

KEY

Additional KPIs - 1st Jan 2020 onwards
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2017 Avg	2018 Avg	2019 Avg	2020 Avg	2021 Avg
2017 Total	2018 Total	2019 Total	2020 Total	2021 Total

CILEX Regulation Performance Data 2017-20		2017 Q4	2018 Q4	2019 Q4	2020 Q4	2021 Q4	2017	2018	2019	2020	2021	Change Q1 2017 to Q4 2021
<b>BUSINESS DEVELOPMENT</b>												
Membership	No. of Regulated Members	20,386	21,408	21,586	20,623	26,307	19,921	20,742	21,195	21,180	20,938	5,761
	No. Fellows	8,254	8,505	8,761	8,626	8,448	8,099	8,351	8,561	8,703	8,694	391
	- No. Fellows (Standard)	6,909	7,064	7,353	7,320	7,244	6,774	6,961	7,150	7,318	7,387	560
	- No. Fellows (Other)	1,345	1,441	1,408	1,306	1,204	1,325	1,390	1,411	1,385	1,307	-169
	No. Graduates	3,005	3,162	3,121	3,078	3,248	2,969	3,107	3,126	3,119	3,313	330
	No. Associates	4,032	4,163	4,184	4,110	3,608	3,962	4,090	4,146	4,224	3,847	-562
	No. Affiliates	3,949	4,250	4,241	3,907	2,441	3,778	4,163	4,265	4,178	3,411	-1,374
	No. Students	996	1,164	1,111	750	864	954	862	931	792	759	-532
	No. Associate Prosecutors	170	156	161	145	194	173	160	160	157	162	-46
	No. Legal Accountancy Members	2	2	1	0	2	2	2	1	0	0	-2
	No. Legal Accountancy Fellows	8	6	6	7	5	8	7	6	7	7	-3
Gender recorded (CRM)				95.0%	99.1%							3.7%
Ethnicity recorded (CRM)				84.7%	97.7%							18.3%
<b>OPERATIONAL</b>												
Qualifying employment	No. new applications	206	213	208	185	215	850	871	894	720	826	
	Av. no. weeks to overall decision	10	9	9	9	9						
	% QE decisions made by ALC	11.0%	17.0%	15.6%	16.0%	15.3%						
	% 1st assessments w/120 working days (aim 85%)				70.3%	53.3%				50.9%	36.9%	
	% 1st time decisions (aim 50%)				50.4%	67.2%				57.7%	58.2%	
Work-based learning	No. new applications	139	164	170	153	166	577	653	666	607	690	
	No. authorisations	160	173	181	132	152	503	604	735	537	679	
	Av. no. resubmissions per application	10	10	9	11	13						
	% 1st assessments w/125 working days (aim 85%)				2.9%	13.2%				27.1%	8.6%	
	% 1st time decisions (aim 50%)				63.4%	39.2%				52.8%	43.5%	
Practice rights	No. new applications	37	48	55	71	95						65
	No. authorisations	2	4	6	9	12	20	22	21	31	38	
	Av. no. weeks to overall decision	19	34	35	37	37						
	% decisions w/10 weeks (aim 95%)				69.1%	30.7%				68.7%	21.4%	
	% completed w/12 rounds of assessment (aim 95%)				95.4%	89.2%				94.3%	87.9%	
Advocacy	No. new applications	19	27	31	36	39						50
	No. authorisations	1	1	1	3	20				11	61	
	Av. no. weeks to overall decision	19	27	31	36	39						
	% decisions w/8 weeks (aim 95%)				4	20				11	61	
	% completed w/2 rounds of assessment (aim 95%)				95.4%	89.2%				94.3%	87.9%	
<b>PRACTITIONER SUPERVISION</b>												
CPD non-compliance (CPD year 2018/19)	Fellows				182							
	Graduates				230							
	Associates				451							
CPD non-compliance (CPD year 2019/20)	Fellows				1278	104						
	Graduates				636	281						
	Fellows/Graduates with WBL reduction				137	4						
CPD non-compliance (CPD year 2020/21)	Fellows				1332	638						
	Graduates				648	418						
	Fellows/Graduates with WBL reduction				100	12						
<b>ENTITY AUTHORISATION</b>												
Applications	No. authorised entities	12	14	18	21	24						16
	No. applications at pre-authorisation stage				3	11						
	No. applications at provisional authorisation				1	0						
