

Performance Framework Map	Jan		
Court of Session		People Performance	
Waiting period for civil appeals to the Court of Session(wks)	43	Average working days per employee (fte) lost through short term sickness absence - HR	4.4
Waiting period for personal injury cases in the Court of Session (mths)	10	Staff turnover	0.1%
Process civil actions to the Court of Session within 1 day	100%	Staff in post vs complement	104.6%
HCJ		Training days delivered	416.3
Solemn sentence appeals (wks)	9	Financial Performance	
Solemn conviction and sentence appeals (wks)	56	2% year on year efficiency savings	0
Summary sentence appeals (wks)	9	YTD Direct running costs (actual vs budget)	98%
Summary stated case appeals (wks)	9	Payment performance - FPU	93%
Number of preliminary hearings per case	2	Savings realised by procurement initiatives	0
Number of cases where an extension of the 140 day time bar is granted	43%	Environmental Performance	
Number of High Court trial adjournments	20%	Electricity consumption	0
Sheriff		The frequency of use of remote links by vulnerable witnesses to give evidence	18
Percentage of criminal cases dealt with within 26 weeks	77%	Percentage of remote links requests that are successfully completed	100%
Waiting period for the hearing of civil cases in the Sheriff Courts (wks)	9	Systems Uptime - IT	0
Adjournment rate in Solemn trials in Sheriff Courts	23%	Incident Response time	90%
Effectiveness of fines enforcement (fines paid with no enforcement action)	47%	Building downtime events (No. of events)	0
Court contribution to the 26 week system target (% of cases disposed within 20 weeks)	79%	Enforcement Notices (No. of notices)	0
Prepare final decrees pursuer undefended in ordinary actions and simplified divorce actions in the Sheriff Courts within 1 day	96%	Property maintenance backlog (£m)	92.4
Process ordinary divorce cases within 5 days	89%	Sitting Days per month in buildings with disabled access issues	326
Issue extract decrees within 3 days	90%	Carbon emissions produced (tonnes CO ₂)	880
Complete post-court procedures in Sheriff Court criminal cases within 1 working day	90%	Static Measures	
Pay juror expense claims within 2 working days of claim acceptance	99%	Court user satisfaction	75%
Issue confirmation within 3 working days of acceptance of competent commissary inventories	89%	Staff satisfaction	60%
OPG			
Process applications for Power of Attorney within 12 working days of receipt	94%		

2008/09 Performance Framework EB/FEB09/5

Ref	Title	Aim	Monthly Trend	Base	Month												
					Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Ave
National Targets																	
Sys tar	Percentage of criminal cases dealt with within 26 weeks (monthly in arrears)	Increase	▲	66%	67%	68%	69%	72%	73%	74.9%	75.5%	75.5%	76.5%				72%
Eff Tar	2% year on year efficiency savings (Quarterly)			£1.6m	£	1,222,500	£	1,642,720	£	1,419,048							
Court Performance Indicators																	
CPI1	Waiting period for criminal appeals to the High Court																
a	Solemn sentence appeals	Maintain	▲	19 wks	16	13	13	17	21	24	9	9	9	9			14.0
b	Solemn conviction and sentence appeals	Decrease	▼	not set	55	49	54	54	98	55	55	68	58	56			60.2
c	Summary sentence appeals	Maintain	▲	18 wks	11	10	10	14	15	15	9	11	9	9			11.3
d	Summary stated case appeals	Decrease	▼	not set	44	47	47	39	39	14	10	8	10	9			26.7
CPI2	Waiting period for civil appeals to the Court of Session	Decrease	▼	not set	34	42	32	32	40	43	34	34	40	43			37.4
CPI3	Waiting period for the hearing of civil cases in the Sheriff Courts	Maintain	◀▶	9 wks	9	9.5	8.2	8.7	8.7	9	8.8	9.4	8.7	9			8.9
CPI4	Waiting period for personal injury cases in the Court of Session(months)	Maintain	▼	13.5 mths				9.5	9.5	9	10	10.5	10	10			9.8
CPI5	High Court case progress to monitor the ongoing effectiveness of the High Court (Bonomy) Reforms																
a	Number of preliminary hearings per case	Maintain	◀▶	not set	2.2	2.4	2.1	1.8	1.8	2.5	2.3	2.2	1.9	2			2.1
b	Number of cases where an extension of the 140 day time bar is granted	Decrease	▼	not set	32%	19%	26%	22%	36%	46%	33%	28%	47%	43%			33%
c	Number of High Court trial adjournments	Maintain	▼	not set	6%	12%	16%	11%	12%	7%	3%	7%	10%	20%			10%
CPI6	Adjournment rate in Solemn trials in Sheriff Courts	Decrease	▲		33%	31%	30%	27%	36%	30%	29%	29%	25%	23%			29%
CPI7	Measuring our contribution to summary justice reform																
a	Effectiveness of fines enforcement (fines paid with no enforcement action)	Maintain	▲	not set	44%	46%	46%	43%	43%	46%	48%	50%	52%	47%			47%
b	Court contribution to the 26 week system target (% of cases disposed within 20 weeks)	Maintain	◀▶	78%	78%	79%	79%	79%	79%	80%	80%	81%	81%	79%			79%
Service Delivery Targets																	
SDT1	Prepare final decrees pursuer undefended in ordinary actions and simplified divorce actions in the Sheriff Courts within 1 day	Maintain above target	◀▶	95%	94%	98%	99%	98%	94%	97%	88%	95%	91%	96%			95%

