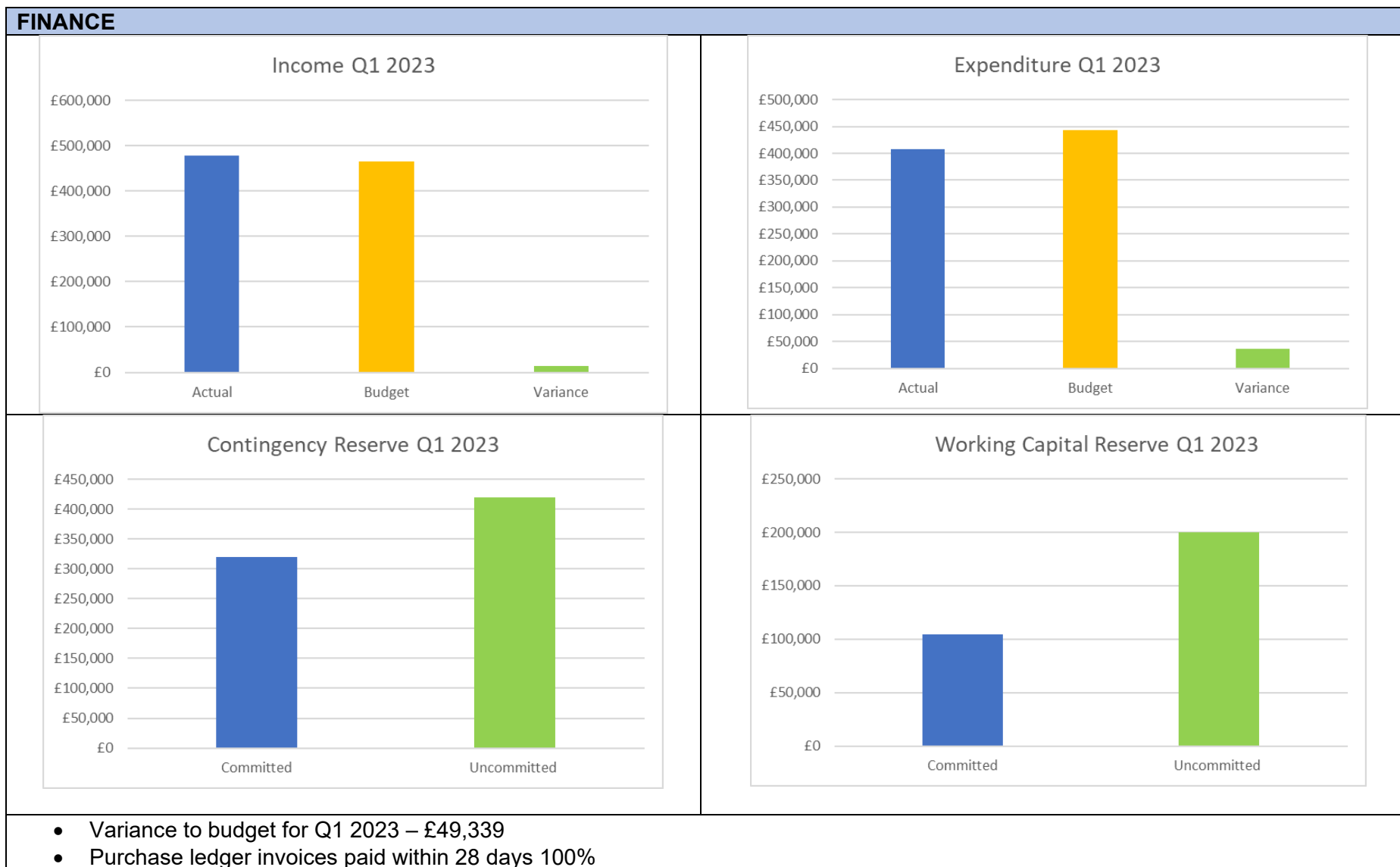
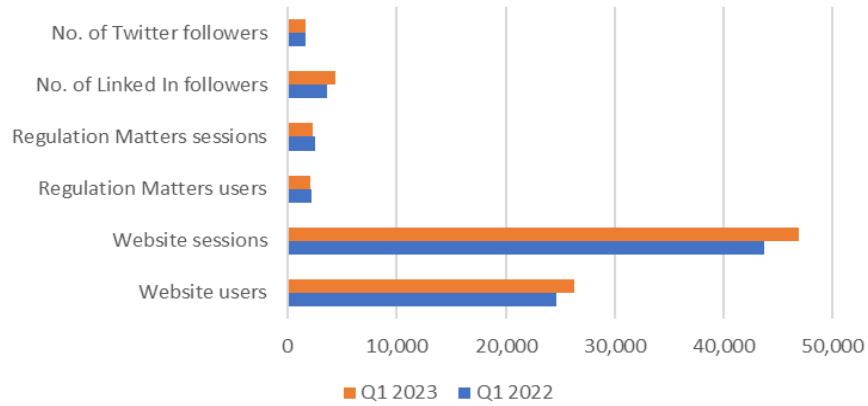


