

# APPENDIX 7.5

**KEY**

Additional KPIs - 1st Jan 2020 onwards
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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 2017-2022		2017 Q4	2018 Q4	2019 Q4	2020 Q4	2021 Q4	2022 Q4	2017	2018	2019	2020	2021	2022	Change Q4 2017 to Q4 2022	
<b>BUSINESS DEVELOPMENT</b>															
Membership	No. of Regulated Members	20,386	21,408	21,586	20,623	26,307	18,161	19,921	20,742	21,195	21,180	20,938	18,471	-2,225	
	No. Fellows	8,254	8,505	8,761	8,626	8,448	10	8,099	8,351	8,561	8,703	8,694	483	-8,244	
	- No. Fellows (Standard)	6,909	7,064	7,353	7,320	7,244	8	6,774	6,961	7,150	7,318	7,387	326	-6,901	
	- No. Fellows (Other)	1,345	1,441	1,408	1,306	1,204	2	1,325	1,390	1,411	1,385	1,307	156	-1,343	
	No. Graduates	3,005	3,162	3,121	3,078	3,248	9	2,969	3,107	3,126	3,119	3,313	291	-2,996	
	No. Associates	4,032	4,163	4,184	4,110	3,608	13	3,962	4,090	4,146	4,224	3,847	399	-4,019	
	No. Affiliates	3,949	4,250	4,241	3,907	2,441	15	3,778	4,163	4,265	4,178	3,411	400	-3,934	
	No. Students	396	1,164	1,111	750	864	2	954	862	931	792	759	155	-994	
	No. Associate Prosecutors	170	156	161	145	134	0	173	160	180	157	162	10	-170	
	No. Legal Accountancy Members	2	2	1	0	0	0	2	2	1	0	0	0	-2	
	No. Legal Accountancy Fellows	8	6	6	7	5	4	8	7	6	7	7	4	-4	
	CILEX Affiliate							645						605	645
	CILEX Associate Prosecutor							159						152	159
	CILEX Fellows (Total)							8,642						8,009	8,642
	- No. Fellows (Standard)							7,455						7,103	7,455
	- No. Fellows (Other)							1,187						1,072	1,187
	CILEX Member Advanced Paralegal							2,696						2,628	2,696
CILEX Member Paralegal							3,249						2,847	3,249	
CILEX Student							2,717						2,489	2,717	
Personal Data Form - completed							99.5%						99.9%	99.5%	
Gender recorded (CRM)							95.0%						99.8%	99.9%	
Ethnicity recorded (CRM)							84.7%						99.2%	99.8%	
<b>OPERATIONAL</b>															
<b>PRACTITIONER AUTHORISATION</b>															
Qualifying employment	No. new applications	206	213	208	185	215	113	850	871	894	720	826	668		
	Av. no. weeks to overall decision	10	9	9	9	9	9								
	% QE decisions made by ALC	11.0%	17.0%	15.6%	16.0%	15.3%	13.9%								
	% 1st assessments w/ 20 working days (aim 85%)				70.3%	53.3%	78.8%					50.9%	36.9%	71.2%	
	% 1st time decisions (aim 50%)				50.4%	67.2%	72.7%					57.7%	58.2%	61.5%	
	% decisions w/ 8 weeks (aim 95%)				72.5%	85.7%	89.5%					70.1%	78.3%	85.6%	
Work-based learning	% completed w/ 2 rounds of assessment (aim 95%)				91.1%	97.6%	97.8%					92.9%	94.8%	96.6%	
	No. new applications	139	164	170	153	166	163	577	653	686	607	690	687		
	No. authorisations	160	173	181	132	152	213	503	694	735	537	679	741		
	Av. no. weeks to overall decision	10	10	9	11	13	12								
	Av. no. resubmissions per application	1.7	1.6	1.5	1.5	1.7	1.7								
	% 1st assessments w/ 25 working days (aim 85%)				2.9%	13.2%	6.8%					27.1%	8.6%	8.4%	
Practice rights	% 1st time decisions (aim 50%)				63.4%	39.2%	41.3%					52.8%	43.5%	36.4%	
	% decisions w/ 10 weeks (aim 95%)				69.1%	30.7%	39.5%					68.7%	21.4%	23.1%	
	% completed w/ 2 rounds of assessment (aim 95%)				95.4%	89.2%	92.6%					94.3%	87.9%	88.4%	
	No. CLE Apprenticeship applications				4	20	21					11	61	6	
No. CLE Apprentices authorised				3	20	21					10	57	6		
Advocacy	No. practice rights holders	37	48	55	71	95	147							110	
	No. new applications	2	4	6	9	12	5	20	22	21	31	38	29		
	No. authorisations	1	4	3	3	7	8	7	10	13	18	27	46		
	Av. no. weeks to overall decision	19	34	35	37	37	41								
Advocacy	Av. no. resubmissions per application	4	2	2	2	2	2								
	No. new applications	112	128	142	153	155	151							38	
	No. authorisations	2	2	5	0	4	4	12	22	25	8	12	6		
	Av. no. weeks to overall decision	19	27	31	36	39	40	13	16	15	11	2	6		
Av. no. resubmissions per application	1	1.2	1.3	1.3	1.3	1.4									
<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)	Associates				1332	638									
	Fellows				648	76									
	Graduates				418	178									
CPD non-compliance (CPD year 2021/22)	Fellows/Graduates with WBL reduction				100	17									
	Associates				719	453									
	Fellows				335										
CPD non-compliance (CPD year 2021/22)	Graduates				452										
	Fellows/Graduates with WBL reduction				104										
	Associates				754										
<b>ENTITY AUTHORISATION</b>															
Applications	No. authorised entities	12	14	18	21	24	22							10	
	No. applications at pre-authorisation stage				3	11	2								
	No. applications at provisional authorisation				1	0	0								
	No. authorisations	2	1	1	0	0	0	7	2	5	5	5	2		
	No. renewals authorised	0	2	4	5	8	7	5	9	9	12	23	22		
	Av. no. weeks to decision (application)	14	5	4	4	2	2								
	No. entity complaints		0	0	0	0	0			0	1	1	2	4	
	No. ABS						1								
<b>ENTITY SUPERVISION</b>															
Intervention	% effected within 2 working days	0	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	0	
	% disposed by delegated powers														
	Av. no. weeks to delegated decision														
	% referred to Adjudicator														
Enforcement	Av. no. weeks to decision by Adjudicator														
	No. new declarations	369	372	158	332	36	90	590	692	526	945	517	264		
Prior conduct declarations	No. live cases	140	68	157	394	174	109	89	131	69	193	243	144		
	% disposal by delegated decision						92%								
	Av. no. weeks to delegated decision						11								
	Av. no. weeks to disposal by PCP						38								
	No. new complaints	11	6	14	17	16	16	42	65	57	62	58	72		
	No. live cases	40	52	65	83	117	126	99	49	56	77	105	120		

