

Dr Helen Philips
Chair
Legal Services Board
One Kemble Street
London
WC2B 4AN

03 October 2019

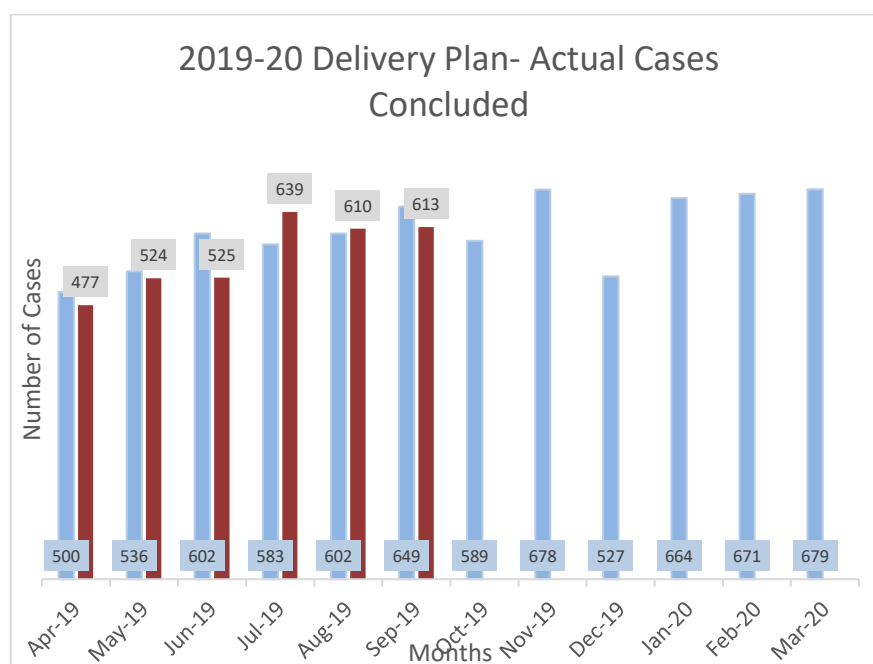
Dear Helen,

VOLUNTARY PERFORMANCE ASSURANCE REPORT

I am writing to provide the OLC's voluntary performance assurance report following the Board meeting on 26 September 2019.

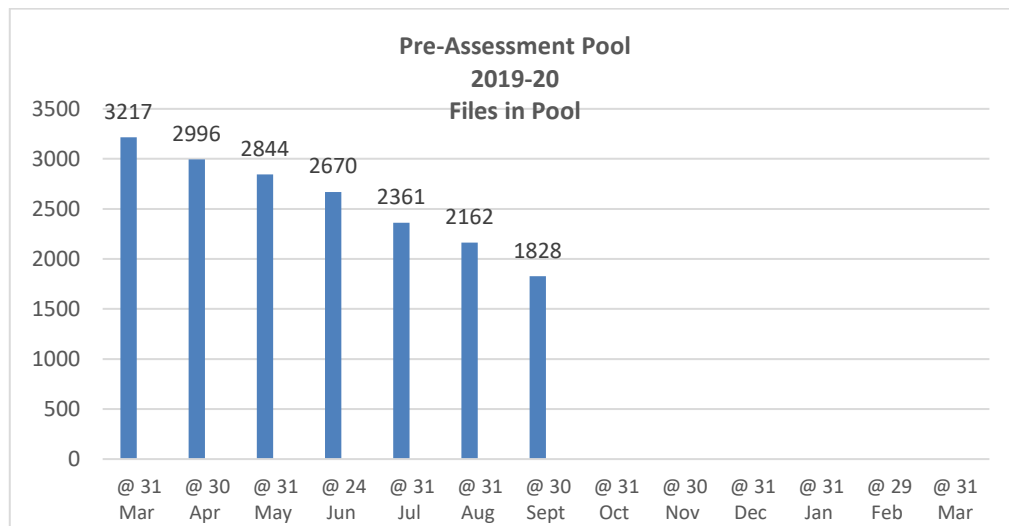
The Board's agenda was focussed on in year performance at this meeting. The headline points from the Board's discussion were:

- Board noted that the financial position was broadly stable with an underspend of £69,000 at the end of August (Period 5); this was partly due to profiling issues and partly to a number of minor variances. The year end position is expected to remain in balance and moving forward the position will be closely monitored.
- Board was pleased to hear that performance in September was likely to exceed 600 closures. Now that the month has closed I am able to report that the number of closures in the month was 613, a small increase on the previous month. Although this is 36 below the target in September I consider it a creditable performance which maintains the rising trend in case closures and is the third successive month where more than 600 closures have been achieved.



