



Council for Licensed Conveyancers
Indicators and Metrics
March 2021

PART 1 – PRACTICE REGULATORY ACTIVITY INDICATORS

1.1 Overview

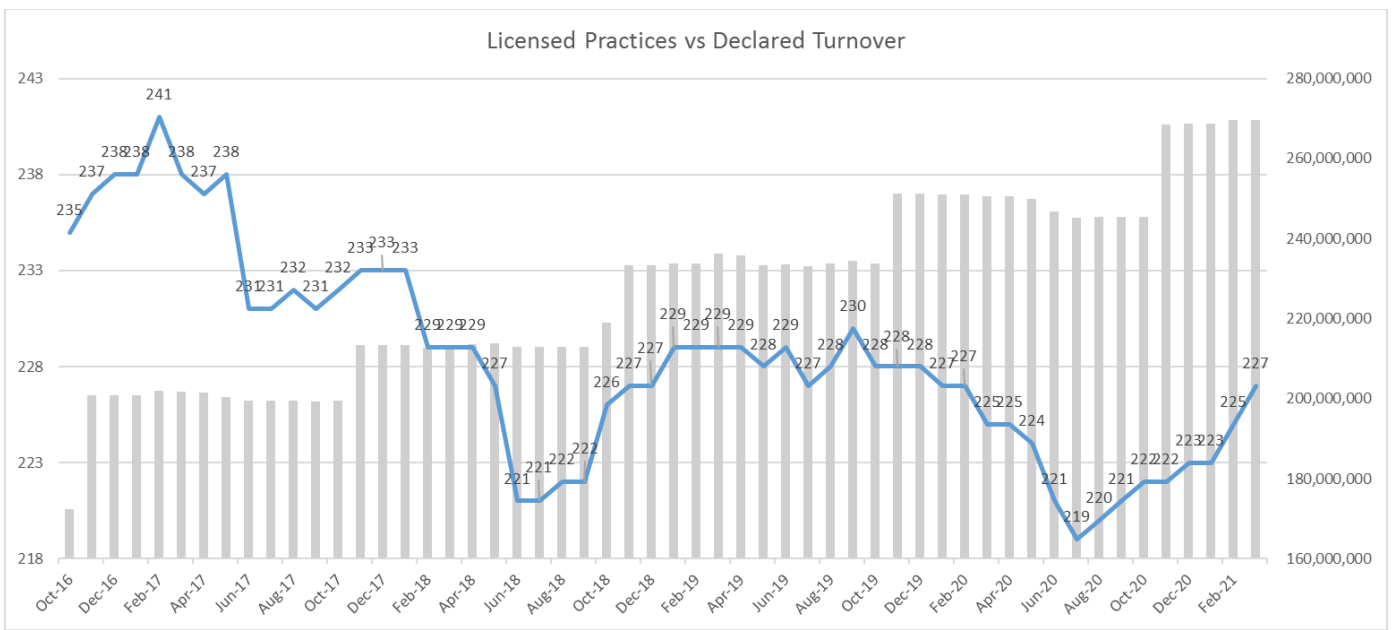
The table below summarises the number of CLC regulated practices by legal structure and regulatory authorisation as at 31 March 2021.

Practices by Entity Type	Recognised Body	ABS	Total
Limited Company	92	75	167
Limited Liability Partnership	10	5	15
Partnership	11	0	11
Sole Practitioner	34	0	34
Total	147	80	227

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

Turnover band	Recognised Body	ABS	Total
<£100k	24	8	32
£100-£500k	90	33	123
£500k-£3m	31	27	58
£3m<	2	12	14
Total	147	80	227

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 - Q1					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					-		2			2
New RB					-					-
Switch (ABS)		1	1		2					-
Switch (RB)	1				1	2				2
Hive off (ABS)					-					-
Hive off (RB)					-					-
Total	1	1	1	-	3	2	2	-	-	4
% of total (cumulative)	33%	67%	100%	100%		50%	100%	100%	100%	
KPI	40%	60%	100%			40%	60%	100%		

New Practice Application Outcome (YTD)	Approved	Rejected	Under Review	Not Progressed	Total
New ABS	2				2
New RB		2		1	3
Switch (ABS)			2		2
Switch (RB)	2		1		3
Hive off (ABS)					-
Hive off (RB)					-
Total	4	2	3	1	10
% of total (cumulative)	40%	20%	30%	10%	

