

KEY

KPIs that are "within our gift to change"

2017 Avg	2018 Avg	2019 Avg
2017 Total	2018 Total	2019 Total

CILEx Regulation Performance Data 2017-19		2017 Q3	2018 Q3	2019 Q3	2017	2018	2019 to date	Change Q1 2017 to Q3 2019
BUSINESS DEVELOPMENT								
Membership	No. of Regulated Members	19,631	20,519	20,835	19,921	20,742	21,064	
	No. Fellows	8,107	8,394	8,536	8,099	8,351	8,494	
	- No. Fellows (Standard)	6,810	7,023	7,153	6,774	6,961	7,082	
	- No. Fellows (Other)	1,297	1,371	1,383	1,325	1,390	1,411	
	No. Graduates	3,038	3,172	3,152	2,969	3,107	3,127	
	No. Associates	3,869	3,984	4,038	3,962	4,090	4,133	
	No. Affiliates	3,783	4,116	4,144	3,778	4,163	4,273	
	No. Students	653	688	795	954	862	870	
	No. Associate Prosecutors	171	156	163	173	160	160	
No. Legal Accountancy Members	2	2	1	2	2	1		
No. Legal Accountancy Fellows	8	7	6	8	7	6		
OPERATIONAL								
Qualifying employment	No. new applications	209	224	224	850	871	686	
	Av. no. weeks to overall decision	10	9	8				
	% QE decisions made by ALC	14.0%	14.0%	15.3%				
Work-based learning	No. new applications	155	171	170	577	653	516	
	No. authorisations	169	206	196	503	694	554	
	Av. no. weeks to overall decision	10	10	9				
Practice rights	Av. no. resubmissions per application	1.5	1.4	1.5				
	No. practice rights holders	36	43	52				22
	No. new applications	8	3	5	20	22	15	
	No. authorisations	3	1	1	7	10	10	
Advocacy	Av. no. weeks to overall decision	22	32	35				
	Av. no. resubmissions per application	4	3	2				
	No. advocates	112	125	136				31
	No. new applications	5	9	7	12	22	20	
	No. authorisations	6	2	4	13	16	8	
Av. no. weeks to overall decision	19	25	29					
Av. no. resubmissions per application	1	1	1.3					
PRACTITIONER SUPERVISION								
CPD non-compliance (CPD year 2015/16)	Fellows	15						-92.4%
	Graduates	59						-83.9%
	Associates	72						-92.7%
CPD non-compliance (CPD year 2016/17)	Fellows		54					-94.4%
	Graduates		44					-85.7%
	Associates		164					-86.9%
CPD non-compliance (CPD year 2017/18)	Fellows			43				
	Graduates			94				
	Associates			349				
ENTITY AUTHORISATION								
Applications	No. authorised entities	10	13	17				9
	No. new applications	0	1	3	5	3	7	
	No. authorisations	2	0	0	7	2	4	
	No. renewals authorised	2	1	1	5	9	5	
	Av. no. weeks to decision	15	5	5				
	Av. no. resubmissions per application	1	3	2				
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	50	30	47	595	500	332	
	No. live cases	87	123	71	89	125	61	
	% disposal by delegated decision	61%	77%	91%				
	Av. no. weeks to delegated decision	6	6	8				
	Av. no. weeks to disposal by PCP	21	20	25				
Conduct complaints	No. new complaints	11	18	12	42	65	43	
	No. live cases	38	53	62	39	49	55	
	% disposal by delegated decision	1.3%	1.5%	2.6%				
	Av. no. weeks to delegated decision	84	43	43				
	Av. no. weeks to disposal by PCP	43	41	45				
	Av. no. weeks to disposal by DT	65	63	62				
No. determinations by consent	0	0	0	3	1	0		
RESOURCES AND BUSINESS SUPPORT								
CUSTOMER SERVICE								
Corporate complaints	No. stage 1 complaints (corporate)	4	2	0	8	13	1	
	% response within 15 working days	100%	50%	-				
	% stage 1 complaints upheld	100%	50%	-				
	No. stage 2 complaints (corporate)	2	0	0	3	1	0	
	% response within 20 working days	0%	-	-				
	% stage 2 complaints upheld	50%	-	-				
COMMUNICATIONS								
Website	No. CILEx Regulation website users	12,131	15,631	22,445	45,092	57,601	58,236	11,128
	No. CILEx Regulation website sessions	21,045	26,012	35,283	78,245	98,705	97,438	15,947
	No. Regulation Matters users	1,743	1,653	2,013	4,003	7,327	6,162	270
	No. regulation Matters sessions	2,237	1,964	2,396	4,891	8,738	7,134	159
LinkedIn	No. LinkedIn followers	7,283	8,731	9,161				2,878

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	No. Twitter followers	830	1,131	1,347				661
	Engagement rate of followers	0.8%	0.9%	0.7%				
PEOPLE								
	Posts in current structure (FTE)	19.4	19.8	20.4				
Staff/	FTE staff in post at Q end	18.6	17.8	19.4				
sickness/	Staff Turnover	5%	16%	5%	35%	33%	10%	
training	Av. sickness days per FTE staff	4.9	0.0	0.09	3.3	0.4	0.3	
	Av. training days per staff	0.3	0.3	0.2	0.3	0.3	0.4	
	No. contractors	50	54	53				5
FINANCE								
Income	Actual	£1,390,140	£1,508,379	£1,543,107				
	Budget	£1,352,523	£1,496,708	£1,497,525				
	Variance	£37,618	£11,671	£45,582				
Expenditure	Actual	£1,009,845	£1,012,652	£1,138,804				
	Budget	£1,142,364	£1,177,065	£1,351,807				
	Variance	£132,519	£164,413	£213,003				
YE forecast against budget	Actual	£380,295	£495,727	£404,303				
	Budget	£210,158	£319,643	£145,718				
	Variance	£170,136	£176,084	£258,585				
Purchase ledger	% invoices paid within 28 days	100%	100%	100%				