

CAFCASS Cymru - National Performance Dashboard - 31 May 2017

Restriction:Internal OnlyCirculation List:CAFCASS CymruPublication Date:12 June 2017

Version No: 1.0

		May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	2017-18 ytd / latest month	Rolling 12 months
		OPERATIONAL K	EY PERFOR	RMANCE INI	DICATORS A	AND MANA	GEMENT IN	FORMATIO	N							
				Pι	blic Law											
PI 1: Timeliness of Section 31 Allo		1.1	2.0	2.3	0.7	2.7	1.6	0.9	0.8	0.7	0.7	0.6	0.9	0.7	0.8	1.2
Referrals	Public Law	163	167	123	147	138	166	164	121	137	156	174	136	165	301	1,794
	Section 31 EPO	112	90	74	78	73	86	97	80	76	95	100	75 0	91	166	1,015
	Adoption	12	4	3	8	9	9	11	6	6	11	15	7	14	21	103
Closures	Public Law	154	121	126	142	151	136	174	141	154	100	135	113	124	237	1,617
	Section 31	90	64	63	80	91	80	101	77	84	60	83	71	73	144	927
	Adoption	10	5	13	4	6	7	7	6	5	4	6	5	4	9	72
Awaiting Allocation at Month End Ongoing Workload	Public Law	20	15	13	17	21	30	34	31	33	36	39	33	38	38	
	Section 31	15	6	6	11	13	18	17	16	15	17	18	16	19	19	
	Other Public Law	5	9	7	6	8	12	17	15	18	19	21	17	19	19	
	Public Law	574	624	623	627	612	629	615	596	577	630	667	696	731	731	
	Section 31	433	468	479	472	452	453	450	454	447	480	496	502	517	517	
	Adoption	17	13	7	13	15	17	17	17	17	25	31	35	45	45	
				Private I	aw (ex WTI	FH)										
I 2a: % of Open Private Law Wo	rkload Allocated	91.5%	90.3%	89.8%	91.7%	91.3%	90.8%	90.6%	90.9%	93.0%	93.6%	93.4%	91.7%	90.4%	91.0%	
ferrals	Private Law	135	158	137	143	144	139	146	147	160	152	130	124	150	274	1,730
	Section 7	73	74	74	71	87	68	71	72	75	66	63	65	75	140	861
	Addenda	23	27	21	22	16	16	24	25	28	24	15	20	26	46	264
	Rule 16.4	19	16	14	11	14	18	22	15	18	17	16	17	18	35	196
	Family Assistance Order (FAO)	6	8	7	7	4	10	4	10	12	11	9	7	7	14	96
	Contact Monitoring Order (CMO)	0	1	1	2	0	3	1	4	2	6	1	0	3	3	24
Closures	Private Law	115	143	135	128	141	128	130	140	125	138	156	118	112	230	1,594
	Rule 16.4	16	17	7	8	15	16	14	17	7	19 7	12	8	11	19	159
I 2h: % of Private Law Penorts t	Family Assistance Order (FAO) hat have met the Court filing date	82.8%	10 82.5%	82.5%	85.2%	5 86.4%	6 84.9%	6 85.5%	84.9%	83.7%	86.0%	5 87.6%	86.7%	85.5%	86.1%	73 85.1%
vaiting Allocation at Month End	Private Law	11	7	8	2	10	11	12	12	7	9	8	17	25	25	05.176
	Private Law Reports	5	2	4	1	4	4	6	5	1	4	4	12	14	14	
	Rule 16.4	2	1	2	0	4	5	4	3	4	1	1	1	5	5	
	Family Assistance Order (FAO)	3	3	1	0	1	1	1	1	1	3	2	3	5	5	
Ongoing Workload	Private Law	184	193	189	205	206	222	238	262	308	338	341	368	401	401	
	Rule 16.4	100	100	99	104	99	99	108	107	116	117	121	130	133	133	
	Family Assistance Order (FAO)	41	39	41	41	39	43	41	47	52	54	59	61	62	62	
				Work To	First Heari	ng										
PI 3: % of Safeguarding Reports f	iled with the Court 3 days or more prior to first hearing	81.5%	66.6%	77.2%	84.2%	82.5%	86.0%	78.0%	78.1%	73.6%	80.1%	80.5%	81.4%	80.8%	81.1%	79.0%
of Safeguarding Reports filed wit	th the Court within 17 working days of reciept	37.1%	54.3%	68.3%	66.6%	67.6%	73.2%	77.2%	61.0%	69.1%	72.0%	76.3%	75.1%	46.2%	59.8%	
																67.3%
	ent out within 2 days of receipt	6.4%	48.3%	76.2%	74.3%	95.5%	82.5%	79.2%	86.5%	72.6%	96.9%	96.9%	91.8%	92.2%	92.0%	81.5%
