

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 2017-20		2017 Q4	2018 Q4	2019 Q4	2020 Q4	2017	2018	2019	2020	Change Q1 2017 to Q4 2020	
BUSINESS DEVELOPMENT											
Membership	No. of Regulated Members	20,386	21,408	21,586	20,623	19,921	20,742	21,195	21,180	77	
	No. Fellows	8,254	8,505	8,761	8,626	8,099	8,351	8,561	8,703	569	
	- No. Fellows (Standard)	6,909	7,064	7,353	7,320	6,774	6,961	7,150	7,318	636	
	- No. Fellows (Other)	1,345	1,441	1,408	1,306	1,325	1,390	1,411	1,385	-67	
	No. Graduates	3,005	3,162	3,121	3,078	2,969	3,107	3,126	3,119	160	
	No. Associates	4,032	4,163	4,184	4,110	3,962	4,090	4,146	4,224	-60	
	No. Affiliates	3,949	4,250	4,241	3,907	3,778	4,163	4,265	4,178	92	
	No. Students	996	1,164	1,111	750	954	862	931	792	-646	
	No. Associate Prosecutors	170	156	161	145	173	160	160	157	-35	
	No. Legal Accountancy Members	2	2	1	0	2	2	1	0	-2	
	No. Legal Accountancy Fellows	8	6	6	7	8	7	6	7	-1	
	Employment Category recorded (CRM)				72.9%						
	Gender recorded (CRM)				95.0%						
	Ethnicity recorded (CRM)				84.7%						
OPERATIONAL											
PRACTITIONER AUTHORISATION											
Qualifying employment	No. new applications	206	213	208	185	850	871	894	720		
	Av. no. weeks to overall decision	10	9	9	9						
	% QE decisions made by ALC	11.0%	17.0%	15.6%	16.0%						
	% 1st assessments w/ 20 working days (aim 85%)	-	-	-	94.6%				50.9%		
	% 1st time decisions (aim 50%)	-	-	-	56.3%				57.7%		
	% decisions w/ 8 weeks (aim 95%)	-	-	-	75.0%				70.1%		
	% completed w/ 2 rounds of assessment (aim 95%)	-	-	-	90.6%				92.9%		
Work-based learning	No. new applications	139	164	170	153	577	653	686	607		
	No. authorisations	160	173	181	132	503	694	735	537		
	Av. no. weeks to overall decision	10	10	9	11						
	Av. no. resubmissions per application	1.7	1.6	1.5	1.5						
	% 1st assessments w/ 25 working days (aim 85%)	-	-	-	7.0%				27.1%		
	% 1st time decisions (aim 50%)	-	-	-	54.5%				52.8%		
	% decisions w/ 10 weeks (aim 95%)	-	-	-	72.7%				68.7%		
% completed w/ 2 rounds of assessment (aim 95%)	-	-	-	95.5%				94.3%			
No. CLE Apprenticeship applications	-	-	-	0							
No. CLE Apprentices authorised	-	-	-	3							
Practice rights	No. practice rights holders	37	48	55	71					41	
	No. new applications	2	4	6	9	20	22	21	31		
	No. authorisations	1	4	3	3	7	10	13	18		
	Av. no. weeks to overall decision	19	34	35	37						
Advocacy	Av. no. resubmissions per application	4	2	2	2						
	No. advocates	112	128	142	153					48	
	No. new applications	2	2	5	0	12	22	25	8		
	No. authorisations	0	3	7	0	13	16	15	11		
Av. no. weeks to overall decision	19	27	31	36							
Av. no. resubmissions per application	1.0	1.2	1.3	1.3							
PRACTITIONER SUPERVISION											
CPD non-compliance (CPD year 2015/16)	Fellows	10									
	Graduates	31									
	Associates	40									
CPD non-compliance (CPD year 2016/17)	Fellows		46								
	Graduates		39								
	Associates		141								
CPD non-compliance (CPD year 2017/18)	Fellows			43							
	Graduates			94							
	Associates			349							
CPD non-compliance (CPD year 2018/19)	Fellows				182						
	Graduates				230						
	Associates				451						
CPD non-compliance (CPD year 2019/20)	Fellows				1278						
	Graduates				636						
	Fellows/Graduates with WBL reduction				137						
	Associates				1332						
ENTITY AUTHORISATION											
Applications	No. authorised entities	12	14	18	21					13	
	No. applications at pre-authorisation stage	-	-	-	3						
	No. applications at provisional authorisation	-	-	-	1						
	No. authorisations	2	1	1	0	7	2	5	5		
	No. renewals authorised	0	2	4	5	5	9	9	12		
	Av. no. weeks to decision (application)	14	5	4	4						

Lapsing: we lost 2194 members in August (9.9% of membership) compared with 7.9% in April 2019 and 7.4% in April 2018 compared with 7.9% in April 2019 and 7.4% in April 2018

