



Council for Licensed Conveyancers
Indicators and Metrics
December 2021

PART 1 – PRACTICE REGULATORY ACTIVITY INDICATORS

1.1 Overview

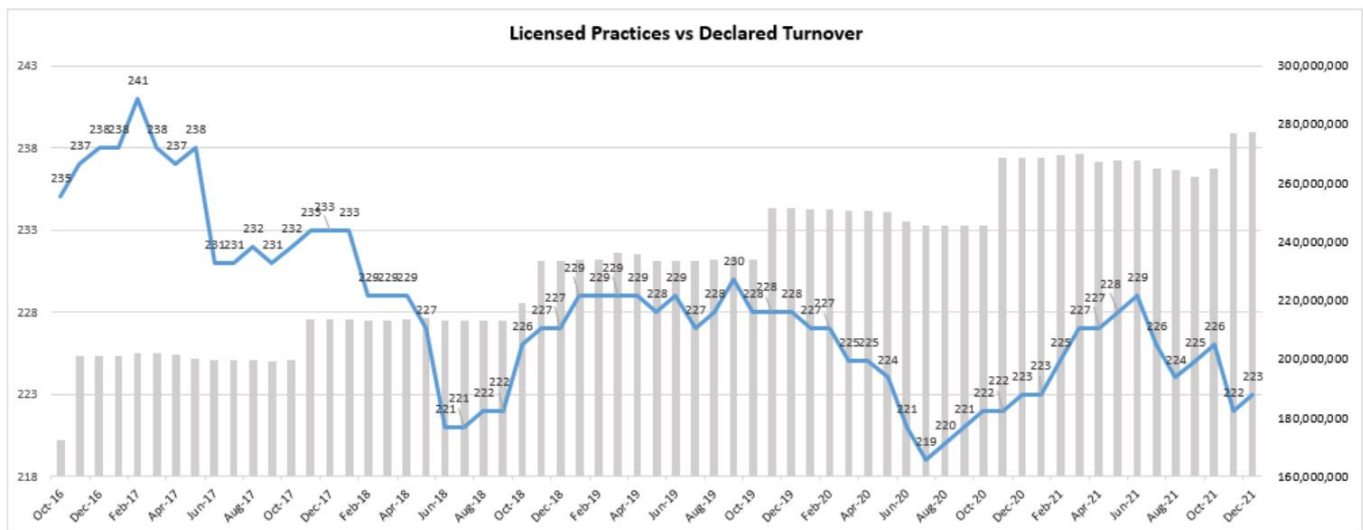
The table below summarises the number of CLC regulated practices by legal structure and regulatory authorisation as at 31 December 2021.

Practices by Entity Type	Recognised Body	ABS	Total
Limited Company	92	76	168
Limited Liability Partnership	10	4	14
Partnership	11	0	11
Sole Practitioner	30	0	30
Total	143	80	223

The distribution of practices by turnover banding is summarised below.

Turnover band	Total
<£100k	22
£100-£500k	117
£500k-£3m	68
£3m<	16
Total	223

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 - Q4					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			2	1	3
New RB						2	4		1	7
Switch (ABS)	1				1	1	1	1	1	3
Switch (RB)							1			1
Hive off (ABS)										
Hive off (RB)										
Total	1	1	-	-	2	2	6	3	3	14
% of total (cumulative)	50%	100%	100%	100%		14%	57%	79%	100%	
KPI	40%	60%	100%			40%	60%	100%		

New Practice Application Outcome (YTD)	Approved	Rejected	Under Review	Not Progressed	Total
New ABS	3		3		6
New RB	3	3		1	7
Switch (ABS)	2		3	1	6
Switch (RB)	1				1
Hive off (ABS)				1	1
Hive off (RB)					
Total	9	3	6	3	21
% of total (cumulative)	43%	14%	29%	14%	

