



Council for Licensed Conveyancers
Indicators and Metrics
September 2022

PART 1 – PRACTICE REGULATORY ACTIVITY INDICATORS

1.1 Overview

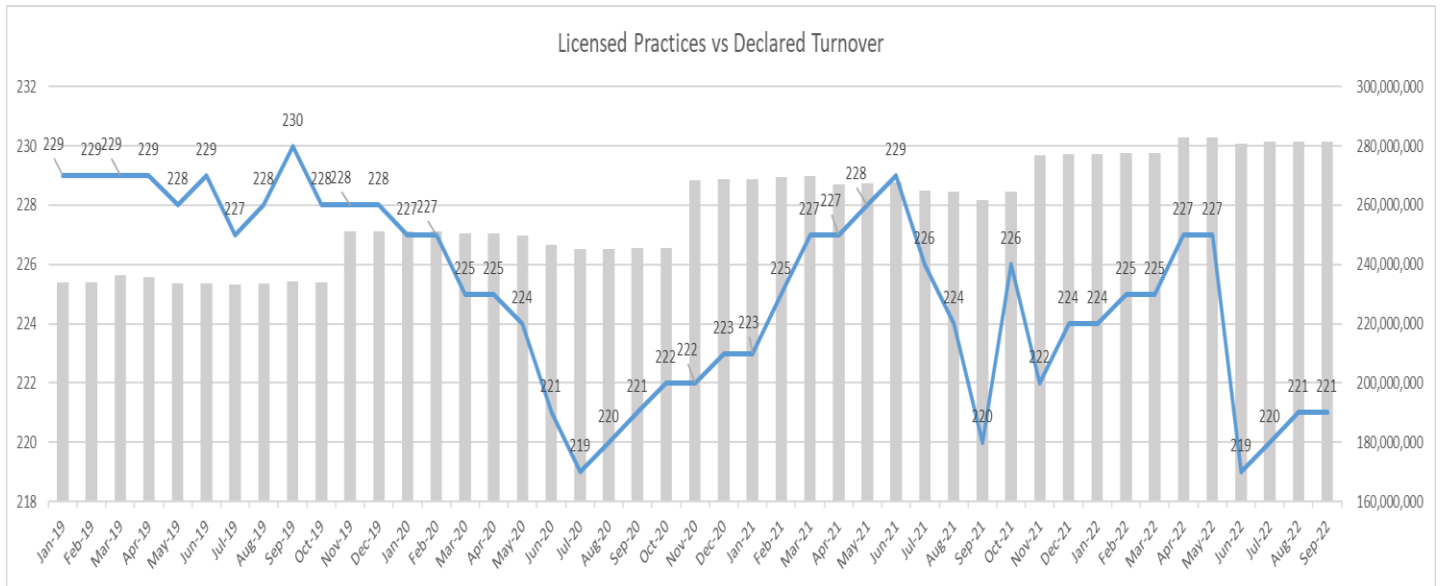
The table below summarises the number of CLC regulated practices by legal structure and regulatory authorisation as at 30 September 2022.

Practices by Entity Type	Recognised Body	ABS	Total
Limited Company	93	78	171
Limited Liability Partnership	10	5	15
Partnership	10	0	10
Sole Practitioner	25	0	25
Total	138	83	221

The distribution of practices by turnover banding is summarised below.

Turnover band	Total
<£100k	22
£100-£500k	114
£500k-£3m	68
£3m<	17
Total	221

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.



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 - Q3					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			3		3		1			1
New RB			1		1		2			2
Switch (ABS)		1			1		1			1
Switch (RB)					-					-
Hive off (ABS)					-					-
Hive off (RB)					-					-
Total	-	1	4	-	5	-	4	-	-	4
% of total (cumulative)	0%	20%	100%	100%		0%	100%	100%	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	2				2
Switch (ABS)	1				1
Switch (RB)					-
Hive off (ABS)					-
Hive off (RB)					-
Total	4	-	-	-	4
% of total (cumulative)	100%	0%	0%	0%	

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 - Q3)					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		1	4		5	2	5	15	1	23
Adding a Legal Service							1			1
Branch office closure										
Change of ownership		2	2	1	5			6		6
Change in shareholder arrangement							2			2
Change in company structure					-		2			2
New HoLP			2		2	1	3	2		6
New HoFA			2		2			1		1
New office					-	1	1		1	3
Purchase					-					
Request to add probate to the practioner					-			1		1
Surrender of practice license					-		4	3	1	8
Termination of Director					-		5			5
Total	-	3	10	1	14	4	23	28	3	58
% of total (cumulative)	0%	21%	93%	100%		7%	47%	95%	100%	
KPI	40%	60%	100%			40%	60%	100%		

