

APPENDIX 4

		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	TOTAL	YTD	Average	Change
BUSINESS DEVELOPMENT													
Membership	No. of Regulated Members	20,546	19,120	19,631	20,386	21,130	19,909	20,519				20,177	-27
	No. Fellows	8,057	7,976	8,107	8,254	8,313	8,191	8,394				8,185	337
	- No. Fellows (Standard)	6,684	6,691	6,810	6,909	6,911	6,846	7,023				6,839	339
	- No. Fellows (Other)	1,373	1,285	1,297	1,345	1,402	1,345	1,371				1,345	-2
	No. Graduates	2,918	2,916	3,038	3,005	3,092	3,002	3,172				3,020	254
	No. Associates	4,170	3,778	3,869	4,032	4,288	3,925	3,984				4,007	-186
	No. Affiliates	3,815	3,565	3,783	3,949	4,431	3,855	4,116				3,931	301
	No. Students	1,396	772	653	996	826	768	688				871	-708
	No. Associate Prosecutors	180	171	171	170	170	159	156				168	-24
	No. Legal Accountancy Members	2	2	2	2	2	2	2				2	0
	No. Legal Accountancy Fellows	8	8	8	8	8	7	7				8	-1
	New Members since 01.01.17	712	1,049	1,643	2,439	3,400	3,536	4,188					3,476
	Lapsed Members since 01.01.17	373	2,180	2,243	2,341	2,563	4,144	4,162					3,789
	New Members since 01.01.18	-	-	-	-	841	1,164	1,815					974
	Lapsed Members since 01.01.18	-	-	-	-	263	1,835	1,870					1,607
No. practice rights holders	30	33	36	37	38	42	43					13	
No. advocates	105	106	112	112	117	123	125					20	
No. authorised entities	8	8	10	12	12	13	13					5	
OPERATIONAL													
PRACTITIONER AUTHORISATION													
Qualifying employment	No. new applications	246	189	209	206	210	224	224		850	658	215	
	Av. no. weeks to overall decision	5	8	10	10	9	9	9				9	
	% QE decisions made by ALC	18%	19%	14%	11%	16%	11%	14%				15%	
Work-based learning	No. new applications	139	144	155	139	128	190	171		577	489	152	
	No. authorisations	36	138	169	160	145	170	206		503	521	146	
	Av. no. weeks to overall decision	14	10	10	8	11	9	8				10	
	Av. no. resubmissions per application	1.5	1.3	1.5	1.7	1.7	1.5	1.4				1.5	
Practice rights	No. new applications	7	3	8	2	8	7	3		20	18	5	
	No. authorisations	1	2	3	1	1	4	1		7	6	2	
	Av. no. weeks to overall decision	65	50	22	19	21	25	32				33	
	Av. no. resubmissions per application	7	6	4	4	4	4	3				5	
Advocacy	No. new applications	2	3	5	2	8	3	9		12	20	5	
	No. authorisations	6	1	6	0	5	6	2		13	13	4	
	Av. no. weeks to overall decision	59	51	19	19	24	25	25				32	
	Av. no. resubmissions per application	2	2	1	1	1	1	1				1	
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	336	128	54					-93.4%
	Graduates	-	-	-	272	168	75	44					-83.8%
	Associates	-	-	-	1,079	908	359	164					-84.8%
ENTITY AUTHORISATION													
Applications	No. new applications	1	3	0	1	0	1	1		5	2	1.0	
	No. authorisations	3	0	2	2	0	1	0		7	1	1.1	
	No. renewals authorised	0	3	2	0	3	3	1		5	7	1.7	
	Av. no. weeks to decision	13	15	15	14	5	5	5				10	
	Av. no. resubmissions per application	2	0	1	1	5	4	3				2.2	
ENTITY SUPERVISION													
Intervention	% effected within 2 working days	0	0	0	0	0	0	0		0	0	0	
CLIENT PROTECTION													

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Compensation claims	No. new claims received	0	0	0	0	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	-	-	-	-	-	-	-				-	

