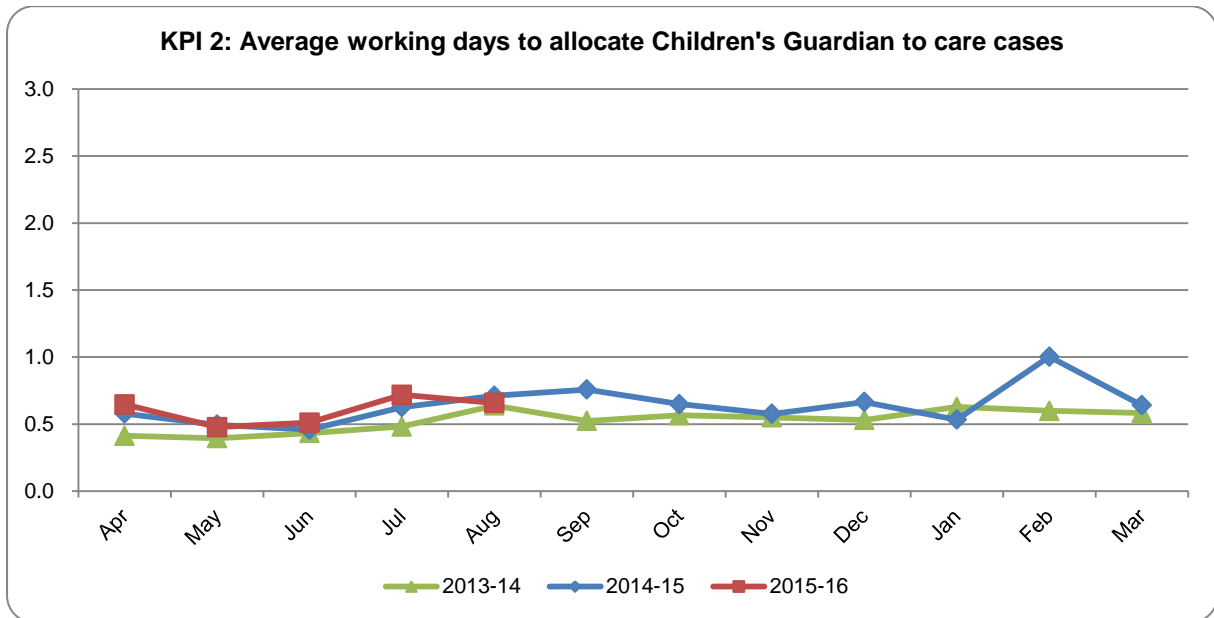


| | 2015-16 | | | | | | | | | | | 2015-16 | | | | | 2015-16 ytd / latest month | Nat'l 2016-16 ytd / latest month | 2014-15 / latest month | Nat'l 2014-15 / latest month | |
|----------------------------------------------------------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|--------|--------|--------|--------|----------------------------|----------------------------------|------------------------|------------------------------|--------|
| | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | | | | | Aug-15 |
| Public law | | | | | | | | | | | | | | | | | | | | | |
| KPI 1: % Care cases allocated to CG at month end | 99.9% | 99.8% | 99.8% | 99.6% | 99.5% | 99.5% | 99.6% | 99.7% | 99.6% | 99.8% | 99.7% | 99.8% | 99.7% | 99.8% | 99.9% | 99.8% | 99.6% | 99.7% | 99.7% | 99.7% | 99.7% |
| KPI 2: Avg working days to allocate CG (Receipt to allocation) | 0.6 | 0.5 | 0.5 | 0.6 | 0.7 | 0.8 | 0.6 | 0.6 | 0.7 | 0.5 | 1.0 | 0.6 | 0.6 | 0.5 | 0.5 | 0.7 | 0.7 | 0.6 | 0.6 | 0.5 | 0.5 |
| Private law | | | | | | | | | | | | | | | | | | | | | |
| KPI 3: % Private law cases allocated to FCA at month end | 99.6% | 99.8% | 99.6% | 99.5% | 99.3% | 99.5% | 99.5% | 99.2% | 99.3% | 99.6% | 99.5% | 98.1% | 99.5% | 99.5% | 99.6% | 99.6% | 99.1% | 99.5% | 99.5% | 99.4% | 99.4% |
| Private law reports | | | | | | | | | | | | | | | | | | | | | |
| KPI 4: Filed by agreed date - s7 reports | 98.3% | 97.7% | 98.8% | 97.4% | 96.6% | 97.0% | 97.1% | 97.5% | 97.6% | 98.5% | 98.7% | 97.6% | 98.2% | 99.4% | 99.4% | 99.2% | 99.5% | 99.1% | 99.1% | 97.8% | 97.8% |