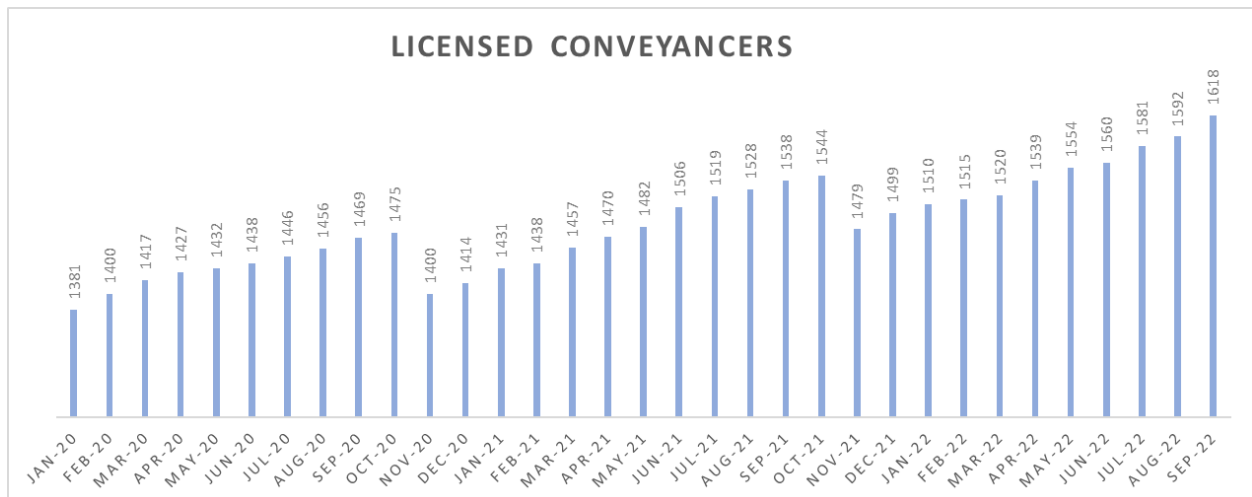
2 PART 2 – INDIVIDUALS REGULATORY ACTIVITY INDICATORS

2.1 Overview

The table below summarises the number of individual license holders by authorisation and license type as at 30 September 2022.

Individual Licence Holders	Employed	Manager	Total
Probate	2	6	8
Conveyancing	1281	260	1,541
Probate & Conveyancing	38	31	69
Total	1,321	297	1,618

The chart below shows the trend of the number of individual license holders. As at 30 September 2022, there are 1,618 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 30 September 2022.

Individual application processing time (In Progress)	<30 days	31-60 days	61-100 days	100+ days	In progress - Q3	In progress - YTD
September 2022						
CLC employed licence (conveyancing)	7	19	2		28	37
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)						
Material interest (non-authorised director/partner)						
Total	7	19	2	-	28	37
% of total (cumulative)	25%	93%	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)	Q3					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)	7	20	17	13	57	7	30	40	13	90
CLC employed licence (probate)			1		1			3		3
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)					-					-
Material interest (non-authorised director/partner)					-					-
Total	7	20	18	13	58	7	30	43	13	93
% of total (cumulative)	12%	47%	78%	100%		8%	40%	86%	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	8	16	15	20	59
Actual inspections	8	16	15		39
Variance	0	0	0	-20	

The table below summarises the type and outcome of inspections completed year to date. 10 reports have not been issued yet and have not been included in the outcome section of the table.

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Inspections summary													
Routine inspections	1	2	5		6	4	4	4	4				30
Targeted Inspections					1								1
New practice inspection				1		4	1	1	1				8
Total	1	2	5	1	7	8	5	5	5	-	-	-	39
Overall Compliant			1	1	1	1		1					5
Overall Generally Compliant			2		3	5	1	1	1				13
Overall Non-Compliant	1	2	2		2	1	1						9

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 seven financial years:

Accountants Report	FYE 2016	FYE 2017	FYE 2018	FYE 2019	FYE 2020	FYE 2021	FYE 2022
Received - late	51	72	60	73	76	46	1
Received - on time	175	158	157	133	124	173	89
Not received - overdue	0	0	0	0	0	0	10
Not Received - closed	3	16	10	14	3	4	-
Not Yet Due	-	-	-	-	-	-	127
Total Reports Expected	229	247	227	220	221	223	226
Qualified reports	64	61	55	36	30	15	8
Qualified rate (received)	28%	27%	25%	17%	15%	7%	4%

