

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

6 May 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 April 2016

| | 56 days | 90 days | 180 days | 365 days |
|----------------------------|---------|---------|----------|----------|
| Target | n/a | 60% | 90% | n/a |
| Percentage achieved | 24.2% | 43.2% | 88.3% | 100% |
| Number of closures | 112 | 211 | 263 | 75 |

We were surprised by the LSB's request to report on cases resolved within 56 days


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and 12 months, as these statistics are internal measures and do not form part of the suite of proposed and agreed targets. We have included this data for April 2016, and would welcome clarity on this request for future reports.

- 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 = £1763

Rolling 3 month = £1900*

Rolling 12 month = £1811*

New KPI

Cost per complaint

Month = £63

Rolling 3 month = £60*

Rolling 12 month = £54*

Cost per investigation

Month = £843

Rolling 3 month = £956*

Rolling 12 month = £838*

*Includes all one off costs 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. This month (May) we will receive the data from the external provider on the surveys undertaken in the last quarter of the 2015/16 financial year, and will include this in the next update.

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