

## 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		2017 Q3	2018 Q3	2019 Q3	2020 Q3	2017	2018	2019	2020 (to date)	Change Q1 2017 to Q3 2020	
<b>Performance Data 2017-20</b>											
<b>BUSINESS DEVELOPMENT</b>											
Membership	No. of Regulated Members	19,631	20,519	20,835	20,193	19,921	20,742	21,029	21,366	-353	
	No. Fellows	8,107	8,394	8,536	8,504	8,099	8,351	8,517	8,729	447	
	- No. Fellows (Standard)	6,810	7,023	7,153	7,202	6,774	6,961	7,121	7,317	518	
	- No. Fellows (Other)	1,297	1,371	1,383	1,302	1,325	1,390	1,396	1,412	-71	
	No. Graduates	3,038	3,172	3,152	2,999	2,969	3,107	3,092	3,132	81	
	No. Associates	3,869	3,984	4,038	3,998	3,962	4,090	4,109	4,262	-172	
	No. Affiliates	3,783	4,116	4,144	3,803	3,778	4,163	4,176	4,269	-12	
	No. Students	653	688	795	733	954	862	968	806	-663	
	No. Associate Prosecutors	171	156	163	149	173	160	160	161	-31	
	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	-1	
	Employment Category recorded (CRM)				74.2%						
	Gender recorded (CRM)				93.1%						
Ethnicity recorded (CRM)				79.4%							
<b>OPERATIONAL</b>											
<b>PRACTITIONER AUTHORISATION</b>											
Qualifying employment	No. new applications	209	224	224	148	850	871	894	535		
	Av. no. weeks to overall decision	10	9	8	9						
	% QE decisions made by ALC	14.0%	14.0%	15.3%	15.9%						
	% 1st assessments w/i 20 working days (aim 85%)	-	-	-	31.8%						
	% 1st time decisions (aim 50%)	-	-	-	58.6%						
	% decisions w/i 8 weeks (aim 95%)	-	-	-	70.3%						
	% completed w/i 2 rounds of assessment (aim 95%)	-	-	-	90.4%						
Work-based learning	No. new applications	155	171	170	171	577	653	686	454		
	No. authorisations	169	206	196	123	503	694	735	405		
	Av. no. weeks to overall decision	10	10	9	11						
	Av. no. resubmissions per application	1.5	1.4	1.5	1.6						
	% 1st assessments w/i 25 working days (aim 85%)	-	-	-	6.6%						
	% 1st time decisions (aim 50%)	-	-	-	48.5%						
	% decisions w/i 10 weeks (aim 95%)	-	-	-	57.2%						
% completed w/i 2 rounds of assessment (aim 95%)	-	-	-	91.0%							
No. CLE Apprenticeship applications	-	-	-	3							
No. CLE Apprentices authorised	-	-	-	3							
Practice rights	No. practice rights holders	36	43	52	68					38	
	No. new applications	8	3	5	4	20	22	21	22		
	No. authorisations	3	1	1	5	7	10	13	15		
	Av. no. weeks to overall decision	22	32	35	37						
	Av. no. resubmissions per application	4	3	2	2						
Advocacy	No. advocates	112	125	136	153					48	
	No. new applications	5	9	7	1	12	22	25	8		
	No. authorisations	6	2	4	0	13	16	15	11		
	Av. no. weeks to overall decision	19	25	29	36						
	Av. no. resubmissions per application	1	1	1.3	1.3						
<b>PRACTITIONER SUPERVISION</b>											
CPD non-compliance (CPD year 2015/16)	Fellows	15									
	Graduates	59									
	Associates	72									
CPD non-compliance (CPD year 2016/17)	Fellows		54								
	Graduates		44								
	Associates		164								
CPD non-compliance (CPD year 2017/18)	Fellows			43							
	Graduates			94							