SDT2	Process ordinary divorce cases within 5 days	Maintain above target	↔	95%	95%	89%	78%	94%	89%	96%	98%	86%	97%	89%	91%
SDT3	Process civil actions to the Court of Session within 1 day	Maintain above target	↔	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SDT4	Issue extract decrees within 3 days	Maintain above target	↔	95%	91%	99%	90%	100%	99%	97%	96%	95%	95%	90%	95%
SDT5	Complete post-court procedures in Sheriff Court criminal cases within 1 working day	Maintain above target	▼	95%	99%	100%	100%	100%	100%	100%	90%	89%	89%	90%	96%
SDT6	Pay juror expense claims within 2 working days of claim acceptance	Maintain above target	↔	95%	97%	93%	90%	100%	97%	95%	98%	94%	94%	99%	96%
SDT7	Issue confirmation within 3 working days of acceptance of competent commissary inventories	Maintain above target	▲	95%	78%	80%	77%	73%	76%	94%	94%	95%	86%	89%	84%
SDT8	Process applications for Power of Attorney within 12 working days of receipt	Maintain above target	▼	95%	100%	100%	100%	95%	93%	98%	96%	93%	91%	94%	96%
Community Impact Indicators															
CII1	The number of community facing events we undertake (quarterly)			not set	95			53			134				
CII2	Electricity consumption (to be reported annually)			230 kWh/m sq/ann um											
CII3	Utilisation of vulnerable witness facilities														
a	The frequency of use of remote links by vulnerable witnesses to give evidence	▲	7	12	15	26	20	30	35	41	13	18	18	23	
b	Percentage of remote links requests that are successfully completed	↔	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Operational Support Targets															
OST1	YTD Direct running costs (actual vs budget)	▲	within 5%			110%	109%	106%	103%	100%	100%	100%	98%	103%	
OST2	Payment performance - FPU	↔	95%	93%	86%	86%	92%	92%	96%	97%	95%	86%	93%	92%	
OST3	Savings realised by procurement initiatives (Discussion on going with Procurement)		not set												
OST4	Average working days per employee (fte) lost through short term sickness absence - HR	▲	6.7	7	7.8	5.1	6.8	6.3	4.9	5.4	6.3	3.4	4.4	5.7	
OST5	Staff turnover	▲	not set	0.61%	0.98%	0.64%	0.87%	1.17%	0.93%	0.43%	0.28%	0.41%	0.07%	0.64%	
OST6	Staff in post vs complement	↔	not set					99.7%	99.5%	99.3%	99.6%	103.1%	104.6%	101.0%	
OST7	Training days delivered	▼	not set	568.8	509	406.7	589.4	432.5	640.2	499.2	589	198.2	416.3	484.9	

OST8	Systems Uptime - IT (quarterly)			99%	99.98%				99.98%				99.97%							99.98%
OST9	Incident Response time (% of calls meeting SLA)			not set									93%	90%	90%				91%	
OST10	Building downtime events (No. of events)		▼	not set	0	0	0	0	0	0	0	0	1	1	0				0.20	
OST11	Enforcement Notices (No. of notices)		↕	not set	0	0	0	0	0	0	0	0	0	0	0				0.0	
OST12	Property maintenance backlog (£m)		↕	not set	92.4	92.4	92.4	92.4	92.4	92.4	92.4	92.4	92.4	92.4	92.4				92.4	
OST13	Sitting Days per month in buildings with disabled access issues		▲	not set	360	360	360	326	326	326	326	326	326	326	326				336.2	
OST14	Carbon emissions produced (tonnes CO ₂) (monthly in arrears)		↕	not set	922	917	908	896	888	880	906	914	880						901.2	