

Summary of Performance Measures and Statistics

Consumer Complaints Service

January 2005



The Law Society



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Summary

January

- CCS conduct and service caseload down by 133 to 4181.
- CCS received 954 new complaints and closed 1087.
- The CAU answered 5598 calls, with an average time to answer of 16 seconds.
- The LSO made no recommendation in 72% of the reports returned in January.
- The number of full time equivalent caseworking staff in CCS at the end of January was 156.4.

Except where indicated, all data on the following pages refers only to the workload of the CCS, and refers to Conduct and Service Complaints.

Charts have been used where appropriate for ease of comparison and monitoring of trends.

Where charts have been used, the data on which they are based has been included in the appendices.

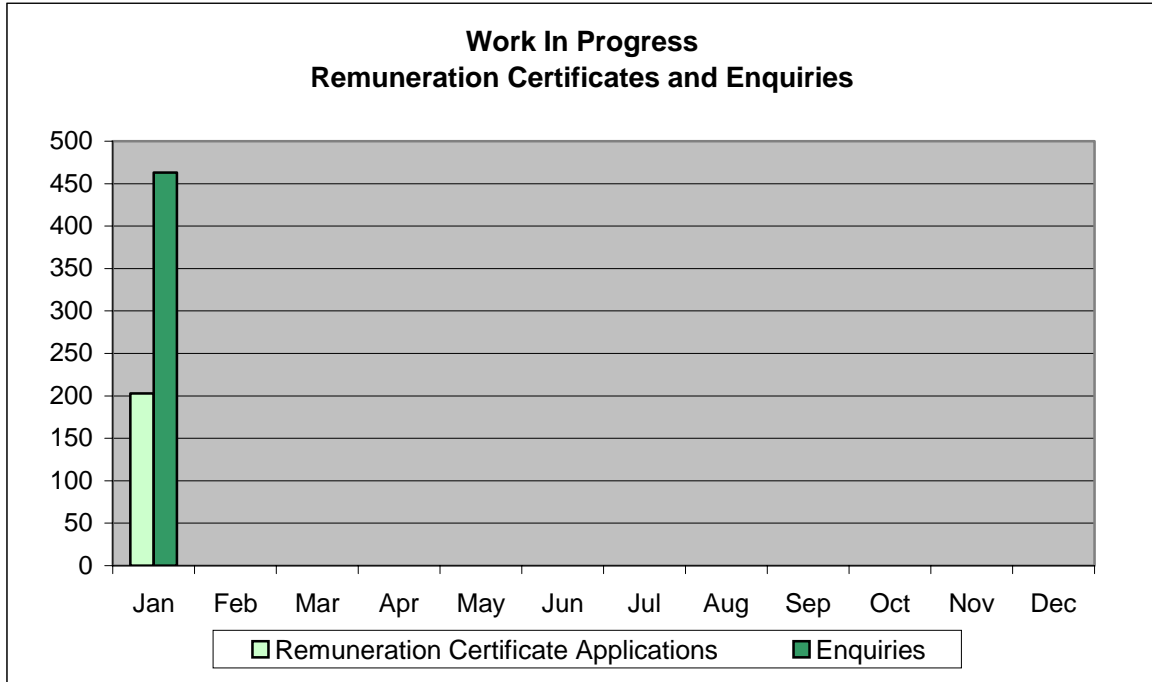
Caseload movement this month

Throughput of all cases	Caseload brought forward	New Cases received	Cases Closed	Caseload carried forward	Caseload movement
Conduct	2034	433	509	1958	-76
Service	4726	1009	1041	4694	-32
Conduct & Service Combined	6760	1442	1550	6652	-108
Remuneration Certificates	227	52	76	203	-24
Enquiries	482	410	429	463	-19
TOTAL	7469	1904	2055	7318	-151

The above table shows the throughput of work by matter type. The table below shows the same information in respect of the work of the Consumer Complaints Service.

