

Balanced Scorecard – Q4 2019 Performance

Executive Director	Gurvinder Soomal, Executive Director, Registration and Corporate Resources
Author(s)	David Criddle, Head of PMO & Performance Reporting
Type of business	For discussion and decision
For Council only:	For public session
Issue	To present the Council with the balanced scorecard covering the Q4 2019 performance period. The report contains an executive summary which highlights all relevant issues and successes, details of any changes to the report structure added this period and the performance of all indicators for the current period.
Recommendation	Council is asked to discuss and note the main report and approve the report administration changes outlined below.

1. **Balanced Scorecard Performance Key considerations**

1.1 The performance of the organisation against the current suite of performance indicators for Q4 of 2019 is set out in the appended Balanced Scorecard. The key issues and successes for this period are highlighted in the Executive Summary attached and are summarised below:

Key successes

1.2 The proportional split of prosecution referrals referred externally at the end of Q4 is 3, which is 16 less in Q3 and this is influenced by a low number of case examiner referrals in Q4. The referrals that have come through are the type that can be dealt with by the in-house team.

1.3 In Prosecution Timeliness the percentage of cases meeting target increased from 57% in Q3 to 79% in Q4 as out of 34 cases, only 7 missed the 9 month target. Performance for prosecution timeliness has consistently performed over the last 3 months - October (75%), November (80%) and December (83%).

1.4 There were no Major DSIs in Q4 requiring reporting to the ICO, which is the second quarter in a row where there has been no major ICO impacts, and the total for 2019 is 1 reported incident.

Key Issues

1.5 Investigation timeliness has seen a decrease from 18% in Q3 to 13% in Q4 with 0% of cases achieving the 6-month target in December, although the median time from receipt to CE decision fell from 52 weeks to 45 weeks in the quarter. Following the reduction in cases at R4 to 62 by the end of September there has been a marked reduction in CE decisions,

which reduced from 152 in Q3 to 64 in Q4. Increasing numbers of assessment decisions have now seen this rise to a more sustainable level with cases at the Rule 4 stage increasing in volume from 68 in Q3 to 133 in Q4.

- 1.6 Hearings completed without adjournment decreased from 91% in Q3 to 74% in Q4. This can be mainly attributed to October (72%) and November (63%) which were 2 out of the 3 lowest performing months in the last 12 months. Performance in December is at 92% which is more in line with the previous quarters.
- 1.7 Note: There was one loss of jurisdiction in Q3 now added which was a case incorrectly being registered in England which should have been registered in Scotland. This happened in August but was only identified in November and hence is resulting in Q3 not being 100% compliant as was previously reported.

Report administration

- 1.8 There are 3 amendments to reporting criteria which have been approved by SLT and recommended by the FPC at its meeting in February 2020. These are fully detailed in Section 1.6 of the appended balanced scorecard.
- 1.9 The first change is in section '1.1 Registration Performance Indicators – Process Dashboard' where there are 2 new indicators added to represent the timeliness of EEA/Overseas DCP applications.
- 1.10 The second change is amending the structure of EMT Actions template to have a rolling table of actions as shown in section 1.5. This replaces the previous 4 quarter history of actions view (shown in section 1.5a)
- 1.11 The third change was a change approved in December 2019 to replace the Governance KPIs suite effective from Q1 2020 reporting.

EMT Actions

- 1.12 Regarding the specific updates to EMT actions these are detailed in Section 1.5 and 2 new EMT actions were added during the SLT meeting on 4 February.
- 1.13 These new actions are for EMT to hold sessions to agree revisions to the suite of FtP Performance Indicators and secondly for resource to be monitored closely in the Registration team for the handling of DCP EEA/Overseas applications.

Appendices

- a. Balanced Scorecard Q4 2019 report

Dave Criddle, Head of PMO & Performance Reporting
dcriddle@gdc-uk.org
Tel: 0121 752 0086

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