eferrals		259	298	76.2% 262	74.3% 304	95.5% 238	82.5% 289	79.2% 310	238	252	96.9% 257	313	253	290	92.0% 543	81.5% 3,304
eferrals oforcement Check Response Ref				76.2%	74.3%	95.5%	82.5%	79.2%			257				92.0%	81.5%
ferrals forcement Check Response Refo osures	errals	259 21	298 15	76.2% 262 16	74.3% 304 16	95.5% 238 15	82.5% 289 25	79.2% 310 27	238 13	252 23	257 11	313 12	253 16	290 15	92.0% 543 31	81.5% 3,304 204
eferrals forcement Check Response References osures of completed Safeguarding Chec	errals	259 21 267	298 15 323	76.2% 262 16 326	74.3% 304 16 308	95.5% 238 15 295	82.5% 289 25 263	79.2% 310 27 347	238 13 262	252 23 269	257 11 293	313 12 292	253 16 264	290 15 307	92.0% 543 31 571	81.5% 3,304 204
eferrals forcement Check Response Reference osures of completed Safeguarding Check of cases where in-court conciliati	errals cks received within 10 days ion at FHDRA resulted in agreement	259 21 267 91.2% 52.0%	298 15 323 89.2% 66.0%	76.2% 262 16 326 84.7% 56.8%	74.3% 304 16 308 86.8% 66.7%	95.5% 238 15 295 89.8%	82.5% 289 25 263 88.9%	79.2% 310 27 347 92.6% 60.5%	238 13 262 86.2% 60.6%	252 23 269 88.8%	257 11 293 84.1% 57.6%	313 12 292 86.1% 51.3%	253 16 264 81.8%	290 15 307 85.9%	92.0% 543 31 571	81.5% 3,304 204 3,549
eferrals nforcement Check Response Reference osures of completed Safeguarding Checo of cases where in-court conciliati	errals cks received within 10 days ion at FHDRA resulted in agreement Private Law	259 21 267 91.2% 52.0%	298 15 323 89.2% 66.0%	76.2% 262 16 326 84.7% 56.8% Saf	74.3% 304 16 308 86.8% 66.7% eguarding	95.5% 238 15 295 89.8%	82.5% 289 25 263 88.9% 59.0%	79.2% 310 27 347 92.6%	238 13 262 86.2% 60.6%	252 23 269 88.8% 60.0%	257 11 293 84.1% 57.6%	313 12 292 86.1% 51.3%	253 16 264	290 15 307 85.9%	92.0% 543 31 571 84.1%	81.5% 3,304 204 3,549
eferrals offorcement Check Response Refundations of completed Safeguarding Check of cases where in-court conciliation 6a Risk Assessments	errals cks received within 10 days ion at FHDRA resulted in agreement Private Law Work To First Hearing	259 21 267 91.2% 52.0%	298 15 323 89.2% 66.0%	76.2% 262 16 326 84.7% 56.8% Safe	74.3% 304 16 308 86.8% 66.7% eguarding 4	95.5% 238 15 295 89.8% 66.7%	82.5% 289 25 263 88.9% 59.0%	79.2% 310 27 347 92.6% 60.5%	238 13 262 86.2% 60.6%	252 23 269 88.8% 60.0%	257 11 293 84.1% 57.6%	313 12 292 86.1% 51.3%	253 16 264 81.8%	290 15 307 85.9%	92.0% 543 31 571	81.5% 3,304 204 3,549
eferrals offorcement Check Response Refundations of completed Safeguarding Check of cases where in-court conciliation 6a Risk Assessments	errals cks received within 10 days ion at FHDRA resulted in agreement Private Law	259 21 267 91.2% 52.0%	298 15 323 89.2% 66.0%	76.2% 262 16 326 84.7% 56.8% Saf 3 0 39.4%	74.3% 304 16 308 86.8% 66.7% eguarding 4 2 42.0%	95.5% 238 15 295 89.8% 66.7% 7 1 44.7%	82.5% 289 25 263 88.9% 59.0%	79.2% 310 27 347 92.6% 60.5%	238 13 262 86.2% 60.6%	252 23 269 88.8% 60.0%	257 11 293 84.1% 57.6%	313 12 292 86.1% 51.3%	253 16 264 81.8%	290 15 307 85.9%	92.0% 543 31 571 84.1%	81.5% 3,304 204 3,549
