

Appendix 4 CILEx Regulation Performance Data 17-18		Q1	Q2	Q3	Q4	Q1	Q2	YTD	Average	Change
BUSINESS DEVELOPMENT										
Membership	No. of Regulated Members	20,546	19,120	19,631	20,386	21,130	19,909		20,120	-637
	No. Fellows	8,057	8,001	8,107	8,254	8,313	8,191		8,154	134
	- No. Fellows (Standard)	6,684	6,691	6,810	6,909	6,911	6,846		6,809	162
	- No. Fellows (Other)	1,373	1,285	1,297	1,345	1,402	1,345		1,341	-28
	No. Graduates	2,918	2,916	3,038	3,005	3,092	3,002		2,995	84
	No. Associates	4,170	3,778	3,869	4,032	4,288	3,925		4,010	-245
	No. Affiliates	3,815	3,565	3,783	3,949	4,431	3,855		3,900	40
	No. Students	1,396	772	653	996	826	768		902	-628
	No. Associate Prosecutors	180	171	171	170	170	159		170	-21
	No. Legal Accountancy Members	2	2	2	2	2	2		2	0
	No. Legal Accountancy Fellows	8	8	8	8	8	7		8	-1
	New Members since 01.01.17	712	1,049	1,643	2,439	3,400	3,536			2,824
	Lapsed Members since 01.01.17	373	2,180	2,243	2,341	2,563	4,144			3,771
	No. practice rights holders	30	33	36	37	38	42			12
No. advocates	105	106	112	112	117	123			18	
No. authorised entities	8	8	10	12	12	13			5	
OPERATIONAL										
PRACTITIONER AUTHORISATION										
Qualifying employment	No. new applications	246	189	209	206	210	224	1284	214	
	Av. no. weeks to overall decision	5	8	10	10	9	9		9	
	% QE decisions made by ALC	18%	19%	14%	11%	16%	11%		15%	
Work-based learning	No. new applications	139	144	155	139	128	190	895	149	
	No. authorisations	36	138	169	160	145	170	818	136	
	Av. no. weeks to overall decision	14	10	10	8	11	9		10	
	Av. no. resubmissions per application	1.5	1.3	1.5	1.7	1.7	1.5		1.5	
Practice rights	No. new applications	7	3	8	2	8	7	35	6	
	No. authorisations	1	2	3	1	1	4	12	2	
	Av. no. weeks to overall decision	65	50	21	18	20	25		33	
	Av. no. resubmissions per application	7	6	4	4	4	4		5	
Advocacy	No. new applications	2	3	5	2	8	3	23	4	
	No. authorisations	6	1	6	0	5	6	24	4	
	Av. no. weeks to overall decision	58	51	19	19	23	24		32	
	Av. no. resubmissions per application	2	2	1	1	1	1		1	
PRACTITIONER SUPERVISION										
CPD non-compliance (CPD year)	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)	Fellows	-	-	-	822	336	128			-84.4%
	Graduates	-	-	-	272	168	75			-72.4%
	Associates	-	-	-	1079	908	359			-66.7%
ENTITY AUTHORISATION										
Applications	No. new applications	1	3	0	1	0	1	6	1	
	No. authorisations	3	0	2	2	0	1	8	1	
	No. renewals	0	3	2	0	3	3	11	2	
	Av. no. weeks to decision	13	15	15	14	5	5		11	
	Av. no. resubmissions per application	2	0	1	1	2	4		2	
ENTITY SUPERVISION										

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Intervention	% effected within 2 working days	0	0	0	0	0	0	0	0	
CLIENT PROTECTION										
Compensation claims	No. new claims received	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	-	-	-	-	-	-		-	

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ENFORCEMENT										
Prior conduct declarations	No. new declarations	119	63	50	363	222	24	841	140	
	% disposal by delegated decision	48%	60%	61%	62%	72%	75%		63%	
	Av. no. weeks to delegated decision	4	6	6	5	3	3		5	
	Av. no. weeks to disposal by PCP	20	22	21	21	20	20		21	
	Av. no. weeks to disposal by DT	-	-	-	-	-	-		-	
Conduct complaints	No. new complaints	6	14	11	11	10	17	69	12	
	% disposal by delegated decision	1.5%	1.4%	1.3%	1.2%	2.6%	2.9%		1.8%	
	Av. no. weeks to delegated decision	58	84	84	81	78	69		76	
	Av. no. weeks to disposal by PCP	41	42	43	43	42	41		42	
	Av. no. weeks to disposal by DT	67	64	65	64	63	63		64	
	No. determinations by consent	3	0	0	0	1	0	4	1	
RESOURCES AND BUSINESS SUPPORT										
CUSTOMER SERVICE										
Corporate complaints	No. stage 1 complaints (corporate)	-	3	4	1	5	2	15		
	% response within 20 working days	-	33%	100%	0%	0%	100%			
	% stage 1 complaints upheld	-	33%	100%	0%	0%	0%			
	No. stage 2 complaints (corporate)	-	0	2	1	0	1	4		
	% response within 20 working days	-	-	0%	100%	0%	100%			
	% stage 2 complaints upheld	-	-	50%	0%	0%	0%			
COMMUNICATIONS										
Website LinkedIn Twitter	No. CILEx Regulation website users	11,317	9,580	12,131	12064	13,180	13,343	71,615	11,936	
	No. CILEx Regulation website sessions	19,336	17,465	21,045	20399	23,978	23,346	125,569	20,928	
	No. Regulation Matters users	-	-	1,743	2260	1,790	2,073	7,866	1,311	
	No. regulation Matters sessions	-	-	2,237	2654	2,159	2,515	9,565	1,594	
	No. LinkedIn followers	6,283	6,647	7,283	7,730	8,207	8,575			36%
	No. Twitter followers	686	758	830	906	1,005	1,067			56%
	Engagement rate of followers	1.3%	0.9%	0.8%	0.9%	0.8%	0.7%		0.9%	
PEOPLE										
Staff/ sickness/ training	Posts in current structure (FTE)	19.4	19.4	19.4	19.4	20.0	19.8			
	FTE staff in post at Q end	15.8	17.4	18.6	16.6	17.2	18.8			
	Av. sickness days per FTE staff	1.7	0.2	4.9	6.3	1.4	0.0		2.4	
	Av. training days per staff	0.2	0.3	0.3	0.3	0.3	0.4		0.3	
	No. contractors	48	51	50	49	52	53		51	
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	% invoices paid within 28 days	100%	100%	100%	100%	100%	-			