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 - Q1)					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	1				1					-
HoLP					-		1			1
HoFA					-					-
Manager (Lawyer)		4			4		1			1
Manager (non Lawyer)	1				1					-
Expanding Group	1				1					-
Change in Group Structure	2	1			3	1				1
New External Investor					-					-
ABS Conversion		1			1					-
RB Conversion					-					-
Adding a LS		1			1	2				2
Merger (in CLC Reg)					-					-
Onward Sale					-					-
Owner/Director Exit					-		5			5
Succession					-					-
Retirement/Closure		1			1					-
Cancellation					-					-
Total	5	8	-	-	13	3	7	-	-	10
% of total (cumulative)	38%	100%	100%	100%		30%	100%	100%	100%	
KPI	40%	60%	100%			40%	60%	100%		

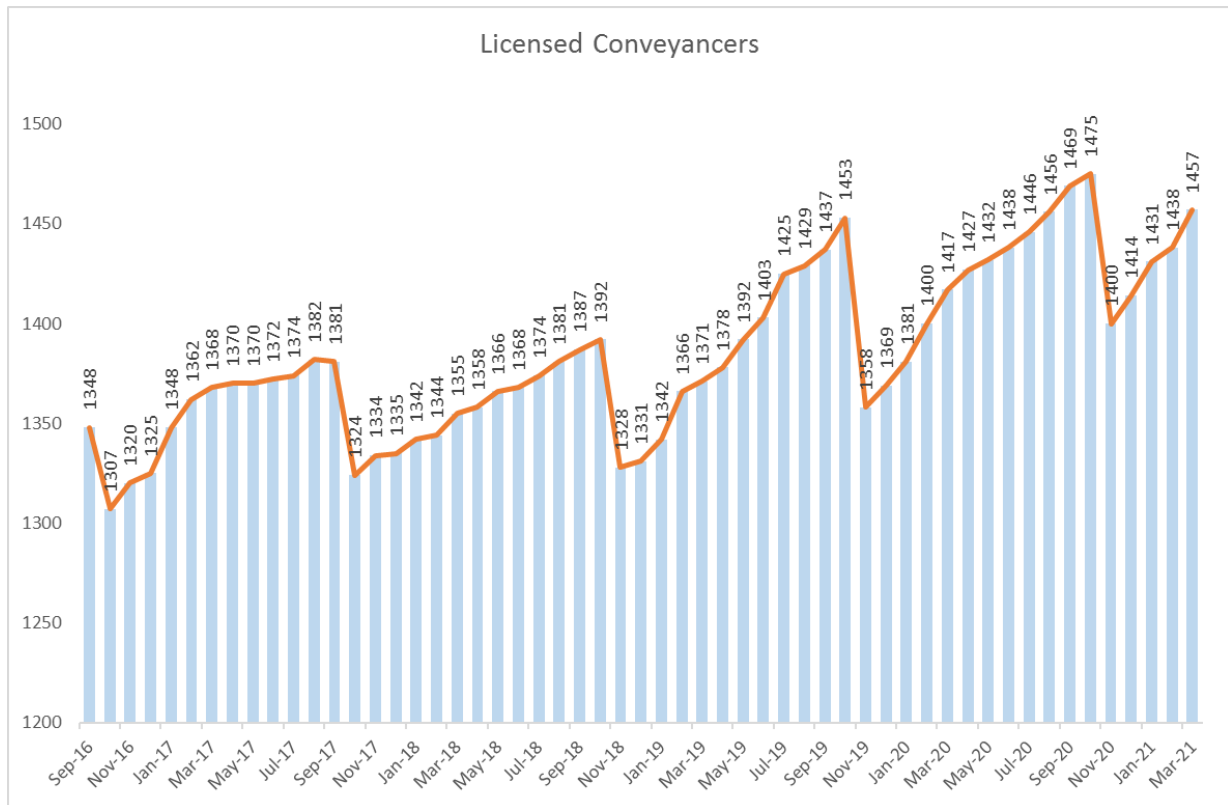
2 PART 2 – INDIVIDUALS REGULATORY ACTIVITY INDICATORS

2.1 Overview

The table below summarises the number of individual license holders by authorisation and license type as at 31 March 2021.