I 6a Risk Assessments sue Categorisations Private Law	errals cks received within 10 days ion at FHDRA resulted in agreement Private Law Work To First Hearing % that identify Domestic Violence / Abuse	259 21 267 91.2% 52.0%	298 15 323 89.2% 66.0%	76.2% 262 16 326 84.7% 56.8% Saf 3 0 39.4%	74.3% 304 16 308 86.8% 66.7% eguarding 4	95.5% 238 15 295 89.8% 66.7% 7 1 44.7%	82.5% 289 25 263 88.9% 59.0%	79.2% 310 27 347 92.6% 60.5%	238 13 262 86.2% 60.6%	252 23 269 88.8% 60.0%	257 11 293 84.1% 57.6%	313 12 292 86.1% 51.3%	253 16 264 81.8%	290 15 307 85.9%	92.0% 543 31 571 84.1%	81.5% 3,304 204 3,549
eferrals If or cement Check Response Reference osures of completed Safeguarding Check of cases where in-court conciliation If a Risk Assessments sue Categorisations Private Law	errals cks received within 10 days ion at FHDRA resulted in agreement Private Law Work To First Hearing	259 21 267 91.2% 52.0%	298 15 323 89.2% 66.0%	76.2% 262 16 326 84.7% 56.8% Saf 3 0 39.4%	74.3% 304 16 308 86.8% 66.7% eguarding 4 2 42.0%	95.5% 238 15 295 89.8% 66.7% 7 1 44.7%	82.5% 289 25 263 88.9% 59.0%	79.2% 310 27 347 92.6% 60.5%	238 13 262 86.2% 60.6%	252 23 269 88.8% 60.0%	257 11 293 84.1% 57.6%	313 12 292 86.1% 51.3%	253 16 264 81.8%	290 15 307 85.9%	92.0% 543 31 571 84.1%	81.5% 3,304 204 3,549
eferrals Inforcement Check Response Refundations of completed Safeguarding Check of cases where in-court conciliation I 6a Risk Assessments Sue Categorisations Private Law PI 5a: CAFCASS Cymru Staff Sur	errals cks received within 10 days ion at FHDRA resulted in agreement Private Law Work To First Hearing % that identify Domestic Violence / Abuse	259 21 267 91.2% 52.0%	298 15 323 89.2% 66.0%	76.2% 262 16 326 84.7% 56.8% Saf 3 0 39.4%	74.3% 304 16 308 86.8% 66.7% eguarding 4 2 42.0%	95.5% 238 15 295 89.8% 66.7% 7 1 44.7%	82.5% 289 25 263 88.9% 59.0%	79.2% 310 27 347 92.6% 60.5%	238 13 262 86.2% 60.6%	252 23 269 88.8% 60.0%	257 11 293 84.1% 57.6%	313 12 292 86.1% 51.3%	253 16 264 81.8%	290 15 307 85.9%	92.0% 543 31 571 84.1%	81.5% 3,304 204 3,549
forcement Check Response Refu courses of completed Safeguarding Chec of cases where in-court conciliation 6a Risk Assessments sue Categorisations Private Law	errals cks received within 10 days ion at FHDRA resulted in agreement Private Law Work To First Hearing % that identify Domestic Violence / Abuse rvey engagement index — (including variance from WG average)	259 21 267 91.2% 52.0%	298 15 323 89.2% 66.0%	76.2% 262 16 326 84.7% 56.8% Saf 3 0 39.4%	74.3% 304 16 308 86.8% 66.7% eguarding 4 2 42.0%	95.5% 238 15 295 89.8% 66.7% 7 1 44.7%	82.5% 289 25 263 88.9% 59.0%	79.2% 310 27 347 92.6% 60.5%	238 13 262 86.2% 60.6%	252 23 269 88.8% 60.0%	257 11 293 84.1% 57.6%	313 12 292 86.1% 51.3%	253 16 264 81.8%	290 15 307 85.9%	92.0% 543 31 571 84.1%	81.5% 3,304 204 3,549
