

KEY

Additional KPIs - 1st Jan 2020 onwards
Additional KPIs - Q3 2021 onwards

Report drafted 20 June 2022

2017 Avg	2018 Avg	2019 Avg	2020 Avg	2021 Avg
2017 Total	2018 Total	2019 Total	2020 Total	2021 Total

CILEX Regulation Performance Data 2017-22		2017 Q2	2018 Q2	2019 Q2	2020 Q2	2021 Q2	2022 Q2	2017	2018	2019	2020	2021	Change Q1 2017 to Q2 2022
BUSINESS DEVELOPMENT													
Membership	No. of Regulated Members	19,120	19,909	20,487	22,004	21,127	17,610	19,921	20,742	21,195	21,180	21,106	-1,510
	No. Fellows	7,976	8,191	8,387	8,845	8,881	84	8,099	8,351	8,561	8,703	8,833	-7,892
	- No. Fellows (Standard)	6,691	6,846	7,018	7,356	7,483	67	6,774	6,961	7,150	7,318	7,466	-6,624
	- No. Fellows (Other)	1,285	1,345	1,369	1,489	1,398	17	1,325	1,390	1,411	1,385	1,367	-1,268
	No. Graduates	2,916	3,002	3,009	3,195	3,290	38	2,969	3,107	3,126	3,119	3,342	-2,878
	No. Associates	3,778	3,925	4,003	4,390	4,013	55	3,962	4,090	4,146	4,224	4,003	-3,723
	No. Affiliates	3,565	3,855	4,027	4,503	4,080	101	3,778	4,163	4,265	4,178	4,102	-3,464
	No. Students	772	768	891	894	683	23	954	862	931	792	652	-749
	No. Associate Prosecutors	171	159	163	170	173	2	173	160	160	157	168	-169
	No. Legal Accountancy Members	2	2	1	0	0	0	2	2	1	0	0	-2
	No. Legal Accountancy Fellows	8	7	6	7	7	4	8	7	6	7	7	-4
	No. CILEX Affiliate						673						673
	No. CILEX Associate Prosecutor						161						161
	No. CILEX Fellows						8,162						8,162
	- No. CILEX Fellows (Standard)						7,072						7,072
	- No. CILEX Fellows (Other)						1,090						1,090
	No. CILEX Member Advanced Paralegal						2,746						2,746
	No. CILEX Member Paralegal						2,959						2,959
	No. CILEX Student						2,602						2,602
	Personal Data Form - Completed				75.20%	N/A	99.00%						
Gender recorded (CRM)				94.80%	97.60%	99.90%							
Ethnicity recorded (CRM)				79.70%	93.50%	99.60%							
OPERATIONAL													
PRACTITIONER AUTHORISATION													
Qualifying employment	No. new applications	189	224	184	132	233	160	850	871	894	720	447	
	Av. no. weeks to overall decision	8	9	9	9	9	9						
	% QE decisions made by ALC	19.00%	10.90%	16.00%	15.90%	15.50%	14.40%						
	% 1st assessments w/ 20 working days (aim 85%)				25.40%	18.70%	57.20%				50.90%	35.40%	
	% 1st time decisions (aim 50%)				62.00%	51.00%	59.70%				57.70%	51.60%	
	% decisions w/ 8 weeks (aim 95%)				64.20%	78.00%	86.60%				70.10%	75.90%	
	% completed w/ 2 rounds of assessment (aim 95%)				92.30%	92.70%	95.00%				92.90%	92.60%	
Work-based learning	No. new applications	144	190	165	143	196	143	577	653	686	607	372	
	No. authorisations	138	170	186	99	182	145	503	694	735	537	352	
	Av. no. weeks to overall decision	11	10	9	9	13	15						
	Av. no. resubmissions per application	1.3	1.5	1.5	1.5	1.6	1.8						
	% 1st assessments w/ 25 working days (aim 85%)				29.90%	9.60%	12.00%				27.10%	8.40%	
	% 1st time decisions (aim 50%)				56.20%	51.30%	34.60%				52.80%	49.00%	
	% decisions w/ 10 weeks (aim 95%)				75.20%	20.00%	25.40%				68.70%	16.70%	
% completed w/ 2 rounds of assessment (aim 95%)				98.20%	91.90%	87.30%				94.30%	88.90%		
No. CLE Apprenticeship applications				0	22	17							
No. CLE Apprentices authorised				0	19	17							
Practice rights	No. practice rights holders	33	42	51	65	86	120						87
	No. new applications	3	7	1	8	8	9	20	22	21	31	18	
	No. authorisations	2	4	4	5	11	8	7	10	13	18	17	
	Av. no. weeks to overall decision	50	25	36	37	36	39						
	Av. no. resubmissions per application	5.7	4	2.2	2	1.9	1.8						
No. of CILEX Practitioner (ACCA-Probate)						54							
No. CILEX Practitioner (ACCA-Probate) via course						3							
Advocacy	No. advocates	106	123	132	153	155	153						47
	No. new applications	3	3	8	3	0	1	12	22	25	8	2	
	No. authorisations	1	6	0	2	2	2	13	16	15	11	2	
	Av. no. weeks to overall decision	51	25	28	36	37	39						
	Av. no. resubmissions per application	2	1	1.3	1.3	1.3	1.3						
PRACTITIONER SUPERVISION													
CPD non-compliance (CPD year 2018/19)	Fellows					377							
	Graduates					385							
	Associates					867							
CPD non-compliance (CPD year 2019/20)	Fellows					273							
	Graduates					499							
	Fellows/Graduates with WBL reduction					34							
CPD non-compliance (CPD year 2020/21)	Associates					1222							
	Fellows					111							
	Graduates					316							
CPD non-compliance (CPD year 2020/21)	Fellows/Graduates with WBL reduction					38							
	Associates					705							