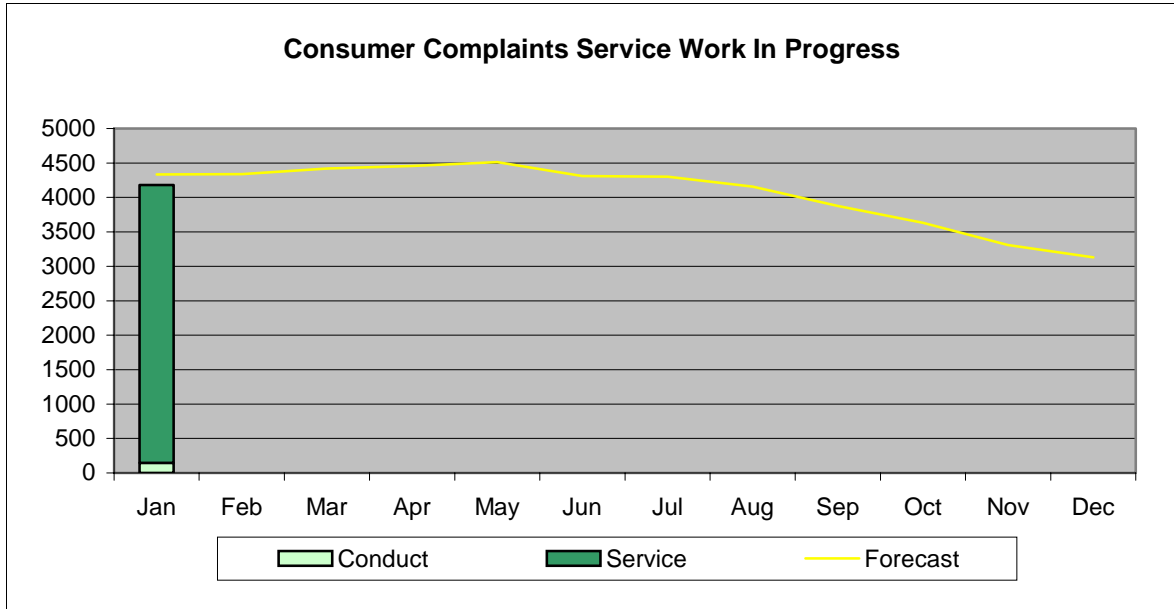
Throughput of Consumer Complaints Service	Caseload Brought Forward	Cases Received	Cases Closed	Caseload Carried Forward	Caseload Movement
Conduct	207	73	137	143	-64
Service	4107	881	950	4038	-69
Conduct & Service Combined	4314	954	1087	4181	-133
Remuneration Certificates	227	52	76	203	-24
Enquiries	482	410	429	463	-19
Consumer Complaints Service	5023	1416	1592	4847	-176

Trend in Caseload Movement

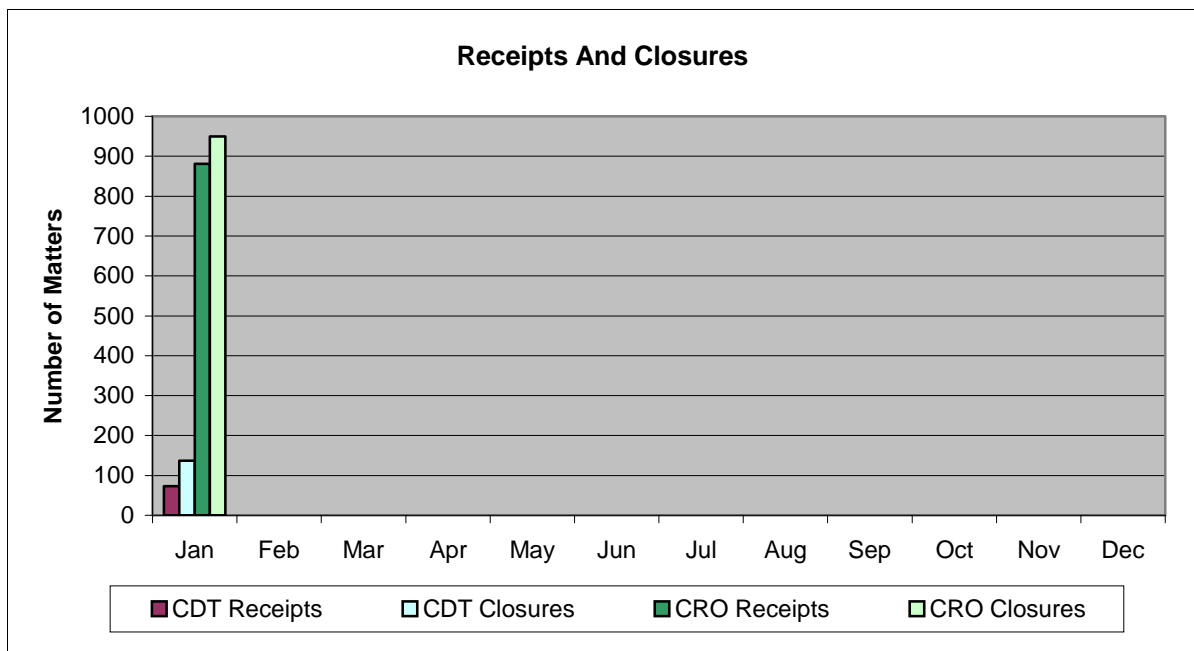


Initial requests for a Remuneration Certificate are handled as enquiries whilst information on the process is provided to those involved and the necessary details obtained from the parties. If these initial enquiries are pursued they then become Applications.

