

29 June 2017

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

Dear Helen,

On 5 April your Chief Executive wrote to us, setting out the LSB's approach to gaining assurance from the OLC on the performance of the Legal Ombudsman Scheme. You asked us to consider:

- a. information about the Legal Ombudsman's performance being rapidly put into the public domain on a regular basis;
- b. the OLC to continue to provide comprehensive information on scheme performance to the LSB through OLC Board papers and minutes;
- c. the OLC to consider what additional reporting it could provide to the LSB to enable the Board to be assured of the OLC's performance in administering the LeO scheme.

Following various productive meetings between Chairs and CEOs, I can now set out the OLC's proposed approach.

- a. information about the Legal Ombudsman's performance will be put on our website quarterly
- b. the OLC will continue to provide comprehensive information on scheme performance to the LSB through OLC Board papers and minutes;
- c. the OLC will meet with the LSB on a quarterly basis to discuss performance, as agreed in the Tripartite Operating Protocol. In practice this will be delivered through:
 - i. The LSB Chair and CEO attending OLC Board meetings twice yearly, in September and March
 - ii. The OLC Chair, CEO and Chief Legal Ombudsman meeting with the LSB Chair and CEO regularly and two of these meetings could concentrate on performance (in the alternate quarters). The quarterly performance report can be provided in advance

The logo for the Legal Ombudsman, featuring the word "LEGAL" in a stylized, pink, cursive font above the word "OMBUDSMAN" in a bold, black, sans-serif font.

LEGAL
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- d. As OLC Chair I will send a short voluntary assurance note to the LSB, following each OLC Board meeting, explaining how we have dealt with LeO's performance at that meeting.

You also indicated that you intended to give one of your Board members specific responsibility for OLC matters, and I welcome this and look forward to hearing who will be undertaking this role.

I trust that this is sufficient to provide the LSB with the assurance it needs. It would be helpful for you to confirm that you are content with these proposals before I attend your Board meeting on 19 July, and I will of course be delighted to talk further about performance assurance at that meeting.

Yours sincerely,



Wanda Goldwag
Chair
Office for Legal Complaints