



**Council for Licensed Conveyancers**  
**Indicators and Metrics**  
**December 2022**

**PART 1 – PRACTICE REGULATORY ACTIVITY INDICATORS**

**1.1 Overview**

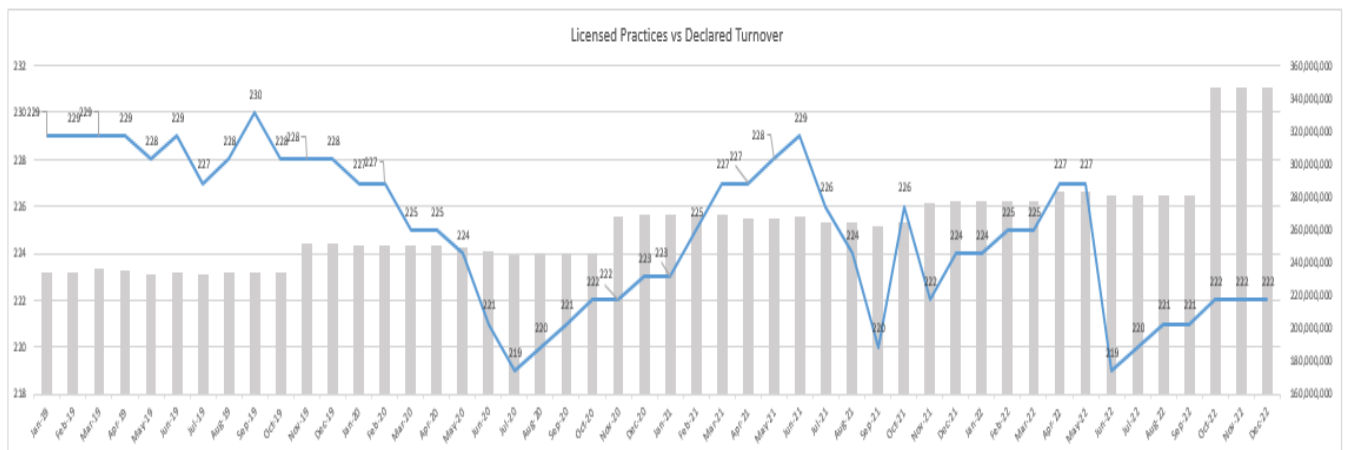
The table below summarises the number of CLC regulated practices by legal structure and regulatory authorisation as at 31 December 2022.

| Practices by Entity Type      | Recognised Body | ABS       | Total      |
|-------------------------------|-----------------|-----------|------------|
| Limited Company               | 92              | 79        | <b>171</b> |
| Limited Liability Partnership | 10              | 5         | <b>15</b>  |
| Partnership                   | 11              | 0         | <b>11</b>  |
| Sole Practitioner             | 25              | 0         | <b>25</b>  |
| <b>Total</b>                  | <b>138</b>      | <b>84</b> | <b>222</b> |

The distribution of practices by turnover banding is summarised below.

| Turnover band | Total      |
|---------------|------------|
| <£100k        | <b>20</b>  |
| £100-£500k    | <b>95</b>  |
| £500k-£3m     | <b>88</b>  |
| £3m<          | <b>19</b>  |
| <b>Total</b>  | <b>222</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.



