

## KEY

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| Additional KPIs - 1st Jan 2020 onwards |

|            |            |            |            |            |            |
|------------|------------|------------|------------|------------|------------|
| 2017 Avg   | 2018 Avg   | 2019 Avg   | 2020 Avg   | 2021 Avg   | 2022 Avg   |
| 2017 Total | 2018 Total | 2019 Total | 2020 Total | 2021 Total | 2022 Total |

| CILEx Regulation Performance Data 2017-20 |  | 2017 Q3 | 2018 Q3 | 2019 Q3 | 2020 Q3 | 2021 Q3 | 2022 Q3 | 2017   | 2018   | 2019   | 2020   | 2021   | 2022   | Change Q3 2017 to Q3 2022 |
|---|--|---------|---------|---------|---------|---------|---------|--------|--------|--------|--------|--------|--------|---------------------------|
| BUSINESS DEVELOPMENT                      |  |         |         |         |         |         |         |        |        |        |        |        |        |                           |
| Membership                                | No. of Regulated Members                         | 19,631  | 20,519  | 20,835  | 20,193  | 18,896  | 17,901  | 19,921 | 20,742 | 21,195 | 21,180 | 20,607 | 18,602 | -1,730                    |
|   | No. Fellows                                      | 8,107   | 8,394   | 8,536   | 8,504   | 8,519   | 12      | 8,099  | 8,351  | 8,561  | 8,703  | 8,755  | 640    | -8,095                    |
|   | - No. Fellows (Standard)                         | 6,810   | 7,023   | 7,153   | 7,202   | 7,260   | 9       | 6,774  | 6,961  | 7,150  | 7,318  | 7,421  | 432    | -6,801                    |
|   | - No. Fellows (Other)                            | 1,297   | 1,371   | 1,383   | 1,302   | 1,259   | 3       | 1,325  | 1,390  | 1,411  | 1,385  | 1,334  | 207    | -1,294                    |
|   | No. Graduates                                    | 3,038   | 3,172   | 3,152   | 2,999   | 3,370   | 10      | 2,969  | 3,107  | 3,126  | 3,119  | 3,314  | 385    | -3,028                    |
|   | No. Associates                                   | 3,869   | 3,984   | 4,038   | 3,998   | 3,584   | 14      | 3,962  | 4,090  | 4,146  | 4,224  | 3,916  | 527    | -3,855                    |
|   | No. Affiliates                                   | 3,783   | 4,116   | 4,144   | 3,803   | 2,502   | 15      | 3,778  | 4,163  | 4,265  | 4,178  | 3,727  | 529    | -3,768                    |
|   | No. Students                                     | 653     | 688     | 795     | 733     | 750     | 2       | 954    | 862    | 931    | 792    | 723    | 206    | -651                      |
|   | No. Associate Prosecutors                        | 171     | 156     | 163     | 149     | 165     | 0       | 173    | 160    | 160    | 157    | 170    | 13     | -171                      |
|   | No. Legal Accountancy Members                    | 2       | 2       | 1       |         |         |         | 2      | 2      | 1      | 0      | 0      |        | -2                        |
|   | No. Legal Accountancy Fellows                    | 8       | 7       | 6       | 7       | 6       | 4       | 8      | 7      | 6      | 7      | 6      | 4      | -4                        |
|   | CILEx Affiliate                                  |         |         |         |         |         | 658     |        |        |        |        |        | 590    | 658                       |
|   | CILEx Associate Prosecutor                       |         |         |         |         |         | 170     |        |        |        |        |        | 148    | 170                       |
|   | CILEx Fellows (Total)                            |         |         |         |         |         | 8,428   |        |        |        |        |        | 7,822  | 8,428                     |
|   | - No. Fellows (Standard)                         |         |         |         |         |         | 7,296   |        |        |        |        |        | 6,987  | 7,296                     |
|   | - No Fellows (Other)                             |         |         |         |         |         | 1,132   |        |        |        |        |        | 1,041  | 1,132                     |
|   | CILEx Member Advanced Paralegal                  |         |         |         |         |         | 2,848   |        |        |        |        |        | 2,589  | 2,848                     |
|   | CILEx Member Paralegal                           |         |         |         |         |         | 2,973   |        |        |        |        |        | 2,743  | 2,973                     |
|   | CILEx Student                                    |         |         |         |         |         | 2,767   |        |        |        |        |        | 2,408  | 2,767                     |
|   | Personal Data Form - completed                   |         |         |         |         |         | 99.4%   |        |        |        |        |        | 97.3%  | 99.4%                     |
|   | Gender recorded (CRM)                            |         |         |         | 93.1%   | 98.8%   | 99.9%   |        |        |        |        |        | 99.7%  | 99.9%                     |
|   | Ethnicity recorded (CRM)                         |         |         |         | 79.4%   | 97.1%   | 99.8%   |        |        |        |        |        | 99.0%  | 99.8%                     |
| OPERATIONAL                               |  |         |         |         |         |         |         |        |        |        |        |        |        |                           |
