

CILEx Regulation - Performance Data 2017		Q1	Q2	Q3	Q4	YTD	Average	Change
BUSINESS DEVELOPMENT								
Membership	No. of Regulated Members	20,546	19,120	19,631	20,386		19,921	-160
	No. Fellows	8,057	8,001	8,107	8,254		8,105	197
	No. Graduates	2,918	2,916	3,038	3,005		2,969	87
	No. Associates	4,170	3,778	3,869	4,032		3,962	-138
	No. Affiliates	3,815	3,565	3,783	3,949		3,778	134
	No. Students	1,396	772	653	996		954	-400
	No. Associate Prosecutors	180	171	171	170		173	-10
	No. Legal Accountancy Members	2	2	2	2		2	0
	No. Legal Accountancy Fellows	8	8	8	8		8	0
	New Members since 01.01.17	712	1,049	1,643	2,439			1,727
	Lapsed Members since 01.01.17	373	2,180	2,243	2,341			1,968
	No. practice rights holders	30	33	36	37			7
	No. advocates	105	106	112	112			7
No. authorised entities	8	8	10	12			4	
OPERATIONAL								
PRACTITIONER AUTHORISATION								
Qualifying employment	No. new applications	246	189	209	206	850	213	
	Av. no. weeks to overall decision	5	8	10	10		8	
	% QE decisions made by ALC	18%	19%	14%	11%		16%	
Work-based learning	No. new applications	139	144	155	139	577	144	
	No. authorisations	36	138	169	160	503	126	
	Av. no. weeks to overall decision	14	10	10	8		11	
	Av. no. resubmissions per application	1.5	1.3	1.5	1.7		1.5	
Practice rights	No. new applications	7	3	8	2	20	5	
	No. authorisations	1	2	3	1	7	1.75	
	Av. no. weeks to overall decision	65	50	21	18		39	
	Av. no. resubmissions per application	7	6	4	4		5	
Advocacy	No. new applications	2	3	5	2	12	3	
	No. authorisations	6	1	6	0	13	3	
	Av. no. weeks to overall decision	58	51	19	19		37	
	Av. no. resubmissions per application	2	2	1	1		2	

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PRACTITIONER SUPERVISION								
CPD non-compliance (CPD year 2015/16)	Fellows	131	54	15	10			😊 -92.4%
	Graduates	193	97	59	31			😊 -83.9%
	Associates	549	171	72	40			😊 -92.7%
CPD non-compliance (CPD year 2016/17)	Fellows	-	-	-	822			
	Graduates	-	-	-	272			
	Associates	-	-	-	1079			
ENTITY AUTHORISATION								
Applications	No. new applications	1	3	0	1	5	1.3	
	No. authorisations	3	0	2	2	7	1.8	
	Av. no. weeks to decision	13	15	15	14		14	
	Av. no. resubmissions per application	1.7	0	0.7	1		0.9	
ENTITY SUPERVISION								
Intervention	% effected within 2 working days	0	0	0	0	0	0	
CLIENT PROTECTION								
Compensation claims	No. new claims received	0	0	0	0	0	0	
	% disposed by delegated powers	-	-	-	-		-	
	Av. no. weeks to delegated decision	-	-	-	-		-	
	% referred to Adjudicator	-	-	-	-		-	
	Av. no. weeks to decision by Adjudicator	-	-	-	-		-	
ENFORCEMENT								
Prior conduct declarations	No. new declarations	66	36	33		135	45	
	% disposal by delegated decision	22.9%	40.4%	42.3%			35.2%	
	Av. no. weeks to delegated decision	12	10	11			11	
	Av. no. weeks to disposal by PCP	24	24	23			24	
	Av. no. weeks to disposal by DT	0	0	0			0	
Conduct complaints	No. new complaints	5	12	7		24	8	
	% disposal by delegated decision	0.9%	1.2%	1.2%			1.1%	
	Av. no. weeks to delegated decision	58	84	84			75	
	Av. no. weeks to disposal by PCP	39	40	41			40	
	Av. no. weeks to disposal by DT	64	63	62			63	
	No. determinations by consent	2	0	0		2	0.7	

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RESOURCES AND BUSINESS SUPPORT								
CUSTOMER SERVICE								
Corporate complaints	No. stage 1 complaints (corporate)	-	3	5	1	9		
	% response within 20 working days	-	33%	100%	0%			
	% stage 1 complaints upheld	-	33%	100%	0%			
	No. stage 2 complaints (corporate)	-	0	2	1	3		
	% response within 20 working days	-	-	0%	100%			
	% stage 2 complaints upheld	-	-	50%	0%			
COMMUNICATIONS								
Website LinkedIn Twitter	No. CILEx Regulation website users	11,317	9,580	12,131	12064	45,092	11,273	
	No. CILEx Regulation website sessions	19,336	17,465	21,045	20399	78,245	19,561	
	No. Regulation Matters users	-	-	1,743	2260	4,003	2,002	
	No. regulation Matters sessions	-	-	2,237	2654	4,891	2,446	
	No. LinkedIn followers	6,283	6,647	7,283	7,730		6,986	23%
	No. Twitter followers	686	758	830	906		795	32%
	Engagement rate of followers	1.3%	0.9%	0.8%	0.9%		1.0%	
PEOPLE								
Staff/ sickness/ training	Posts in current structure (FTE)	19.4	19.4	19.4	19.4			0
	FTE staff in post at Q end	15.8	17.4	18.6	16.6			0.8
	Av. sickness days per FTE staff	1.7	0.2	4.9	6.3		3.3	
	Av. training days per staff	0.2	0.3	0.3	0.3		0.3	
	No. contractors	48	51	50	49		50	
FINANCE								
Income	Actual	£1,287,507	£1,341,395	£1,390,140	£1,434,063			😊
	Budget	£1,270,579	£1,312,920	£1,352,523	£1,386,345			😊
	Variance	£16,928	£28,475	£37,618	£47,718			😊
Expenditure	Actual	£341,724	£653,965	£1,009,845	£1,446,164			😊
	Budget	£384,045	£729,719	£1,142,364	£1,483,732			😊
	Variance	£42,321	£75,754	£132,519	£37,567			😊
YE forecast against budget	Actual	£945,783	£687,429	£380,295	£-12,101			😊
	Budget	£886,534	£583,202	£210,158	£-97,387			😊
	Variance	£59,249	£104,227	£170,136	£85,286			😊
Purchase ledger	% invoices paid within 28 days	100%	100%	100%	100%			😊