



**Council for Licensed Conveyancers**  
**Indicators and Metrics**  
**December 2020**

**PART 1 – PRACTICE REGULATORY ACTIVITY INDICATORS**

**1.1 Overview**

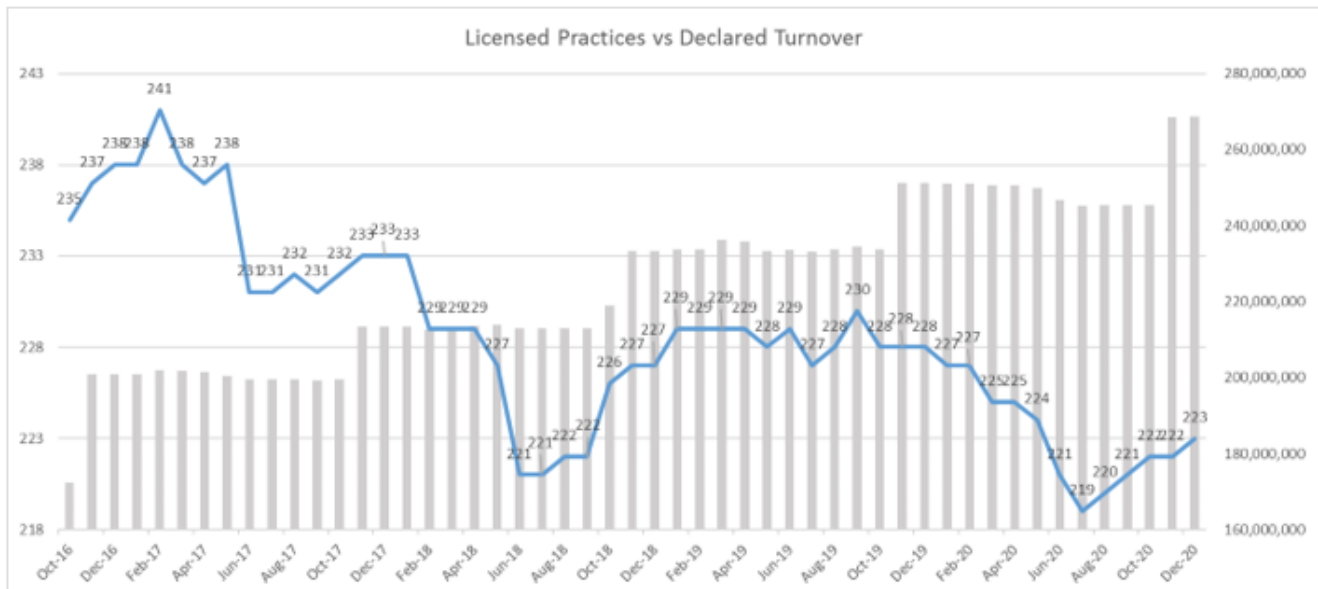
The table below summarises the number of CLC regulated practices by legal structure and regulatory authorisation as at 31 December 2020.

Practices by Entity Type	Recognised Body	ABS	Total
Limited Company	90	73	<b>163</b>
Limited Liability Partnership	10	5	<b>15</b>
Partnership	11	0	<b>11</b>
Sole Practitioner	34	0	<b>34</b>
<b>Total</b>	<b>145</b>	<b>78</b>	<b>223</b>

The distribution of practices by regulatory authorisation and turnover banding is summarised below.

Turnover band	Recognised Body	ABS	Total
<£100k	22	8	<b>30</b>
£100-£500k	90	32	<b>122</b>
£500k-£3m	31	26	<b>57</b>
£3m<	2	12	<b>14</b>
<b>Total</b>	<b>145</b>	<b>78</b>	<b>223</b>

The chart below shows the trend in number of practices under regulation as well as the total declared turnovers. Although the number of practices under regulation has shown a downward trend, the turnovers of practices under regulation has been increasing over the period.



## 1.2 Activity Indicators

The tables below summarises the new practice applications in progress, and processing time of the completed applications in the year to date.