| PRACTITIONER AUTHORISATION                |  |         |         |         |         |         |         |        |        |        |        |        |        |                           |
| Qualifying employment                     | No. new applications                             | 209     | 224     | 224     | 148     | 164     | 168     | 850    | 871    | 894    | 720    | 611    | 555    |                           |
|   | Av. no. weeks to overall decision                | 10      | 9       | 8       | 9       | 9       | 9       |        |        |        |        |        |        |                           |
|   | % QE decisions made by ALC                       | 14.0%   | 14.0%   | 15.3%   | 15.9%   | 15.3%   | 13.9%   |        |        |        |        |        |        |                           |
|   | % 1st assessments w/i 20 working days (aim 85%)  |         |         |         | 31.8%   | 23.5%   | 93.9%   |        |        |        | 50.9%  | 31.5%  | 68.6%  |                           |
|   | % 1st time decisions (aim 50%)                   |         |         |         | 58.6%   | 62.5%   | 58.1%   |        |        |        | 57.7%  | 55.2%  | 57.7%  |                           |
|   | % decisions w/i 8 weeks (aim 95%)                |         |         |         | 70.3%   | 75.9%   | 84.8%   |        |        |        | 70.1%  | 75.9%  | 84.3%  |                           |
| Work-based learning                       | % completed w/i 2 rounds of assessment (aim 95%) |         |         |         | 90.4%   | 96.2%   | 98.5%   |        |        |        | 92.9%  | 93.8%  | 96.2%  |                           |
|   | No. new applications                             | 155     | 171     | 170     | 171     | 152     | 190     | 577    | 653    | 686    | 607    | 372    | 524    |                           |
|   | No. authorisations                               | 169     | 206     | 196     | 123     | 175     | 185     | 503    | 694    | 735    | 537    | 352    | 528    |                           |
|   | Av. no. weeks to overall decision                | 10      | 10      | 9       | 11      | 15      | 15      |        |        |        |        |        |        |                           |
|   | Av. no. resubmissions per application            | 1.5     | 1.4     | 1.5     | 1.6     | 1.8     | 1.8     |        |        |        |        |        |        |                           |
|   | % 1st assessments w/i 25 working days (aim 85%)  |         |         |         | 6.6%    | 4.3%    | 2.7%    |        |        |        | 27.1%  | 7.0%   | 9.0%   |                           |
|   | % 1st time decisions (aim 50%)                   |         |         |         | 48.5%   | 36.7%   | 31.6%   |        |        |        | 52.8%  | 44.9%  | 34.8%  |                           |
|   | % decisions w/i 10 weeks (aim 95%)               |         |         |         | 57.2%   | 21.5%   | 15.9%   |        |        |        | 68.7%  | 18.3%  | 17.6%  |                           |
|   | % completed w/i 2 rounds of assessment (aim 95%) |         |         |         | 91.0%   | 84.7%   | 90.7%   |        |        |        | 94.3%  | 87.5%  | 86.9%  |                           |
| Practice rights                           | No. CLE Apprenticeship applications              |         |         |         | 3       | 9       | 7       |        |        |        |        |        |        |                           |
|   | No. CLE Apprentices authorised                   |         |         |         | 3       | 9       | 7       |        |        |        |        |        |        |                           |
|   | No. practice rights holders                      | 36      | 43      | 52      | 68      | 89      | 136     |        |        |        |        |        |        | 100                       |
|   | No. new applications                             | 8       | 3       | 5       | 4       | 8       | 8       | 20     | 22     | 21     | 31     | 26     | 24     |                           |
|   | No. authorisations                               | 3       | 1       | 1       | 5       | 3       | 11      | 7      | 10     | 13     | 18     | 20     | 38     |                           |
| Advocacy                                  | Av. no. weeks to overall decision                | 22      | 32      | 35      | 37      | 26      | 36      |        |        |        |        |        |        |                           |
|   | Av. no. resubmissions per application            | 4       | 3       | 2       | 2       | 2       | 2       |        |        |        |        |        |        |                           |
|   | No. advocates                                    | 112     | 125     | 136     | 153     | 155     | 157     |        |        |        |        |        |        | 45                        |
|   | No. new applications                             | 5       | 9       | 7       | 1       | 6       | 0       | 12     | 22     | 25     | 8      | 8      | 2      |                           |
|   | No. authorisations                               | 6       | 2       | 4       | 0       | 0       | 2       | 13     | 16     | 15     | 11     | 2      | 6      |                           |
|   | Av. no. weeks to overall decision                | 19      | 25      | 29      | 36      | 39      | 40      |        |        |        |        |        |        |                           |
|   | Av. no. resubmissions per application            | 1       | 1       | 1.3     | 1.3     | 1.3     | 1.4     |        |        |        |        |        |        |                           |

