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Mr Chris Nichols  
Director of Policy & Regulation  
Legal Services Board  
One Kemble Street  
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2 September 2019

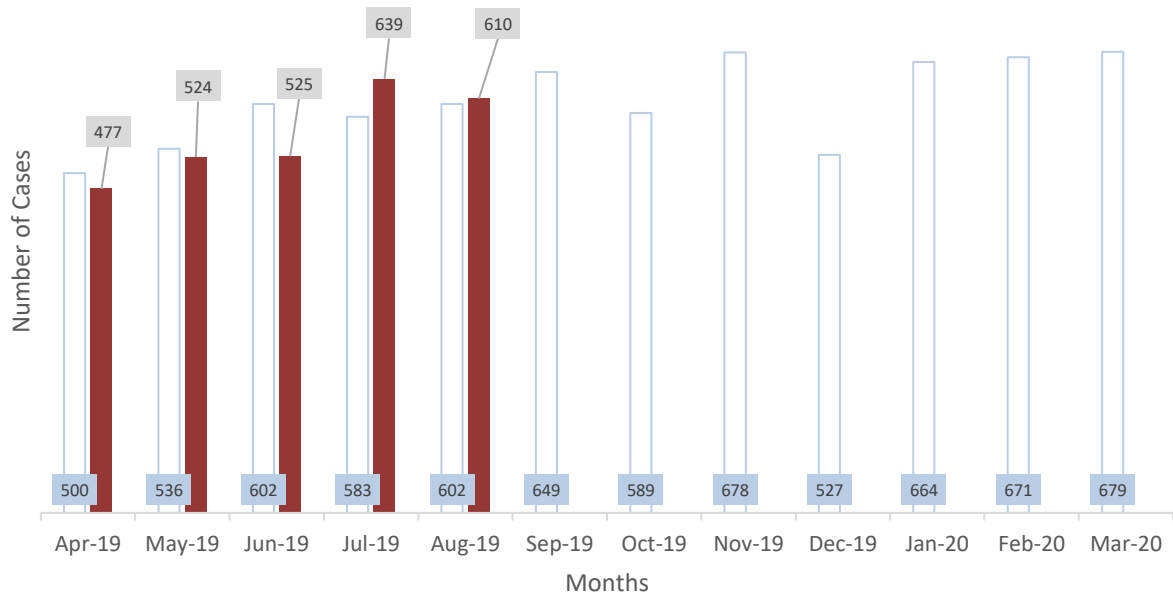
Dear Chris,

### LeO Performance Commentary - August 2019

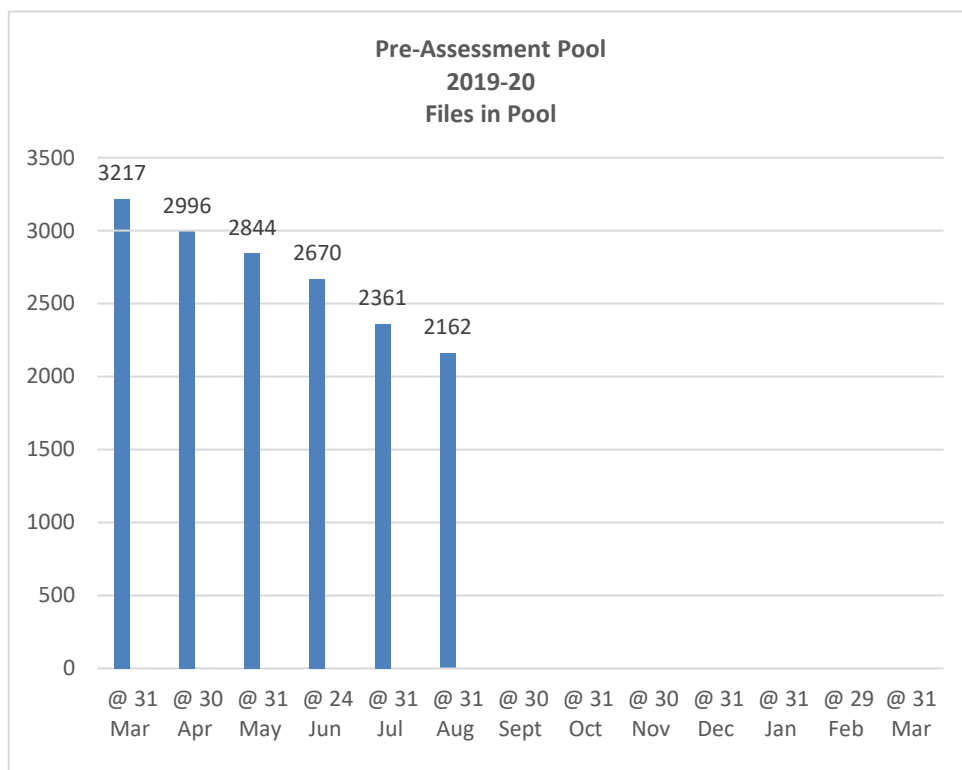
Although there is a meeting of the OLC Board on the 26 September I thought it might be useful to send to you the usual commentary following receipt of the closure figures for August. I am pleased to report that in August the number of cases closed was 610 against a target of 602. This both meets and exceeds the monthly target for the second month running. The position is shown below.

