



Council for Licensed Conveyancers
Indicators and Metrics
March 2023

PART 1 – PRACTICE REGULATORY ACTIVITY INDICATORS

1.1 Overview

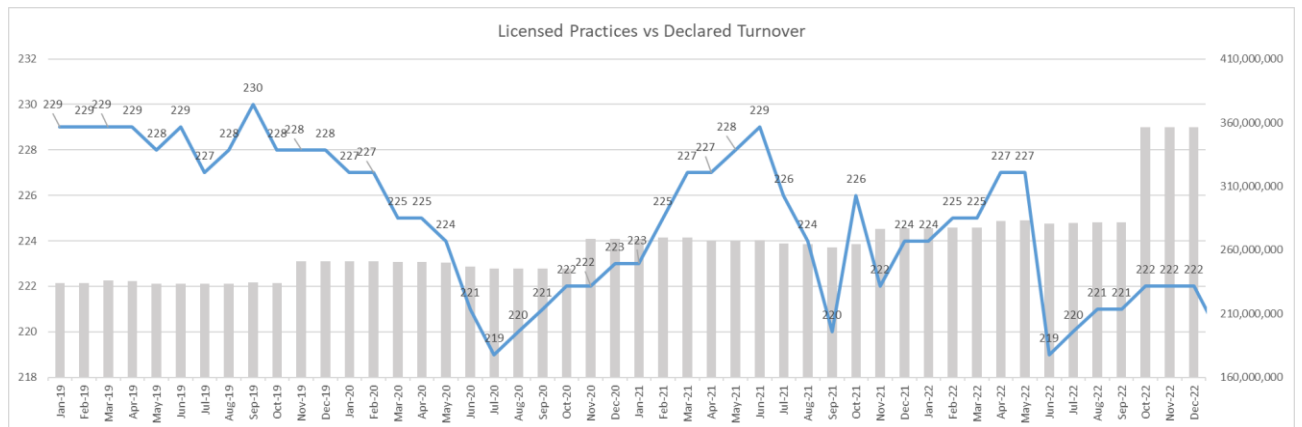
The table below summarises the number of CLC regulated practices by legal structure and regulatory authorisation as at 31 March 2023.

Practices by Entity Type	Recognised Body	ABS	Total
Limited Company	91	79	170
Limited Liability Partnership	9	5	14
Partnership	11	0	11
Sole Practitioner	24	0	24
Total	135	84	219

The distribution of practices by turnover banding is summarised below.

Turnover band	Total
<£100k	18
£100-£500k	95
£500k-£3m	86
£3m<	20
Total	219

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 - End of Quarter Q1			
	<90 days	91-180 days	180+ days	Total
New ABS	1			1
New RB	2			2
Switch (ABS)				
Switch (RB)				
Hive off (ABS)				
Hive off (RB)				
Total	3			3
% of Activity	100%	0%	0%	

New Practice applications completed	Completed Q1				Completed YTD			
	<90 days	91-180 days	180+ days	Total	<90 days	91-180 days	180+ days	Total
New ABS								
New RB	2			2	2			2
Switch (ABS)			1	1			1	1
Switch (RB)		1		1		1		1
Hive off (ABS)								
Hive off (RB)								
Total	2	1	1	4	2	1	1	4
% of Activity	50%	25%	25%		50%	25%	25%	

Outcome of new practice applications	Application outcome					Practice Licences Issued	
	Approved	Withdrawn post review	Rejected	In Appeal	Total	Current Quarter	YTD
New ABS							
New RB	2				2	1	1
Switch (ABS)	1				1		
Switch (RB)			1	1	1		
Hive off (ABS)							
Hive off (RB)							
Total	3	-	1	1	4	1	1
% of Activity	75%	0%	25%	25%			

Council for Licensed Conveyancers Indicators and Metrics March 2023

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 - Applications and Notifications of Change being Processed	Application or Notification of Practice changes in progress for Q1					Application or Notification of Practice changes completed YTD				
	<30 days	31-90 days	91-180 days	180+ days	Total	<30 days	31-90 days	91-180 days	180+ days	Total
Change of ownership										
Change Material Interest (internal)	3				3		1			1
New Corporate Owner										
New Individual Owner	2	1			3					
Merger of two CLC regulated Practices			1		1					
Exit CLC Regulation										
Managed Closure	1				1		2			2
Merger SRA							2			2
Change of Legal Status										
Unincorporated Sole Trader to LLP										
Unincorporated Partnership to LTD										
Unincorporated Partnership to LLP										
LLP to LTD										
Change to regulatory structure										
RB to ABS	1				1					
ABS to RB	2				2					
Sole Practitioner to ABS										
Sole Practitioner to RB										
Trading changes										
New Branch Office						3				3
New Main Office						7				7
New Company Name										
Licence Permissions										
Remove a Legal Service										
Add a Legal Service						2				2
Total	9	1	1	-	11	12	5	-	-	17
% of total (cumulative)	82%	91%	100%			71%	100%			
KPI	40%	60%	100%			40%	60%	100%		