Monthly Performance Against Delivery Plan (2019/20)			
Months	Delivery Plan Target	Tolerance Range	Actual
April	500	450-500	477
May	536	482-536	524
June	602	542-602	526
July	583	525-583	639
August	602	542-602	610
September	649	584-649	613
October	589	530-589	
November	678	610-678	
December	527	474-527	
January	664	598-664	
February	671	604-671	
March	679	611-679	

In addition to this, Board welcomed that the number of cases awaiting assessment had fallen from 3,217 at 31st March 2019 to a figure below 2,000 files at the 26th September and this has now been confirmed as 1,828 at month end, a reduction of 1,389 files or 43.1%. The following graph shows the continuing trend over this period.



- Board welcomed these planned reductions and endorsed the ambition to improve the customer experience as described in the draft Road Map document. As previously agreed, Board noted the view that the length of the customer journey needed to be further modelled to understand the prospect of reductions after March 2020. It was confirmed by the Executive that this information is in preparation and will be presented the course of discussions on Business Plans through the Autumn.

- Board also considered a report from the Executive on the progress with proof of concept work on mediated solutions and noted that a full report would be available in November. The use of Nudge Theory had been encouraging.
- The Board was pleased to see evidence of successful recruitment and noted that more is planned.
- A summary of the performance to the end of September 2019 appears at Appendix 1. Performance remains strong and only one timeliness indicator is now adrift from plan. Unit Costs continue to be within target and Attrition remains broadly stable rising to 22% from 21.6% in the last two last periods. This is not believed to be statistically significant.

Helen, I am pleased that the recent Discovery Day - when senior staff from LSB and MoJ visited LeO and received a full briefing on the operation of the Scheme - has been completed and has received positive feedback from the invitees. I am also pleased that Brendan Arnold and Chris Nicholls continue to develop the engagements between our organisations at Director level as we had planned.

Thank you.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'Wanda Goldwag', is positioned above the typed name.

Wanda Goldwag
Chair, Office for Legal Complaints

Appendix 1: Monthly KPI and tolerance report – June 2019

Target met:		Target not met but within tolerance:		Target not met & outside tolerance:	
-------------	--	--------------------------------------	--	-------------------------------------	--

Measure	KPI	Tolerance	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Notes
% cases concluded in new CMS (CEQ2a)														
90 days (low)	65%	10% off target for more than 2 consecutive months or 2 months out of 4, in any category	89%	83%	83%	86%	86%	85%						The item that is showing Amber is for High Complexity cases. Relatively few of these are closed monthly and so a small variance can impact the % significantly. It is not anticipated that this will persist and the variance has improved in September by 3% points.
90 days (med)	40%		54%	50%	45%	52%	45%	49%						
90 days (high)	0%		25%	11%	8%	13%	18%	0%						
180 days (low)	90%		98%	99%	99%	98%	98%	99%						
180 days (med)	85%		92%	91%	85%	85%	84%	90%						
180 days (high)	33%		75%	56%	33%	20%	27%	30%						
365 days (low)	99%		100%	100%	100%	100%	100%	100%						
365 days (med)	95%		100%	100%	98%	100%	100%	99%						
365 days (high)	85%		100%	100%	83%	93%	88%	91%						
% cases (all complexity) concluded (CEQ2a)														
Within 90 days	45%	10% off target for more than 2 consecutive months or 2 out of 4	48%	51%	50%	59%	67%	67%						As predicted, with the closure of the Legacy cases these KPI's are now in line with plan..
Within 180 days	78%		63%	72%	70%	74%	84%	89%						
Within 365 days	95%		69%	78%	77%	83%	94%	96%						
Turnover (PLC2a/b)														
Quarterly rolling annual turnover rate	Rolling annual turnover <18%	>2% above rolling annual target for two consecutive quarters	18.7%	20.2%	21.8%	21.6%	21.6%	22.0%						Turnover continues to vary incrementally as management of performance, capability and behaviours proceeds robustly but remains within tolerance.
Unit Cost per case (IRE8)														
Legal all complexities – net of estates income and gross costs	£1695	>£100 over target – 3 month rolling average	£2118	£2047	£1952	£1554	£1574	£1631						Unit costs were within target in July & August & this is expected to remain the case in September. Final expenditure figures for September are available Monday 7 th October and so until then the figure is provisional.