ferrals forcement Check Response Reference posures of completed Safeguarding Check of cases where in-court conciliation for a Risk Assessments The Categorisations Private Law of Sa: CAFCASS Cymru Staff Sur of Sa: CAFCASS Cymru Staff Sur	errals cks received within 10 days ion at FHDRA resulted in agreement Private Law Work To First Hearing % that identify Domestic Violence / Abuse rvey engagement index — (including variance from WG average)	259 21 267 91.2% 52.0%	298 15 323 89.2% 66.0% 10 3 46.9%	76.2% 262 16 326 84.7% 56.8% Saft 3 0 39.4% Huma	74.3% 304 16 308 86.8% 66.7% eguarding 4 2 42.0% n Resources	95.5% 238 15 295 89.8% 66.7% 7 1 44.7%	82.5% 289 25 263 88.9% 59.0% 7 2 41.9%	79.2% 310 27 347 92.6% 60.5% 6 4 38.6%	238 13 262 86.2% 60.6% 5 0 38.9%	252 23 269 88.8% 60.0% 4 0 42.6%	257 11 293 84.1% 57.6% 2 0 38.8%	313 12 292 86.1% 51.3% 6 0 27.7%	253 16 264 81.8% 3 1	290 15 307 85.9%	92.0% 543 31 571 84.1%	81.5% 3,304 204 3,549
ferrals forcement Check Response Reforment Check Response Reformations and the control of completed Safeguarding Check of cases where in-court conciliations and the control of cases where in-court conciliations are cases a	errals cks received within 10 days ion at FHDRA resulted in agreement Private Law Work To First Hearing % that identify Domestic Violence / Abuse rvey engagement index — (including variance from WG average)	259 21 267 91.2% 52.0% 2 2 40.7%	298 15 323 89.2% 66.0% 10 3 46.9%	76.2% 262 16 326 84.7% 56.8% Saf 3 0 39.4% Huma	74.3% 304 16 308 86.8% 66.7% eguarding 4 2 42.0% n Resources	95.5% 238 15 295 89.8% 66.7% 7 1 44.7% s	82.5% 289 25 263 88.9% 59.0% 7 2 41.9%	79.2% 310 27 347 92.6% 60.5% 6 4 38.6%	238 13 262 86.2% 60.6% 5 0 38.9%	252 23 269 88.8% 60.0% 4 0 42.6%	257 11 293 84.1% 57.6% 2 0 38.8%	313 12 292 86.1% 51.3% 6 0 27.7%	253 16 264 81.8% 3 1	290 15 307 85.9%	92.0% 543 31 571 84.1% 7 1	81.5% 3,304 204 3,549
eferrals forcement Check Response Reference control of completed Safeguarding Check of cases where in-court conciliating forcement Check Response Reference of completed Safeguarding Check of cases where in-court conciliating for cases where in-c	errals cks received within 10 days from at FHDRA resulted in agreement Private Law Work To First Hearing % that identify Domestic Violence / Abuse rvey engagement index — (including variance from WG average) rvey response rate — (including variance from WG average)	259 21 267 91.2% 52.0% 2 2 40.7%	298 15 323 89.2% 66.0% 10 3 46.9%	76.2% 262 16 326 84.7% 56.8% Saf 3 0 39.4% Huma	74.3% 304 16 308 86.8% 66.7% eguarding 4 2 42.0% n Resources	95.5% 238 15 295 89.8% 66.7% 7 1 44.7%	82.5% 289 25 263 88.9% 59.0% 7 2 41.9% 815 776	79.2% 310 27 347 92.6% 60.5% 6 4 38.6%	238 13 262 86.2% 60.6% 5 0 38.9%	252 23 269 88.8% 60.0% 4 0 42.6%	257 11 293 84.1% 57.6% 2 0 38.8%	313 12 292 86.1% 51.3% 6 0 27.7%	253 16 264 81.8% 3 1	290 15 307 85.9%	92.0% 543 31 571 84.1% 7 1 815 743	81.5% 3,304 204 3,549
ferrals forcement Check Response Reference of completed Safeguarding Checo of cases where in-court conciliation for Risk Assessments for Categorisations Private Law of Sair CAFCASS Cymru Staff Sur onthly Budget (£000s) onthly Spend (£000s)	errals cks received within 10 days from at FHDRA resulted in agreement Private Law Work To First Hearing % that identify Domestic Violence / Abuse rvey engagement index — (including variance from WG average) rvey response rate — (including variance from WG average)	259 21 267 91.2% 52.0% 2 2 40.7%	298 15 323 89.2% 66.0% 10 3 46.9%	76.2% 262 16 326 84.7% 56.8% Saf 3 0 39.4% Huma	74.3% 304 16 308 86.8% 66.7% eguarding 4 2 42.0% n Resource: 815 773	95.5% 238 15 295 89.8% 66.7% 7 1 44.7% s 815 763 52	82.5% 289 25 263 88.9% 59.0% 7 2 41.9%	79.2% 310 27 347 92.6% 60.5% 6 4 38.6%	238 13 262 86.2% 60.6% 5 0 38.9% 815 807	252 23 269 88.8% 60.0% 4 0 42.6%	257 11 293 84.1% 57.6% 2 0 38.8%	313 12 292 86.1% 51.3% 6 0 27.7%	253 16 264 81.8% 3 1	290 15 307 85.9% 4 0	92.0% 543 31 571 84.1% 7 1	81.5% 3,304 204 3,549
