



Council for Licensed Conveyancers
Indicators and Metrics
September 2023

PART 1 – PRACTICE REGULATORY ACTIVITY INDICATORS

1.1 Overview

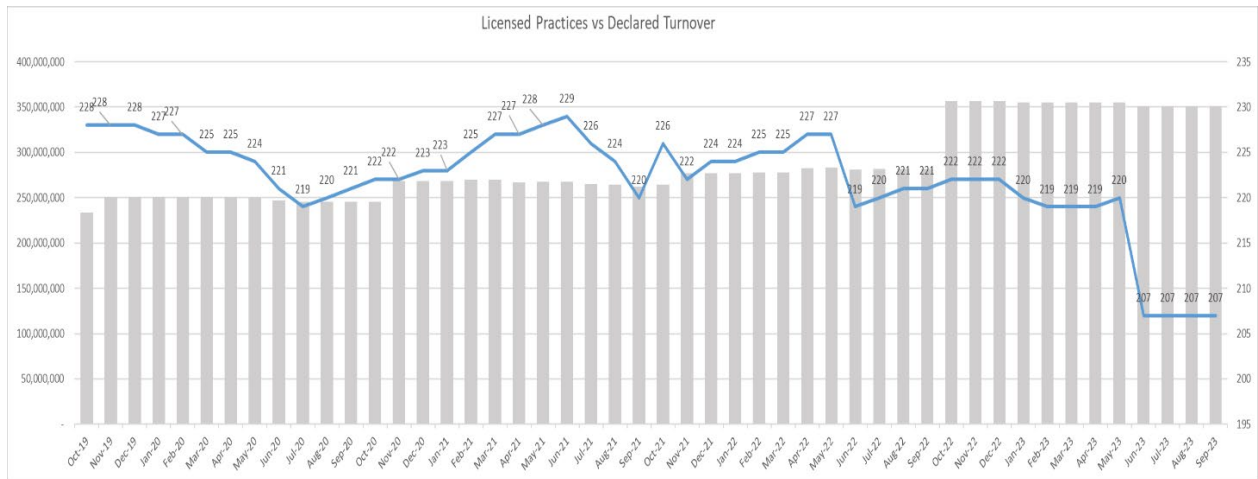
The table below summarises the number of CLC regulated practices by legal structure and regulatory authorisation as at 30 September 2023.

Practices by Entity Type	Recognised Body	ABS	Total
Limited Company	85	78	163
Limited Liability Partnership	8	5	13
Partnership	11	0	11
Sole Practitioner	20	0	20
Total	124	83	207

The distribution of practices by turnover banding is summarised below.

Turnover band	Total
<£100k	14
£100-£500k	91
£500k-£3m	84
£3m<	18
Total	207

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 Q3			
	<90 days	91-180 days	180+ days	Total
New ABS				-
New RB		1		1
Switch (ABS)				
Switch (RB)				
Hive off (ABS)				
Hive off (RB)		1		1
Total	-	2	-	2
% of Activity	0%	100%	0%	

New Practice applications completed	Completed Q3				Completed YTD			
	<90 days	91-180 days	180+ days	Total	<90 days	91-180 days	180+ days	Total
New ABS								
New RB				0	2	1	1	4
Switch (ABS)							1	1
Switch (RB)						1		1
Hive off (ABS)								
Hive off (RB)								
Total	-	-	-	-	2	2	2	6
% of Activity	0%	0%	0%		33%	33%	33%	

Outcome of new practice applications	Application outcome					Practice Licences Issued	
	Approved	Withdrawn post review	Rejected	In Appeal	Total	Current Quarter	YTD
New ABS	1				1	1	1
New RB	3				3		3
Switch (ABS)							
Switch (RB)		1	1		2	1	1
Hive off (ABS)							
Hive off (RB)							
Total	4	1	1	-	6	2	5
% of Activity	67%	17%	17%	0%			

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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 Q3					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)				2	2		15			15
New Corporate Owner							1			1
New Individual Owner			1		1					
Merger of two CLC regulated Practices										
Exit CLC Regulation										
Managed Closure		2			2	9	6			15
Merger SRA		1			1	1	2	1		4
Change of Legal Status										
Unincorporated Sole Trader to LLP							1	1		2
Unincorporated Partnership to LTD										
Unincorporated Partnership to LLP										
LLP to LTD										
Change to regulatory structure										
RB to ABS			1		1		2	2		4
ABS to RB							1			1
Sole Practitioner to ABS										
Sole Practitioner to RB										
Trading changes										
New Branch Office						6				6
New Main Office		3			3	8	2			10
New Company Name										
Licence Permissions										
Remove a Legal Service										
Add a Legal Service						1	2			3
Total	-	6	2	-	10	25	32	-	-	61
% of total (cumulative)	0%	60%	80%			41%	93%			
KPI	40%	60%	100%			40%	60%	100%		

