



ADVISORY BOARD

Key Performance Indicators (KPIs)

1. Background

In 2020 the Advisory Board agreed introductory KPIs covering timeliness in the following areas:

- The operation of the annual Inspections Regime
- Applications for Admission to the Notarial Roll
- The operation of the Disciplinary Regime

To build a more comprehensive performance framework, the Master of the Faculties has invited the Advisory Board to explore and identify additional KPIs.

This paper sets out the foundation for a detailed discussion about KPIs and aims to bring about options for the Master's consideration.

2. Operational and cultural goals

As the name suggests, KPI's capture information about performance and provide insight into how that performance can be improved. However, due to the nature of our work, particularly where it relates to exerting influence and educating members, it is difficult to quantify and follow traditional KPI models.

That said, establishing a two to three year plan identifying both input and output indicators will provide a clear vision of our goals and demonstrate how operational and cultural change is heading in the right direction.

Below is a structured approach to enable us to identify what we aim to achieve, including several practical suggestions for the Board's review.

What?	Why?	How?	When?
Informed approach to Regulation	Public protection, Stakeholder Perception, Support for Regulated Community.	<ol style="list-style-type: none"> 1. Complete a "fit for purpose" review of our disciplinary, enforcement and monitoring processes. 2. Meet or evidence improvement in line with LSB standards. 3. Meet or evidence improvement in line with OPBAS expectations. 4. Obtain specific assurance using targeted compulsory CPE. 5. Work with other regulators to identify areas for improvement. 6. Implement a strategy for communicating and consulting with our regulated community. 7. Source case studies from notaries with protected characteristics. 8. Report on datasets relating to informal enforcement action. 	2021-2023
Growth	Influence, Financial stability	<p>Admissions:</p> <ol style="list-style-type: none"> 1. Implement a strategy to reach out to candidates and streamline the applications process. 2. Review the scope of the current exemptions. 3. Implement SLAs for timely responses. 4. Facilitate the download of exemption forms. <p>Practising certificates:</p> <ol style="list-style-type: none"> 5. Research the availability of notarial work and identify opportunities. 6. Identify if there are barriers (i.e unavailability of supervision, insufficient work, demographics or diversity issues). 	2021-2023

Public confidence	Brand Value, Respected Profession	<ol style="list-style-type: none"> 1. Produce best practice documents relating to fees, clients' money, client care, data security, letters of engagement and professional Indemnity. 2. Conduct desk-based reviews against best practice standards. 3. Identify what we mean by consumer. 4. Develop a strategy to encourage equality and diversity within the profession, which is informed by current diversity data and research. 5. Introduce SLAs for the volume and handling of complaints. 6. Work with other regulators and consumer groups to identify key consumer issues. 7. Review public documents to ensure information provided is clear, easily accessible and informative. 	2021 - 2023
Corporate Responsibility	Demonstrate our ethics and sound governance.	<ol style="list-style-type: none"> 1. Implement a strategy to: <ul style="list-style-type: none"> • Establish diverse representation at all levels. • Increase transparency. • Introduce environmental initiatives. • Complete accessibility checks on website documents. • Fast track interviews for applicants with disabilities. • Review and update internal policies and processes and be alert to emerging risks. • Cost effective – consider opportunities for efficiencies. 	2021 - 2023

3. Invitation

The Board is invited to discuss and agree KPI proposals for the Master's consideration.

Mili Bhanji
Risk, Compliance and Investigation Officer and Deputy Chief Clerk
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