ferrals forcement Check Response Refu osures of completed Safeguarding Chec of cases where in-court conciliati 6a Risk Assessments ue Categorisations Private Law 15a: CAFCASS Cymru Staff Sur 15b: CAFCASS Cymru Staff Sur onthly Budget (£000s) onthly Spend (£000s) end against Budget (overspend)	errals cks received within 10 days from at FHDRA resulted in agreement Private Law Work To First Hearing % that identify Domestic Violence / Abuse Every engagement index — (including variance from WG average) Every response rate — (including variance from WG average) Every response rate — (including variance from WG average)	259 21 267 91.2% 52.0% 2 2 40.7%	298 15 323 89.2% 66.0% 10 3 46.9%	76.2% 262 16 326 84.7% 56.8% Saf 3 0 39.4% Huma	74.3% 304 16 308 86.8% 66.7% eguarding 4 2 42.0% n Resources 815 773 42	95.5% 238 15 295 89.8% 66.7% 7 1 44.7% s 815 763 52	82.5% 289 25 263 88.9% 59.0% 7 2 41.9% 815 776	79.2% 310 27 347 92.6% 60.5% 6 4 38.6%	238 13 262 86.2% 60.6% 5 0 38.9% 815 807	252 23 269 88.8% 60.0% 4 0 42.6%	257 11 293 84.1% 57.6% 2 0 38.8%	313 12 292 86.1% 51.3% 6 0 27.7%	253 16 264 81.8% 3 1	290 15 307 85.9% 4 0	92.0% 543 31 571 84.1% 7 1 815 743	81.5% 3,304 204 3,549
ferrals forcement Check Response Refu osures of completed Safeguarding Chec of cases where in-court conciliati 6a Risk Assessments ue Categorisations Private Law 15a: CAFCASS Cymru Staff Sur 15b: CAFCASS Cymru Staff Sur onthly Budget (£000s) onthly Spend (£000s) end against Budget (overspend)	errals cks received within 10 days from at FHDRA resulted in agreement Private Law Work To First Hearing % that identify Domestic Violence / Abuse Every engagement index — (including variance from WG average) Every response rate — (including variance from WG average) Every response rate — (including variance from WG average)	259 21 267 91.2% 52.0% 2 2 40.7%	298 15 323 89.2% 66.0% 10 3 46.9% 815 785 30 91.3%	76.2% 262 16 326 84.7% 56.8% Saf 3 0 39.4% Huma	74.3% 304 16 308 86.8% 66.7% eguarding 4 2 42.0% n Resources 815 773 42 aC Accredita 90.2%	95.5% 238 15 295 89.8% 66.7% 7 1 44.7% s 815 763 52 ation 87.1%	82.5% 289 25 263 88.9% 59.0% 7 2 41.9% 815 776 39	79.2% 310 27 347 92.6% 60.5% 6 4 38.6% 815 826 -11	238 13 262 86.2% 60.6% 5 0 38.9% 815 807 8	252 23 269 88.8% 60.0% 4 0 42.6%	257 11 293 84.1% 57.6% 2 0 38.8% 815 1,018 -203	313 12 292 86.1% 51.3% 6 0 27.7% 815 953 -138	253 16 264 81.8% 3 1	290 15 307 85.9% 4 0	92.0% 543 31 571 84.1% 7 1 815 743 36	81.5% 3,304 204 3,549