APPENDIX 5: BALANCED SCORECARD DATA (Q1 2023)



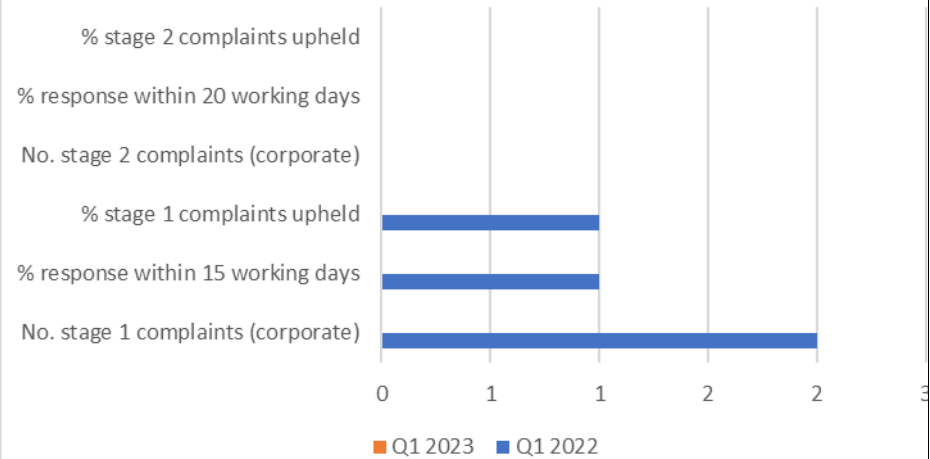
STAKEHOLDER/COMMS DATA

Online comms and engagement

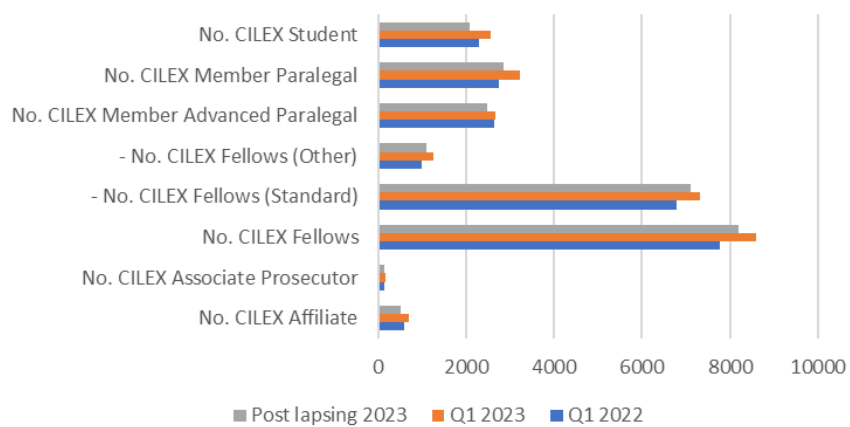


Engagement rate: Twitter 4.2%
 Engagement rate: LinkedIn 4.5%

Service complaints data





CILEX Member data






Additional data and metrics to be identified and reported here in relation to stakeholder engagement covering:

- Regulated community
- LSB
- CILEX
- Other frontline regulators
- LSCP
- MOJ
- Other stakeholders

OPERATIONS**Authorisation:** Ensuring competence on entry to the profession**Supervision:** Assuring maintenance of lifelong competence**GDPR Data:** 0 breaches, reported/not reported to the ICO in Q1 2023 (1 breach in Q1 2022)**Practitioner:**



No. of CILEX Practitioners (including Advocates and ACCA): **370** 
 Practitioners as a %age of Fellows: **5%** 