Trend in Caseload Movement

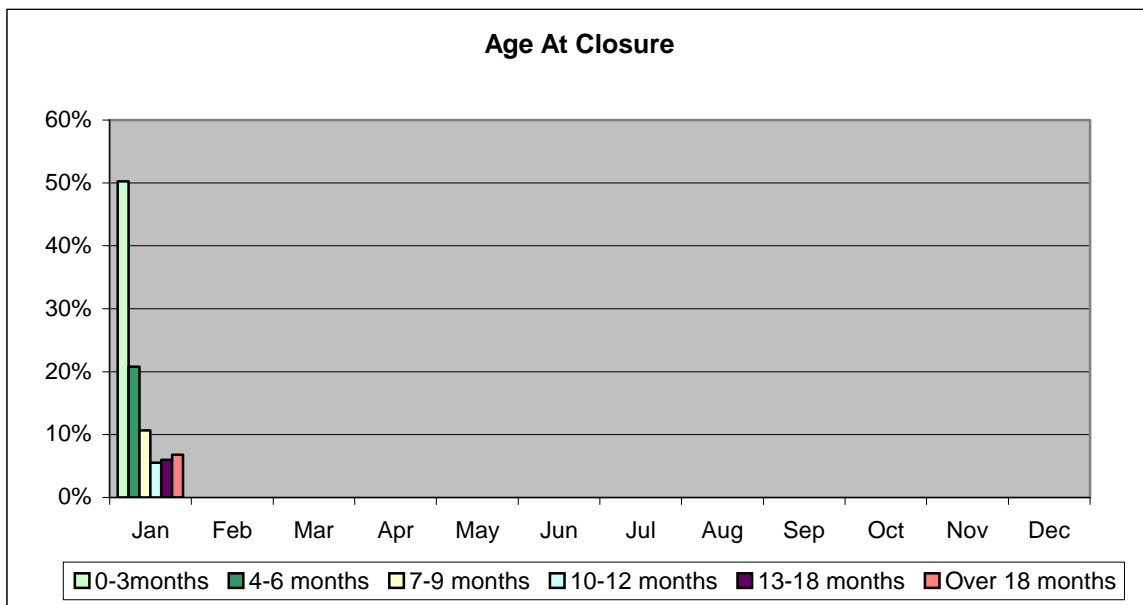
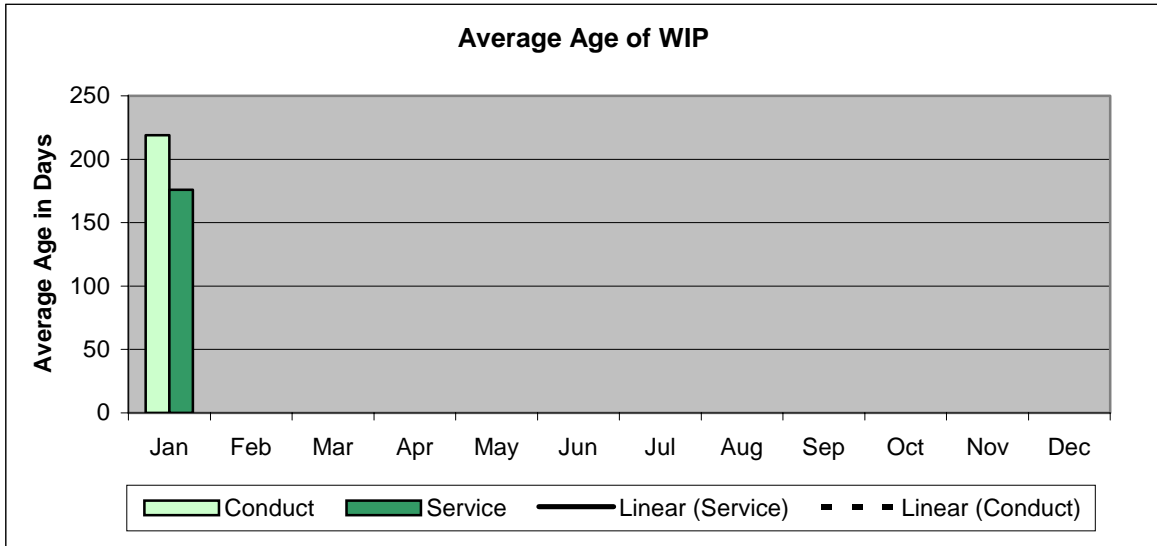


The above chart shows the work in progress of the CCS which has been reduced from 5304 in January 2004 to 4181 at the end of January 2005.



