

Authorisation

Q1 2018

Authorised Persons = CILEx Practitioner and Fellow. Some Fellows hold practice rights. Where non-Fellow authorised persons hold practice rights (Conveyancing and Probate only - competence routes) these are shown separately.

APPLICATIONS				
		Chartered Legal Executive (Fellow)	Practice Rights Holder (non-Fellow)	TOTAL
Number of applications received	Individuals	140	4	144
	Entities			0
	Licensed Bodies			
Numbers authorised	Individuals	145	0	145
	Entities			0
	Licensed Bodies			
Types of application	Individuals (initial)	145	0	145
	Individuals (renewal)	6652	4	6656
	Entities (initial)			0
	Entities (renewal)			3
	Licensed Bodies (initial)			
	Licensed Bodies (Renewal)			
APPEALS				
		Chartered Legal Executive (Fellow)	Practice Rights Holder (non-Fellow)	TOTAL
Number of appeals received and concluded	Individuals	0	0	0
	Entities			0
	Licensed Bodies			
Number of appeals - initial decision overturned with new information	Individuals	0	0	0
	Entities			0
	Licensed Bodies			
Number of appeals - initial decision overturned without new information	Individuals	0	0	0
	Entities			0
	Licensed Bodies			
TIMELINESS - No. of weeks from date of receipt of completed application to date of the decision				
		Chartered Legal Executive (Fellow)	Practice Rights Holder (non-Fellow)	TOTAL
Shortest application time	Individuals	1	N/A	1
	Entities			0
	Licensed Bodies			
Longest application time	Individual	50	N/A	50
	Entities			0
	Licensed Bodies			
Median time taken - all completed applications	Individual	8	N/A	8
	Entities			0
	Licensed Bodies			
TIMELINESS - No. of weeks from date an appeal is lodged to date of decision				
		Chartered Legal Executive (Fellow)	Practice Rights Holder (non-Fellow)	TOTAL
Shortest appeal time	Individual	N/A	N/A	N/A
	Entities			N/A
	Licensed Bodies			
Longest appeal time	Individuals	N/A	N/A	N/A
	Entities			N/A
	Licensed Bodies			
Median time taken for all completed appeals	Individuals	N/A	N/A	N/A
	Entities			N/A
	Licensed Bodies			

Prior Conduct Declarations

Q1 (January-March) 2018

Authorised = CILEx Fellows and non-Fellow Practice rights holders. Non-authorised regulated individuals are CILEx members in other grades.

CASELOAD		
	Authorised Persons	Non-Authorised regulated individual
Number of prior conduct declarations live as at 31 March 2018	15	48
TIMELINESS - Number of weeks from date of receipt of prior conduct declaration to the date an interim suspension order was granted		
	Authorised Persons	Non-Authorised regulated individual
Number of cases where an interim order was granted	0	0
Shortest time		
Longest time		
Median time		
TIMELINESS - Number of weeks from date of receipt of prior conduct declaration to date of Professional Conduct Panel or delegated (first stage) decision		
	Authorised Persons	Non-Authorised regulated individual
Prior conduct cases determined by the Professional Conduct Panel or under delegated powers	153	174
Shortest time	1	1
Longest time	31	37
Median time	2	2
TIMELINESS - Number of weeks from date of the Professional Conduct Panel (or delegated) decision to date of Disciplinary Tribunal (hearing stage) decision		
	Authorised Person	Non-Authorised regulated individual
Number of cases heard by the Disciplinary Tribunal	0	0
Shortest time	-	-
Longest time	-	-
Median time	-	-

Complaints and Allegations

Q1 (January-March) 2018

CASELOAD		
	Authorised Persons	Non-Authorised regulated individuals
Number of complaints live at 31st March 2018 (numbers represent individuals - an individual may be subject to two or more complaints or allegations)	26	19
TIMELINESS - Number of weeks from the date the complaint received/allegation made to the date an interim order was granted		
	Authorised Persons	Non-Authorised regulated individuals
Number of cases where an interim order was granted	0	0
Shortest time	-	-
Longest time	-	-
Median time	-	-
TIMELINESS - Number of weeks from date complaint received/allegation made to date of Professional Conduct Panel or delegated (first stage) decision		
	Authorised Persons	Non-Authorised regulated individuals
Number of cases heard by Professional Conduct Panel	0	2
Shortest time	-	46
Longest time	-	57
Median time	-	-
TIMELINESS - Number of weeks from date of Professional Conduct Panel (or delegated) decision to date of Disciplinary Tribunal (hearing stage) decision		
	Authorised Person	Non-Authorised regulated individuals
Number of cases heard by Disciplinary Tribunal	0	0
Shortest time	-	-
Longest time	-	-
Median time	-	-

TIMELINESS - Number of weeks from date of receipt of prior conduct declaration to date of the final decision in all case types

	Authorised Person	Non-Authorised regulated individuals
Shortest time	1	1
Longest time	31	37
Median time	2	2

DECISION TYPE

	Authorised Persons	Non-Authorised regulated individuals
Number of cases determined by consent (DBC)	0	0

TIMELINESS - Number of weeks from date prior conduct declaration received to date DBC endorsed by the Professional Conduct Panel

	Authorised Persons	Non-Authorised regulated individuals
Shortest time	N/A	N/A
Longest time	N/A	N/A
Median time	N/A	N/A

APPEALS - Number of appeals (in all case types):

	Authorised Persons	Non-Authorised regulated individuals
Outstanding	0	0
Where decision was overturned	0	0
Where decision was upheld	0	0

TIMELINESS - Number of weeks from date complaint received/allegation made to the date of final decision in all case types

	Authorised Person	Non-Authorised regulated individuals
Shortest time	-	46
Longest time	-	57
Median time	-	-

DECISION TYPE

	Authorised Persons	Non-Authorised regulated individuals
Number of cases determined by consent (DBC)	0	1

TIMELINESS - Number of weeks from date complaint received/allegation made to date DBC endorsed by the Professional Conduct Panel

	Authorised Persons	Non-Authorised regulated individuals
Shortest time	-	57
Longest time	-	57
Median time	-	-

APPEALS - Number of appeals (in all case types):

	Authorised Persons	Non-Authorised regulated individuals
Outstanding	0	0
Where decision was overturned	0	0
Where decision was upheld	0	0

Governance

Q1 2018

STAFF TURNOVER	
Turnover during period	5.6%

CORPORATE COMPLAINTS		
Total number of complaints about the regulator	5	
- Number and percentage of complaints not justified		0%
- Number and percentage of complaints partially justified		0%
- Number and percentage of complaints fully justified		0%
The subject matter of the partially and fully justified complaint against the regulator		
- Poor service	4	80%
- Policy/Procedure/Rules	0	-
- Staff behaviour/Attitude	0	-
- Service failure	0	-
- Delay	0	-
- Lack of response to communication	0	-
- Invoicing/Payment	1	20%
- Other	0	-
Timeliness for Complaint Resolution		
Stage 1: From date of receipt to response sent (Target 20 working days)		
- Number and percentage of complaints within target	0	0%
Stage 2: From date of receipt of appeal to response sent (Target 20 working days)		
- Number and percentage of complaints within target	N/A	N/A