ENTITY AUTHORITY												
Applications	No. authorised entities	8	13	18	20	22	25					17
	No. applications at pre-authorisation stage					6	4					
	No. applications at provisional authorisation					2	0					
	No. authorisations	0	1	3	0	0	1	7	2	5	5	1
	No. renewals authorised	3	3	2	5	6	6	5	9	9	12	11
	Av. no. weeks to decision (application)	15	5	5	5	4	2					
	No. entity complaints			1	0	0	0	-	0	1	1	0
	No. ABS			0	0	0	1					
No. of CILEX-ACCA Entities (applications at pre-authorisation stage)											5	
No. of CILEX-ACCA Entities authorised											43	
ENTITY SUPERVISION												
Intervention	% effected within 2 working days	0	0	0	0	0	0	0	0	0	0	0
CLIENT PROTECTION												
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											
	% referred to Adjudicator											
	Av. no. weeks to decision by Adjudicator											
ENFORCEMENT												
Prior conduct declarations	No. new declarations	53	28	65	57	96	58	590	692	526	945	446
	No. live cases	63	123	53	150	269	163	89	125	85	238	310
	% disposal by delegated decision	60%	75%	91%	80%	79%	90%					
	Av. no. weeks to delegated decision	5	5	8	5	7	8					
	Av. no. weeks to disposal by PCP	22	20	24	16	22	30					
Conduct complaints	No. new complaints	14	26	23	14	12	17	42	65	57	62	26
	No. live cases	36	51	57	76	98	112	39	49	58	77	97
	% disposal by delegated decision	1.40%	1.00%	3.00%	7.30%	9.90%	7.90%					
	Av. no. weeks to delegated decision	84	69	54	39	45	28					
	Target: Initial Assessment 100% in 1 month				89%	69%	97%					
	Av. no. weeks to disposal by PCP	42	41	44	38	50	50					
	Target: Initial Outcome 80% in 9 months				-	38%	28%					
	Target: Initial Outcome 100% in 12 months				-	86%	35%					
	Av. no. weeks to disposal by DT	64	63	62	80	100	58					
	Target: PCP to DT 65% in 6 months				-	-	-					
Target: PCP to DT 100% in 9 months				-	-	-						
No. determinations by consent	0	0	1	1	0	5	3	1	1	6	0	
RESOURCES AND BUSINESS SUPPORT												
CUSTOMER SERVICE												
Corporate complaints	No. stage 1 complaints (corporate)	3	2	1	1	2	2	8	13	2	2	3
	% response within 15 working days	33%	50%	100%	0%	50%	100%					
	% stage 1 complaints upheld	33%	50%	0%	100%	100%	50%					
	No. stage 2 complaints (corporate)	0	1	0	0	0	0	3	1	0	0	0
	% response within 20 working days	-	0%	-	-	-	-					
	% stage 2 complaints upheld	-	0%	-	-	-	-					
COMMUNICATIONS												
Website	No. CILEX Regulation website users	9,580	13,343	16,104	42,104	4,794	19,724	45,092	57,601	77,209	201,232	18,284
LinkedIn	No. CILEX Regulation website sessions	17,465	23,346	27,786	47,973	7,745	33,799	78,245	98,705	126,762	223,757	20,886
Twitter	No. Regulation Matters users	-	2,073	2,265	1,069	1,799	1,705	4,003	7,327	7,683	5,090	2,294
	No. Regulation Matters sessions	-	2,515	2,577	1,211	1,987	1,933	4,891	8,738	8,983	5,733	2,554
	No. LinkedIn followers	6,647	8,575	8,845	1,591	3,011	3,726					-2,921
	No. Twitter followers	758	1,067	1,281	1,442	1,549	1,582					824
	Engagement rate of followers	0.90%	0.70%	0.80%	2.00%	1.10%	5.40%					
PEOPLE												
Staff/ sickness/ training	Posts in current structure (FTE)	19.4	19.8	20.8	20.4	21.4	22.4					
	FTE staff in post at Q end	17.4	18.8	19.8	20.4	18.8	21.4					
	Staff Turnover	0%	6%	5%	0%	9%	3%	35%	33%	10%	5%	9%
	Av. sickness days per FTE staff	0.2	0.01	0.3	0.05	0.02	0.17	3.3	0.4	0.3	0.3	0.06
	Av. training days per staff	0.3	0.4	0.3	0.1	0.1	0.2	0.3	0.3	0.4	0.1	0.2
No. contractors	51	53	53	53	54	54						3
FINANCE												
Income	Actual	£1,341,395	£1,429,732	£1,463,147	£872,526	£902,020	£911,639					
	Budget	£1,312,920	£1,418,471	£1,423,288	£892,013	£949,110	£900,719					
	Variance	£28,475	£11,261	£39,859	£-19,485	£-47,090	£10,920					
Expenditure	Actual	£653,965	£638,214	£727,594	£742,560	£796,454	£960,552					
	Budget	£729,719	£790,967	£871,190	£884,109	£921,970	£908,810					
	Variance	£75,754	£-152,753	£143,594	£141,549	£125,516	£-51,742					
YE forecast against budget	Actual	£687,429	£791,518	£735,553	£129,968	£105,566	£-48,913					
	Budget	£583,202	£627,504	£552,098	£7,904	£27,140	£-8,091					
	Variance	£104,227	£164,014	£183,453	£122,064	£78,425	£-40,822					
Purchase ledger	% invoices paid within 28 days	100%	100%	100%	73%	100%	100%					
DATA PROTECTION												
GDPR	Data Breaches reported to the ICO			0	0	0	0			0	0	0
	Data Breaches not reported to the ICO			0	0	0	3			2	4	0