

Department	DSO	DSO outcome	Indicator
TREASURY SOLICITORS	Provide high quality legal services to enable clients to operate effectively within the law, maximise the value of legal services, minimise legal risk and achieve best legal outcomes.	<p>Work in partnership with our clients to achieve the best legal outcomes.</p> <p>Help our clients minimise their legal risk and maximise the value of the services they receive.</p> <p>Provide added value to government in developing joined up policy and legislation.</p>	<p>1. The number of clients who think the service they received is good or excellent (95%).</p> <p>2. External quality standard: Retain Lexcel¹ accreditation.</p> <p>3. Additional indicator to be developed as part of the Business Partnership Strategy.</p>

¹ Lexcel is the Law Society's practice management quality mark. It promotes improved risk management leading to fewer claims or complaints and better customer service leading to increased client satisfaction.