See accompanying graph for continued growth in Fellows Standard grade

5% improvement in ethnicity recording in Dec 2020

KEY		KPIs that are "within our gift to change"				2017 Avg	2018 Avg	2019 Avg	2020 Avg	Change Q1 2017 to Q4 2020
		Additional KPIs - 1st Jan 2020 onwards				2017 Total	2018 Total	2019 Total	2020 Total	
CILEx Regulation		2017 Q4	2018 Q4	2019 Q4	2020 Q4	2017	2018	2019	2020	
Performance Data 2017-20										
	No. entity complaints	-	0	0	0	-	0	1	1	
	No. ABS	-	-	-	0					
ENTITY SUPERVISION										
Intervention	% effected within 2 working days	0	0	0	0	0	0	0	0	
CLIENT PROTECTION										
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									
ENFORCEMENT										
Prior conduct declarations	No. new declarations	369	372	158	332	590	692	526	945	
	No. live cases	140	68	157	394	89	125	85	238	
	% disposal by delegated decision	62%	78%	90%	77%					
	Av. no. weeks to delegated decision	5	6	8	6					
	Av. no. weeks to disposal by PCP	21	22	22	21					
Conduct complaints	No. new complaints	11	6	14	17	42	65	57	62	
	No. live cases	40	52	65	83	39	49	58	77	
	% disposal by delegated decision	1.2%	1.6%	3.4%	5.9%					
	Av. no. weeks to delegated decision	81	39	39	42					
	Target: Initial Assessment 100% in 1 month	-	-	-	81%					
	Av. no. weeks to disposal by PCP	43	39	48	46					
	Target: Initial Outcome 80% in 9 months	-	-	-	-					
	Target: Initial Outcome 100% in 12 months	-	-	-	-					
	Av. no. weeks to disposal by DT	64	61	65	102					
	Target: PCP to DT 65% in 6 months	-	-	-	-					
	Target: PCP to DT 100% in 9 months	-	-	-	-					
	No. determinations by consent	0	0	0	2	3	1	1	6	

These targets were introduced in January 2020 and the decision was taken not to draw out historical data. The targets are timescale-based (up to 12 months) so meaningful data is only partially available. Success against these targets will largely be seen from 2021. No PCP cases referred to DT in 2020. Two 2019 cases referred (one heard by DT in 2019, one in 2020) - both within 9 months

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 2017-20		2017 Q4	2018 Q4	2019 Q4	2020 Q4	2017	2018	2019	2020	Change Q1 2017 to Q4 2020
RESOURCES AND BUSINESS SUPPORT										
CUSTOMER SERVICE										
Corporate complaints	No. stage 1 complaints (corporate)	1	4	1	0	8	13	2	2	
	% response within 15 working days	0%	75%	100%	-					
	% stage 1 complaints upheld	0%	50%	0%	-					
	No. stage 2 complaints (corporate)	1	0	0	0	3	1	0	0	
	% response within 20 working days	100%	-	-	-					
	% stage 2 complaints upheld	0%	-	-	-					
COMMUNICATIONS										
Website LinkedIn Twitter	No. CILEx Regulation website users	12,064	15,447	18,973	68,817	45,092	57,601	77,209	201,232	
	No. CILEx Regulation website sessions	20,399	25,369	29,324	71,097	78,245	98,705	126,762	223,757	
	No. Regulation Matters users	2,260	1,811	1,521	1,485	4,003	7,327	7,683	5,090	
	No. Regulation Matters sessions	2,654	2,100	1,849	1,656	4,891	8,738	8,983	5,733	
	No. LinkedIn followers	7,730	8,753	9,203	2,279					-4,004
	No. Twitter followers	906	1,164	1,385	1,509					823
	Engagement rate of followers	0.9%	0.8%	0.3%	0.8%					
PEOPLE										
Staff/ sickness/ training	Posts in current structure (FTE)	19.4	19.8	20.4	20.4					
	FTE staff in post at Q end	16.6	18.8	19.4	20.4					
	Staff Turnover	11%	5%	0%	0%	35%	33%	10%	5%	
	Av. sickness days per FTE staff	6.3	0.1	0.15	0.8	3.3	0.4	0.3	0.3	
	Av. training days per staff	0.3	0.1	0.5	0.1	0.3	0.3	0.4	0.1	
	No. contractors	49	52	53	53					5
FINANCE										
Income	Actual	£1,512,181	£1,595,236	£1,616,309	£1,772,704					
	Budget	£1,386,345	£1,568,369	£1,671,329	£1,773,067					
	Variance	£125,836	£26,867	£-55,020	£-363					
Expenditure	Actual	£1,458,500	£1,460,762	£1,633,214	£1,535,515					
	Budget	£1,483,731	£1,570,931	£1,809,728	£1,831,000					
	Variance	£25,231	£-110,169	£176,515	£295,486					
YE forecast against budget	Actual	£53,681	£134,474	£-16,904	£237,189					
	Budget	£-97,386	£-2,562	£-138,400	£-57,933					
	Variance	£151,067	£137,036	£121,496	£295,123					
Purchase ledger	% invoices paid within 28 days	100%	93%	95%	100%					
DATA PROTECTION										
GDPR	Data Breaches reported to the ICO	-	-	0	0	-	-	0	0	
	Data Breaches not reported to the ICO	-	-	1	3	-	-	2	4	

1 complaint also received in April but put on hold and later cancelled

Problem with Cookie banner causing excessive count of users and sessions

New account

Sickness remains low - particularly compared to 2017