

# Family Public Law – Service KPIs

Effort	
Time / Money	Duration of Care and Supervision by child
	Average cost per case (GDS)
	Average time per hearing
	% Digital Channel usage vs. Non-Digital
Efficiency	Cases outstanding in Family Court counted by child and shown in 8 week band > 26 weeks old
	Average hearings for completed cases
	% of cases that are Urgent/Emergency applications
Seamless-ness	
	Average # weeks from receipt to final order by child
	Admin time on Court File & Bundle
	% of directions complied with on time

Experience	
Timeliness	Care & Supervision Receipts, Disposals and Outstanding by child
	All Public Law Outstanding (by case and by child)
	Care/Supervision average weeks to conclude
Simplicity	Time to complete application
	Volume of inbound queries
	Time spent chasing for missing info
Quality	% of orders available within 24 hours of hearing
Responsive-ness	Average time to resolve a customer/party query/complaints
	Average number of days to issue a Case Management Order after day of hearing (goal is 1 day)
Reliability	# instances when parties can't access info on time as a result of system outage
Failures	% of User contact related to failure demand
	% of addresses disclosed in error
	% of payments refunded in error
	No./Value of compensation (wasted cost) for hearings unable to be accommodated
	% of fees over/under charged

Perception	
Empathy	Reduction of xx% in complaints/quarter
	No. of enquiries that can be answered through customers self service online
Remedy	Customer Satisfaction % (CSAT) by user
Confidence	User Satisfaction/Confidence level in the Service (GDS)
	% of orders scored short & intelligible
Tangibles	% of users who rate facilities (cafeteria, signage, toilets) at our premises adequate or good

# Performance indicators (Private Beta)

Measure	Baseline	Target
% of Users who Continue to Use Digital Application after period of mandatory use (Uptake)	N/A	90%
% of Applications Queried by HMCTS due to errors / missing information	Currently 50%	Reduced to 10%
% of 'Golden Questions' filled in on Digital Application Form	N/A	80%
Time to Complete Digital Application Form	60 Minutes +	20 Minutes
User Satisfaction – Captured from Diary Study / Interview	N/A	TBC