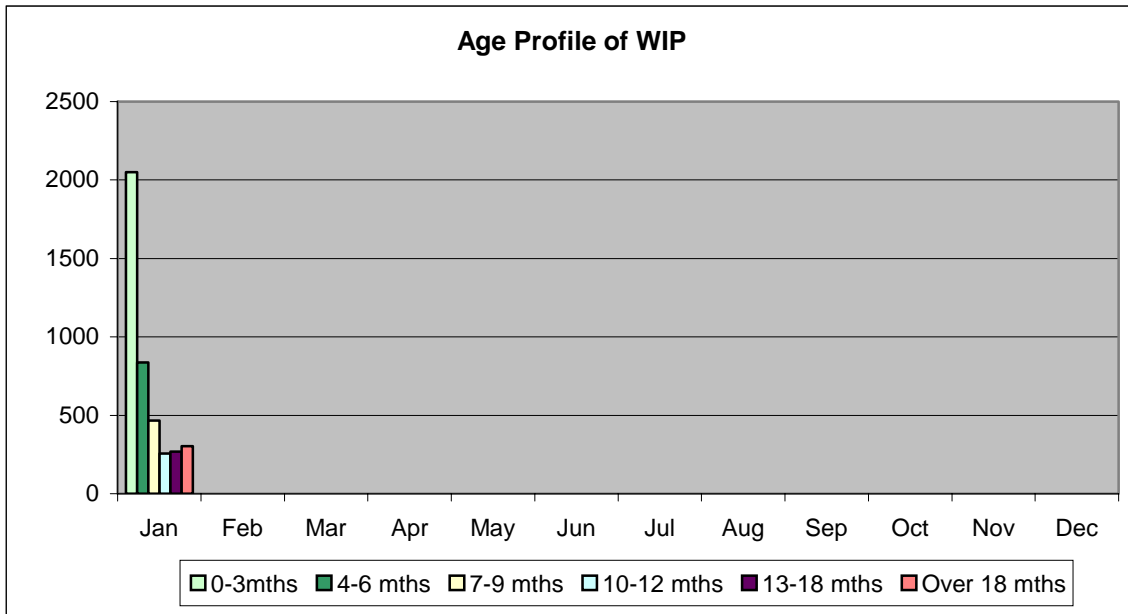
January has seen a positive start to the year with more closures than receipts for both conduct and service matters.

Age profile of caseload



The protocol for calculating age at closure has been amended at the request of the LSCC, as have the age bands. We still use the age in days as the basis of the calculation. However, instead of dividing by the average days in a month and rounding up or down to the nearest whole number, we are now applying a range of cut-off points equating to the age band ceiling, i.e. 91 days, 183 days, 274 days, etc.

Age profile of caseload



The age profile of the work in progress at the end of each given month is now calculated on the basis of anything less than 91 days is 0 -3 months, less than 184 days is 0 -6 months, less than 275 days 0 -9 months, less than 366 days 0 -12 months and less than 549 days 0 -18 months.

Age in Months	0-3 months	0-6 months	0-9 months	0-12 months	0-18 months	Total
January	49%	69%	80%	86%	93%	100%
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
Year To Date	49%	69%	80%	86%	93%	100%