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	
October	589	530-589	
November	678	610-678	
December	527	474-527	
January	664	598-664	
February	671	604-671	
March	679	611-679	

### 2019-20 Delivery Plan- Actual Cases Concluded



In addition the number of files awaiting assessment has fallen from 3,217 at 31<sup>st</sup> March 2019 to 2,162, a reduction of 1,055. The emerging trend is shown below; as a reminder, a normal volume of work in the Pool should be in the region of 700+ files for the current process.



As previously observed there is an increasing likelihood that LeO will maintain the planned level of performance agreed by LSB when the Business Plan was approved in March.

I attach as an Appendix the KPI table updated for August.

I look forward to our meeting on 13<sup>th</sup> September.

With Good Wishes.

Yours Sincerely,

Brendan Arnold

## Appendix 1: Monthly KPI and tolerance report – August 2019

Target met:		Target not met but within tolerance:		Target not met & outside tolerance:	
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Measure	KPI	Tolerance	Apr	May	Jun	Jul	Aug	Sept	O c t	Nov	Dec	Jan	Feb	Notes
<b>% cases concluded in new CMS (CEQ2a)</b>														
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%							The item that is showing Amber at 27% is for High Complexity cases. Relatively few of these are closed monthly and so a small variance can impact the % significantly. The KPI for 180 days (med) is just 1% adrift from target and this is not expected to persist.
90 days (med)	40%		54%	50%	45%	52%	45%							
90 days (high)	0%		25%	11%	8%	13%	18%							
180 days (low)	90%		98%	99%	99%	98%	98%							
180 days (med)	85%		92%	91%	85%	85%	84%							
180 days (high)	33%		75%	56%	33%	20%	27%							
365 days (low)	99%		100%	100%	100%	100%	100%							
365 days (med)	95%		100%	100%	98%	100%	100%							
365 days (high)	85%		100%	100%	83%	93%	88%							
<b>% cases (all complexity) concluded (CEQ2a)</b>														
Within 90 days	45%	10% off target for more than 2 consecutive months or 2 out of 4	48%	51%	50%	59%	67%							Performance against 180 and 365 day measures was until recently impacted by closure of legacy cases. These have now all been concluded and the 180 day KPI is within target for the first time and the 365 day KPI trend line is moving towards target.
Within 180 days	78%		63%	72%	70%	74%	84%							
Within 365 days	95%		69%	78%	77%	83%	94%							
<b>Turnover (PLC2a/b)</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%							Turnover continues to vary incrementally as management of performance, capability and behaviours proceeds robustly but remains within tolerance. There was a marginal improvement in July which has remained stable in August.
<b>Unit Cost per case (IRE8)</b>														
Legal all complexities – net of estates income and gross costs	£1695	>£100 over target – 3 month rolling average	£2118 variance	£2047 variance	£1952 variance	£1554 variance	£1639 variance							Unit costs were within target in July and this is expected to remain the case in August. Final expenditure figures are published on Day 5 i.e. 6 <sup>th</sup> September so this figure remains unconfirmed until that date.