New Practice Application Processing										
	In Progress - December 2020					Completed YTD				
	<30 days	31-90 days	91-180 days	180+ days	Total	<30 days	31-90 days	91-180 days	180+ days	Total
New ABS					-				1	1
New RB				1	1		2	1	1	4
Switch (ABS)					-				1	1
Switch (RB)					-		1			1
Hive off (ABS)					-					-
Hive off (RB)					-					-
<b>Total</b>	-	-	-	1	1	-	3	1	3	7
% of total (cumulative)	0%	0%	0%	100%		0%	43%	57%	100%	
KPI	40%	60%	100%			40%	60%	100%		

New Practice Application Outcome (YTD)	Approved	Rejected	Under Review	Not Progressed	Total
New ABS	1				1
New RB	3		1	1	5
Switch (ABS)				1	1
Switch (RB)	1				1
Hive off (ABS)					-
Hive off (RB)					-
<b>Total</b>	5	-	1	2	8
% of total (cumulative)	63%	0%	13%	25%	

The table below summarises the amendments to existing practices that are currently in progress as well as the amendments completed in the year to date.

Existing Practice Application Processing										
	Existing Practice Amendment Processing (In Progress - December 2020)					Existing Practice Amendment Processing (Completed YTD)				
	<30 days	31-90 days	91-180 days	180+ days	Total	<30 days	31-90 days	91-180 days	180+ days	Total
New Owner					-	5	1			6
HoLP				1	1	5			1	6
HoFA				1	1	3				3
Manager (Lawyer)					-					-
Manager (non Lawyer)					-					-
Expanding Group					-					-
New External Investor					-					-
ABS Conversion					-	1	1			2
RB Conversion					-	1				1
Adding a LS				1	1	4				4
Merger (in CLC Reg)					-					-
Onward Sale					-	1				1
Owner Exit					-	3				3
Succession					-	1	1			2
Retirement/Closure					-	1				1
Cancellation					-	1				1
<b>Total</b>	-	-	-	3	3	26	3	-	1	30
% of total (cumulative)	0%	0%	0%	100%		87%	97%	97%	100%	
KPI	40%	60%	100%			40%	60%	100%		

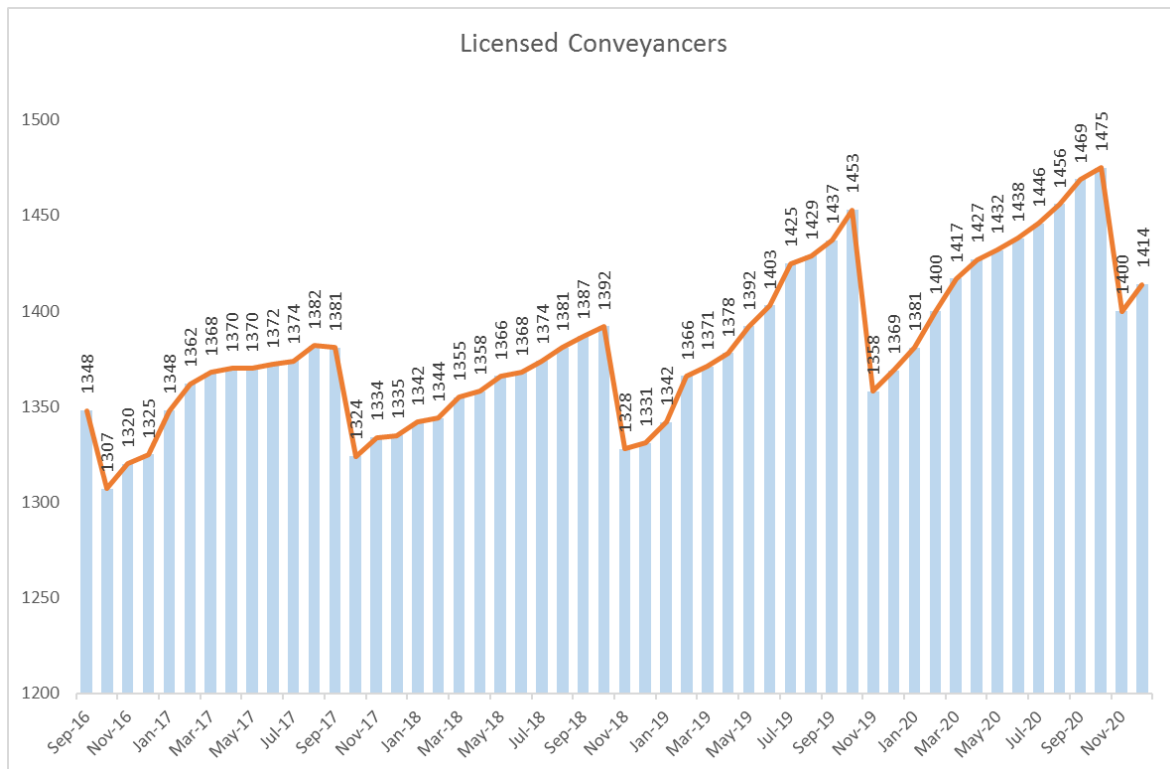
## 2 PART 2 – INDIVIDUALS REGULATORY ACTIVITY INDICATORS

### 2.1 Overview

The table below summarises the number of individual license holders by authorisation and license type as at 31 December 2020.