Applications in Q1 2022 and Q1 2023		
	Q1 2022	Q1 2023
WBL	150	 171
QE	188	 175
Practice Rights/ Advocacy /ACCA	12	 18

Member feedback: Overall satisfaction **92%** (26 responses Q4 2022)

Entity:



No. of CRL firms active: 19 (24 in Q4 2021)
 No. of ACCA firms active: 39

Firm authorisation data in Q1 2022 and Q1 2023		
	Q1 2022	Q1 2023
CRL firms authorised	0	 0
ACCA firms authorised	37	 39

Applicant feedback:
 No feedback received – reflecting the lack of applications in 2022/3

Practitioner:


Non-compliance figure at CPD year-end: **2369** (3623 for 2021)
 Authorised persons non-compliant = **35%** (49% for 2021)

CPD non-compliance in Q1 2022 and Q1 2023		
	Q1 2022	Q1 2023
Authorised persons	244	 88
Non-authorised	1312	 739

Outcomes from sampling will be reported here for end Q2 2023.

Entity:

No. of firms ceasing regulation with CRL: **5**

Annual Returns in Q1 2022 and Q1 2023		
	Q1 2022	Q1 2023
CRL firms renewed	24	 19
ACCA firms authorised	-	-

Learning from AR submissions: Overall compliance is excellent. In particular, firms have followed CRL guidance in relation to sanctions. ●

Enforcement: Protection of the public from harm

Cases received: Q1 2022 and Q1 2023		
	Q1 2022	Q1 2023
Prior conduct	58	73
Misconduct (priority 1, 2 and 3)*	11	16
IOP (prior conduct)	-	-
Actions: Q4 2021 and Q4 2022		
Interim Orders	-	TBC
Prior conduct completed	-	94 ●
Misconduct completed	-	9 ●

*Data to be collected from January 2023 ●

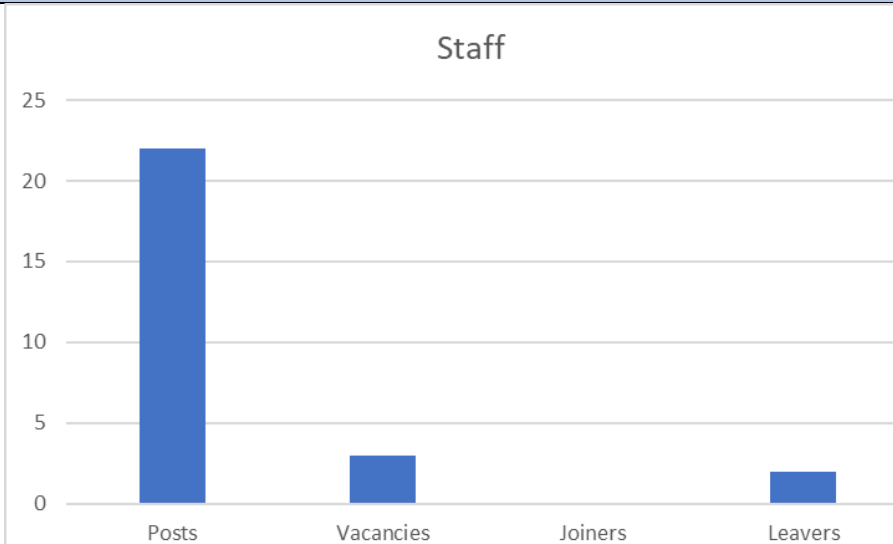
User feedback: Increased communication on timescales/progress

Governance and General Management

Additional data and metrics to be identified from the BAU business plan and will be reported here, to cover:

- a. Work on education standards
- b. Actions from the LSB's regulatory performance assessment (e.g., % Board papers published)
- c. Board actions
- d. Progress on PCF, and
- e. Shared services

LEARNING AND DEVELOPMENT AND STAFFING



Staffing:

- There are 22 posts within the organisation, equivalent to 21.4 FTE. 3 posts are vacant.
- Staff turnover for Q1 2023 is 19% ●
- 0.1 sickness absence days per FTE for Q1 2023 ●

Learning and Development:

- 94% mandatory training was completed on time for Q1 2023
- 0 members of staff undertook internal training in Q1 2023
- 2 members of staff are being sponsored through professional training