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CILEx Regulation Performance Data 2017-2022		2017 Q4	2018 Q4	2019 Q4	2020 Q4	2021 Q4	2022 Q4	2017	2018	2019	2020	2021	2022	Change Q4 2017 to Q4 2022
Conduct complaints	% disposal by delegated decision	1.2%	1.6%	3.4%	5.9%	10.9%								
	Av. no. weeks to delegated decision	81	39	39	42	45	31							
	Target: Initial Assessment 100% in 1 month				86.0%	64.0%	88.9%							
	Av. no. weeks to disposal by PCP	43	39	48	46	50	47							
	Target: Initial Outcome 80% in 9 months				-	39%	74.5%							
	Target: Initial Outcome 100% in 12 months				-	64%	81.1%							
	Av. no. weeks to disposal by DT	64	61	65	102	85	58							
	Target: PCP to DT 65% in 6 months				-	-	-							
Target: PCP to DT 100% in 9 months				-	-	-								
No. determinations by consent	0	0	0	2	0	0	3	1	1	6	0	0		
<b>RESOURCES AND BUSINESS SUPPORT</b>														
<b>CUSTOMER SERVICE</b>														
Corporate complaints	No. stage 1 complaints (corporate)	1	4	1	0	3	3	8	13	2	2	6	10	
	% response within 15 working days	0%	75%	100%	-	100%	100%							
	% stage 1 complaints upheld	0%	50%	0%	-	66%	100%							
	No. stage 2 complaints (corporate)	1	0	0	0	1	0	3	1	0	0	1	0	
	% response within 20 working days	100%	-	-	-	100%	0%							
% stage 2 complaints upheld	0%	-	-	-	0%	0%								
<b>COMMUNICATIONS</b>														
Website	No. CILEx Regulation website users	12,064	15,447	18,973	68,817	19,273	22,030	45,092	57,601	77,209	201,232	78,932	95,973	
	No. CILEx Regulation website sessions	20,399	25,369	29,324	71,097	32,566	37,539	78,245	98,705	126,762	223,757	108,435	165,893	
	No. Regulation Matters users	2,260	1,811	1,521	1,485	1,499	1,777	4,003	7,327	7,683	5,090	7,718	8,128	
	No. Regulation Matters sessions	2,654	2,100	1,849	1,656	1,652	1,928	4,891	8,738	8,983	5,733	8,537	9,037	
	No. LinkedIn followers	7,730	8,753	9,203	2,279	3,432	4,106							-3,624
Twitter	No. Twitter followers	906	1,164	1,385	1,509	1,575	1,613							70%
	Engagement rate of followers	0.9%	0.8%	0.3%	0.8%	2.7%	2.3%							
<b>PEOPLE</b>														
Staff/ sickness/ training	Posts in current structure (FTE)	19.4	19.8	20.4	20.4	22.4	23.0							
	FTE staff in post at Q end	16.6	18.8	19.4	20.4	18.4	22.4							
	Staff Turnover	11%	5%	0%	0%	5%	0%	35%	33%	10%	5%	24%	15%	
	Av. sickness days per FTE staff	6.3	0.1	0.15	0.8	0.5	0.0	3.3	0.4	0.3	0.3	0.20	0.21	
	Av. training days per staff	0.3	0.1	0.5	0.1	0.1	0.1	0.3	0.3	0.4	0.1	0.1	0.1	
	No. contractors	49	52	53	53	54	54							5
<b>FINANCE</b>														
Income	Actual	£1,512,181	£1,595,236	£1,616,309	£1,772,704	£1,788,328	£1,814,785							
	Budget	£1,386,345	£1,568,369	£1,671,329	£1,773,067	£1,889,643	£1,806,945							
	Variance	£125,836	£28,867	£-55,020	£-363	£-101,317	£7,850							
Expenditure	Actual	£1,458,500	£1,460,762	£1,633,214	£1,535,515	£1,702,111	£1,602,732							
	Budget	£1,483,731	£1,570,931	£1,809,728	£1,831,000	£1,889,643	£1,817,437							
	Variance	£25,231	£-110,169	£176,515	£295,486	£187,532	£214,705							
YE forecast against budget	Actual	£53,681	£134,474	£-16,904	£237,189	£86,219	£212,063							
	Budget	£-97,386	£-2,562	£-138,400	£-57,933	£0	£-10,492							
	Variance	£151,067	£137,036	£121,496	£295,123	£86,219	£222,555							
Purchase ledger	% invoices paid within 28 days	100%	93%	95%	100%	100%	100%							