Cafcass Performance Update – Appendix 1

National YTD KPI Performance (2017-18 YTD)

Cafcass Area Performance Summary
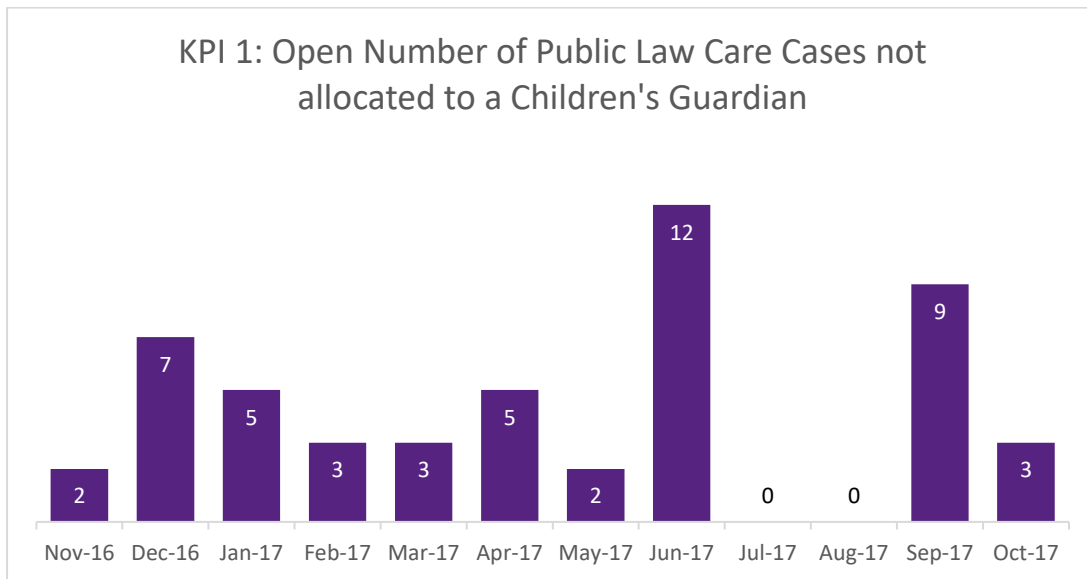**National**

Public law	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	2017-18 YTD/Latest
KPI 1: % Care cases allocated to CG at month end	99.3%	99.4%	99.6%	98.8%	99.0%	99.3%	99.2%	99.2%	99.3%	99.4%	99.4%	99.5%	99.3%
KPI 2: Avg working days to allocate CG (Receipt to allocation)	1.2	1.5	1.3	1.2	1.5	1.6	1.0	1.1	0.8	0.9	0.9	0.8	1.0
KPI 3: % Private law cases allocated to FCA at month end	98.1%	98.3%	99.2%	99.0%	98.8%	98.7%	99.3%	98.8%	98.2%	98.5%	98.6%	99.1%	98.7%
KPI 4: Filed by agreed date - s7 reports	93.8%	97.5%	97.5%	98.6%	98.9%	99.1%	98.8%	98.7%	99.1%	98.7%	98.4%	98.7%	98.8%

Service Area KPI Performance (2017-18 YTD)

Cafcass Area Performance Summary
National SA

Public law	A1	A2	A3	A4	A5	A6	A7	A8	A9	A10	A11	A12	A13	A14	A15A	A15B	A16	A17
KPI 1: % Care cases allocated to CG at month end	98.9%	99.8%	99.3%	98.8%	99.1%	100.0%	99.8%	99.9%	99.8%	99.4%	99.1%	99.0%	99.4%	99.6%	99.1%	#N/A	99.2%	99.0%
KPI 2: Avg working days to allocate CG (Receipt to allocation)	1.3	0.3	1.0	2.1	1.1	0.2	0.6	0.4	0.5	1.4	1.3	1.5	0.6	0.5	1.8	#N/A	1.3	0.8
KPI 3: % Private law cases allocated to FCA at month end	99.9%	100.0%	100.0%	99.6%	99.8%	99.9%	99.9%	100.0%	99.9%	100.0%	99.7%	99.8%	99.8%	99.9%	#N/A	99.8%	99.8%	99.9%
KPI 4: Filed by agreed date - s7 reports	99.1%	99.0%	98.8%	94.9%	98.6%	99.4%	99.2%	100.0%	99.2%	98.2%	96.8%	98.6%	97.8%	99.0%	#N/A	99.7%	99.8%	99.0%

KPI 1: Public Law Care Cases <u>not </u>allocated to Children's Guardian at month end

KPI 1: Open Number of Public Law Care Cases not allocated to a Children's Guardian

Month	Value
Nov-16	2
Dec-16	7
Jan-17	5
Feb-17	3
Mar-17	3
Apr-17	5
May-17	2
Jun-17	12
Jul-17	0
Aug-17	0
Sep-17	9
Oct-17	3

KPI 2: Average Working Days to Allocate Children's Guardian to Care cases (Target < 3 Working Days)

