

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

9 September 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 August 2016

	56 days	90 days	180 days	365 days
Target	n/a	60%	90%	n/a
Percentage achieved	25.9%	53%	79.7%	98.3%
Number of closures	230	301	369	531


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- 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 = £ 1584

Rolling 3 month = £ 1630

Rolling 12 month = £ 1752

New KPI

Cost per complaint

Month = £ 49

Rolling 3 month = £ 53

Rolling 12 month = £ 53

Cost per investigation

Month = £ 727

Rolling 3 month = £ 792

Rolling 12 month = £ 839

- 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%.

Yours sincerely,



Steve Green
Chair, Office for Legal Complaints

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

7 October 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 September 2016

	56 Days	90 Days	180 days	365 days
Target	n/a	60%	90%	n/a
Percentage achieved	20%	47%	84.8%	99%
Number of closures	127	413	473	518

- 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.**


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Legal jurisdiction

Cost per case (old KPI)

Month = £ 1612

Rolling 3 month = £ 1593

Rolling 12 month = £ 1718

New KPI

Cost per complaint

Month = £ 49

Rolling 3 month = £ 51

Rolling 12 month = £ 53

Cost per investigation

Month = £ 813

Rolling 3 month = £ 780

Rolling 12 month = £ 837

- 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%. We will provide the results of quarter two in next month's update.

Yours sincerely,



Steve Green
Chair
Office for Legal Complaints