

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

9 March 2017

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 February 2017

	56 Days	90 Days	180 days	365 days
Target	n/a	60%	90%	n/a
Percentage achieved	20.2%	46%	77.3%	98.7%
Number of closures	97	317	513	450

- b) **Unit cost statistics showing the unit cost per case per rolling quarter. This should be calculated in accordance with the currently agreed**


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methodology but may also be presented alongside OLC's proposed new measure.

Legal jurisdiction

Cost per case (old KPI)

Month = £ 1589

Rolling 3 month = £ 1555

Rolling 12 month = £ 1647

New KPI

Cost per complaint

Month = £ 54

Rolling 3 month = £ 55

Rolling 12 month = £ 55

Cost per investigation

Month = £ 751

Rolling 3 month = £ 754

Rolling 12 month = £ 823

- 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 third 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 of OLC Board