

CILEx Regulation - Performance Data 2017-18		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	YTD	Average	Change
BUSINESS DEVELOPMENT												
Membership	No. of Regulated Members	20,546	19,120	19,631	20,386	21,130					20,163	584
	No. Fellows	8,057	8,001	8,107	8,254	8,313					8,146	256
	- No. Fellows (Standard)	6,684	6,691	6,810	6,909	6,911					6,801	227
	- No. Fellows (Other)	1,373	1,285	1,297	1,345	1,402					1,340	29
	No. Graduates	2,918	2,916	3,038	3,005	3,092					2,994	174
	No. Associates	4,170	3,778	3,869	4,032	4,288					4,027	118
	No. Affiliates	3,815	3,565	3,783	3,949	4,431					3,909	616
	No. Students	1,396	772	653	996	826					929	-570
	No. Associate Prosecutors	180	171	171	170	170					172	-10
	No. Legal Accountancy Members	2	2	2	2	2					2	0
	No. Legal Accountancy Fellows	8	8	8	8	8					8	0
	New Members since 01.01.17	712	1,049	1,643	2,439	3,400						2,688
	Lapsed Members since 01.01.17	373	2,180	2,243	2,341	2,563						2,190
	No. practice rights holders	30	33	36	37	38						8
No. advocates	105	106	112	112	117						12	
No. authorised entities	8	8	10	12	12						4	
OPERATIONAL												
PRACTITIONER AUTHORISATION												
Qualifying employment	No. new applications	246	189	209	206	210				1060	212	
	Av. no. weeks to overall decision	5	8	10	10	9					9	
	% QE decisions made by ALC	18%	19%	14%	11%	0					16%	
Work-based learning	No. new applications	139	144	155	139	128				705	141	
	No. authorisations	36	138	169	160	145				648	130	
	Av. no. weeks to overall decision	14	10	10	8	11					11	
	Av. no. resubmissions per application	1.5	1.3	1.5	1.7	2					1.5	
Practice rights	No. new applications	7	3	8	2	8				28	5.6	
	No. authorisations	1	2	3	1	1				8	1.6	
	Av. no. weeks to overall decision	65	50	21	18	20					35	
	Av. no. resubmissions per application	7	6	4	4	4					5	
Advocacy	No. new applications	2	3	5	2	8				20	4	
	No. authorisations	6	1	6	0	5				18	4	
	Av. no. weeks to overall decision	58	51	19	19	23					34	
	Av. no. resubmissions per application	2	2	1	1	1					1	
PRACTITIONER SUPERVISION												
CPD non-compliance (CPD year 2015/16)	Fellows	131	54	15	10							🟢 -92.4%
	Graduates	193	97	59	31							🟢 -83.9%
	Associates	549	171	72	40							🟢 -92.7%
CPD non-compliance (CPD year 2016/17)	Fellows	-	-	-	822	336						-59.1%
	Graduates	-	-	-	272	168						-38.2%
	Associates	-	-	-	1079	908						-15.8%
ENTITY AUTHORISATION												
Applications	No. new applications	1	3	0	1	0				5	1.0	
	No. authorisations	3	0	2	2	0				7	1.4	
	No. renewals	0	3	2	0	3				8	1.6	
	Av. no. weeks to decision	13	15	15	14	5					11	
	Av. no. resubmissions per application	1.7	0	0.7	1	2					0.7	
ENTITY SUPERVISION												
Intervention	% effected within 2 working days	0	0	0	0	0				0	0	

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CLIENT PROTECTION												
Compensation claims	No. new claims received	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	66	36	33		0				135	27	
	% disposal by delegated decision	22.9%	40.4%	42.3%		0					21.1%	
	Av. no. weeks to delegated decision	12	10	11		0					7	
	Av. no. weeks to disposal by PCP	24	24	23		0					14	
	Av. no. weeks to disposal by DT	0	0	0		0					0	
Conduct complaints	No. new complaints	6	14	11	11	10				52	10	
	% disposal by delegated decision	1.5%	1.4%	1.3%	1.2%	1.2%					1.3%	
	Av. no. weeks to delegated decision	58	84	84	81	79					77	
	Av. no. weeks to disposal by PCP	41	42	43	43	43					42	
	Av. no. weeks to disposal by DT	67	64	65	64	63					65	
	No. determinations by consent	3	0	0	0	0				3	0.6	
RESOURCES AND BUSINESS SUPPORT												
CUSTOMER SERVICE												
Corporate complaints	No. stage 1 complaints (corporate)	-	3	4	1	5				13		
	% response within 20 working days	-	33%	100%	0%	0%						
	% stage 1 complaints upheld	-	33%	100%	0%	0%						
	No. stage 2 complaints (corporate)	-	0	2	1	0				3		
	% response within 20 working days	-	-	0%	100%	0%						
	% stage 2 complaints upheld	-	-	50%	0%	0%						
COMMUNICATIONS												
Website LinkedIn Twitter	No. CILEx Regulation website users	11,317	9,580	12,131	12,064	13,180				58,272	11,654	
	No. CILEx Regulation website sessions	19,336	17,465	21,045	20,399	23,978				102,223	20,445	
	No. Regulation Matters users	-	-	1,743	2,260	1,790				5,793	1,159	
	No. regulation Matters sessions	-	-	2,237	2,654	2,159				7,050	1,410	
	No. LinkedIn followers	6,283	6,647	7,283	7,730	8,207					7,230	31%
	No. Twitter followers	686	758	830	906	1,005					837	47%
	Engagement rate of followers	1.3%	0.9%	0.8%	0.9%	0					0.9%	
PEOPLE												
Staff/ sickness/ training	Posts in current structure (FTE)	19.4	19.4	19.4	19.4	20						
	FTE staff in post at Q end	15.8	17.4	18.6	16.6	17						1.4
	Av. sickness days per FTE staff	1.7	0.2	4.9	6.3	1.4					2.9	
	Av. training days per staff	0.2	0.3	0.3	0.3	0					0.3	
	No. contractors	48	51	50	49	52					50	
FINANCE												
Income	Actual	£1,287,507	£1,341,395	£1,390,140	£1,512,181	£1,345,235						
	Budget	£1,270,579	£1,312,920	£1,352,523	£1,386,345	£1,351,077						
	Variance	£16,928	£28,475	£37,618	£125,836	-£5,842						
Expenditure	Actual	£341,724	£653,965	£1,009,845	£1,458,500	£354,036						
	Budget	£384,045	£729,719	£1,142,364	£1,483,731	£391,011						
	Variance	£42,321	£75,754	£132,519	£25,231	£36,193						
YE forecast against budget	Actual	£945,783	£687,429	£380,295	£53,681	£991,199						
	Budget	£886,534	£583,202	£210,158	-£97,386	£960,066						
	Variance	£59,249	£104,227	£170,136	£151,067	£31,193						
Purchase ledger	% invoices paid within 28 days	100%	100%	100%	100%	100%						