

Appendix 1 - Commissioner's targets for the Law Society 2005-06

To support target setting in 2005-06 four strategic priorities have been identified:

Timeliness – people want their complaints resolved in a reasonable time.

Timeliness: to resolve complaints cases within	
Within	2005-06
3 months	53%
6 months	75%
9 months	85%
12 months	92%
18 months	98%
All complaints over 18 months to be referred to the Lay Panel	

Customer satisfaction – this includes impartiality, a clear process, and an effective remedy where one is appropriate.

Customer satisfaction	
2005-06 target	68%

Quality of decisions – this includes consistency, following procedures properly, and ensuring there is no unfair discrimination.

Quality of decision (using LSO's satisfaction rating)	
2005-06 target	70%

Delivery of plans – this involves a proper planning process drawing together people with the right skills, using quality systems, and delivering the intended level of performance within reasonable timescales and then sustaining it.

Note:

Since first setting her targets in September 2004, the Commissioner has reduced one of the four targets, the customer satisfaction target, from 72 per cent to 68 per cent. This was to take account of the performance base from which the Law Society is starting and in light of the representations made. The Commissioner has also reduced one part of the timeliness target, for those cases to be completed within three months, from 55 percent to 53 per cent. This is to allow capacity for the Law Society to deal with the longer running cases.

In addition, the targets for both customer satisfaction and quality of decisions include a tolerance band. The customer satisfaction target includes a tolerance band of between 65 per cent and 68 per cent, while the quality of decisions target will include a tolerance band of between 65 per cent and 70 per cent. The Law Society must aim to achieve the targets at the level set of 68 per cent and 70 per cent respectively, but the tolerance bands are a performance range within which a penalty will not be imposed.

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