Authorisation Q1 2018

Authorised Persons = CILEx Practitioner and Fellow. Some Fellows hold practice rights. Where non-Fellow authorised persons hold practice rights (Conveyancing and Probate only - competence routes) these are shown separately.

APPLICATIONS				
		Chartered Legal Executive (Fellow)	Practice Rights Holder (non-Fellow)	TOTAL
Number of applications received	Individuals	140	4	144
	Entities			0
	Licensed Bodies			
Numbers authorised	Individuals	145	0	145
	Entities			0
	Licensed Bodies			
Types of application	Individuals (initial)	145	0	145
	Individuals (renewal)	6652	4	6656
	Entities (initial)			0
	Entities (renewal)			3
	Licensed Bodies (initial)			
	Licensed Bodies (Renewal)			
APPEALS				
		Chartered Legal Executive (Fellow)	Practice Rights Holder (non-Fellow)	TOTAL
Number of appeals received and concluded	Individuals		0	
Number of appeals received and concluded	Entities	0	U	0
	Licensed Bodies		-	0
Number of appeals - initial decision overturned with new information	Individuals	0	0	0
Number of appeals - initial decision overturned with new information	Entities	0	0	0
	Licensed Bodies		-	0
Number of appeals - initial decision overturned without new information	Individuals	0	0	0
Number of appeals - initial decision overturned without new information	Entities	<u> </u>	-	0
	Licensed Bodies			
TIMELINESS - No. of weeks from date of receipt of completed application to da				
TimeEliness - No. of weeks from date of receipt of completed application to da	te of the decision	Chartered	Practice Rights	TOTAL
		Legal Executive (Fellow)	Holder (non-Fellow)	
Shortest application time	Individuals	1	N/A	1
• •	Entities		,	0
	Licensed Bodies			
Longest application time	Individual	50	N/A	50
	Entities			0
	Licensed Bodies			
Median time taken - all completed applications	Individual	8	N/A	8
	Entities			0
	Licensed Bodies			
TIMELINESS - No. of weeks from date an appeal is lodged to date of decision				
		Chartered	Practice Rights	TOTAL
		Legal	Holder	
		Executive	(non-Fellow)	
		(Fellow)	(
			1	•
Shortest appeal time	Individual	N/A	N/A	N/A
	Entities			N/A
	Licensed Bodies			
Longest appeal time	Individuals	N/A	N/A	N/A
	Entities			N/A
	Licensed Bodies			
Median time taken for all completed appeals	Individuals	N/A	N/A	N/A
i Eb	Entities			N/A
	Licensed Bodies			

Prior Conduct Declarations

Q1 (January-March) 2018

Complaints and Allegations

Q1 (January-March) 2018

Authorised = CILEx Fellows and non-Fellow Practice rights holders. Non-authorised regulated individuals are CILEx members in other grades.

CASELOAD		are CILEx members in other grades. CASELOAD			
	Authorised Persons	Non- Authorised regulated individual		Authorised Persons	Non- Authorised regulated individuals
Number of prior conduct declarations live as at 31 March 2018	15	48	Number of complaints live at 31st March 2018 (numbers represent individuals - an individual may be subject to two or more complaints or allegations)	26	19
TIMELINESS - Number of weeks from date of receipt of prior conduct deci suspension order was granted	laration to the d	ate an interim	TIMELINESS - Number of weeks from the date the complaint received/alle interim order was granted	gation made to	the date an
	Authorised Persons	Non- Authorised regulated individual		Authorised Persons	Non- Authorised regulated individuals
Number of cases where an interim order was granted	0	0	Number of cases where an interim order was granted	0	0
Shortest time			Shortest time	-	-
Longest time			Longest time	-	-
Median time			Median time	-	-
	Authorised Persons	Non- Authorised regulated individual		Authorised Persons	Non- Authorised regulated
Prior conduct cases determined by the Professional Conduct Panel or					individuals
under delegated powers	153	174	Number of cases heard by Professional Conduct Panel	0	_
•	153 1	174	Number of cases heard by Professional Conduct Panel Shortest time	0 -	individuals
under delegated powers			Shortest time Longest time	+ -	individuals 2
under delegated powers Shortest time	1	1	Shortest time Longest time Median time	-	2 46 57 -
under delegated powers Shortest time Longest time	1 31 2	1 37 2	Shortest time Longest time	-	2 46 57
under delegated powers Shortest time Longest time Median time TIMELINESS - Number of weeks from date of the Professional Conduct Pa	1 31 2	1 37 2	Shortest time Longest time Median time TIMELINESS - Number of weeks from date of Professional Conduct Panel (a	-	2 46 57
under delegated powers Shortest time Longest time Median time TIMELINESS - Number of weeks from date of the Professional Conduct Pa	1 31 2 anel (or delegate	1 37 2 d) decision to Non-Authorised regulated	Shortest time Longest time Median time TIMELINESS - Number of weeks from date of Professional Conduct Panel (a	- - - or delegated) de	andividuals 2 46 57 - ecision to date Non- Authorised regulated
under delegated powers Shortest time Longest time Median time TIMELINESS - Number of weeks from date of the Professional Conduct Padate of Disciplinary Tribunal (hearing stage) decision	1 31 2 annel (or delegate Person	1 37 2 d) decision to Non-Authorised regulated individual	Shortest time Longest time Median time TIMELINESS - Number of weeks from date of Professional Conduct Panel (of Disciplinary Tribunal (hearing stage) decision	or delegated) de	2 46 57 - ecision to date Non- Authorised regulated individuals
under delegated powers Shortest time Longest time Median time TIMELINESS - Number of weeks from date of the Professional Conduct Padate of Disciplinary Tribunal (hearing stage) decision	1 31 2 annel (or delegate Person 0	1 37 2 d) decision to Non- Authorised regulated individual 0	Shortest time Longest time Median time TIMELINESS - Number of weeks from date of Professional Conduct Panel (of Disciplinary Tribunal (hearing stage) decision Number of cases heard by Disciplinary Tribunal		2 46 57 - ecision to date Non- Authorised regulated individuals