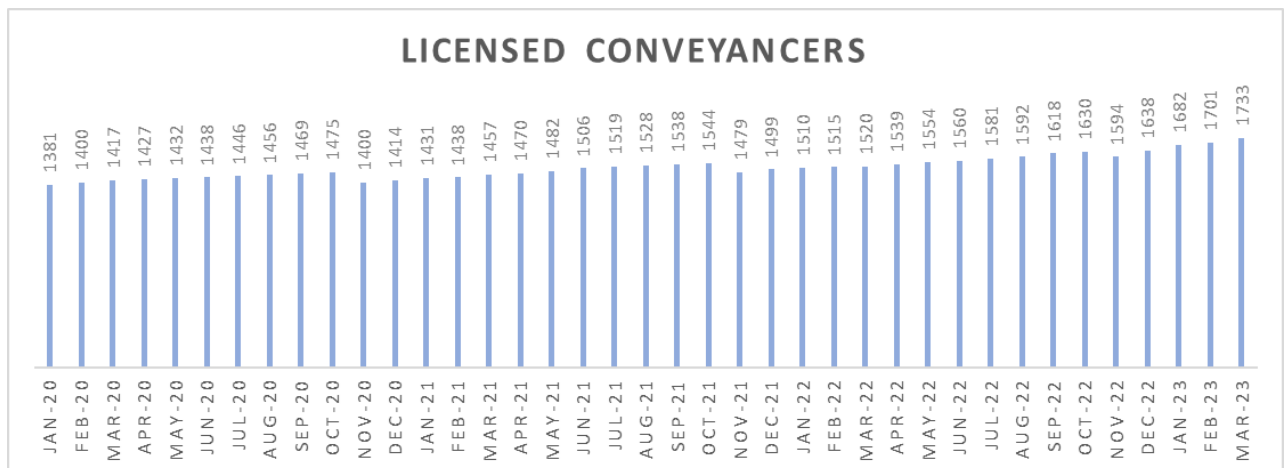
2 PART 2 – INDIVIDUALS REGULATORY ACTIVITY INDICATORS

2.1 Overview

The table below summarises the number of individual license holders by authorisation and license type as at 31 March 2023.

Individual Licence Holders	Employed	Manager	Total
Probate	4	6	10
Conveyancing	1391	264	1,655
Probate & Conveyancing	35	33	68
Total	1,430	303	1,733

The chart below shows the trend of the number of individual license holders. As at 31 March 2023, there are 1,733 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 March 2023.

Individual application processing time (In Progress)	<30 days	31-60 days	61-90 days	90+ days	In progress - Q1	In progress - YTD
CLC Licence						
Conveyancing	3	3		3	9	9
Probate	3				3	3
Conveyancing & Probate						
Reinstatement of expired licence						
Dual Qualifying Licence (SRA/CILEx)						
Conveyancing	7	2	4	5	18	18
Probate						
Conveyancing & Probate						
CLC Registered Manager						
Registered Manager (Direct/Partner/Member)	9	1	0	10	20	20
HOLP	4				4	4
HoFA	3	1			4	4
Total	29	7	4	18	58	58
% of total (cumulative)	50%	62%	69%	100%		

The table below summarises the completed individual applications by type for both the current quarter and year to date.