Outcome of complaints

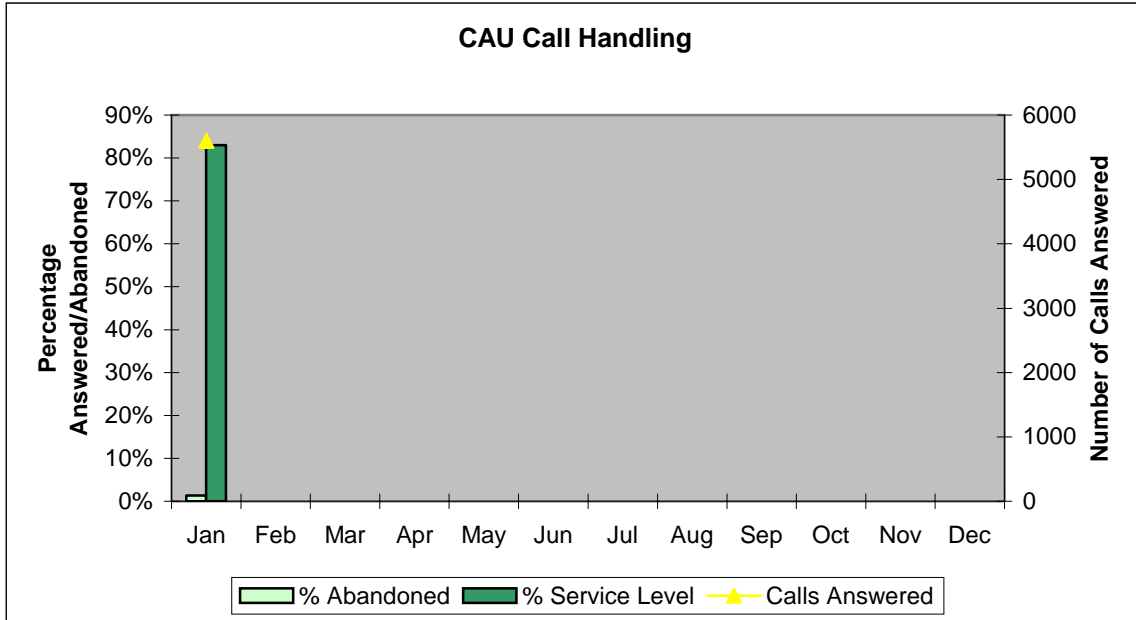
The table below shows the outcome of matters closed.

From June 2004 the outcomes shown replaced the ones previously being used. Technical issues mean that a small number of closures are recorded under the now obsolete codes. Because there is no direct correlation between the two sets of codes, the old ones are noted as 'other' .

Outcome	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year To Date	%
Closed temporarily	139												139	13%
Conciliated	335												335	31%
Not upheld	254												254	24%
Outside our jurisdiction	43												43	4%
Resolved without our intervention	27												27	3%
Upheld	80												80	7%
Upheld but no action	11												11	1%
Withdrawn by customer	53												53	5%
Customer has not responded	49												49	5%
Referred back to firm under Rule 15	32												32	3%
Solicitors' reasonable offer	10												10	1%
Within jurisdiction but investigation declined	40												40	4%
Other (Including obsolete outcomes)	7												7	1%
TOTAL	1080												1080	100%

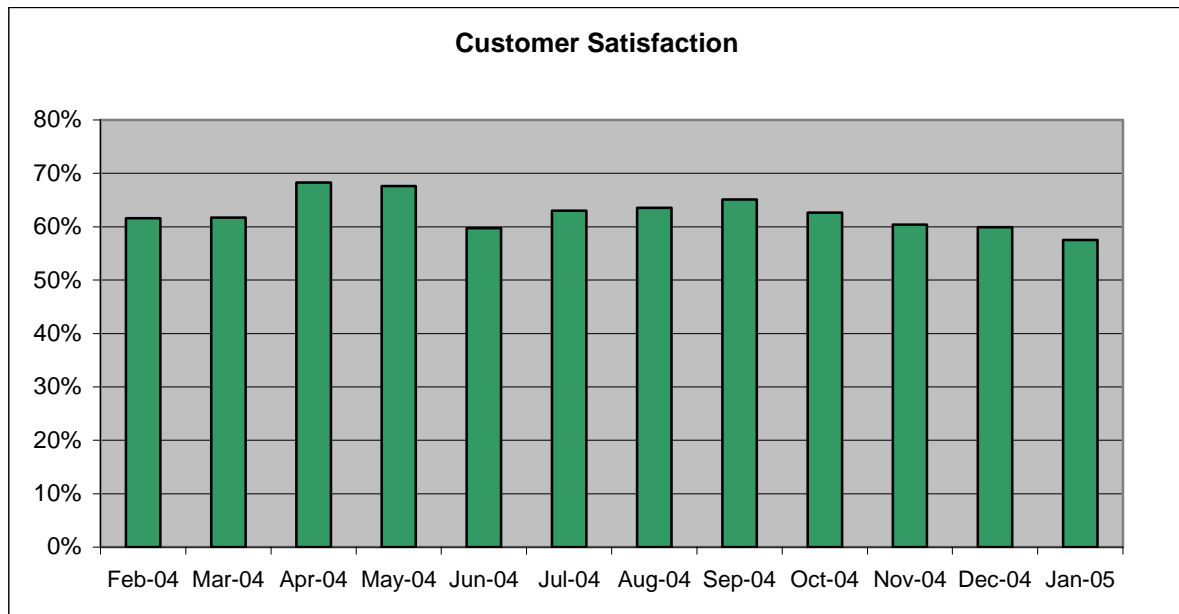
It should be noted that the division of closures between CCS and CAI, as well as deleted matters and those that cannot be defined at the time the data was captured, means that there is a small difference between the totals recorded here and the total number of closures for the month.

