

Legal Ombudsman

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Sir Mike Pitt  
 Chairman  
 Legal Services Board  
 One Kemble Street  
 London  
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9 November 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 October 2016

	56 Days	90 Days	180 days	365 days
Target	n/a	60%	90%	n/a
Percentage achieved	18.5%	43.4%	84%	98.8%
Number of closures	124	278	372	648

- 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 jurisdiction

Cost per case (old KPI)

Month = £ 1368

Rolling 3 month = £ 1521

Rolling 12 month = £ 1689



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New KPI  
Cost per complaint  
Month = £ 49  
Rolling 3 month = £ 48  
Rolling 12 month = £ 53

Cost per investigation  
Month = £ 679  
Rolling 3 month = £ 740  
Rolling 12 month = £ 830

- 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 result for the first quarter of this financial year showed that 60% of complainants and service providers are satisfied with the service we provide, regardless of outcome, against a target of 40%. Unfortunately, we have not yet received our data for the second quarter of this financial year. This information will be received on 18 November and will be provided in December's letter.

Yours sincerely,



Steve Green  
Chair  
Office for Legal Complaints