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ENFORCEMENT													
Prior conduct declarations	No. new declarations	119	63	50	363	222	24	30		595	276	124	
	% disposal by delegated decision	48%	60%	61%	62%	72%	75%	77%				65%	
	Av. no. weeks to delegated decision	4	6	6	5	3	3	3				4	
	Av. no. weeks to disposal by PCP	20	22	21	21	20	20	20				21	
Conduct complaints	No. new complaints	6	14	11	11	15	26	18		42	59	14	
	% disposal by delegated decision	1.5%	1.4%	1.3%	1.2%	0.9%	1.0%	1.5%				1.3%	
	Av. no. weeks to delegated decision	58	84	84	81	78	69	69				75	
	Av. no. weeks to disposal by PCP	41	42	43	43	42	41	41				42	
	Av. no. weeks to disposal by DT	67	64	65	64	63	63	63				64	
	No. determinations by consent	3	0	0	0	1	0	0		3	1		
RESOURCES AND BUSINESS SUPPORT													
CUSTOMER SERVICE													
Corporate complaints	No. stage 1 complaints (corporate)	-	3	4	1	5	2	2		8	9		
	% response within 20 working days	-	33%	100%	0%	0%	50%	50%					
	% stage 1 complaints upheld	-	33%	100%	0%	0%	50%	50%					
	No. stage 2 complaints (corporate)	-	0	2	1	0	1	0		3	1		
	% response within 20 working days	-	-	0%	100%	-	0%	-					
	% stage 2 complaints upheld	-	-	50%	0%	-	0%	-					
COMMUNICATIONS													
Website LinkedIn Twitter	No. CILEx Regulation website users	11,317	9,580	12,131	12,064	13,180	13,343	15,631		45,092	42,154	12,464	
	No. CILEx Regulation website sessions	19,336	17,465	21,045	20,399	23,978	23,346	26,012		78,245	73,336	21,654	
	No. Regulation Matters users	-	-	1,743	2,260	1,790	2,073	1,653		4,003	5,516	1,360	
	No. Regulation Matters sessions	-	-	2,237	2,654	2,159	2,515	1,964		4,891	6,638	1,647	
	No. LinkedIn followers	6,283	6,647	7,283	7,730	8,207	8,575	8,731					39%
	No. Twitter followers	686	758	830	906	1,005	1,067	1,131					65%
Engagement rate of followers		1.3%	0.9%	0.8%	0.9%	0.8%	0.7%	0.9%				0.9%	
PEOPLE													
Staff/ sickness/ training	Posts in current structure (FTE)	19.4	19.4	19.4	19.4	20.0	19.8	19.8					
	FTE staff in post at Q end	15.8	17.4	18.6	16.6	17.2	18.8	17.8					
	Staff Turnover	19%	0%	5%	11%	6%	6%	17%		35%	29%	9%	
	Av. sickness days per FTE staff	1.7	0.2	4.9	6.3	1.4	0.01	0.0				2.1	
	Av. training days per staff	0.2	0.3	0.3	0.3	0.3	0.4	0.3				0.3	
	No. contractors	48	51	50	49	52	53	54					6
FINANCE													
Income	Actual	£1,287,507	£1,341,395	£1,390,140	£1,512,181	£1,345,235	£1,429,732	£1,508,379					
	Budget	£1,270,579	£1,312,920	£1,352,523	£1,386,345	£1,351,077	£1,418,471	£1,496,708					
	Variance	£16,928	£28,475	£37,618	£125,836	£-5,842	£11,261	£11,671					
Expenditure	Actual	£341,724	£653,965	£1,009,845	£1,458,500	£354,036	£638,214	£1,012,652					
	Budget	£384,045	£729,719	£1,142,364	£1,483,731	£391,011	£790,967	£1,177,065					
	Variance	£42,321	£75,754	£132,519	£25,231	£-36,975	£-152,753	£-164,413					
YE forecast against budget	Actual	£945,783	£687,429	£380,295	£53,681	£991,199	£791,518	£495,727					
	Budget	£886,534	£583,202	£210,158	£-97,386	£960,066	£627,504	£319,643					
	Variance	£59,249	£104,227	£170,136	£151,067	£31,133	£164,014	£176,084					
Purchase ledger	% invoices paid within 28 days	100%	100%	100%	100%	100%	100%	100%					