decision in all case types			decision in all case types		
	Authorised	Non-		Authorised	Non-
	Person	Authorised		Person	Authorised
		regulated			regulated
		individuals			individuals
Shortest time	1	1	Shortest time	-	46
Longest time	31	37	Longest time	-	57
Median time	2	2	Median time	-	-
DECISION TYPE			DECISION TYPE		
	Authorised	Non-		Authorised	Non-
	Persons	Authorised		Persons	Authorised
		regulated			regulated
		individuals			individuals
Number of cases determined by consent (DBC)	0	0	Number of cases determined by consent (DBC)	0	1
indiliber of cases determined by consent (DBC)	U	U	indiffuel of cases determined by consent (DBC)	U	
		_		•	
TIMELINESS - Number of weeks from date prior conduct declar		_	TIMELINESS - Number of weeks from date complaint re	•	
TIMELINESS - Number of weeks from date prior conduct declar	aration received to date DBC	endorsed by		eceived/allegation made to date DE	C endorsed b
TIMELINESS - Number of weeks from date prior conduct declar	aration received to date DBC	endorsed by	TIMELINESS - Number of weeks from date complaint re	eceived/allegation made to date DE	C endorsed b
TIMELINESS - Number of weeks from date prior conduct declar	aration received to date DBC	endorsed by Non- Authorised	TIMELINESS - Number of weeks from date complaint re	eceived/allegation made to date DE	C endorsed b
TIMELINESS - Number of weeks from date prior conduct declar	aration received to date DBC	Non- Authorised regulated	TIMELINESS - Number of weeks from date complaint re	eceived/allegation made to date DE	Non- Authorised regulated
TIMELINESS - Number of weeks from date prior conduct declar	aration received to date DBC	endorsed by Non- Authorised	TIMELINESS - Number of weeks from date complaint re	eceived/allegation made to date DE	C endorsed b
TIMELINESS - Number of weeks from date prior conduct declar	aration received to date DBC	Non- Authorised regulated	TIMELINESS - Number of weeks from date complaint re	eceived/allegation made to date DE	Non- Authorised regulated
TIMELINESS - Number of weeks from date prior conduct deck the Professional Conduct Panel	Authorised Persons	Non- Authorised regulated individuals	TIMELINESS - Number of weeks from date complaint re the Professional Conduct Panel	Authorised Persons	Non- Authorised regulated individuals
TIMELINESS - Number of weeks from date prior conduct deck the Professional Conduct Panel Shortest time	Authorised Persons N/A	Non- Authorised regulated individuals	TIMELINESS - Number of weeks from date complaint re the Professional Conduct Panel Shortest time	eceived/allegation made to date DE	Non- Authorised regulated individuals
TIMELINESS - Number of weeks from date prior conduct decision the Professional Conduct Panel Shortest time Longest time	Authorised Persons N/A N/A	Non- Authorised regulated individuals	TIMELINESS - Number of weeks from date complaint re the Professional Conduct Panel Shortest time Longest time	Authorised Persons	Non- Authorised regulated individuals
TIMELINESS - Number of weeks from date prior conduct decision the Professional Conduct Panel Shortest time Longest time Median time	Authorised Persons N/A	Non- Authorised regulated individuals	TIMELINESS - Number of weeks from date complaint re the Professional Conduct Panel Shortest time Longest time Median time	Authorised Persons	Non- Authorised regulated individuals
TIMELINESS - Number of weeks from date prior conduct decision the Professional Conduct Panel Shortest time Longest time Median time	Authorised Persons N/A N/A N/A	Non- Authorised regulated individuals N/A N/A N/A	TIMELINESS - Number of weeks from date complaint re the Professional Conduct Panel Shortest time Longest time	Authorised Persons	Non- Authorised regulated individuals
TIMELINESS - Number of weeks from date prior conduct decision the Professional Conduct Panel Shortest time Longest time Median time	Authorised Persons N/A N/A N/A Authorised	Non- Authorised regulated individuals N/A N/A N/A	TIMELINESS - Number of weeks from date complaint re the Professional Conduct Panel Shortest time Longest time Median time	Authorised Persons	Non- Authorised regulated individuals