Individual Licence Holders	Employed	Manager	Total
Probate	4	2	6
Conveyancing	1,005	342	1,347
Probate & Conveyancing	19	42	61
<b>Total</b>	<b>1,028</b>	<b>386</b>	<b>1,414</b>

The chart below shows the trend of the number of individual license holders. As at 31 December 2020, there are 1,414 licensed individuals.



We see an annual drop-off in license holders at the license renewal point. This is caused by individuals that do not renew their license because of retirement, death, parental leave or leaving the profession.

## 2.2 Activity Indicators

The table below summarises the completed individual applications by type for both the current quarter and year to date.

Individual application processing time (completed)	Q4					Year to Date				
	<30 days	31-60 days	61-100 days	100+ days	Total	<30 days	31-60 days	61-100 days	100+ days	Total
CLC employed licence (conveyancing)	1	3	9	1	14	25	29	18	5	77
CLC employed licence (probate)		1			1		1		2	3
CLC employed licence (conveyancing & probate)					-	1				1
CLC manager licence (conveyancing)		3	1		4	6	7	7	3	23
CLC manager licence (probate)					-					-
CLC manager licence (conveyancing & probate)					-		1			1
CLC approved manager (sol/FCILex)			1		1		1	2		3
CLC approved manager (non-lawyer)					-		3			3
Licence type change (employed/manager)					-					-
Material interest (non-authorized director/partner)					-					-
HoLP					-	1				1
HoFA					-	1				1
<b>Total</b>	<b>1</b>	<b>7</b>	<b>11</b>	<b>1</b>	<b>20</b>	<b>34</b>	<b>42</b>	<b>27</b>	<b>10</b>	<b>113</b>
% of total (cumulative)	5%	40%	95%	100%		30%	67%	91%	100%	
KPI	40%	60%	100%			40%	60%	100%		

The table below summarises the individual applications in progress as at 31 December 2020.

Individual application processing time (In Progress)	<30 days	31-60 days	61-100 days	100+ days	In progress - Dec	In progress - Q3
<b>December 2020</b>						
CLC employed licence (conveyancing)				5	5	6
CLC employed licence (probate)					-	-
CLC employed licence (conveyancing & probate)					-	-
CLC manager licence (conveyancing)				4	4	3
CLC manager licence (probate)					-	-
CLC manager licence (conveyancing & probate)					-	-
CLC approved manager (sol/FCILex)				1	1	1
CLC approved manager (non-lawyer)				5	5	5
Licence type change (employed/manager)					-	-
Material interest (non-authorized director/partner)					-	-
HoLP				4	4	4
HoFA				1	1	1
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>20</b>	<b>20</b>	<b>20</b>
% of total (cumulative)	0%	0%	0%	100%		

## **PART 3 – SUPERVISORY ACTIVITY**

### **3.1 Inspections**

The table below summarises the number of practice inspections undertaken against the budgeted plan:

Inspection plan	Q1	Q2	Q3	Q4	Total
Budgeted inspections	33	17	5	1	56
Actual inspections	25	9	11	13	58
Variance	-8	-8	6	12	2

There were less inspections conducted than budgeted in Q1 and Q2 due to the coronavirus outbreak. These inspections were rescheduled to Q3 and Q4.

The table below summarises the type and outcome of inspections completed year to date.

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Inspections summary</b>													
Routine inspections	4	8	10	2	1	5	2	3	3	1	1	2	42
Targeted Inspections		1											1
New practice inspection	1	1				1			3	3	4	2	15
<b>Total</b>	<b>5</b>	<b>10</b>	<b>10</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>58</b>
Overall Compliant			2										2
Overall Generally Compliant	3	3	4	1		2		1	4	3	1	2	24
Overall Non-Compliant	2	6	4	1	1	4	1	2	2	1			24

The compliance level is only shown for reports that have been completed and sent to practices.

