

Published Indicators and Metrics

Purpose:	Approval
Author:	Director of Finance and Operations
Approver:	Chief Executive

Summary

This is a regular report to Council which includes Indicators and metrics for the quarter just ended. Following Council approval this report will be published on the CLC website.

The management team have reviewed the current KPI's to determine if they still effectively measure our regulatory activities and whether we should amend the existing metrics or add new metrics. These proposals are set out in the Annex to this paper for review.

Amendments have been made to the Individual and Practice application metrics to increase the information and granularity provided.

Please also note that the Legal Ombudsman have not provide updated case handling data since early December. The related indicators have not been amended from those presented in Q4 2023.

Recommendations

Council is asked to review and approve the attached report.

Risk management

The publication of metrics and indicators is one of the ways we demonstrate transparency and good governance.

Regulatory Objectives

The publication of the KPI's support the following regulatory objectives:

RO8 - promote and maintain adherence to the professional principles

Financial impact

There is no direct financial impact.

Diversity and inclusion impact

There is no impact on diversity or inclusion.

Communications requirements

There are no communication requirements.

Publication

The attached report is published on the [CLC website](#) quarterly after Council approval.