

Sir Mike Pitt
Chairman
Legal Services Board
One Kemble Street
London
WC2B 4AN

7 June 2016

Dear Mike,

Please see below, the information requested to ensure compliance with the LSB requirements under Section 120.

From **1 April 2016 until March 2017**, the OLC must prepare and give reports monthly (in PDF or Word format) to the LSB providing the following information for its legal complaints jurisdiction:

- a) **Timeliness statistics showing the actual and percentage numbers of cases resolved within 56 days, 90 days, 180 days and 12 months (measured from the point at which a complainant agrees the nature of the complaint to the point at which it is resolved)**

Legal Performance for May 2016

	56 days	90 days	180 days	365 days
Target	n/a	60%	90%	n/a
Percentage achieved	29.4%	44.9%	85.2%	99.1%
Number of closures	155	208	548	538

- b) **Unit cost statistics showing the unit cost per case per rolling quarter. This should be calculated in accordance with the currently agreed methodology but may also be presented alongside OLC's proposed new measure.**


LEGAL
OMBUDSMAN

Legal jurisdiction

Cost per case (old KPI)

Month = £1717

Rolling 3 month = £1961*

Rolling 12 month = £1794*

New KPI

Cost per complaint

Month = £79

Rolling 3 month = £68

Rolling 12 month = £55

Cost per investigation

Month = £806

Rolling 3 month = £1030

Rolling 12 month = £834

*includes all one off of buy out of flexible benefits

- c) **Quality statistics. These should be calculated in accordance with the currently agreed methodology but may also be presented alongside OLC's proposed new measures.**

The current target (of at least 40% of complainants and lawyers being satisfied with the service they received from us, regardless of outcome), is measured over a quarter. This data is collated by an external provider, so we will get our result for this first quarter of this financial year in mid-August and will be able to report on it from then.

We do have the results for the final quarter of the last financial year with 66% of complainants and service providers satisfied with the service we provide, regardless of outcome. Overall, there has been a steady progression in this performance area since the second quarter of last year resulting in this highest rating of the year.

The OLC's proposed new measures relating to customer ratings of satisfaction at initial contact, investigation and end of the process will be established following 6 months data collection. We have started the process of collecting this data from 1 April.

Yours sincerely,



Steve Green
Chair
Office for Legal Complaints