



**FACULTY OFFICE**

**ADVISORY BOARD**

**Briefing paper: Key Performance Indicators (KPIs)**

KPIs are measurable values produced by businesses, organizations and regulators to demonstrate how well an organisation is performing by comparing internal data to pre-set targets in selected areas.

The Faculty Office has never previously produced or published KPIs.

The LSB's regulatory assessment in November 2019 downgraded the Faculty Office to "outcome not met – action required" for outcomes WL3 and WL4.

Outcome WL3 includes the requirement that the Faculty Office be transparent about its regulatory approach and performance.

As part of the Faculty Office's agreed action plan to meet this outcome the Faculty Office has undertaken to publish three KPIs on its timeliness in the following areas:

- Notarial inspections
- Disciplinary Cases
- Admissions to the profession

The Faculty Office had originally put forward a suggested publication date of 2021 to enable the gathering of data during the 2019/2020 practising year. However, this timescale was not accepted by the LSB in their regulatory assessment. Therefore, Faculty Office has suggested a revised publication date of March 2020 which has been accepted by the LSB.

Each of the KPI areas is considered in greater detail below.

**Notarial Inspections**

This KPI will measure the timeliness of the Faculty Office's follow up to any issues raised in an Inspector's report. The time taken from receiving the Inspector's report to any initial follow-up will be recorded. In the future this data will be compared to a target to be set by the Master.

**Disciplinary Cases**

This KPI will measure the timeliness of the Faculty Office's response to any complaint received about a practicing notary. The time taken from the receipt of the complaint to its conclusion will be recorded. In the future this data will be compared to a target to be set by the Master.

#### Admissions to the profession

This KPI will measure the timeliness of the Faculty Office's processing of applications for admission to the profession. The time taken will be measured from receipt of the application to the notary's admission to the profession. Again in the future this will be compared to a target set by the Master.

#### External factors

With all of the above KPIs factors outside of the Faculty Office's control may affect the timeliness of its response. For example, some notarial applicants take months to obtain a suitable professional reference, some disciplinary cases will be more complex than others and a hearing date will be dependent on the availability of the Commissary.

It is suggested that where these external factors have a significant impact on the KPI an explanation will be published to assist the consumer in interpreting the values.

#### Work in progress

Data in each of the three KPI areas is currently being collected and consolidated ready to be put before the Master.

Work is currently on track to meeting the publication deadline of 31 March 2020.