

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

10 April 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 March 2017

	56 Days	90 Days	180 days	365 days
Target	n/a	60%	90%	n/a
Percentage achieved	26.4%	45.9%	80.2%	98.9%
Number of closures	138	220	475	531

- 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 = £ 1593*

Rolling 3 month = £ 1542

Rolling 12 month = £ 1586


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*In March, the total cost of the legal jurisdiction was increased due to additional corporate expenditure, on items such as research and IT equipment.

New KPI

Cost per complaint

Month = £ 46

Rolling 3 month = £ 47

Rolling 12 month = £ 51

Cost per investigation

Month = £ 676

Rolling 3 month = £ 722

Rolling 12 month = £ 765

- 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 the 16/17 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,



Wanda Goldwag
Chair
Office for Legal Complaints