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| 2017 Avg   | 2018 Avg   | 2019 Avg   | 2020 Avg   | 2021 Avg   | 2022 Avg   |
| 2017 Total | 2018 Total | 2019 Total | 2020 Total | 2021 Total | 2022 Total |

| CILEx Regulation Performance Data 2017-20 |   | 2017 Q3 | 2018 Q3 | 2019 Q3 | 2020 Q3 | 2021 Q3 | 2022 Q3 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | Change Q3 2017 to Q3 2022 |
|---|---|---------|---------|---------|---------|---------|---------|------|------|------|------|------|------|---------------------------|
| <b>PRACTITIONER SUPERVISION</b>           |   |         |         |         |         |         |         |      |      |      |      |      |      |                           |
| CPD non-compliance (CPD year 2018/19)     | Fellows                                       |         |         |         | 183     |         |         |      |      |      |      |      |      |                           |
|   | Graduates                                     |         |         |         | 233     |         |         |      |      |      |      |      |      |                           |
|   | Associates                                    |         |         |         | 451     |         |         |      |      |      |      |      |      |                           |
| CPD non-compliance (CPD year 2019/20)     | Fellows                                       |         |         |         | 1839    | 135     |         |      |      |      |      |      |      |                           |
|   | Graduates                                     |         |         |         | 784     | 382     |         |      |      |      |      |      |      |                           |
|   | Fellows/Graduates with WBL reduction          |         |         |         | 205     | 8       |         |      |      |      |      |      |      |                           |
|   | Associates                                    |         |         |         | 1459    | 934     |         |      |      |      |      |      |      |                           |
| CPD non-compliance (CPD year 2020/21)     | Fellows                                       |         |         |         |         | 1646    | 77      |      |      |      |      |      |      |                           |
|   | Graduates                                     |         |         |         |         | 634     | 172     |      |      |      |      |      |      |                           |
|   | Fellows/Graduates with WBL reduction          |         |         |         |         | 212     | 19      |      |      |      |      |      |      |                           |
|   | Associates                                    |         |         |         |         | 1100    | 663     |      |      |      |      |      |      |                           |
| CPD non-compliance (CPD year 2021/22)     |   |         |         |         |         |         | 757     |      |      |      |      |      |      |                           |
|   |   |         |         |         |         |         | 505     |      |      |      |      |      |      |                           |
|   |   |         |         |         |         |         | 137     |      |      |      |      |      |      |                           |
|   |   |         |         |         |         |         | 1410    |      |      |      |      |      |      |                           |
| <b>ENTITY AUTHORISATION</b>               |   |         |         |         |         |         |         |      |      |      |      |      |      |                           |
| Applications                              | No. authorised entities                       | 10      | 13      | 17      | 23      | 25      | 23      |      |      |      |      |      |      | 13                        |
|   | No. applications at pre-authorisation stage   |         |         |         |         | 9       | 2       |      |      |      |      |      |      |                           |
|   | No. applications at provisional authorisation |         |         |         |         | 0       | 0       |      |      |      |      |      |      |                           |
|   | No. authorisations                            | 2       | 0       | 0       | 3       | 3       | 1       | 7    | 2    | 5    | 5    | 4    | 2    |                           |
|   | No. renewals authorised                       | 2       | 1       | 1       | 5       | 4       | 7       | 5    | 9    | 9    | 12   | 15   | 15   |                           |
|   | Av. no. weeks to decision (application)       | 15      | 5       | 5       | 4       | 3       | 2       |      |      |      |      |      |      |                           |
|   | No. entity complaints                         |         |         | 0       | 0       | 2       | 1       | -    | 0    | 1    | 1    | 2    | 4    |                           |
|   | No. ABS                                       |         |         |         | 0       | 1       | 1       |      |      |      |      |      |      |                           |
| <b>ENTITY SUPERVISION</b>                 |   |         |         |         |         |         |         |      |      |      |      |      |      |                           |
| Intervention                              | % effected within 2 working days              | 0       | 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    | 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      | 35      | 54      | 590  | 692  | 526  | 945  | 481  | 175  |                           |