Individual application processing time	Q1					Completed YTD				
	<30 days	31-60 days	61-90 days	90+ days	Total	<30 days	31-60 days	61-90 days	90+ days	Total
CLC Licence										
Conveyancing	11	4	2		17	11	4	2		17
Probate	1				1	1				1
Conveyancing & Probate										
Reinstatement of expired licence	2	1	1		4	2	1	1		4
Dual Qualifying Licence (SRA/CILEx)										
Conveyancing	10	1	1		12	10	1	1		12
Probate										
Conveyancing & Probate										
CLC Registered Manager										
Registered Manager (Direct/Partner/Member)	5	1	1		7	5	1	1		7
HOLP										
HoFA										
Total	29	7	5		41	29	7	5		41
% of total (cumulative)	71%	88%	100%	100%		71%	88%	100%	100%	
KPI	40%	60%	100%			40%	60%	100%		

Applications Outcomes YTD at close of current quarter	Ineligible	Withdrawn	Rejected	Approved	Total	License issued YTD
CLC Licence						
Conveyancing				17	17	16
Probate				1	1	
Conveyancing & Probate						
Reinstatement of expired licence				4	4	5
Dual Qualifying Licence (SRA/CILEx)						
Conveyancing				12	12	9
Probate						
Conveyancing & Probate						
CLC Registered Manager						
Registered Manager (Direct/Partner/Member)				7	7	6
HOLP				1	1	1
HoFA						
Total	0	0	0	42	42	37
% of period activity	0	0	0	1		

PART 3 – SUPERVISORY ACTIVITY

3.1 Inspections

The table below summarises the planned timing of inspections and the actual inspections undertaken each quarter against the budgeted plan:

Inspection plan	Q1	Q2	Q3	Q4
Budgeted inspections	1	9	16	13
Actual inspections	1			
Variance	-			

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 (risk based)			1										1
Targeted Inspections													
Re-inspections													
New practice inspection													
Total	-	-	1	-	-	-	-	-	-	-	-	-	1
Overall Compliant													
Overall Generally Compliant													
Overall Non-Compliant													

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	FYE 2023
Received - late	51	72	60	73	76	46	25	0
Received - on time	175	158	157	133	124	177	148	2
Not received - overdue	0	0	0	0	0	1	3	0
Not Received - closed	3	16	10	14	3	6	0	0
Not Yet Due	0	0	0	0	0	0	45	217
Total Reports Expected	229	247	227	220	221	230	221	219
Qualified reports	64	61	55	36	30	15	13	0
Qualified rate (received)	28%	27%	25%	17%	15%	7%	6%	0%

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 Q1	YTD Q1 2023
Under Investigation								
Conduct		1	4	2		1	8	8
Failure to comply with codes	1		1	3	1	2	8	8
Shortage on client accounts								
Total	1	1	5	5	1	3	16	16
Completed								
Conduct				2			2	2
Failure to comply with codes			1	1			2	2
Shortage on client accounts								
Total	-	-	1	3	-	-	4	4
Outcome of Completed cases								
Case proved				1			1	1
Case not proved								
No action taken			1	2			3	3
Notice Letter								
Other								
Total	-	-	1	3	-	-	4	4

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
Employee	17
Council member	9
Contractor	-
Resignation	2

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 Q1
Procedure failure						
Discourtesy						
Delay in responding						
Failure to respond						
Failure to take responsibility						
Dispute of outcome	2					2
Total	2	-	-	-	-	2

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	11	19	6	4	40	11	19	6	4	40
Third party					-					-
Service	19	7	3		29	19	7	3		29
Not Regulated					-					-
Negligence					-					-
Total	30	26	9	4	69	30	26	9	4	69
% of total (cumulative)	43%	81%	94%	100%		43%	81%	94%	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	3	3	2	4	12
Claims rejected					-
Not progressed					-
Total	3	3	2	4	12
% of total (cumulative)	25%	50%	67%	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.

Number and value of claims	Currently under review	Claims settled	Claims rejected	Closed/Not progressed	Total closed	Claims settled	Claims rejected	Not progressed	Total closed as at Q1
Number of claims	12	1	-	-	1	1	-	-	1
Value of claims (£)	455,860	1,174	-	-	1,174	1,174	-	-	1,174

5.5 OLC Cases

Note: The Legal Ombudsman last published CLC data in December 2022. As such we have not updated these tables since 7 December 2022.

The table below summarised the enquiries and cases associated with CLC regulated practices from 2018 to March 2023.

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	1,176	1,053	123	118	5
2023 (Q1)	-	-	-	-	-

Council for Licensed Conveyancers Indicators and Metrics March 2023

The number of cases accepted for investigation can be further analysed by practice.

Cases accepted by the OLC for investigation	Annual CLC cases accepted for investigation						5 year Aggregate	Turnover Banding
	2018	2019	2020	2021	2022 YTD	2023 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	
Total	304	324	381	362	123	-	1,494	
Number of practices with cases	83	87	86	80	63	0		