Average Working Days to Allocate Children's Guardian to care cases

Legend: 2015-16, 2016-17, 2017-18
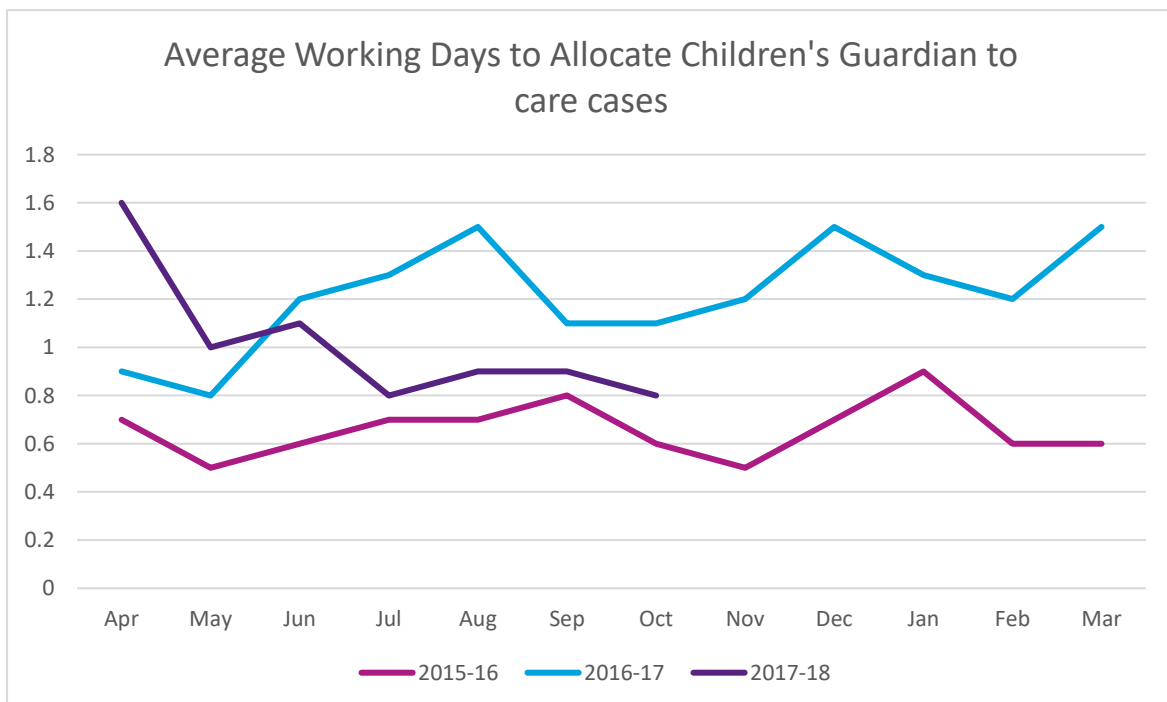
KPI 2 Average Working Days to Allocate Guardians to Care Cases (YTD)

Category	Value
A1	1.3
A2	0.3
A3	1
A4	2.1
A5	1.1
A6	0.2
A7	0.6
A8	0.4
A9	0.5
A10	1.4
A11	1.3
A12	1.5
A13	0.6
A14	0.5
A15A	1.8
A16	1.3
A17	0.8

KPI 3: Private Law Workload NOT Allocated at Month End (Target < 3%)