### **3.2 Accountants reports**

The table below summarises the status of accountants for the last five financial years:

Accountants Report	FYE 2016	FYE 2017	FYE 2018	FYE 2019	FYE 2020
Received - late	51	72	60	73	42
Received - on time	175	158	157	133	77
Not received - overdue	0	0	0	1	17
Not Received/Closed	3	16	10	14	3
Not Yet Due	-	-	-	-	82
<b>Total Reports Expected</b>	<b>229</b>	<b>247</b>	<b>227</b>	<b>221</b>	<b>221</b>
Qualified reports	64	61	55	36	21
<b>Qualified rate (received)</b>	<b>28%</b>	<b>27%</b>	<b>25%</b>	<b>17%</b>	<b>18%</b>

All qualified reports are reviewed and logged immediately to determine what action needs to be taken. Action is dependent on the type of breach (significant or trivial), whether it was accidental or negligent and if it has been resolved. Action would include asking for further details or scheduling a targeted inspection.

The most common reasons for qualifications include:

- Bank reconciliations prepared late or incorrectly
- Receipt and payment made from client account in contravention of the accounts code
- Issues with the office side of the client account.

**PART 4 – DISCIPLINARY ACTIVITY**

**4.1 Disciplinary**

The table below reflects the disciplinary cases in progress and concluded as well as the time elapsed (under investigation) or time take to finalise (completed).

Disciplinary Cases	1-3 months	4-6 months	6-12 months	13-24 months	25-36 months	>36 months	Total Dec	YTD Q3
<b>Under Investigation</b>								
Conduct		1	2				3	3
Failure to comply with codes		2		2		1	5	5
Shortage on client accounts					1	3	4	4
<b>Total</b>	-	3	2	3	-	4	12	12
<b>Completed</b>								
Conduct							-	-
Failure to comply with codes	1						1	3
Shortage on client accounts							-	-
<b>Total</b>	1	-	-	-	-	-	1	3
<b>Outcome of Completed cases</b>								
Case proved							-	3
Case not proved							-	-
No action taken	1						1	1

## **PART 5 – REGULATOR INFORMATION**

### **5.1 Staffing**

The table below summarises the movement in headcount for the quarter as well as the staff turnover (%).

Staff Headcount	Q1	Q2	Q3	Q4	YTD
Head count beginning of period	20	18	19	19	19
Appointment	0	1	0	0	1
Resignation**	2	0	0	3	5
Head count end of period	18	19	19	16	18
Staff turnover (%)	11%	0%	0%	17%	27%

\*\* There were three staff redundancies in Q4

### **5.2 Complaints against the regulator**

There are no open complaints on the CLC register.

The table below summarises the complaints completed in the year to date:

Time taken to finalise	<30 days	<60 days	<90 days	<120 days	>120 days	Total Dec	Total Q3
Procedure failure	3	1				4	2
Discourtesy						-	-
Delay in responding						-	-
Failure to respond						-	-
Failure to take responsibility						-	-
Total	3	1	-	-	-	4	2

The time taken to finalise a complaint is from the date the complaint was received to the last correspondence sent out by the CLC.

### **5.3 Complaints against regulated practices and individuals**

The table below summarises the number of complaints received by the CLC by category and time taken to resolve.

Completed Complaints	Q4 2020					Year to date				
	<30 days	31-90 days	91-180 days	180+ days	Total	<30 days	31-90 days	91-180 days	180+ days	Total
Conduct					-	20	5	4		29
Third party					-					-
Service	4	2			6	56	5			61
Not Regulated					-	5				5
Negligence					-	10	2			12
Total	4	2	-	-	6	91	12	4	-	107
% of total (cumulative)	67%	100%	100%	100%		85%	96%	100%	100%	
KPI	40%	60%	100%			40%	60%	100%		



#### **5.4 Compensation Fund claims**

The table below summarises the status of Compensation Fund claims received as well as the time taken to finalise.

Compensation Fund Claims	Ageing of claims (YTD)					Total Q3
	<30 days	31-90 days	91-180 days	180+ days	Total Dec	
In progress		5		9	14	10
Claims settled	32	2	2	13	49	35
Claims rejected					-	-
Not progressed		1	3	2	6	5
<b>Total</b>	<b>32</b>	<b>8</b>	<b>5</b>	<b>24</b>	<b>69</b>	<b>50</b>
% of total (cumulative)	46%	58%	65%	100%		
KPI	40%	60%	100%			

The table below summarises the Compensation Fund claims based on outcome and indicates the value of the claims per category.

Compensation Fund Claims	Currently under review	December 2020				YTD				Total closed Q3
		Claims settled	Claims rejected	Not progressed	Total closed	Claims settled	Claims rejected	Not progressed	Total closed as at 31 Dec	
Number of claims	14	6	-	-	6	52	-	6	58	40
Value of claims (£)	117,759	31,196	-	-	31,196	483,456	-	4,905	488,361	8,363