Individual Licence Holders	Employed	Manager	Total
Probate	4	3	7
Conveyancing	1,045	342	1,387
Probate & Conveyancing	19	44	63
Total	1,068	389	1,457

The chart below shows the trend of the number of individual license holders. As at 31 March 2021, there are 1,457 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)	Q1					Completed YTD				
	<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)		9	9	7	25		9	9	7	25
CLC employed licence (probate)					-					-
CLC employed licence (conveyancing & probate)					-					-
CLC manager licence (conveyancing)				1	1				1	1
CLC manager licence (probate)				1	1				1	1
CLC manager licence (conveyancing & probate)		1			1		1			1
CLC approved manager (sol/FCILex)					-					-
CLC approved manager (non-lawyer)					-					-
Licence type change (employed/manager)					-					-
Material interest (non-authorised director/partner)					-					-
HoLP					-					-
HoFA					-					-
Total	-	10	9	9	28	-	10	9	9	28
% of total (cumulative)	0%	36%	68%	100%		0%	36%	68%	100%	
KPI	40%	60%	100%			40%	60%	100%		

The table below summarises the individual applications in progress as at 31 March 2021.

Individual application processing time (In Progress)	<30 days	31-60 days	61-100 days	100+ days	In progress - Q1
March 2021					
CLC employed licence (conveyancing)		2		1	3
CLC employed licence (probate)					-
CLC employed licence (conveyancing & probate)					-
CLC manager licence (conveyancing)					-
CLC manager licence (probate)					-
CLC manager licence (conveyancing & probate)					-
CLC approved manager (sol/FCILex)					-
CLC approved manager (non-lawyer)					-
Licence type change (employed/manager)		1			1
Material interest (non-authorised director/partner)					-
HoLP					-
HoFA					-
Total	-	3	-	1	4
% of total (cumulative)	0%	11%	11%	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	17	27	17	10	71
Actual inspections	12				12
Variance	-5				-5

There were less inspections conducted than budgeted in Q1. These inspections have been rescheduled to later in the year.

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
Inspections summary													
Routine inspections	4	5	3										12
Targeted Inspections													-
New practice inspection													-
Total	4	5	3	-	-	-	-	-	-	-	-	-	12
Overall Compliant													-
Overall Generally Compliant		2											2
Overall Non-Compliant	1												1

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 reports for the last five financial years:

Accountants Report	FYE 2016	FYE 2017	FYE 2018	FYE 2019	FYE 2020
Received - late	51	72	60	73	61
Received - on time	175	158	157	133	92
Not received - overdue	0	0	0	0	18
Not Received - closed	3	16	10	14	3
Not Yet Due	-	-	-	-	47
Total Reports Expected	229	247	227	220	221
Qualified reports	64	61	55	36	26
Qualified rate (received)	28%	27%	25%	17%	17%

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 Q1
Under Investigation							
Conduct	4		7	1		2	14
Failure to comply with codes	5	1	2	3		1	12
Shortage on client accounts						1	1
Total	9	1	9	4	-	4	27
Completed							
Conduct				1			1
Failure to comply with codes				1			1
Shortage on client accounts							-
Total	-	-	-	2	-	-	2
Outcome of Completed cases							
Case proved				1			1
Case not proved							-
No action taken				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
Head count beginning of period	16
Appointment	0
Resignation	0
Head count end of period	16
Staff turnover (%)	0%

5.2 Complaints against the regulator

There are no open complaints on the CLC register.

5.3 Complaints against regulated practices and individuals

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

Completed Complaints	Q1					Completed YTD				
	<30 days	31-90 days	91-180 days	180+ days	Total	<30 days	31-90 days	91-180 days	180+ days	Total
Conduct	3	5			8	3	5			8
Third party					-					-
Service	22	4			26	22	4			26
Not Regulated					-					-
Negligence					-					-
Total	25	9	-	-	34	25	9	-	-	34
% of total (cumulative)	74%	100%	100%	100%		74%	100%	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)				
	<30 days	31-90 days	91-180 days	180+ days	Total Q1
In progress	1		1	13	15
Claims settled	3	1		8	12
Claims rejected					-
Not progressed				5	5
Total	4	1	1	26	32
% of total (cumulative)	13%	16%	19%	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	Q1				YTD			Total closed Q1
		Claims settled	Claims rejected	Not progressed	Total closed	Claims settled	Claims rejected	Not progressed	
Number of claims	15	12	0	5	17	12	-	5	17
Value of claims (£)	530,907	8,290	-	2,322	10,612	8,290	-	2,322	10,612