TIMELINESS - Number of weeks from date prior conduct decision the Professional Conduct Panel Shortest time Longest time Median time	Authorised Persons N/A N/A N/A	Non- Authorised regulated individuals N/A N/A N/A N/A NOn- Authorised	TIMELINESS - Number of weeks from date complaint re the Professional Conduct Panel Shortest time Longest time Median time	Authorised Persons	Non- Authorised individuals
TIMELINESS - Number of weeks from date prior conduct decision the Professional Conduct Panel Shortest time Longest time Median time	Authorised Persons N/A N/A N/A Authorised	Non- Authorised regulated individuals N/A N/A N/A N/A NOn- Authorised regulated	TIMELINESS - Number of weeks from date complaint re the Professional Conduct Panel Shortest time Longest time Median time	Authorised Persons	Non- Authorised regulated individuals 57 57 - Non- Authorised regulated regulated
TIMELINESS - Number of weeks from date prior conduct deck the Professional Conduct Panel Shortest time Longest time	Authorised Persons N/A N/A N/A Authorised	Non- Authorised regulated individuals N/A N/A N/A N/A NOn- Authorised	TIMELINESS - Number of weeks from date complaint re the Professional Conduct Panel Shortest time Longest time Median time	Authorised Persons	Non- Authorised individuals 57 57 - Non-Authorised
TIMELINESS - Number of weeks from date prior conduct decision the Professional Conduct Panel Shortest time Longest time Median time	Authorised Persons N/A N/A N/A Authorised	Non- Authorised regulated individuals N/A N/A N/A N/A NOn- Authorised regulated	TIMELINESS - Number of weeks from date complaint re the Professional Conduct Panel Shortest time Longest time Median time	Authorised Persons	Non- Authorised regulated individuals 57 57 - Non- Authorised regulated
TIMELINESS - Number of weeks from date prior conduct decision the Professional Conduct Panel Shortest time Longest time Median time APPEALS - Number of appeals (in all case types):	Authorised Persons N/A N/A N/A N/A Authorised Persons	Non- Authorised regulated individuals N/A N/A N/A N/A NOn- Authorised regulated individuals	TIMELINESS - Number of weeks from date complaint rethe Professional Conduct Panel Shortest time Longest time Median time APPEALS - Number of appeals (in all case types):	Authorised Persons	Non- Authorised regulated individuals 57 57 - Non- Authorised regulated individuals
TIMELINESS - Number of weeks from date prior conduct decision the Professional Conduct Panel Shortest time Longest time Median time APPEALS - Number of appeals (in all case types): Outstanding	Authorised Persons N/A N/A N/A N/A Authorised Persons	Non- Authorised regulated individuals N/A N/A N/A N/A NOn- Authorised regulated individuals	TIMELINESS - Number of weeks from date complaint rethe Professional Conduct Panel Shortest time Longest time Median time APPEALS - Number of appeals (in all case types): Outstanding	Authorised Persons	Non- Authorised individuals 57 57 - Non- Authorised regulated individuals
TIMELINESS - Number of weeks from date prior conduct decision the Professional Conduct Panel Shortest time Longest time Median time APPEALS - Number of appeals (in all case types):	Authorised Persons N/A N/A N/A N/A Authorised Persons	Non- Authorised regulated individuals N/A N/A N/A N/A NOn- Authorised regulated individuals	TIMELINESS - Number of weeks from date complaint rethe Professional Conduct Panel Shortest time Longest time Median time APPEALS - Number of appeals (in all case types):	Authorised Persons	Non- Authorised regulated individuals 57 57 - Non- Authorised regulated individuals

Governance Q1 2018

STAFF TURNOVER	
Turnover during period	5.6%

CORPORATE COMPLAINTS		
Total number of complaints about the regulator	5	
- Number and percentage of complaints not justified		0%
- Number and percentage of complaints partially justified		0%
- Number and percentage of complaints fully justified		0%
The subject matter of the partially and fully justified complaint against the regulator		
- Poor service	4	80%
- Policy/Procedure/Rules	0	-
- Staff behaviour/Attitude	0	-
- Service failure	0	-
- Delay	0	-
- Lack of response to communication	0	-
- Invoicing/Payment	1	20%
- Other	0	-
Timeliness for Complaint Resolution		
Stage 1: From date of receipt to response sent (Target 20 working days)		
- Number and percentage of complaints within target	0	0%
Stage 2: From date of receipt of appeal to response sent (Target 20 working days)		
- Number and percentage of complaints within target	N/A	N/A