eferrals forcement Check Response Reference forcement Check Resp	errals cks received within 10 days from at FHDRA resulted in agreement Private Law Work To First Hearing % that identify Domestic Violence / Abuse Every engagement index — (including variance from WG average) Every response rate — (including variance from WG average) Every response rate — (including variance from WG average)	259 21 267 91.2% 52.0% 2 2 40.7%	298 15 323 89.2% 66.0% 10 3 46.9% 815 785 30 91.3%	76.2% 262 16 326 84.7% 56.8% Saf 3 0 39.4% Huma F 815 742 73 CC-CAWA 90.2%	74.3% 304 16 308 86.8% 66.7% eguarding 4 2 42.0% n Resources 815 773 42 aC Accredita 90.2%	95.5% 238 15 295 89.8% 66.7% 7 1 44.7% s 815 763 52 ation 87.1% CE INDICAT	82.5% 289 25 263 88.9% 59.0% 7 2 41.9% 815 776 39	79.2% 310 27 347 92.6% 60.5% 6 4 38.6% 815 826 -11	238 13 262 86.2% 60.6% 5 0 38.9% 815 807 8	252 23 269 88.8% 60.0% 4 0 42.6%	257 11 293 84.1% 57.6% 2 0 38.8% 815 1,018 -203	313 12 292 86.1% 51.3% 6 0 27.7% 815 953 -138	253 16 264 81.8% 3 1	290 15 307 85.9% 4 0	92.0% 543 31 571 84.1% 7 1 815 743 36	81.5% 3,304 204 3,549
eferrals Inforcement Check Response Refundations Inforcement Check Response	errals cks received within 10 days from at FHDRA resulted in agreement Private Law Work To First Hearing % that identify Domestic Violence / Abuse Every engagement index — (including variance from WG average) Every response rate — (including variance from WG average) Every response rate — (including variance from WG average)	259 21 267 91.2% 52.0% 2 2 40.7%	298 15 323 89.2% 66.0% 10 3 46.9% 815 785 30 91.3%	76.2% 262 16 326 84.7% 56.8% Saf 3 0 39.4% Huma F 815 742 73 CC-CAWA 90.2%	74.3% 304 16 308 86.8% 66.7% eguarding 4 2 42.0% n Resources 815 773 42 C Accredite 90.2%	95.5% 238 15 295 89.8% 66.7% 7 1 44.7% s 815 763 52 ation 87.1% CE INDICAT	82.5% 289 25 263 88.9% 59.0% 7 2 41.9% 815 776 39	79.2% 310 27 347 92.6% 60.5% 6 4 38.6% 815 826 -11	238 13 262 86.2% 60.6% 5 0 38.9% 815 807 8	252 23 269 88.8% 60.0% 4 0 42.6%	257 11 293 84.1% 57.6% 2 0 38.8% 815 1,018 -203	313 12 292 86.1% 51.3% 6 0 27.7% 815 953 -138	253 16 264 81.8% 3 1	290 15 307 85.9% 4 0	92.0% 543 31 571 84.1% 7 1 815 743 36	81.5% 3,304 204 3,549
eferrals forcement Check Response Reference courses of completed Safeguarding Check of cases where in-court conciliation forcement Check Response Reference control of cases where in-court conciliation for cases where in-court cases where in-court cases for cases where in-court cases for cases where in-court cases for cases where in-co	errals cks received within 10 days fon at FHDRA resulted in agreement Private Law Work To First Hearing % that identify Domestic Violence / Abuse Every engagement index — (including variance from WG average) Every response rate — (including variance from WG average) Funderspend Fund	259 21 267 91.2% 52.0% 2 2 40.7% 815 748 67	298 15 323 89.2% 66.0% 10 3 46.9% 815 785 30 91.3% CORPORA	76.2% 262 16 326 84.7% 56.8% Saf 3 0 39.4% Huma F 815 742 73 CC-CAWA 90.2% ATE KEY PE Huma	74.3% 304 16 308 86.8% 66.7% eguarding 4 2 42.0% n Resources 815 773 42 aC Accredita 90.2% REFORMANG	95.5% 238 15 295 89.8% 66.7% 7 1 44.7% s 815 763 52 ation 87.1% CE INDICAT	82.5% 289 25 263 88.9% 59.0% 7 2 41.9% 815 776 39 87.8%	79.2% 310 27 347 92.6% 60.5% 6 4 38.6% 815 826 -11 87.1%	238 13 262 86.2% 60.6% 5 0 38.9% 815 807 8	252 23 269 88.8% 60.0% 4 0 42.6% 815 0	257 11 293 84.1% 57.6% 2 0 38.8% 815 1,018 -203	313 12 292 86.1% 51.3% 6 0 27.7% 815 953 -138	253 16 264 81.8% 3 1	290 15 307 85.9% 4 0	92.0% 543 31 571 84.1% 7 1 815 743 36 71.4%	81.5% 3,304 204 3,549 61 13
