

**KEY**

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 Q1	2018 Q1	2019 Q1	2020 Q1	2021 Q1	2017	2018	2019	2020	Change Q1 2017 to Q1 2021
<b>BUSINESS DEVELOPMENT</b>											
Membership	No. of Regulated Members	20,546	21,130	21,870	21,900	21,084	19,921	20,742	21,195	21,180	538
	No. Fellows	8,057	8,313	8,558	8,838	8,784	8,099	8,351	8,561	8,703	727
	- No. Fellows (Standard)	6,684	6,911	7,076	7,394	7,449	6,774	6,961	7,150	7,318	765
	- No. Fellows (Other)	1,373	1,402	1,482	1,444	1,335	1,325	1,390	1,411	1,385	-38
	No. Graduates	2,918	3,092	3,221	3,202	3,394	2,969	3,107	3,126	3,119	476
	No. Associates	4,170	4,288	4,357	4,399	3,992	3,962	4,090	4,146	4,224	-178
	No. Affiliates	3,815	4,431	4,648	4,500	4,124	3,778	4,163	4,265	4,178	309
	No. Students	1,396	826	925	792	620	954	862	931	792	-776
	No. Associate Prosecutors	180	170	154	163	163	173	160	160	157	-17
	No. Legal Accountancy Members	2	2	1	0	0	2	2	1	0	-2
	No. Legal Accountancy Fellows	8	8	6	6	7	8	7	6	7	-1
	Employment Category recorded (CRM)				75.6%	71.4%					
Gender recorded (CRM)				95.4%	97.0%						1.6%
Ethnicity recorded (CRM)				79.4%	91.1%						11.7%
<b>OPERATIONAL</b>											
<b>PRACTITIONER AUTHORISATION</b>											
Qualifying employment	No. new applications	246	210	278	255	214	850	871	894	720	
	Av. no. weeks to overall decision	5	9	8	9	9					
	% QE decisions made by ALC	18.0%	15.5%	16.2%	15.6%	16					
	% 1st assessments w/i 20 working days (aim 85%)				76.0%	52.2%					50.9%
	% 1st time decisions (aim 50%)				59.7%	52.2%					57.7%
	% decisions w/i 8 weeks (aim 95%)				73.5%	73.7%					70.1%
	% completed w/i 2 rounds of assessment (aim 95%)				97.8%	92.5%					92.9%
Work-based learning	No. new applications	139	128	181	140	176	577	653	686	607	
	No. authorisations	36	145	172	183	170	503	694	735	537	
	Av. no. weeks to overall decision	14	10	10	9	16					
	Av. no. resubmissions per application	1.5	1.7	1.6	1.6	2					
	% 1st assessments w/i 25 working days (aim 85%)				68.9%	7.2%					27.1%
	% 1st time decisions (aim 50%)				43.2%	46.7%					52.8%
	% decisions w/i 10 weeks (aim 95%)				73.6%	13.4%					68.7%
	% completed w/i 2 rounds of assessment (aim 95%)				92.4%	85.9%					94.3%
	No. CLE Apprenticeship applications				4	10					
No. CLE Apprentices authorised				4	9						
Practice rights	No. practice rights holders	30	38	53	60	75					45
	No. new applications	7	8	9	10	10	20	22	21	31	
	No. authorisations	1	1	5	5	6	7	10	13	18	
	Av. no. weeks to overall decision	65	21	36	34	36					
	Av. no. resubmissions per application	7	4	2	2	2					
Advocacy	No. advocates	105	117	132	151	153					48
	No. new applications	2	8	5	4	2	12	22	25	8	
	No. authorisations	6	5	4	9	0	13	16	15	11	
	Av. no. weeks to overall decision	59	24	27	35	36					
	Av. no. resubmissions per application	2	1	1.3	1.3	1.3					
<b>PRACTITIONER SUPERVISION</b>											