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CILEx Regulation Performance Data 2017-20		2017 Q3	2018 Q3	2019 Q3	2020 Q3	2017	2018	2019	2020 (to date)	Change Q1 2017 to Q3 2020
year 2017/18)	Associates			349						
CPD non-compliance (CPD year 2018/19)	Fellows				183					
	Graduates				233					
year 2018/19)	Associates				451					
CPD non-compliance (CPD year 2019/20)	Fellows				1839					
	Graduates				784					
	Fellows/Graduates with WBL reduction				205					
	Associates				1459					
<b>ENTITY AUTHORISATION</b>										
<b>Applications</b>	No. authorised entities	10	13	17	23					15
	No. new applications	0	1	3	-	5	3	9	-	
	No. authorisations	2	0	0	3	7	2	5	5	
	No. renewals authorised	2	1	1	5	5	9	9	12	
	Av. no. weeks to decision (application)	15	5	5	4					
	Av. no. resubmissions per application	1	3	2	-					
	No. entity complaints									
	No. ABS									
<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	49	60	68	87	590	692	495	613	
	No. live cases	87	123	71	140	89	125	85	186	
	% disposal by delegated decision	61%	77%	91%	90%					
	Av. no. weeks to delegated decision	6	6	8	5					
	Av. no. weeks to disposal by PCP	21	20	25	19					
Conduct complaints	No. new complaints	11	18	20	11	42	65	57	45	
	No. live cases	38	53	62	75	39	49	58	74	
	% disposal by delegated decision	1.3%	1.5%	3.5%	3.9%					
	Av. no. weeks to delegated decision	84	43	43	38					
	Target: Initial Assessment 100% in 1 month	-	-	-	-					
	Av. no. weeks to disposal by PCP	43	41	45	53					
	Target: Initial Outcome 80% in 9 months	-	-	-	-					
	Target: Initial Outcome 100% in 12 months	-	-	-	-					
	Av. no. weeks to disposal by DT	65	63	62	88					
	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	

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<b>RESOURCES AND BUSINESS SUPPORT</b>										
<b>CUSTOMER SERVICE</b>										
Corporate complaints	No. stage 1 complaints (corporate)	4	2	0	0	8	13	2	2	
	% response within 15 working days	100%	50%	-	-					
	% stage 1 complaints upheld	100%	50%	-	-					
	No. stage 2 complaints (corporate)	2	0	0	0	3	1	0	0	
	% response within 20 working days	0%	-	-	-					
	% stage 2 complaints upheld	50%	-	-	-					
<b>COMMUNICATIONS</b>										
Website LinkedIn Twitter	No. CILEx Regulation website users	12,131	15,631	22,445	75,082	45,092	57,601	77,209	132,415	63,765
	No. CILEx Regulation website sessions	21,045	26,012	35,283	77,340	78,245	98,705	126,762	152,660	58,004
	No. Regulation Matters users	1,743	1,653	2,013	1,309	4,003	7,327	7,683	3,605	-434
	No. Regulation Matters sessions	2,237	1,964	2,396	1,503	4,891	8,738	8,983	4,077	-734
	No. LinkedIn followers	7,283	8,731	9,161	1,965					-4,318
	No. Twitter followers	830	1,131	1,347	1,481					795
	Engagement rate of followers	0.8%	0.9%	0.7%	1.3%					
<b>PEOPLE</b>										
Staff/ sickness/ training	Posts in current structure (FTE)	19.4	19.8	20.4	20.4					
	FTE staff in post at Q end	18.6	17.8	19.4	20.4					
	Staff Turnover	5%	16%	5%	0%	35%	33%	10%	5%	
	Av. sickness days per FTE staff	4.9	0.0	0.09	0.34	3.3	0.4	0.3	0.2	
	Av. training days per staff	0.3	0.3	0.2	0.07	0.3	0.3	0.4	0.1	
	No. contractors	50	54	53	53					5
<b>FINANCE</b>										
Income	Actual	£1,390,140	£1,508,379	£1,543,107	£1,324,364					
	Budget	£1,352,523	£1,496,708	£1,497,525	£1,335,004					
	Variance	£37,618	£11,671	£45,582	-£10,641					
Expenditure	Actual	£1,009,845	£1,012,652	£1,138,804	£1,120,937					
	Budget	£1,142,364	£1,177,065	£1,351,807	£1,313,066					
	Variance	£132,519	-£164,413	£213,003	£212,129					
YE forecast against budget	Actual	£380,295	£495,727	£404,303	£203,427					
	Budget	£210,158	£319,643	£145,718	£1,938					
	Variance	£170,136	£176,084	£258,585	£201,488					
Purchase ledger	% invoices paid within 28 days	100%	100%	96%	100%					