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 - Q4)					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
Appointment of new Director	4	5	3	3	15		2	5	5	12
Change of ownership										
Adding a Legal Service		1			1					
Branch office closure								1		1
Change of ownership		1			1				1	1
Change in shareholder arrangement	1				1					
Change of company name								1	1	2
Change in company structure		1		3	4				3	3
New HoLP		1			1	1		1		2
New HoFA										
New office			1		1			4		4
New owner										
Purchase	1				1					
Request to add probate to the practioner										
Surrender of practice license		2			2					
Termination of Director	1	1			2	1	1	2	1	5
Total	7	12	4	6	29	2	3	14	11	30
% of total (cumulative)	24%	66%	79%	100%		7%	17%	63%	100%	
KPI	40%	60%	100%			40%	60%	100%		

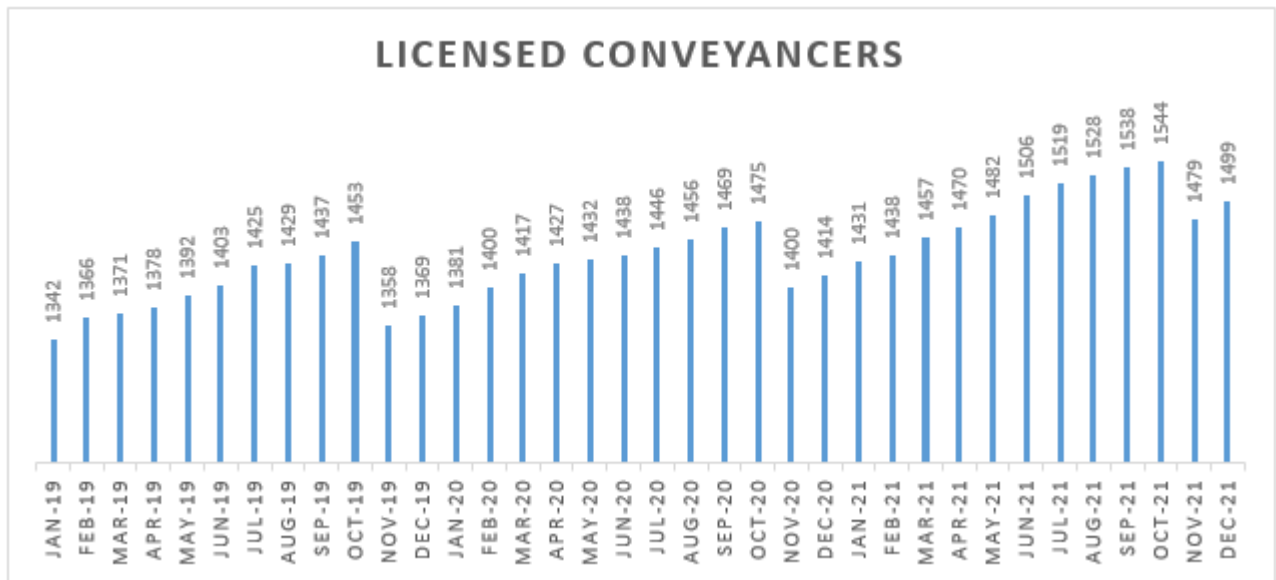
2 PART 2 – INDIVIDUALS REGULATORY ACTIVITY INDICATORS

2.1 Overview

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

Individual Licence Holders	Employed	Manager	Total
Probate	2	6	8
Conveyancing	1160	267	1,427
Probate & Conveyancing	31	33	64
Total	1,193	306	1,499

The chart below shows the trend of the number of individual license holders. As at 31 December 2021, there are 1499 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 individual applications in progress as at 31 December 2021.