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CPD non-compliance (CPD year 2018/19)	Fellows				452						
	Graduates				415						
	Associates				928						
CPD non-compliance (CPD year 2019/20)	Fellows					366					
	Graduates					579					
	Fellows/Graduates with WBL reduction					44					
	Associates					1298					
<b>ENTITY AUTHORISATION</b>											
Applications	No. authorised entities	8	12	15	20	22					14
	No. applications at pre-authorisation stage				2	3					
	No. applications at provisional authorisation				1	1					
	No. authorisations	3	0	1	1	1	7	2	5	5	
	No. renewals authorised	0	3	2	2	5	5	9	9	12	
	Av. no. weeks to decision (application)	13	5	5	5	4					
	No. entity complaints			0	1	0	-	0	1	1	
No. ABS			0	0	0						
<b>ENTITY SUPERVISION</b>											
Intervention	% effected within 2 working days	0	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	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	119	232	235	469	350	590	692	526	945	
	No. live cases	68	184	60	268	350	89	125	85	238	
	% disposal by delegated decision	48%	72%	85%	69%	68%					
	Av. no. weeks to delegated decision	4	4	7	4	7					
	Av. no. weeks to disposal by PCP	20	20	23	24	22					
Conduct complaints	No. new complaints	6	15	12	20	14	42	65	57	62	
	No. live cases	43	40	47	72	95	39	49	58	77	
	% disposal by delegated decision	1.5%	0.9%	2.5%	8.6%	9.0%					
	Av. no. weeks to delegated decision	58	78	50	40	44					
	Target: Initial Assessment 100% in 1 month				61%	73%					
	Av. no. weeks to disposal by PCP	41	42	42	40	46					
	Target: Initial Outcome 80% in 9 months				-	40%					
	Target: Initial Outcome 100% in 12 months				-	85%					
	Av. no. weeks to disposal by DT	67	63	62	75	101					
	Target: PCP to DT 65% in 6 months				-	-					
Target: PCP to DT 100% in 9 months				-	-						
No. determinations by consent	3	1	0	0	0	3	1	1	6		
<b>RESOURCES AND BUSINESS SUPPORT</b>											
<b>CUSTOMER SERVICE</b>											

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Corporate complaints	No. stage 1 complaints (corporate)		5	0	1	1	8	13	2	2	
	% response within 15 working days		0%	-	100%	100%					
	% stage 1 complaints upheld		0%	-	100%	0%					
	No. stage 2 complaints (corporate)		0	0	0	0	3	1	0	0	
	% response within 20 working days		-	-	-	-					
	% stage 2 complaints upheld		-	-	-	-					
<b>COMMUNICATIONS</b>											
Website LinkedIn Twitter	No. CILEx Regulation website users	11,317	13,180	19,687	15,229	31,774	45,092	57,601	77,209	201,232	
	No. CILEx Regulation website sessions	19,336	23,978	34,369	27,347	34,026	78,245	98,705	126,762	223,757	
	No. Regulation Matters users		1,790	1,884	1,227	2,788	4,003	7,327	7,683	5,090	
	No. Regulation Matters sessions		2,159	2,161	1,363	3,120	4,891	8,738	8,983	5,733	
	No. LinkedIn followers	6,283	8,207	8,809	9,275	2,695					-3,588
	No. Twitter followers	686	1,005	1,211	1,398	1,542					856
Engagement rate of followers	1.3%	0.8%	0.8%	0.5%	1.3%						
<b>PEOPLE</b>											
Staff/ sickness/ training	Posts in current structure (FTE)	19.4	19.2	20.8	20.4	20.4					
	FTE staff in post at Q end	15.8	17.2	18.8	20.4	20.4					
	Staff Turnover	19%	6%	0%	5%	0%	35%	33%	10%	5%	
	Av. sickness days per FTE staff	1.7	1.4	0.6	0.2	0.1	3.3	0.4	0.3	0.3	
	Av. training days per staff	0.2	0.3	0.6	0.2	0.2	0.3	0.3	0.4	0.1	
	No. contractors	48	52	53	53	54					6
<b>FINANCE</b>											
Income	Actual	£1,287,507	£1,345,235	£1,374,702	£435,487	£454,098					
	Budget	£1,270,579	£1,351,077	£1,348,423	£444,011	£470,374					
	Variance	£16,928	£-5,842	£26,279	£-8,524	£-16,275					
Expenditure	Actual	£341,724	£354,036	£361,866	£398,241	£403,524					
	Budget	£384,045	£391,011	£433,481	£423,675	£457,375					
	Variance	£42,321	£-36,975	£71,615	£25,435	£53,851					
YE forecast against budget	Actual	£945,783	£991,199	£1,012,836	£37,247	£50,575					
	Budget	£886,534	£960,066	£914,942	£20,336	£12,999					
	Variance	£59,249	£31,133	£97,894	£16,911	£37,575					
Purchase ledger	% invoices paid within 28 days	100%	100%	95%	98%	100%					
<b>DATA PROTECTION</b>											
GDPR	Data Breaches reported to the ICO			0	0	0			0	0	
	Data Breaches not reported to the ICO			0	1	0			2	4	