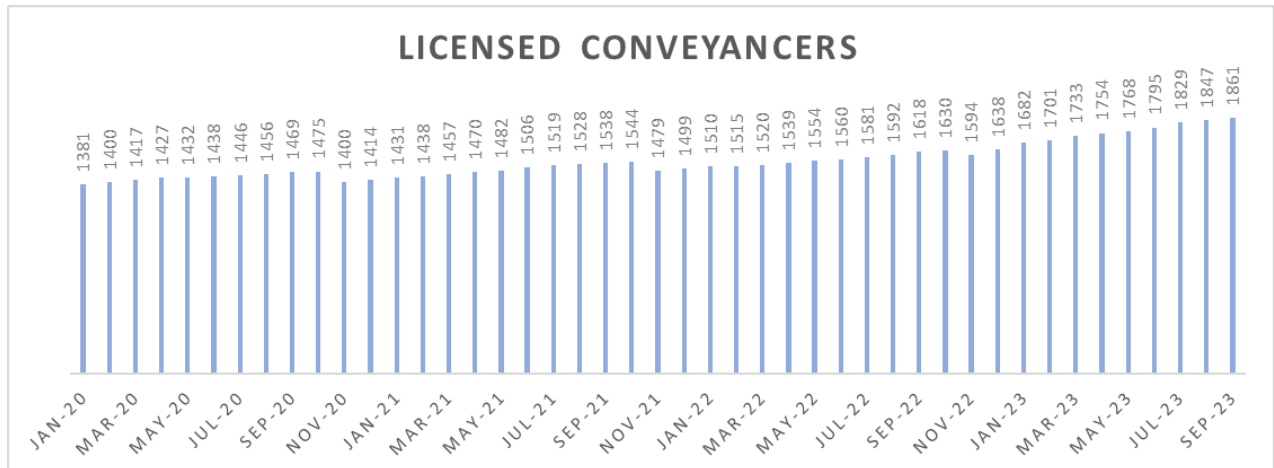
2 PART 2 – INDIVIDUALS REGULATORY ACTIVITY INDICATORS

2.1 Overview

The table below summarises the number of individual license holders by authorisation and license type as at 30 September 2023.

Individual Licence Holders	Employed	Manager	Total
Probate	12	7	19
Conveyancing	1516	254	1,770
Probate & Conveyancing	40	32	72
Total	1,568	293	1,861

The chart below shows the trend of the number of individual license holders. As at 30 June 2023, there are 1,861 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 2023.

Individual application processing time (In Progress)	<30 days	31-60 days	61-90 days	90+ days	In progress - Q3	In progress - YTD
CLC Licence						
Conveyancing		4			4	-
Probate						
Conveyancing & Probate						
Reinstatement of expired licence						
Dual Qualifying Licence (SRA/CILEx)						
Conveyancing			1		1	-
Probate						
Conveyancing & Probate						
CLC Registered Manager						
Registered Manager (Direct/Partner/Member)	2	1			3	-
HOLP						
HoFA						
Total	2	5	1	-	8	-
% of total (cumulative)	25%	88%	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	Q3					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	3	3	5	1	12	19	24	20	5	68
Probate		1			1		3	3	2	8
Conveyancing & Probate							1			1
Reinstatement of expired licence						7	2	1	1	11
Dual Qualifying Licence (SRA/CILEx)										
Conveyancing	2	5			7	10	32	14	9	65
Probate	1				1	1	2	1		4
Conveyancing & Probate							1		1	2
CLC Registered Manager										
Registered Manager (Direct/Partner/Member)	4	1			5	11	8	14	11	44
HOLP	3	1			4	5	3	2	4	14
HoFA	2		1		3	3	1	2	6	12
Total	15	11	6	1	33	56	77	57	39	229
% of total (cumulative)	45%	79%	97%	100%		24%	58%	83%	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		1		68	70	68
Probate		1		8	9	8
Conveyancing & Probate						
Reinstatement of expired licence				11	11	11
Dual Qualifying Licence (SRA/CILEx)						
Conveyancing				67	67	65
Probate				4	4	4
Conveyancing & Probate				2	2	2
CLC Registered Manager						
Registered Manager (Direct/Partner/Member)				44	44	
HOLP				14	14	
HoFA				12	12	
Total	2	0	1	230	233	158
% of period activity	1%	0%	0%	100%		

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	Total
Budgeted inspections	1	9	16	26
Actual inspections	1	9	14	24
Variance	0	0	-2	-2

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	2	2		1	1	3				10
Targeted Inspections								1	1				2
Re-inspections					1	2	2		1				6
New practice inspection				1	1	1	1	2	1				6
Total	-	-	1	2	4	3	4	4	6	-	-	-	24
Overall Compliant													-
Overall Generally Compliant					1	3	1	1					6
Overall Non-Compliant			1	2	2		2	1					8