Proportion of Open Private Cases not Allocated

| Month	Value
Nov-16	1.9%
Dec-16	1.7%
Jan-17	0.8%
Feb-17	1.0%
Mar-17	1.2%
Apr-17	1.3%
May-17	0.7%
Jun-17	1.2%
Jul-17	1.8%
Aug-17	1.5%
Sep-17	1.4%
Oct-17	0.9%
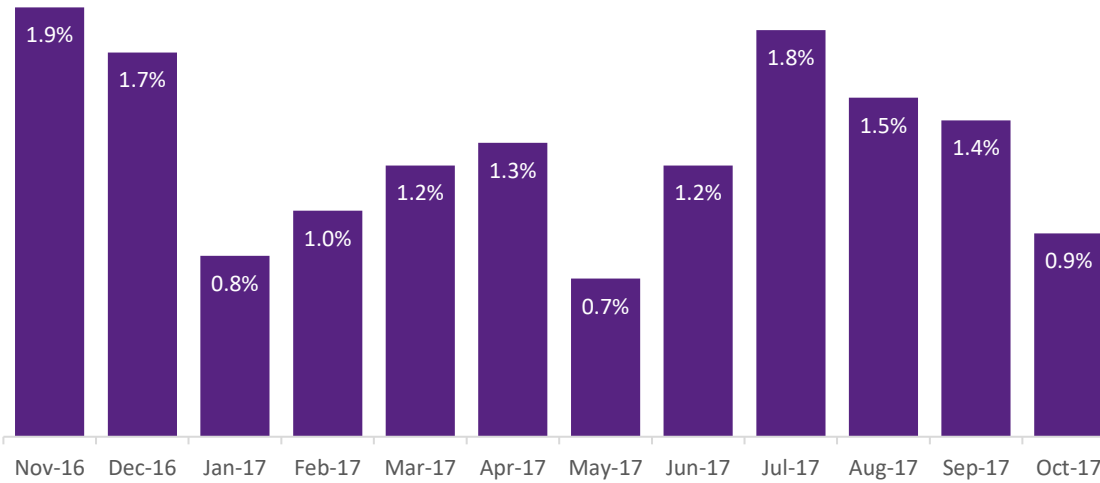
Number of Private Law Cases Unallocated and Duty Allocated (Latest Month)
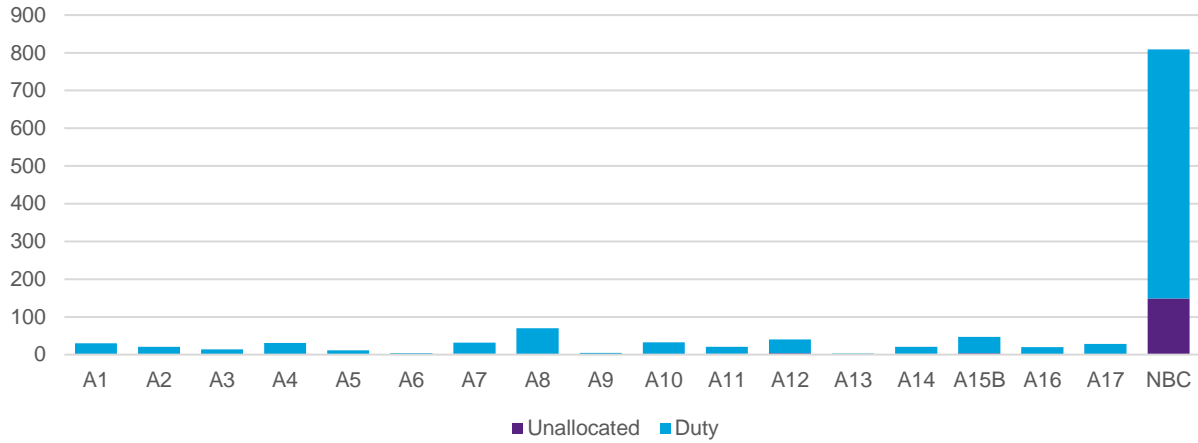
Note: National Business Centre inputs all the private law demand into ECMS. The high number of unallocated cases are the ones transferred from NBC but not yet accepted by the local teams at the time of data collection which show as unallocated on the system.

KPI 4: Section 7 Reports Filed by Agreed Date

Average s7 Filing Time (Weeks) Year-to-Date
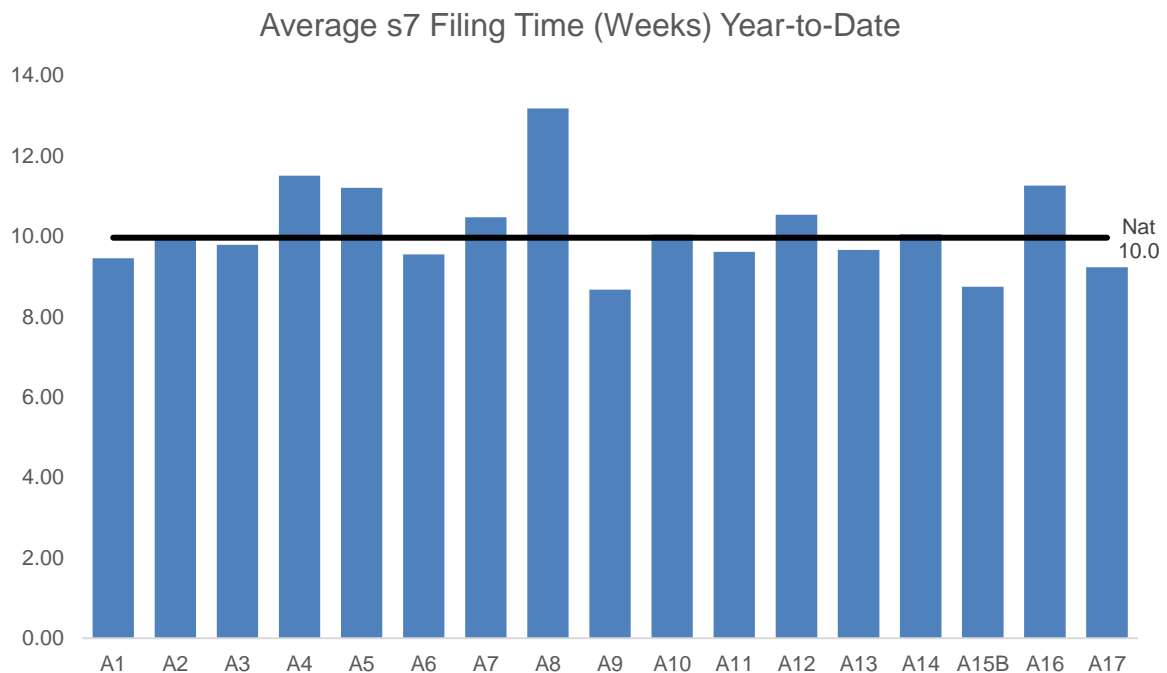
% s7 Reports Extended by SA Year-to-Date