## 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                             |                  |            |             |           | -     |               | 2          |             |           | 2     |
| New RB                              |                  |            | 3           |           | 3     |               | 2          |             |           | 2     |
| Switch (ABS)                        |                  | 1          |             |           | 1     |               | 1          |             |           | 1     |
| Switch (RB)                         |                  |            |             |           |       |               |            |             |           |       |
| Hive off (ABS)                      |                  |            |             |           |       |               |            |             |           |       |
| Hive off (RB)                       |                  |            |             |           |       |               |            |             |           |       |
| <b>Total</b>                        | -                | 1          | 3           | -         | 4     | -             | 5          | -           | -         | 5     |
| % of total (cumulative)             | 0%               | 25%        | 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                                | 2        |          |              |                | 2     |
| New RB                                 | 2        |          |              |                | 2     |
| Switch (ABS)                           | 1        |          |              |                | 1     |
| Switch (RB)                            |          |          |              |                | -     |
| Hive off (ABS)                         |          |          |              |                | -     |
| Hive off (RB)                          |          |          |              |                | -     |
| <b>Total</b>                           | 5        | -        | -            | -              | 5     |
| % 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 - 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                | 2   | 3          | 1           |           | 6     | 43   | 7          |             |           | 50    |
| Adding a Legal Service                     |   |            |             |           |       | 1  |            |             |           | 1     |
| Branch office closure                      |   |            |             |           |       |  |            |             |           | -     |
| Change of ownership                        | 1   | 2          |             | 2         | 5     | 4  | 3          | 1           |           | 8     |
| Change in shareholder arrangement          |   |            |             |           |       | 4  |            |             |           | 4     |
| Change in company structure                |   |            |             |           |       | 3  |            |             |           | 3     |
| New HoLP                                   | 1   |            |             |           | 1     | 6  |            | 1           |           | 7     |
| New HoFA                                   | 1   |            |             |           | 1     | 3  |            | 1           |           | 4     |
| New office                                 |   |            |             |           |       | 1  | 1          |             | 1         | 3     |
| Purchase                                   |   |            |             |           |       |  |            |             |           |       |
| Request to add probate to the practitioner |   |            |             |           |       |  |            | 1           |           | 1     |
| Surrender of practice license              | 2   |            |             | 1         | 3     | 3  | 4          | 2           | 1         | 10    |
| Termination of Director                    |   |            |             |           | -     |  | 5          |             |           | 5     |
| <b>Total</b>                               | 7   | 5          | 1           | 3         | 16    | 68   | 20         | 6           | 2         | 96    |
| % of total (cumulative)                    | 44%   | 75%        | 81%         | 100%      |       | 71%  | 92%        | 98%         | 100%      |       |
| KPI  | 40%   | 60%        | 100%        |           |       | 40%  | 60%        | 100%        |           |       |

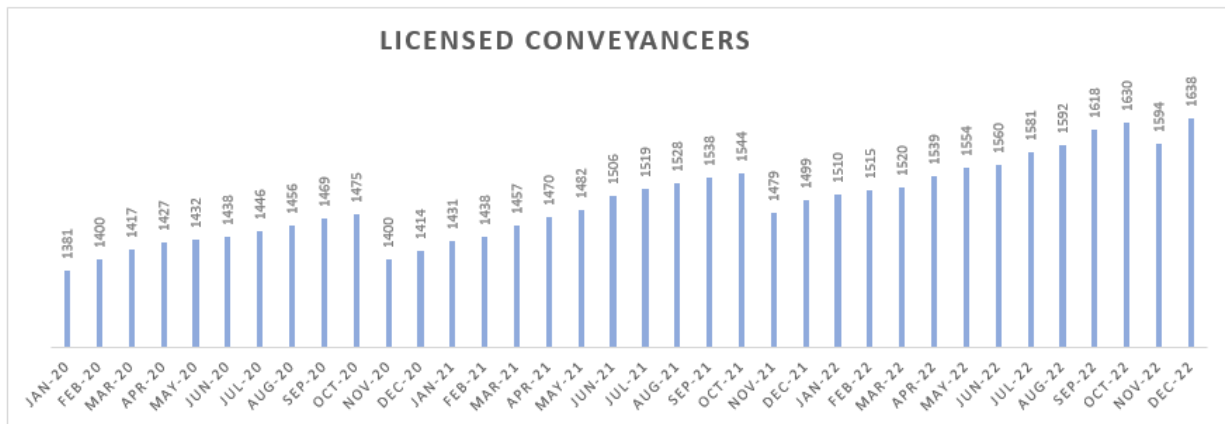
## **2 PART 2 – INDIVIDUALS REGULATORY ACTIVITY INDICATORS**

### **2.1 Overview**

The table below summarises the number of individual license holders by authorisation and license type as at 31 December 2022.

| Individual Licence Holders | Employed     | Manager    | Total        |
|----------------------------|--------------|------------|--------------|
| Probate                    | 4            | 6          | 10           |
| Conveyancing               | 1302         | 261        | 1,563        |
| Probate & Conveyancing     | 33           | 32         | 65           |
| <b>Total</b>               | <b>1,339</b> | <b>299</b> | <b>1,638</b> |