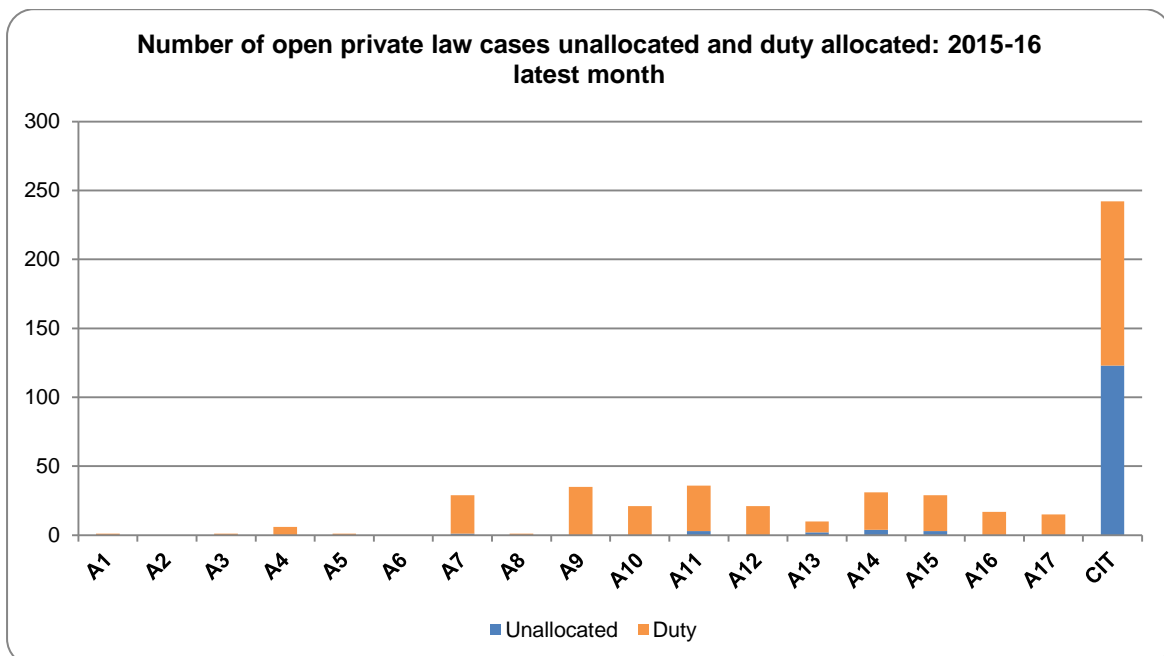
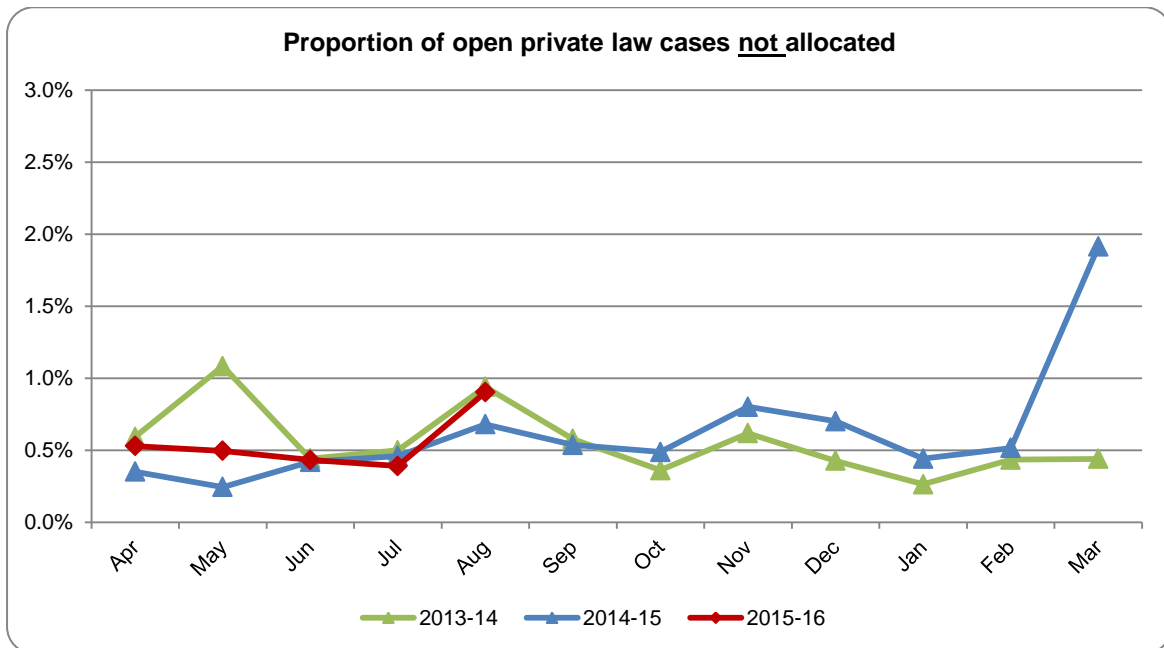
KPI 1: Public law care cases allocated to Children’s Guardian at month end (Target 97%)



KPI 2: Average working days to allocate Children's Guardian to care cases (Target less than 3 working days)



KPI 3: Private law workload allocated at month end (Target 97%)



KPI 4: Section 7 reports filed by agreed date (Target 97%)

