

**KEY**

KPIs that are "within our gift to change"
Additional KPIs - 1st Jan 2020 onwards

2017 Avg	2018 Avg	2019 Avg	2020 Avg
2017 Total	2018 Total	2019 Total	2020 Total

CILEx Regulation Performance Data 2017-19		2017 Q2	2018 Q2	2019 Q2	2020 Q2	2017	2018	2019	2020 (to date)	Change Q1 2017 to Q2 2020
<b>BUSINESS DEVELOPMENT</b>										
Membership	No. of Regulated Members	19,120	19,909	20,487	22,004	19,921	20,742	21,029	21,952	1,354
	No. Fellows	7,976	8,191	8,387	8,845	8,099	8,351	8,517	8,842	781
	- No. Fellows (Standard)	6,691	6,846	7,018	7,356	6,774	6,961	7,121	7,375	710
	- No. Fellows (Other)	1,285	1,345	1,369	1,489	1,325	1,390	1,396	1,467	71
	No. Graduates	2,916	3,002	3,009	3,195	2,969	3,107	3,092	3,199	284
	No. Associates	3,778	3,925	4,003	4,390	3,962	4,090	4,109	4,395	229
	No. Affiliates	3,565	3,855	4,027	4,503	3,778	4,163	4,176	4,502	685
	No. Students	772	768	891	894	954	862	968	843	-604
	No. Associate Prosecutors	171	159	163	170	173	160	160	167	-17
	No. Legal Accountancy Members	2	2	1	0	2	2	1	0	-2
	No. Legal Accountancy Fellows	8	7	6	7	8	7	6	7	-2
	Employment Category recorded (CRM)	-	-	-	75.2%					
	Gender recorded (CRM)	-	-	-	94.8%					
Ethnicity recorded (CRM)	-	-	-	79.7%						
<b>OPERATIONAL</b>										
<b>PRACTITIONER AUTHORISATION</b>										
Qualifying employment	No. new applications	189	224	184	132	850	871	894	387	
	Av. no. weeks to overall decision	8	9	9	9					
	% QE decisions made by ALC	19.0%	10.9%	16.0%	15.9%					
	% 1st assessments w/i 20 working days (aim 85%)	-	-	-	25.4%					
	% 1st time decisions (aim 50%)	-	-	-	62.0%					
	% decisions w/i 8 weeks (aim 95%)	-	-	-	64.2%					
	% completed w/i 2 rounds of assessment (aim 95%)	-	-	-	92.3%					
Work-based learning	No. new applications	144	190	165	143	577	653	686	283	
	No. authorisations	138	170	186	99	503	694	735	282	
	Av. no. weeks to overall decision	11	10	9	9					
	Av. no. resubmissions per application	1.3	1.5	1.5	1.5					
	% 1st assessments w/i 25 working days (aim 85%)	-	-	-	29.9%					
	% 1st time decisions (aim 50%)	-	-	-	56.2%					
	% decisions w/i 10 weeks (aim 95%)	-	-	-	75.2%					
	% completed w/i 2 rounds of assessment (aim 95%)	-	-	-	98.2%					
No. CLE Apprenticeship applications	-	-	-	0						
No. CLE Apprentices authorised	-	-	-	0						
Practice rights	No. practice rights holders	33	42	51	65					35
	No. new applications	3	7	1	8	20	22	21	18	
	No. authorisations	2	4	4	5	7	10	13	10	
	Av. no. weeks to overall decision	50	25	36	37					
	Av. no. resubmissions per application	6	4	2	2					
Advocacy	No. advocates	106	123	132	153					48
	No. new applications	3	3	8	3	12	22	25	7	
	No. authorisations	1	6	0	2	13	16	15	11	
	Av. no. weeks to overall decision	51	25	28	36					
	Av. no. resubmissions per application	2	1	1.3	1.3					
<b>PRACTITIONER SUPERVISION</b>										
CPD non-compliance (CPD year 2015/16)	Fellows	54								
	Graduates	97								
	Associates	171								
CPD non-compliance (CPD year 2016/17)	Fellows		128							
	Graduates		75							
	Associates		359							
CPD non-	Fellows			48						