Individual application processing time (In Progress)	<30 days	31-60 days	61-100 days	100+ days	In progress - Q4	In progress - Q3
December 2021						
CLC employed licence (conveyancing)	8	5	4		17	11
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/FCLex)		1			1	
CLC approved manager (non-lawyer)						
Licence type change (employed/manager)						1
Material interest (non-authorised director/partner)						
Total	8	6	4	-	18	12
% of total (cumulative)	44%	78%	100%	100%		

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					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)	2	5	14	8	29	3	23	46	55	127
CLC employed licence (probate)									1	1
CLC employed licence (conveyancing & probate)										
CLC manager licence (conveyancing)								1	2	3
CLC manager licence (probate)									1	1
CLC manager licence (conveyancing & probate)							1			1
CLC approved manager (sol/FCLex)										
CLC approved manager (non-lawyer)										
Licence type change (employed/manager)										
Material interest (non-authorised director/partner)										
Total	2	5	14	8	29	3	24	47	59	133
% of total (cumulative)	7%	24%	72%	100%		2%	20%	56%	100%	
KPI	40%	60%	100%			40%	60%	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	18	13	13	7	51
Variance	1	-14	-4	-3	-20

There were less inspections conducted than budgeted both in Q4 and YTD. These inspections have been incorporated into the 2022 inspection programme.

The table below summarises the type and outcome of inspections completed year to date. 6 reports have not been issued yet and have not been included in the table.

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Inspections summary													
Routine inspections		4	3	5	5	7	3	3	4	3	3	5	45
Targeted Inspections				1	1				1				3
Total		4	3	6	6	7	3	3	5	3	3	5	48
Overall Compliant									1				1
Overall Generally Compliant		3	2	1	4	4	1	2	2	3	1	4	27
Overall Non-Compliant		1	1	4	1	3	2	1	1		2	1	17

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 six financial years:

Accountants Report	FYE 2016	FYE 2017	FYE 2018	FYE 2019	FYE 2020	FYE 2021
Received - late	51	72	60	73	76	13
Received - on time	175	158	157	133	124	101
Not received - overdue	0	0	0	0	0	12
Not Received - closed	3	16	10	14	3	8
Not Yet Due	-	-	-	-	-	89
Total Reports Expected	229	247	227	220	221	223
Qualified reports	64	61	55	36	30	3
Qualified rate (received)	28%	27%	25%	17%	15%	3%

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	7-12 months	13-24 months	25-36 months	>36 months	Total Q4	YTD Q3 2021
Under Investigation								
Conduct	2	1	4	1			8	16
Failure to comply with codes	3	4	2	7	5		21	20
Shortage on client accounts						2	2	1
Total	5	5	6	8	5	2	31	37
Completed								
Conduct		1	2	4			7	2
Failure to comply with codes		3	1	7	1		12	5
Shortage on client accounts			1	1		1	3	1
Total	-	4	4	12	1	1	22	8
Outcome of Completed cases								
Case proved				4		1	5	2
Case not proved								
No action taken		2	2	2			6	2
Notice Letter		1	2	4			7	3
Other		1		2	1		4	1
Total	-	4	4	12	1	1	22	8

PART 5 – REGULATOR INFORMATION

5.1 Staffing

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

Type	Q1	Q2	Q3	Q4
Employee	16	16	15	15
Council member	10	10	10	9
Contractor	0	0	0	0
Resignation	0	0	1	0

5.2 Complaints against the regulator

There are 2 open complaints on the CLC register.

Time taken to finalise	<30 days	<60 days	<90 days	<120 days	>120 days	Total Q4	Total Q3
Procedure failure							
Discourtesy							
Delay in responding	2					2	1
Failure to respond							
Failure to take responsibility							
Dispute of outcome							
Total	2	-	-	-	-	2	1

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	Q4					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	5				5	24	14	5	1	44
Third party					-					-
Service	26	2			28	92	18	3	0	113
Not Regulated					-					-
Negligence					-					-
Total	31	2	-	-	33	116	32	8	1	157
% of total (cumulative)	94%	100%	100%	100%		74%	94%	99%	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 Q4	
In progress	3	1	3		7	14
Claims settled		1	1		2	6
Claims rejected						
Not progressed						5
Total	3	2	4	-	9	25
% of total (cumulative)	33%	56%	100%	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	Q4				YTD			Total closed as at Q4	Total closed Q3
		Claims settled	Claims rejected	Not progressed	Total closed	Claims settled	Claims rejected	Not progressed		
Number of claims	14	2			2	30		12	42	40
Value of claims (£)	731,042	26,690	-	-	26,690	71,775	-	25,319	97,093	11,214