

Land Registry Key Performance Indicators 2016/17 (KPIs)

The following details the KPIs for 2016/7, comparing them with the KPIs for 2015/16

No	KPIs 2015/16	Change?	KPIs 2016/17
1	The percentage of customers who rate our overall service as good, very good or excellent to achieve 90 per cent	No	The percentage of customers who rate our overall service as good, very good or excellent to achieve 90 per cent
2	Substantive registrations to pass at least 98% of defined quality checks	No	Substantive registrations to pass at least 98% of defined quality checks
3	A 5% reduction in running costs compared to the budget for 2014/15	Yes	Target incorporated within the revised Unit Cost target below
4	Unit cost to be £19.91 (based on a planned volume of 11.8 million units) NOTE: The method for calculating unit costs has been amended for 16/17. Had last year's figure been calculated using this new methodology, the target would have been £22.51	Target enhanced & new method of assessment	Calculated under the old methodology the target for this year would be: Unit cost to be no more than £17.58 The target for 16/17, using the new methodology, is: Unit cost to be no more than £20.42
5	Achieve at least 12 units processed per FTE per day, on a planned volume of 11.8 million units	Target enhanced	Achieve at least 12.3 units processed per FTE per day.
6	Average external e-services availability at 99.6% or higher during published service hours	No	Average external e-services availability at 99.6% or higher during published service hours
7	Maintain a consistent index score calculated from a basket of 4 measures designed to measure motivation & performance of our workforce	Yes	To achieve an overall staff engagement score of no less than 57%
8	To achieve an improvement in the engagement score for leadership & managing change over 2 years of 15% compared to 2014/15 baseline	No	To achieve an improvement in the engagement score for leadership & managing change over 2 years of 15% compared to 2014/15 baseline