ferrals forcement Check Response Reference control of completed Safeguarding Check of cases where in-court conciliation for cases where in-court cases where in-court cases for cases wh	errals cks received within 10 days fron at FHDRA resulted in agreement Private Law Work To First Hearing % that identify Domestic Violence / Abuse Every engagement index — (including variance from WG average) Every response rate — (including variance from WG average) Five years of CC-CAWAC Sectives agreed within WG timescales Explored within WG timescales	259 21 267 91.2% 52.0% 2 2 40.7% 815 748 67 91.3%	298 15 323 89.2% 66.0% 10 3 46.9% 815 785 30 91.3% CORPORA	76.2% 262 16 326 84.7% 56.8% Safi 3 0 39.4% Huma F 815 742 73 CC-CAWA 90.2% ATE KEY PE Huma	74.3% 304 16 308 86.8% 66.7% eguarding 4 2 42.0% n Resources 51.0% CRESOURCES 51.0%	95.5% 238 15 295 89.8% 66.7% 7 1 44.7% s 815 763 52 ation 87.1% CE INDICAT	82.5% 289 25 263 88.9% 59.0% 7 2 41.9% 815 776 39 87.8% TORS	79.2% 310 27 347 92.6% 60.5% 6 4 38.6% 815 826 -11 87.1%	238 13 262 86.2% 60.6% 5 0 38.9% 815 807 8 87.3%	252 23 269 88.8% 60.0% 4 0 42.6% 815 815 0 85.6%	257 11 293 84.1% 57.6% 2 0 38.8% 815 1,018 -203 81.0%	313 12 292 86.1% 51.3% 6 0 27.7% 815 953 -138 74.3%	253 16 264 81.8% 3 1 1 815 743 72 72.4%	290 15 307 85.9% 4 0 70.5%	92.0% 543 31 571 84.1% 7 1 815 743 36 71.4%	81.5% 3,304 204 3,549 61 13
ferrals forcement Check Response Refu cours of completed Safeguarding Chec of cases where in-court conciliati forcement Check Response Refu cours of completed Safeguarding Chec of cases where in-court conciliati forcement Check Response Refu concepts for completed Safeguarding Chec of cases where in-court conciliati for cases where in-court conciliation for cases where in-court conciliatio	errals cks received within 10 days fron at FHDRA resulted in agreement Private Law Work To First Hearing % that identify Domestic Violence / Abuse Every engagement index — (including variance from WG average) Every response rate — (including variance from WG average) Five years of CC-CAWAC Sectives agreed within WG timescales Explored within WG timescales	259 21 267 91.2% 52.0% 2 2 40.7% 815 748 67	298 15 323 89.2% 66.0% 10 3 46.9% 815 785 30 91.3% CORPORA	76.2% 262 16 326 84.7% 56.8% Saf 3 0 39.4% Huma F 815 742 73 CC-CAWA 90.2% ATE KEY PE Huma 1.01 5.8%	74.3% 304 16 308 86.8% 66.7% eguarding 4 2 42.0% n Resources 815 773 42 aC Accredita 90.2% REFORMANG	95.5% 238 15 295 89.8% 66.7% 7 1 44.7% s 815 763 52 ation 87.1% CE INDICAT	82.5% 289 25 263 88.9% 59.0% 7 2 41.9% 815 776 39 87.8%	79.2% 310 27 347 92.6% 60.5% 6 4 38.6% 815 826 -11 87.1%	238 13 262 86.2% 60.6% 5 0 38.9% 815 807 8	252 23 269 88.8% 60.0% 4 0 42.6% 815 0	257 11 293 84.1% 57.6% 2 0 38.8% 815 1,018 -203	313 12 292 86.1% 51.3% 6 0 27.7% 815 953 -138	253 16 264 81.8% 3 1	290 15 307 85.9% 4 0	92.0% 543 31 571 84.1% 7 1 815 743 36 71.4%	81.5% 3,304 204 3,549 61 13