## KEY

KPIs that are "within our gift to change"
Additional KPIs - 1st Jan 2020 onwards

2017 Avg	2018 Avg	2019 Avg	2020 Avg
2017 Total	2018 Total	2019 Total	2020 Total

CILEx Regulation Performance Data 2017-19		2017 Q2	2018 Q2	2019 Q2	2020 Q2	2017	2018	2019	2020 (to date)	Change Q1 2017 to Q2 2020
compliance (CPD year 2017/18)	Graduates			95						
	Associates			384						
CPD non-compliance (CPD year 2018/19)	Fellows				377					
	Graduates				385					
	Associates				867					
<b>ENTITY AUTHORISATION</b>										
Applications	No. authorised entities	8	13	18	20					12
	No. new applications					5	3	9		
	No. authorisations	0	1	3	0	7	2	5	2	
	No. renewals authorised	3	3	2	5	5	9	9	7	
	Av. no. weeks to decision (application)	15	5	5	5					
	Av. no. resubmissions per application									
	No. entity complaints	-	-	-	0					
No. ABS	-	-	-	0						
<b>ENTITY SUPERVISION</b>										
Intervention	% effected within 2 working days	0	0	0	0	0	0	0	0	
<b>CLIENT PROTECTION</b>										
Compensation claims	No. new claims received	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										
<b>ENFORCEMENT</b>										
Prior conduct declarations	No. new declarations	53	28	65	57	590	692	495	526	
	No. live cases	63	123	53	150	89	125	85	209	
	% disposal by delegated decision	60%	75%	91%	80%					
	Av. no. weeks to delegated decision	5	5	8	5					
	Av. no. weeks to disposal by PCP	22	20	24	24					
Conduct complaints	No. new complaints	14	26	23	14	42	65	57	34	
	No. live cases	36	51	57	76	39	49	58	74	
	% disposal by delegated decision	1.4%	1.0%	3.0%	4.9%					
	Av. no. weeks to delegated decision	84	69	54	37					
	Target: Initial Assessment 100% in 1 month	-	-	-	87%					
	Av. no. weeks to disposal by PCP	42	41	44	47					
	Target: Initial Outcome 80% in 9 months	-	-	-	-					
	Target: Initial Outcome 100% in 12 months	-	-	-	-					
	Av. no. weeks to disposal by DT	64	63	62	67					
	Target: PCP to DT 65% in 6 months	-	-	-	-					
Target: PCP to DT 100% in 9 months	-	-	-	-						
No. determinations by consent	0	0	0	0	3	1	0	0		
<b>RESOURCES AND BUSINESS SUPPORT</b>										
<b>CUSTOMER SERVICE</b>										
Corporate complaints	No. stage 1 complaints (corporate)	3	2	1	1	8	13	2	2	
	% response within 15 working days	33%	50%	100%	0%					
	% stage 1 complaints upheld	33%	50%	0%	100%					
	No. stage 2 complaints (corporate)	0	1	0	0	3	1	0	0	
	% response within 20 working days	-	0%	-	-					
	% stage 2 complaints upheld	-	0%	-	-					
<b>COMMUNICATIONS</b>										
Website	No. CILEx Regulation website users	9,580	13,343	16,104	42,104	45,092	57,601	77,209	57,333	30,787
	No. CILEx Regulation website sessions	17,465	23,346	27,786	47,973	78,245	98,705	126,762	75,320	28,637
	No. Regulation Matters users	-	2,073	2,265	1,069	4,003	7,327	7,683	2,296	-674

**KEY**

KPIs that are "within our gift to change"
Additional KPIs - 1st Jan 2020 onwards

2017 Avg	2018 Avg	2019 Avg	2020 Avg
2017 Total	2018 Total	2019 Total	2020 Total

CILEx Regulation Performance Data 2017-19		2017 Q2	2018 Q2	2019 Q2	2020 Q2	2017	2018	2019	2020 (to date)	Change Q1 2017 to Q2 2020
LinkedIn Twitter	No. regulation Matters sessions	-	2,515	2,577	1,211	4,891	8,738	8,983	2,574	-1,026
	No. LinkedIn followers	6,647	8,575	8,845	1,591					-4,692
	No. Twitter followers	758	1,067	1,281	1,442					756
	Engagement rate of followers	0.9%	0.7%	0.8%	2.0%					
<b>PEOPLE</b>										
Staff/ sickness/ training	Posts in current structure (FTE)	19.4	19.8	20.8	20.4					
	FTE staff in post at Q end	17.4	18.8	19.8	20.4					
	Staff Turnover	0%	6%	5%	0%	35%	33%	10%	5%	
	Av. sickness days per FTE staff	0.2	0.01	0.3	0.05	3.3	0.4	0.3	0.1	
	Av. training days per staff	0.3	0.4	0.3	0.1	0.3	0.3	0.4	0.1	
	No. contractors	51	53	53	53					5
<b>FINANCE</b>										
Income	Actual	£1,341,395	£1,429,732	£1,463,147	£872,528					
	Budget	£1,312,920	£1,418,471	£1,423,288	£892,013					
	Variance	£28,475	£11,261	£39,859	£-19,485					
Expenditure	Actual	£653,965	£638,214	£727,594	£742,560					
	Budget	£729,719	£790,967	£871,190	£884,109					
	Variance	£75,754	£-152,753	£143,594	£141,549					
YE forecast against budget	Actual	£687,429	£791,518	£735,553	£129,968					
	Budget	£583,202	£627,504	£552,098	£7,904					
	Variance	£104,227	£164,014	£183,453	£122,064					
Purchase ledger	% invoices paid within 28 days	100%	100%	100%	100%					