Performance Indicators

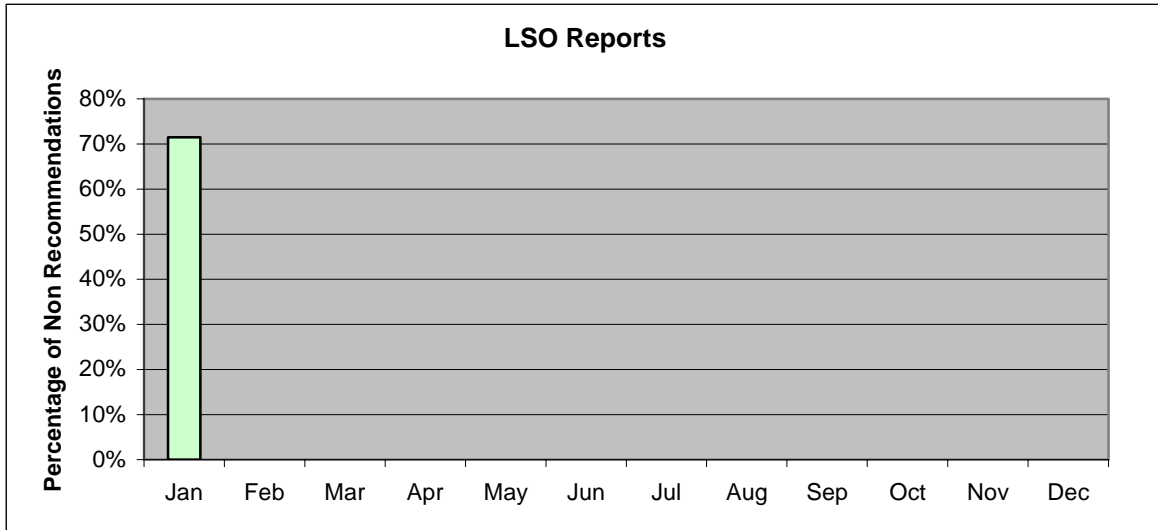


CAU Call Handling

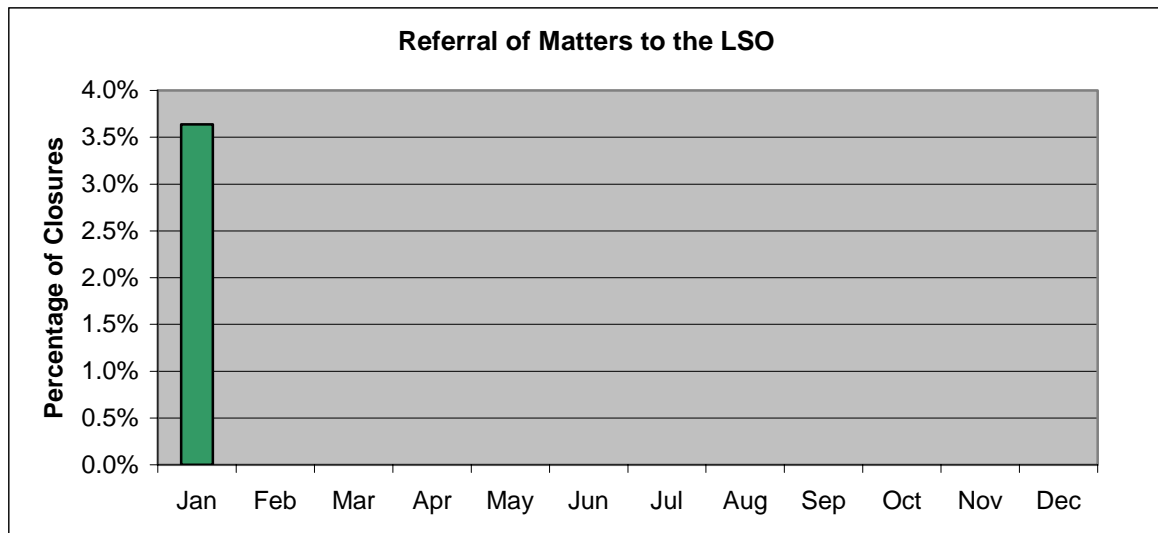
Service levels were above the target 80% and the abandoned rate was well within the target range of less than 5%.