CAFCASS Cymru - National Performance Dashboard - 31 May 2017

Restriction: Internal Only

Circulation List: CAFCASS Cymru

Publication Date: 12 June 2017

Version No: 1.0

The National Performance Dashboard displays headline case, Human Resource and financial measures over a rolling 13-months. It also includes the current year-to-date (ytd) position for CAFCASS Cymru. The latest month figure will show if the ytd is not applicable or not available (e.g. Human Resources figures).

** For measures with specific targets, cells will be coloured to indicate Red / Amber / Green (RAG) rating.

Measure	Reporting Frequency	Red	Amber	Green
KPI 1: Timeliness Section 31 Allocation (average no. of working days to allocate)	Monthly	>=5 days	3 days to 4.9 days	<3 days
KPI 2a: Proportion of open Private Law workload allocated	Monthly	<90%	>=90% to 94.9%	>=95%
KPI 2b: Percentage of Private Law Reports that have met the Court Ordered filing date	Monthly	<90%	>=90% to 94.9%	>=95%
KPI 3: 95% of Safeguarding Reports to be filed with the Court 3 days or more prior to first hearing	Monthly	<85%	>=85% to 94.9%	>=95%
KPI 4: 90% of Safeguarding Checks sent out within 2 days of receipt of referral	Monthly	<80%	>=80% to 89.9%	>=90%
KPI 5a: CAFCASS Cymru Staff Survey engagement index – (including variance from Welsh Government average)	Annually			
KPI 5b: CAFCASS Cymru Staff Survey response rate – (including variance from Welsh Government average)	Annually			
KPI 7: Percentage of Start of Year Performance Management Review (PMR) Objectives agreed within Welsh Government timescales - Target = 100%	Annually	<90%	>=90% to 99.9%	100%
KPI 8: Percentage of End of Year Performance Management Reviews (PMRs) completed within Welsh Government timescales - Target = 100%	Annually	<90%	>=90% to 99.9%	100%
KPI 9: Average number of days sickness absence per person - Target = No more than 0.5 per month	Monthly	>0.75	>0.5 to 0.75	<=0.5
KPI 10: No more than 3% of the Full Time Equivalent staff lost to sickness absence	Monthly	>4.5%	>3% to 4.5%	<3%
KPI 11: Percentage of invoices paid within 10 days - Target = 97%	Monthly	<90%	>=90% to 96.9%	>=97%

Source: Public Law - All figures are provided from individual office recordings pre April 2013 and from CAFCASS Cymru's Integrated Recording and Information System (IRIS) from April 2013 onwards

Private Law (ex WTFH)

- All figures are provided from individual office recordings pre April 2013 and from CAFCASS Cymru's Integrated Recording and Information System (IRIS) from April 2013 onwards

- All figures are provided from individual office recordings pre April 2013 and from CAFCASS Cymru's Integrated Recording and Information System (IRIS) from April 2013 onwards

- All figures are provided from individual office recordings pre April 2013 and from CAFCASS Cymru's Integrated Recording and Information System (IRIS) from April 2013 onwards

- All figures are provided from individual office recordings pre April 2013 and from CAFCASS Cymru's Integrated Recording and Information System (IRIS) from April 2013 onwards

Human Resouces - All figures are provided from Department of Health and Social Services (DHSS) data

Finance - All figures are provided from the Welsh Government ERP Portal

CC-CAWAC Accreditation - All figures are provided from from CAFCASS Cymru's Integrated Recording and Information System (IRIS)

Notes:

- Performance Management Review (PMR) Objective setting and reviews relate to eligible staff for reporting. Groups of staff that are not eligible are: Casuals / Probation / Senior Civil Service / Agency / Secondment / Maternity Leave

- The average number of workings days lost to sickness is calculated by dividing the total days lost to sickness in the reported month, by the total headcount of staff.