The chart below shows the trend of the number of individual license holders. As at 31 December 2022, there are 1,638 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 2022.

| Individual application processing time (In Progress) | <30 days  | 31-60 days | 61-100 days | 100+ days | In progress - Q4 | In progress - YTD |
|--|-----------|------------|-------------|-----------|------------------|-------------------|
| <b>December 2022</b>                                 |           |            |             |           |                  |                   |
| CLC employed licence (conveyancing)                  | 23        | 8          | 10          |           | 41               | 50                |
| CLC employed licence (probate)                       |           |            | 1           |           | 1                | 1                 |
| CLC employed licence (conveyancing & probate)        | 1         |            | 1           |           | 2                | 2                 |
| 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)  |           |            |             |           |                  |                   |
| <b>Total</b>   | <b>24</b> | <b>8</b>   | <b>12</b>   | <b>-</b>  | <b>44</b>        | <b>53</b>         |
| % of total (cumulative)                              | 55%       | 73%        | 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)                 | 66        | 4          |             |           | 70        | 156           | 6          |             |           | 162        |
| CLC employed licence (probate)                      | 1         | 1          |             |           | 2         | 3             | 1          |             |           | 4          |
| CLC employed licence (conveyancing & probate)       | 1         |            |             |           | 1         | 2             | 0          |             |           | 2          |
| 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) |           |            |             |           | -         |               |            |             |           | -          |
| <b>Total</b>  | <b>68</b> | <b>5</b>   | <b>-</b>    | <b>-</b>  | <b>73</b> | <b>161</b>    | <b>7</b>   | <b>-</b>    | <b>-</b>  | <b>168</b> |
| % of total (cumulative)                             | 93%       | 100%       | 100%        | 100%      |           | 96%           | 100%       | 100%        | 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 | 20 | 59    |
| Variance             | 0  | 0  | 0  | 0  | 0     |

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.

| Inspections summary         | January  | February | March    | April    | May      | June     | July     | August   | September | October   | November | December | Total     |
|-----------------------------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|----------|----------|-----------|
| Routine inspections         | 1        | 2        | 5        |          | 6        | 4        | 4        | 4        | 4         | 5         | 6        | 2        | 43        |
| Targeted Inspections        |          |          |          |          | 1        |          |          |          |           |           | 1        |          | 2         |
| New practice inspection     |          |          |          | 1        |          | 4        | 1        | 1        | 1         | 6         |          |          | 14        |
| <b>Total</b>                | <b>1</b> | <b>2</b> | <b>5</b> | <b>1</b> | <b>7</b> | <b>8</b> | <b>5</b> | <b>5</b> | <b>5</b>  | <b>11</b> | <b>7</b> | <b>2</b> | <b>59</b> |
| Overall Compliant           |          |          | 1        | 1        | 1        | 1        | 1        | 1        | 1         | 5         |          |          | 12        |
| Overall Generally Compliant |          |          | 2        |          | 3        | 5        | 2        | 2        | 3         | 2         | 3        |          | 22        |
| Overall Non-Compliant       | 1        | 2        | 2        |          | 3        | 2        | 2        | 2        |           | 3         |          |          | 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 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         | 20         |
| Received - on time               | 175        | 158        | 157        | 133        | 124        | 177        | 111        |
| Not received - overdue           | 0          | 0          | 0          | 0          | 0          | 1          | 5          |
| Not Received - closed            | 3          | 16         | 10         | 14         | 3          | 6          | 0          |
| Not Yet Due                      | 0          | 0          | 0          | 0          | 0          | 0          | 86         |
| <b>Total Reports Expected</b>    | <b>229</b> | <b>247</b> | <b>227</b> | <b>220</b> | <b>221</b> | <b>230</b> | <b>222</b> |
| Qualified reports                | 64         | 61         | 55         | 36         | 30         | 15         | 12         |
| <b>Qualified rate (received)</b> | <b>28%</b> | <b>27%</b> | <b>25%</b> | <b>17%</b> | <b>15%</b> | <b>7%</b>  | <b>5%</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:

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- 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 Q4 2022 |
|-----------------------------------|------------|------------|-------------|--------------|--------------|------------|----------|-------------|
| <b>Under Investigation</b>        |            |            |             |              |              |            |          |             |
| Conduct                           |            |            |             | 6            | 1            |            | -        | 7           |
| Failure to comply with codes      |            | 2          | 2           | 4            | 2            | 5          | -        | 15          |
| Shortage on client accounts       |            |            |             |              |              |            |          |             |
| <b>Total</b>                      | -          | 2          | 2           | 10           | 3            | 5          | -        | 22          |
| <b>Completed</b>                  |            |            |             |              |              |            |          |             |
| Conduct                           |            | 2          | 1           | 1            | 1            |            | 2        | 5           |
| Failure to comply with codes      | 2          | 1          | 4           | 5            | 1            |            | 2        | 13          |
| Shortage on client accounts       |            |            |             |              |              |            |          |             |
| <b>Total</b>                      | 2          | 3          | 5           | 6            | 2            | -          | 4        | 18          |
| <b>Outcome of Completed cases</b> |            |            |             |              |              |            |          |             |
| Case proved                       |            |            | 1           | 4            | 1            |            | 3        | 6           |
| Case not proved                   |            |            |             |              |              |            |          |             |
| No action taken                   | 1          | 1          | 2           | 1            | 1            |            |          | 6           |
| Notice Letter                     | 1          | 2          | 2           | 1            |              |            | 1        | 6           |
| Other                             |            |            |             |              |              |            |          |             |
| <b>Total</b>                      | 2          | 3          | 5           | 6            | 2            | -          | 4        | 18          |

## **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 | 17 |
| Council member | 10 | 12 | 9  | 9  |
| Contractor     | 0  | 2  | 2  | 0  |
| Resignation    | 0  | 5* | 1  | 0  |

\* 3 Employees and 2 Council Members

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

There is 1 open complaints on the CLC register.

| Time taken to finalise         | <30 days | <60 days | <90 days | <120 days | >120 days | Total Q4 |
|--------------------------------|----------|----------|----------|-----------|-----------|----------|
| 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         | 0         | 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    | 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                 | 24       | 6          | 1           |           | 31    | 82            | 17         | 1           | 2         | 102   |
| Third party             |          |            |             |           | -     |               |            |             |           | -     |
| Service                 | 26       | 6          |             |           | 32    | 64            | 12         | 1           | 1         | 78    |
| Not Regulated           |          |            |             |           | -     |               |            |             |           | -     |
| Negligence              |          |            |             |           | -     |               |            |             |           | -     |
| Total                   | 50       | 12         | 1           | 0         | 63    | 146           | 29         | 2           | 3         | 180   |
| % of total (cumulative) | 79%      | 98%        | 100%        | 100%      |       | 81%           | 97%        | 98%         | 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           | 4         | 6     |
| Claims rejected          |                        |            |             | 1         | 1     |
| Not progressed           |                        |            |             | 15        | 15    |
| <b>Total</b>             | -                      | 1          | 1           | 20        | 22    |
| % of total (cumulative)  | 0%                     | 5%         | 9%          | 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.

|                     | Currently under review | Claims settled | Claims rejected | Closed/Not progressed | Total closed | Claims settled | Claims rejected | Not progressed | Total closed as at Q4 |
|---------------------|------------------------|----------------|-----------------|-----------------------|--------------|----------------|-----------------|----------------|-----------------------|
| Number of claims    | 6                      | 8              | 1               | 15                    | 24           | 8              | 1               | 15             | 24                    |
| Value of claims (£) | 231,856                | 411,888        | 110,000         | 90,400                | 612,288      | 411,888        | 110,000         | 90,400         | 612,288               |

### 5.5 OLC Cases

The table below summarised the enquiries and cases associated with CLC regulated practices from 2018 to the end of 2022 (Q4).