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 Q3	YTD Q3 2022
Under Investigation								
Conduct				1			1	5
Failure to comply with codes	2	2		1			5	19
Shortage on client accounts								
Total	2	2	-	2	-	-	6	24
Completed								
Conduct	1	1			1		3	3
Failure to comply with codes		1	1	1			3	10
Shortage on client accounts								
Total	1	2	1	1	1	-	6	13
Outcome of Completed cases								
Case proved							-	3
Case not proved								-
No action taken	1	1	1	1	1		5	6
Notice Letter		1					1	4
Other							-	
Total	1	2	1	1	1	-	6	13

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
Employee	16	16	15
Council member	10	12	9
Contractor	0	2	2
Resignation	0	5*	1

5.2 Complaints against the regulator

There are 4 open complaints on the CLC register.

Time taken to finalise	<30 days	<60 days	<90 days	<120 days	>120 days	Total Q2
Procedure failure						
Discourtesy	1		1	1		3
Delay in responding	1					1
Failure to respond						
Failure to take responsibility						
Dispute of outcome	2	2				4
Total	4	2	1	1	-	8

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	Q3					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	28	3		1	32	58	11	0	2	71
Third party					-					-
Service	15				15	38	6	1	1	46
Not Regulated					-					-
Negligence					-					-
Total	43	3	-	1	47	96	17	1	3	117
% of total (cumulative)	91%	98%	98%	100%		82%	97%	97%	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
In progress	1	1		12	14
Claims rejected				1	1
Not progressed				10	10
Total	1	1		23	25
% of total (cumulative)	4%	8%	8%	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.

Claim Values	Claims for Q3					Total of claims (YTD)			
	Currently under review	Claims settled	Claims rejected	Closed/Not progressed	Total closed as at Q3	Claims settled	Claims rejected	Not progressed	Total closed YTD
Number of claims	14	3	1	10	14	4	1	10	15
Value of claims (£)	324,589	3,114	110,000	115,650	228,764	4,674	110,000	115,650	230,324

5.5 OLC Cases

The table below summarised the enquiries and cases associated with CLC regulated practices from 2018 to 2nd September 2022.

OLC Case volumes for CLC regulated practices	Total enquiries received	Cases closed without investigation	Cases accepted for investigation	Cases accepted and now closed	Cases still under review
2018	468	164	304	296	8
2019	598	274	324	319	5
2020	678	298	380	373	7
2021	1,044	741	303	242	61
2022 (Q1)	370	312	58	55	1
2022 (Q2)	284	263	21	20	1
2022 (Q3)	151	151	-	-	-

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The number of cases accepted for investigation can be further analysed by practice. Note that this table includes data until 2 September 2022.

Cases accepted by the OLC for investigation	Annual CLC cases accepted for investigation					5 year Aggregate	Turnover Banding
	2018	2019	2020	2021	2022 YTD		
Practice A	37	50	37	45	55	224	>£16m
Practice B	3	19	22	61	56	161	£2m-£4m
Practice C	14	23	22	20	13	92	£4m-£8m
Practice D		9	17	20	24	71	£8m-£16m
Practice E	6	11	14	16	17	66	>£16m
Practice F	8	18	11	14	11	62	£8m-£16m
Practice G	5	6	10	16	13	50	£8m-£16m
Practice H	7	15	8	6	9	45	£8m-£16m
Practice I	12	17	11	4	1	45	Closed
Practice J	2	14	5	11	8	40	£2m-£4m
Practice K	6	9	6	7	9	37	£8m-£16m
Practice L	2	4	10	13	3	32	Closed
Practice M		4	9	3	11	27	£2m-£4m
Practice N	3	5	5	6	5	24	£1m-£2m
Practice O	3	5	4	7	3	22	Closed
Practice P		5	5	5	4	19	£1m-£2m
Practice Q			3	4	11	18	Closed
Practice R	5	9	1	1	2	18	£4m-£8m
Practice S	1	5	2	7	2	17	Closed
Practice T	2	1	2	4	4	13	<£1m
Practice U	1	4	3	4	1	13	£1m-£2m
Practice V		3	3	2	5	13	£2m-£4m
Practice W	1	1	5	1	3	11	£8m-£16m
Practice X		6	2	1	1	10	£1m-£2m
Practices with aggregate of 5-9 cases		5	5			10	
Practices with aggregate of 3-4 cases	3	10	6	11	9	39	
Practices with aggregate of 2 cases	12	22	10	18	8	70	
Practices with aggregate of 1 case	25	37	32	34	22	150	
Total	158	317	270	341	310	1,399	
Number of practices with cases	51	76	65	71	54		