|   | No. live cases                                | 87      | 123     | 71      | 140     | 178     | 115     | 89   | 131  | 69   | 193  | 294  | 160  |                           |
|   | % disposal by delegated decision              | 61%     | 77%     | 91%     | 90%     | 86%     | 93%     |      |      |      |      |      |      |                           |
|   | Av. no. weeks to delegated decision           | 6       | 6       | 8       | 5       | 9       | 10      |      |      |      |      |      |      |                           |
|   | Av. no. weeks to disposal by PCP              | 21      | 20      | 25      | 19      | 25      | 33      |      |      |      |      |      |      |                           |
| Conduct complaints                        | No. new complaints                            | 11      | 18      | 20      | 11      | 16      | 21      | 42   | 65   | 57   | 62   | 42   | 56   |                           |
|   | No. live cases                                | 38      | 53      | 62      | 75      | 108     | 136     | 39   | 49   | 58   | 77   | 97   | 118  |                           |
|   | % disposal by delegated decision              | 1.3%    | 1.5%    | 3.5%    | 6.7%    | 10.8%   | 34.5%   |      |      |      |      |      |      |                           |
|   | Av. no. weeks to delegated decision           | 84      | 43      | 43      | 41      | 45      | 31      |      |      |      |      |      |      |                           |
|   | Target: Initial Assessment 100% in 1 month    |         |         |         | 89.0%   | 64.4%   | 100.0%  |      |      |      |      |      |      |                           |
|   | Av. no. weeks to disposal by PCP              | 43      | 41      | 45      | 41      | 51      | 49      |      |      |      |      |      |      |                           |
|   | Target: Initial Outcome 80% in 9 months       |         |         |         | -       | 42.0%   | 73.3%   |      |      |      |      |      |      |                           |
|   | Target: Initial Outcome 100% in 12 months     |         |         |         | -       | 72.0%   | 79.7%   |      |      |      |      |      |      |                           |
|   | Av. no. weeks to disposal by DT               | 65      | 63      | 62      | 80      | 91      | 58      |      |      |      |      |      |      |                           |
|   | Target: PCP to DT 65% in 6 months             |         |         |         | -       | -       | -       |      |      |      |      |      |      |                           |
|   | Target: PCP to DT 100% in 9 months            |         |         |         | -       | -       | -       |      |      |      |      |      |      |                           |
|   | No. determinations by consent                 | 0       | 0       | 0       | 3       | 0       | 0       | 3    | 1    | 1    | 6    | 0    | 0    |                           |

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| 2017 Avg   | 2018 Avg   | 2019 Avg   | 2020 Avg   | 2021 Avg   | 2022 Avg   |
| 2017 Total | 2018 Total | 2019 Total | 2020 Total | 2021 Total | 2022 Total |

| CILEx Regulation Performance Data 2017-20 |  | 2017 Q3    | 2018 Q3    | 2019 Q3    | 2020 Q3    | 2021 Q3    | 2022 Q3    | 2017   | 2018   | 2019    | 2020    | 2021   | 2022    | Change Q3 2017 to Q3 2022 |
|---|--|------------|------------|------------|------------|------------|------------|--------|--------|---------|---------|--------|---------|---------------------------|
| RESOURCES AND BUSINESS SUPPORT            |  |            |            |            |            |            |            |        |        |         |         |        |         |                           |
| CUSTOMER SERVICE                          |  |            |            |            |            |            |            |        |        |         |         |        |         |                           |
| Corporate complaints                      | No. stage 1 complaints (corporate)       | 4          | 2          | 0          | 0          | 0          | 3          | 8      | 13     | 2       | 2       | 3      | 7       |                           |
|   | % response within 15 working days        | 100%       | 50%        | -          | -          | -          | 100%       |        |        |         |         |        |         |                           |
|   | % stage 1 complaints upheld              | 100%       | 50%        | -          | -          | -          | 100%       |        |        |         |         |        |         |                           |
|   | No. stage 2 complaints (corporate)       | 2          | 0          | 0          | 0          | 0          | 0          | 3      | 1      | 0       | 0       | 0      | 0       |                           |
|   | % response within 20 working days        | 0%         | -          | -          | -          | -          | -          |        |        |         |         |        |         |                           |
|   | % stage 2 complaints upheld              | 50%        | -          | -          | -          | -          | -          |        |        |         |         |        |         |                           |
| COMMUNICATIONS                            |  |            |            |            |            |            |            |        |        |         |         |        |         |                           |