	No. authorisations	2	1	1	0	0	7	2	5	5	5	
	No. renewals authorised	0	2	4	5	8	5	9	9	12	23	
	Av. no. weeks to decision (application)	14	5	4	4	2						
	No. entity complaints		0	0	0	0			0	1	1	2
<b>ENTITY SUPERVISION</b>												
Intervention	% effected within 2 working days	0	0	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	0	0
	% disposed by delegated powers											
	Av. no. weeks to delegated decision											
	Av. no. weeks to decision by Adjudicator											
<b>ENFORCEMENT</b>												
Prior conduct declarations	No. new declarations	369	372	158	332	36	590	692	526	945	517	
	No. live cases	140	68	157	394	174	89	131	69	193	243	
	% disposed by delegated decision											
	Av. no. weeks to delegated decision											
Conduct complaints	No. new complaints	11	6	14	17	16	42	65	57	62	58	
	No. live cases	40	52	65	83	117	39	49	58	77	105	
	% disposed by delegated decision	1.2%	1.6%	3.4%	5.9%	10.9%						
	Av. no. weeks to delegated decision	81	39	39	42	45						
	Target: Initial Assessment 100% in 1 month				86%	64%						
	Av. no. weeks to disposal by PCP	43	39	48	46	50						
	Target: Initial Outcome 80% in 9 months				-	39%						
	Target: Initial Outcome 100% in 12 months				-	64%						
<b>RESOURCES AND BUSINESS SUPPORT</b>												
Corporate complaints	No. stage 1 complaints (corporate)	1	4	1	0	3	8	13	2	2	6	
	% response within 15 working days	0%	75%	100%	-	100%						
	% stage 1 complaints upheld	0%	50%	0%	-	66%						
	No. stage 2 complaints (corporate)	1	0	0	0	1	3	1	0	0	1	
COMMUNICATIONS	% response within 20 working days	100%	-	-	-	100%						
	% stage 2 complaints upheld	0%	-	-	-	0%						
	No. CILEX Regulation website users	12,064	15,447	18,973	68,817	19,273	45,092	57,601	77,209	201,232	78,932	
Website	No. CILEX Regulation website sessions	20,399	25,369	29,324	71,097	32,566	78,245	98,705	126,762	223,757	108,435	
	No. Regulation Matters users	2,260	1,811	1,521	1,485	1,499	4,003	7,327	7,683	5,090	7,718	
	No. Regulation Matters sessions	2,654	2,100	1,849	1,656	1,652	4,891	8,738	8,983	5,733	8,537	
	No. LinkedIn followers	7,730	8,753	9,203	2,279	3,432						-2,851
	No. Twitter followers	916	1,194	1,385	1,509	1,575						889
PEOPLE	Engagement rate of followers	0.9%	0.8%	0.3%	0.8%	2.7%						
	Posts in current structure (FTE)	19.4	19.8	20.4	20.4	22.4						
	FTE staff in post at Q end	16.6	18.8	19.4	20.4	18.4						
	Staff turnover	11%	5%	0%	0%	5%	35%	33%	10%	5%	24%	
FINANCE	Av. sickness days per FTE staff	6.3	0.1	0.15	0.8	0.5	3.3	0.4	0.3	0.3	0.20	
	Av. training days per staff	0.3	0.1	0.5	0.1	0.1	0.3	0.3	0.4	0.1	0.1	
	No. contractors	49	52	53	53	54						6
Income	Actual	£1,512,181	£1,595,236	£1,616,309	£1,772,704	£1,788,328						
	Budget	£1,386,345	£1,568,389	£1,671,329	£1,773,067	£1,889,843						
	Variance	£125,836	£26,867	£-45,020	£-363	£-101,317						
Expenditure	Actual	£1,458,500	£1,460,762	£1,633,214	£1,538,515	£1,702,111						
	Budget	£1,483,731	£1,570,931	£1,809,728	£1,831,000	£1,889,643						
	Variance	£25,231	£-110,169	£-176,515	£296,486	£187,532						
YE forecast against budget	Actual	£53,681	£134,474	£15,904	£237,189	£86,215						
	Budget	£-697,386	£-2,562	£-138,400	£-57,933	£0						
	Variance	£151,067	£137,036	£121,496	£295,123	£86,215						
Purchase ledger	% invoices paid within 28 days	100%	93%	95%	100%	100%						