| 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                              | 320                           | 4                        |
| 2020   | 678                      | 297                                | 381                              | 380                           | 1                        |
| 2021   | 1,053                    | 691                                | 362                              | 304                           | 58                       |
| 2022 (Q1)                                    | 372                      | 308                                | 64                               | 61                            | 3                        |
| 2022 (Q2)                                    | 296                      | 250                                | 46                               | 44                            | 2                        |
| 2022 (Q3)                                    | 292                      | 280                                | 12                               | 12                            | -                        |
| 2022 (Q4)                                    | 216                      | 215                                | 1                                | 1                             | -                        |

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The number of cases accepted for investigation can be further analysed by practice. Note that this table only includes data until June 2022 as the last quarters data is not yet available.

| 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                                  | 63  | 47         | 54         | 41         | 26         | 231              | >£16m            |
| Practice B                                  | 9   | 22         | 52         | 79         | 17         | 179              | £2m-£4m          |
| Practice C                                  | 25  | 25         | 23         | 19         | 4          | 96               | £4m-£8m          |
| Practice D                                  | 4   | 14         | 24         | 27         | 8          | 77               | £8m-£16m         |
| Practice E                                  | 13  | 13         | 18         | 15         | 7          | 66               | >£16m            |
| Practice F                                  | 14  | 15         | 20         | 12         | 5          | 66               | £8m-£16m         |
| Practice G                                  | 10  | 8          | 16         | 11         | 8          | 53               | £8m-£16m         |
| Practice H                                  | 13  | 13         | 8          | 10         | 1          | 45               | £8m-£16m         |
| Practice I                                  | 21  | 13         | 10         | 1          | 0          | 45               | Closed           |
| Practice J                                  | 6   | 14         | 4          | 12         | 7          | 43               | £2m-£4m          |
| Practice K                                  | 9   | 9          | 8          | 8          | 4          | 38               | £8m-£16m         |
| Practice L                                  | 4   | 5          | 18         | 5          | 0          | 32               | Closed           |
| Practice M                                  | 6   | 6          | 7          | 9          | 3          | 31               | Closed           |
| Practice N                                  |   | 10         | 5          | 11         | 3          | 29               | £2m-£4m          |
| Practice O                                  | 6   | 5          | 7          | 7          | 0          | 25               | £1m-£2m          |
| Practice P                                  |   | 1          | 5          | 15         | 3          | 24               | Closed           |
| Practice Q                                  | 2   | 4          | 8          | 4          | 3          | 21               | £1m-£2m          |
| Practice R                                  | 2   | 4          | 8          | 5          | 1          | 20               | £4m-£8m          |
| Practice S                                  | 10  | 3          | 2          | 2          | 0          | 17               | Closed           |
| Practice T                                  | 2   | 6          | 3          | 2          | 2          | 15               | £1m-£2m          |
| Practice U                                  | 1   | 4          | 3          | 6          | 1          | 15               | £2m-£4m          |
| Practice V                                  | 2   | 2          | 5          | 4          | 1          | 14               | <£1m             |
| Practice W                                  |   | 1          | 2          | 5          | 4          | 12               | £2m-£4m          |
| Practice X                                  | 2   | 4          | 2          | 2          | 2          | 12               | £8m-£16m         |
| Practice Y                                  | 2   | 5          | 2          | 1          | 0          | 10               | £1m-£2m          |
| Practice Z                                  | 1   | 3          | 3          | 2          | 1          | 10               | Closed           |
| Practices with aggregate of 5-9 cases       | 24  | 22         | 22         | 9          | 4          | 81               |                  |
| Practices with aggregate of 3-4 cases       | 21  | 21         | 20         | 25         | 7          | 94               |                  |
| Practices with aggregate of 2 cases         | 17  | 10         | 8          | 5          | -          | 40               |                  |
| Practices with aggregate of 1 case          | 15  | 15         | 14         | 8          | 1          | 53               |                  |
| <b>Total</b>                                | <b>304</b>                                  | <b>324</b> | <b>381</b> | <b>362</b> | <b>123</b> | <b>1,494</b>     |                  |
| <b>Number of practices with cases</b>       | <b>83</b>                                   | <b>87</b>  | <b>86</b>  | <b>80</b>  | <b>63</b>  |                  |                  |