LSO referrals



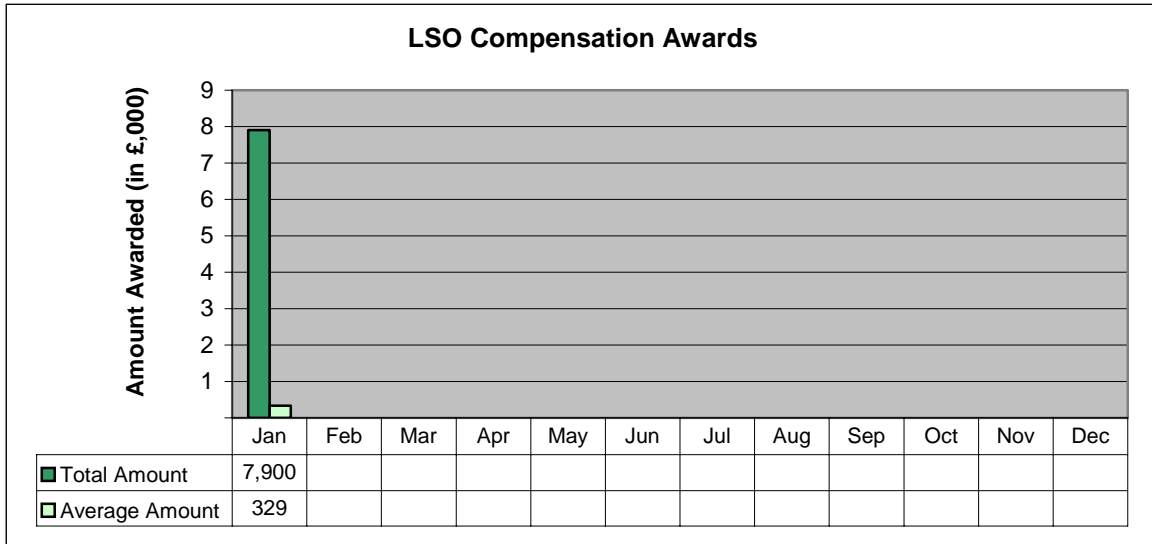
72% of the matters reported on by the LSO in January resulted in no recommendation.



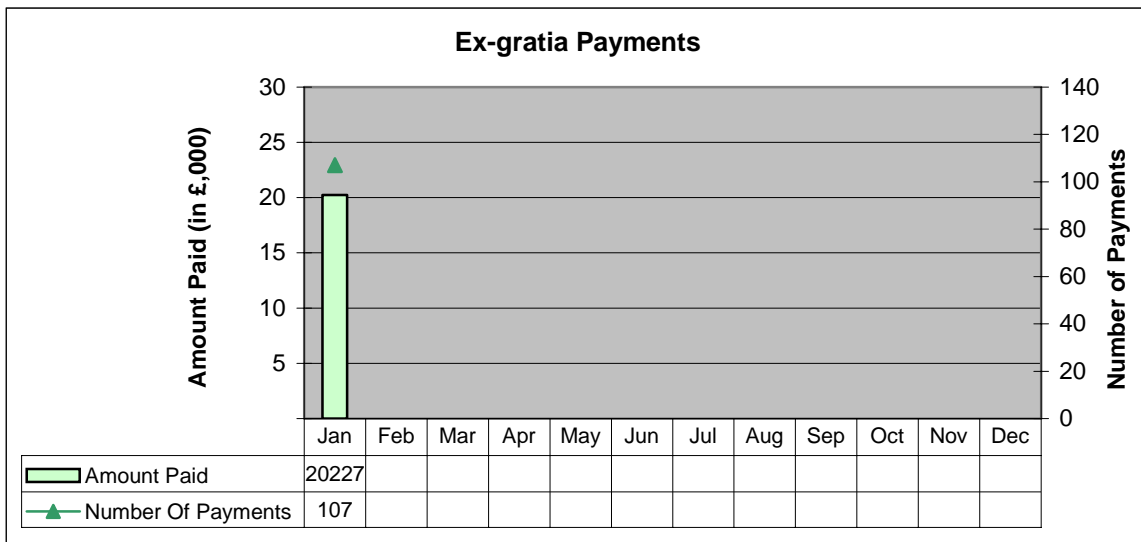
The above chart shows referrals to the LSO as a percentage of the average monthly closures for the year to date, rather than as a percentage of each specific month's closures.

It should be noted that the data on this page relates to the whole organisation, not just to the work of CCS.

Compensation



In January the LSO made 24 orders for compensation, totalling £7,900.00.



A total of £20,227 was paid in ex-gratia payments on 107 matters in January.

It should be noted that the data on this page relates to the whole organisation, not just to the work of CCS.

