

Annex A – LSB budget acceptance criteria for 2021/22

1. In accordance with Schedule 15 s23(3) of the Act, an indication of the amount and distribution of resources deployed in the operation of the ombudsman scheme and the amounts of income OLC expect to arise from the operation of the scheme. This should include a clear breakdown, explanation and justification of:

- a. assumptions around the volumes predicted for 2021/22, including data on the number of new cases in the current year to date and an assessment of the likely impact of Covid-19 on demand. Please include information about how the organisation would respond in the event of volume fluctuation
- b. staff costs and numbers broken down by function, with an explanation of how pay awards relate to the People Plan/staff morale
- c. estimated split of expenditure between:
 - i. handling complaints about legal services
 - ii. policy and impact work, in particular to analyse and feed back to the sector learnings from handling complaints
 - iii. anything else not covered by (i) and (ii).

2. Transparency about performance, this should include:

- a. analysis of actual performance to date in 2020/21, with reference to the commonly agreed dataset
- b. risks and how they are being managed and mitigated for:
 - i. the remainder of 2020/21
 - ii. 2021/22, including an overview of sensitivity analysis of key assumptions around income prediction, case complexity and other factors
- c. the forecast performance trajectory from the present until sustainable acceptable performance is expected to be achieved mapped against different budget scenarios (analysis by month, with reference to the commonly agreed dataset)
- d. a summary of key current and planned initiatives designed to achieve sustainable acceptable performance, including specific actions and timeframe.

3. A robust business case that clearly demonstrates the linkages between any additional resources sought to the expected benefits across operational performance (including staff morale), policy and impact, and other relevant activities.

4. An explanation of how value for money will be delivered and measured.

5. An explanation of how the proposed budget would promote equality, diversity and inclusion for both colleagues and the Legal Ombudsman's customers. As part of this, details of any plans to measure for any disproportionality of complaint outcomes.

6. A summary of where the budget has changed in response to stakeholder responses to consultation and a summary of any responses to that consultation.

7. The submission should confirm that the OLC has submitted a medium-term financial plan that reflects these acceptance criteria to the Ministry of Justice, and that wider engagement with the department has taken place consistent with the tripartite operating protocol.

8. A summary of the governance processes involved in preparing the submission, including confirmation that the submission has the formal support of the board.