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	32	8
Received - on time	175	158	157	133	124	177	184	97
Not received - overdue	0	0	0	0	0	1	5	8
Not Received - closed	3	16	10	14	3	6	0	1
Not Yet Due	0	0	0	0	0	0	0	105
Total Reports Expected	229	247	227	220	221	230	221	219
Qualified reports	64	61	55	36	30	15	19	9
Qualified rate (received)	28%	27%	25%	17%	15%	7%	9%	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	YTD Q3 2023
Under Investigation							
Conduct	2	4	1	1		1	9
Failure to comply with codes	1	2	1	1		1	6
Shortage on client accounts							
Total	3	6	2	2	-	2	15
Completed							
Conduct	3	1	1	6	4		15
Failure to comply with codes			1	1			2
Shortage on client accounts							
Total	3	1	2	7	4	-	17
Outcome of Completed cases							
Case proved	2	1		3	3		9
Case not proved							
No action taken	1		2	3	1		7
Notice Letter				1			1
Other							
Total	1	1	2	7	4	-	17

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	17	17	17
Council member	9	9	9
Contractor	0	0	1
Resignation	2	0	2

5.2 Complaints against the regulator

One complaint against the CLC has been finalised this quarter.

Time taken to finalise	<30 days	<60 days	<90 days	<120 days	>120 days	Total Q3
Procedure failure						
Discourtesy						
Delay in responding						
Failure to respond						
Failure to take responsibility						
Dispute of outcome	1					1
Total	1	-	-	-	-	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	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	26				26	54	24	8	4	90
Third party					-					-
Service	20				20	56	9	3		68
Not Regulated					-					-
Negligence					-					-
Total	46	-	-	0	46	110	33	11	4	158
% of total (cumulative)	100%	100%	100%	100%		70%	91%	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	2	2	4	4	12
Claims rejected					-
Not progressed					-
Total	2	2	4	4	12
% of total (cumulative)	17%	33%	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	9	2	-	-	2	2	-	-	2
Value of claims (£)	961,263	2,174	-	-	2,174	2,174	-	-	2,174

5.5 OLC Cases

The table below summarised the enquiries and cases associated with CLC regulated practices from 2018 to September 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	168	158	299	-
2019	598	270	317	323	1
2020	678	254	270	381	2
2021	1,053	545	341	425	23
2022	1,306	824	428	247	55
2023	743	376	327	65	5

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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	37	50	37	45	62	38	269	>£16m
Practice B	3	19	22	61	78	66	249	£4m-£8m
Practice C	14	23	22	20	18	16	113	£8m-£16m
Practice D		9	17	20	31	14	91	>£16m
Practice E	6	11	14	16	22	9	78	Closed
Practice F	8	18	11	14	15	9	75	>£16m
Practice G	5	6	10	16	16	8	61	£8m-£16m
Practice H	7	15	8	6	11	13	60	£4m-£8m
Practice I	2	14	5	11	13	14	59	£8m-£16m
Practice J	12	17	11	4	1	1	46	Closed
Practice K			3	4	17	20	44	£1m-£2m
Practice L	6	9	6	7	12	3	43	>£16m
Practice M	3	5	4	7	14	9	42	Closed
Practice N	2	4	10	13	3	1	33	Closed
Practice O	3	5	5	6	6	7	32	£2m-£4m
Practice P		4	9	3	13	1	30	£2m-£4m
Practice Q		5	5	5	6	4	25	£2m-£4m
Practice R	1	5	2	7	5	4	24	£4m-£8m
Practice S	1	4	3	4	3	5	20	£2m-£4m
Practice T			2	1	9	7	19	Closed
Practice U	5	9	1	1	2	1	19	Closed
Practice V	1	1	5	1	4	5	17	£4m-£8m
Practice W	2	1	2	4	5	2	16	£1m-£2m
Practice X		3	3	2	7	1	16	£4m-£8m
Practice Y	1	3	1	2	2	5	14	£1m-£2m
Practice Z		1	3	4	2	2	12	Closed
Practice AA		6	2	1	1	1	11	£1m-£2m
Practice AB			5	3		3	11	£1m-£2m
Practice AC			1	4	3	2	10	Closed
Practices with aggregate of 5-9 cases	12	31	14	14	24	30	125	-
Practices with aggregate of 3-4 cases	10	16	9	16	13	6	70	-
Practices with aggregate of 2 cases	10	9	5	6	4	4	38	-
Practices with aggregate of 1 case	7	14	13	13	6	16	69	-
Total	158	317	270	341	428	327	1,841	
Number of practices with cases	50	75	64	70	61	69	389	