| Website<br>LinkedIn<br>Twitter            | No. CILEx Regulation website users       | 12,131     | 15,631     | 22,445     | 75,082     | 23,091     | 27,069     | 45,092 | 57,601 | 77,209  | 201,232 | 59,659 | 73,943  |                           |
|   | No. CILEx Regulation website sessions    | 21,045     | 26,012     | 35,283     | 77,340     | 34,098     | 45,990     | 78,245 | 98,705 | 126,762 | 223,757 | 75,869 | 128,354 |                           |
|   | No. Regulation Matters users             | 1,743      | 1,653      | 2,013      | 1,309      | 1,632      | 2,187      | 4,003  | 7,327  | 7,683   | 5,090   | 6,219  | 6,351   |                           |
|   | No. Regulation Matters sessions          | 2,237      | 1,964      | 2,396      | 1,503      | 1,778      | 2,352      | 4,891  | 8,738  | 8,983   | 5,733   | 6,885  | 7,109   |                           |
|   | No. LinkedIn followers                   | 7,283      | 8,731      | 9,161      | 1,965      | 3,345      | 3,935      |        |        |         |         |        |         | -3,348                    |
|   | No. Twitter followers                    | 830        | 1,131      | 1,347      | 1,481      | 1,571      | 1,607      |        |        |         |         |        |         | 777                       |
|   | Engagement rate of followers (Twitter)   | 0.8%       | 0.9%       | 0.7%       | 1.3%       | 1.3%       | 2.6%       |        |        |         |         |        |         |                           |
|   | Engagement rate of followers (LinkedIn)) |            |            |            |            |            | 3.5%       |        |        |         |         |        |         |                           |
| PEOPLE                                    |  |            |            |            |            |            |            |        |        |         |         |        |         |                           |
| Staff/<br>sickness/<br>training           | Posts in current structure (FTE)         | 19.4       | 19.8       | 20.4       | 20.4       | 22.4       | 22         |        |        |         |         |        |         |                           |
|   | FTE staff in post at Q end               | 18.6       | 17.8       | 19.4       | 20.4       | 19.4       | 22         |        |        |         |         |        |         |                           |
|   | Staff Turnover                           | 5%         | 16%        | 5%         | 0%         | 9%         | 0%         | 35%    | 33%    | 10%     | 5%      | 19%    | 15%     |                           |
|   | Av. sickness days per FTE staff          | 4.9        | 0.0        | 0.09       | 0.3        | 0.1        | 0.2        | 3.3    | 0.4    | 0.3     | 0.3     | 0.08   | 0.28    |                           |
|   | Av. training days per staff              | 0.3        | 0.3        | 0.2        | 0.07       | 0.1        | 0.1        | 0.3    | 0.3    | 0.4     | 0.1     | 0.1    | 0.1     |                           |
|   | No. contractors                          | 50         | 54         | 53         | 53         | 54         | 54         |        |        |         |         |        |         | 4                         |
| FINANCE                                   |  |            |            |            |            |            |            |        |        |         |         |        |         |                           |
| Income                                    | Actual                                   | £1,390,140 | £1,508,379 | £1,543,107 | £1,324,364 | £1,336,938 | £1,354,368 |        |        |         |         |        |         |                           |
|   | Budget                                   | £1,352,523 | £1,496,708 | £1,497,525 | £1,335,004 | £1,418,962 | £1,353,016 |        |        |         |         |        |         |                           |
|   | Variance                                 | £37,618    | £11,671    | £45,582    | £10,641    | £82,024    | £1,352     |        |        |         |         |        |         |                           |
| Expenditure                               | Actual                                   | £1,009,845 | £1,012,652 | £1,138,804 | £1,120,937 | £1,214,115 | £1,210,853 |        |        |         |         |        |         |                           |
|   | Budget                                   | £1,142,364 | £1,177,065 | £1,351,807 | £1,313,066 | £1,375,982 | £1,356,999 |        |        |         |         |        |         |                           |
|   | Variance                                 | £132,519   | £164,413   | £213,003   | £212,129   | £161,867   | £146,146   |        |        |         |         |        |         |                           |
| YE forecast against budget                | Actual                                   | £380,295   | £495,727   | £404,303   | £203,427   | £122,822   | £143,515   |        |        |         |         |        |         |                           |
|   | Budget                                   | £210,158   | £319,643   | £145,718   | £1,938     | £42,979    | £3,983     |        |        |         |         |        |         |                           |
|   | Variance                                 | £170,136   | £176,084   | £258,585   | £201,488   | £79,843    | £147,498   |        |        |         |         |        |         |                           |
| Purchase ledger                           | % invoices paid within 28 days           | 100%       | 100%       | 96%        | 100%       | 100%       | 100%       |        |        |         |         |        |         |                           |