Appendix 1 Data Reconciliation of caseload

January Total Caseload	Total Caseload Brought Forward	Total Cases Received	Total Cases Closed	Total Caseload Carried Forward	Total Caseload Movement
Conduct	2034	433	509	1958	-76
Service	4726	1009	1041	4694	-32
Total	6760	1442	1550	6652	-108

CCS	CCS Caseload Brought Forward	CCS Cases Received	CCS Cases Closed	CCS Caseload Carried Forward	CCS Caseload Movement
Conduct	207	73	137	143	-64
Service	4107	881	950	4038	-69
CCS Total	4314	954	1087	4181	-133

Compliance	CAI Caseload Brought Forward	CAI Cases Received	CAI Cases Closed	CAI Caseload Carried Forward	CAI Caseload Movement
Conduct	1822	340	349	1813	-9
Service	612	118	83	647	35
Compliance Total	2434	458	432	2460	26

Common Process*	Caseload Brought Forward	Cases Received	Cases Closed	Caseload Carried Forward	Caseload Movement
Conduct	5	20	23	2	-3
Service	7	10	8	9	2
Common Process Total	12	30	31	11	-1

* At any given point in time, a limited number of matters are at points in the process that are common across the organisation, e.g. new matters just created but not yet moved on past Registry, or closed matters that are within a common archive process. Therefore, at the precise moment of data capture, these matters are not identified as either CCS or Compliance.

Appendix 2 Data Work in progress receipts and closures

Work In Progress Remuneration Certificates and Enquiries

WORK IN PROGRESS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Remuneration Certificate Applications	203											
Enquiries	463											

Consumer Complaints Service Work In Progress

WORK IN PROGRESS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Conduct	143											
Service	4038											
Total	4181											
Forecast	4336											

Consumer Complaints Service Receipts and Closures

RECEIPTS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Conduct	73											
Service	881											
Total	954											

CLOSURES	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Conduct	137											
Service	950											
Total	1087											

Appendix 3 Data Age profile of caseload

Average age of WIP

Average Age in Days	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year to date
Conduct	219												219
Service	176												176
Number of Files	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Conduct	143												
Service	4038												
Total	4181												

These figures do not include the small number of matters that are within a common process, almost all of which are new matters yet to be determined.

Age at closure in months

Cases Closed by age at closure	Within 3 Months	Within 6 Months	Within 9 Months	Within 12 Months	Within 18 Months
January	50%	71%	82%	87%	93%
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
Year to date	50%	71%	82%	87%	93%

Appendix 4 Data Performance indicators

CAU Call Handling

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls Answered	5598											
Calls Abandoned	76											
% Abandoned	1%											
% Service Level	83%											
Average response time (minutes : seconds)	00:16											
Average ACD talk time (minutes : seconds)	09:22											

Customer Satisfaction Survey

	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
Number of Forms Sent Out	988	977	676	872	834	988	870	747	755	897	766	823
Number of Forms Received	323	405	287	355	355	378	285	318	257	394	262	313
Response Rate (%)	33%	41%	42%	41%	43%	38%	33%	43%	34%	44%	34%	38%
Satisfaction Overall	62%	62%	68%	68%	60%	63%	64%	65%	63%	60%	60%	58%
Satisfaction With Service	65%	61%	67%	70%	62%	63%	68%	67%	65%	62%	60%	58%
Satisfaction With Outcome	56%	53%	61%	59%	52%	52%	59%	53%	53%	52%	52%	48%

Appendix 5 Data LSO referrals

LSO reports returned

	Non Recommendations		Critical		Reconsider		Reconsider & Compensate		Compensate		Total	
January	113	72%	3	2%	18	11%	5	3%	19	12%	158	100%
February												
March												
April												
May												
June												
July												
August												
September												
October												
November												
December												
Year to date	113	72%	3	2%	18	11%	5	3%	19	12%	158	100%

Referral of matters to the LSO

CLOSURES	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Average
Conduct	509												509
Service	1041												1041
Enquiry	429												429
Total	1979												1979
FILES TO LSO	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Average
Conduct	24												24
Service	43												43
Enquiry	5												5
Total	72												72
LSO Referrals as a % of YTD Average Month	4%												4%

Appendix 6 Glossary of terms

Terms Used within this document:

CAI Conduct Assessment and Investigation Unit

CAU Customer Assistance Unit

CCS Consumer Complaints Service

CDT Conduct complaint

Compliance Directorate Law Society Directorate dealing with all investigation and enforcement work, together with much of the work formerly dealt with by the Solicitors' Practice Unit.

CRO A service complaint

ENQ An enquiry or an initial request for details of the remuneration certificate process.

LSO Legal Services Ombudsman

RCA Remuneration Certificate Application