



**Council for Licensed Conveyancers**  
**Indicators and Metrics**  
**December 2023**

**PART 1 – PRACTICE REGULATORY ACTIVITY INDICATORS**

**1.1 Overview**

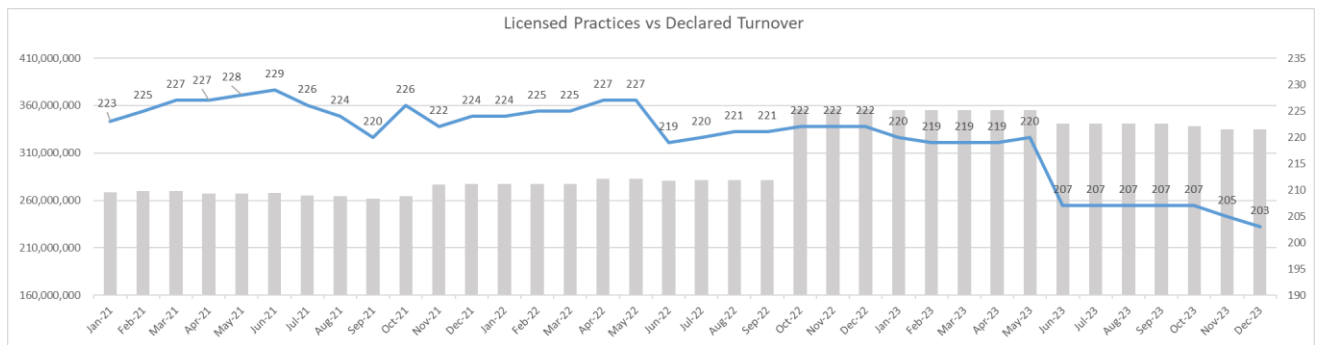
The table below summarises the number of CLC regulated practices by legal structure and regulatory authorisation as at 31 December 2023.

Practices by Entity Type	Recognised Body	ABS	Total
Limited Company	84	77	<b>161</b>
Limited Liability Partnership	8	5	<b>13</b>
Partnership	11	0	<b>11</b>
Sole Practitioner	18	0	<b>18</b>
<b>Total</b>	<b>121</b>	<b>82</b>	<b>203</b>

The distribution of practices by turnover banding is summarised below.

Turnover band	Total
<£100k	<b>12</b>
£100-£500k	<b>80</b>
£500k-£3m	<b>94</b>
£3m<	<b>17</b>
<b>Total</b>	<b>203</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.



## 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 Q4			
	<90 days	91-180 days	180+ days	Total
New ABS				
New RB				
Switch (ABS)				
Switch (RB)				
Hive off (ABS)				
Hive off (RB)			1	1
<b>Total</b>	-	-	1	1
<b>% of Activity</b>	0%	0%	100%	

New Practice applications completed	Completed Q4				Completed YTD			
	<90 days	91-180 days	180+ days	Total	<90 days	91-180 days	180+ days	Total
New ABS								
New RB					2	1	1	4
Switch (ABS)							1	1
Switch (RB)						1		1
Hive off (ABS)								
Hive off (RB)								
<b>Total</b>	-	-	-	-	2	2	2	6
<b>% of Activity</b>	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	Approved	Withdrawn post review	Rejected	In Appeal	Total	Current Quarter	YTD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
New RB	3				3		3
Switch (ABS)							
Switch (RB)		1	1		2		2
Hive off (ABS)							
Hive off (RB)							
<b>Total</b>	4	1	1	-	6	-	6
<b>% of Activity</b>	67%	83%	100%				

## Council for Licensed Conveyancers Indicators and Metrics December 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 Q4					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
<b>Change of ownership</b>										
Change Material Interest (internal)				1	1		15			15
New Corporate Owner			1		1		2	2		4
New Individual Owner							8	1	1	10
Merger of two CLC regulated Practices							2			2
<b>Exit CLC Regulation</b>										
Managed Closure						15	2	1	1	19
Intervention						1	1			2
Merger SRA						1	2	1		4
<b>Change of Legal Status</b>										
Unincorporated Sole Trader to LLP							1	1		2
Unincorporated Partnership to LTD										
Unincorporated Partnership to LLP										
LLP to LTD										
<b>Change to regulatory structure</b>										
RB to ABS							2	2		4
ABS to RB							1			1
Sole Practitioner to ABS										
Sole Practitioner to RB										
<b>Trading changes</b>										
New Branch Office						12	1	1		14
New Main Office						8	2			10
New Company Name										
<b>Licence Permissions</b>										
Remove a Legal Service										
Add a Legal Service	1				1	2	2			4
<b>Total</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>39</b>	<b>41</b>	<b>9</b>	<b>2</b>	<b>91</b>
<b>% of total (cumulative)</b>	<b>33%</b>	<b>33%</b>	<b>67%</b>	<b>100%</b>		<b>43%</b>	<b>88%</b>	<b>98%</b>	<b>100%</b>	
<b>KPI</b>	<b>40%</b>	<b>60%</b>	<b>100%</b>			<b>40%</b>	<b>60%</b>	<b>100%</b>		

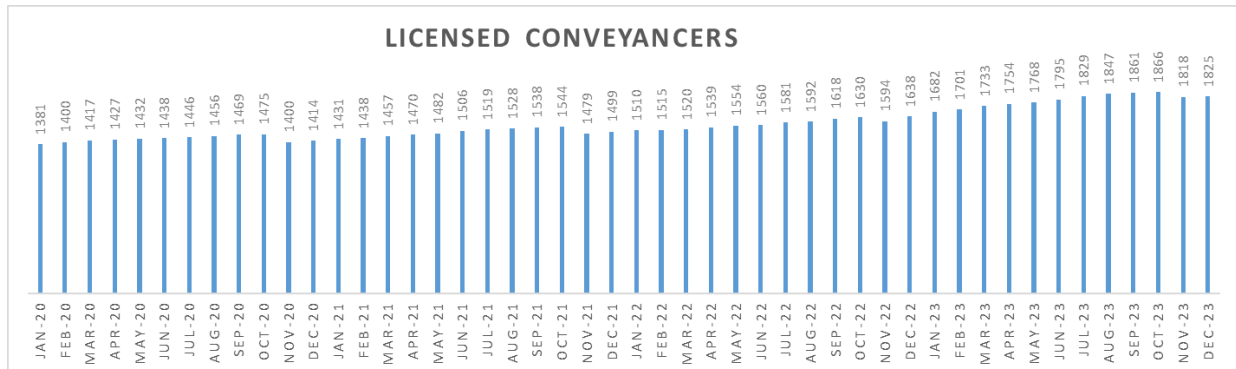
## 2 PART 2 – INDIVIDUALS REGULATORY ACTIVITY INDICATORS

### 2.1 Overview

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

Individual Licence Holders	Employed	Manager	Total
Probate	12	7	19
Conveyancing	1479	257	1,736
Probate & Conveyancing	41	29	70
<b>Total</b>	<b>1,532</b>	<b>293</b>	<b>1,825</b>

The chart below shows the trend of the number of individual license holders. As at 31 December 2023, there are 1,861 licensed individuals.



We see an annual drop-off in license holders at the license renewal point (November). 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 2023.

Individual application processing time (In Progress)	<30 days	31-60 days	61-90 days	90+ days	Total In progress - Q4
<b>CLC Licence</b>					
Conveyancing	3	9	6	11	29
Probate			1		1
Conveyancing & Probate					
Reinstatement of expired licence			3	1	4
<b>Dual Qualifying Licence (SRA/CILEx)</b>					
Conveyancing				7	7
Probate				2	2
Conveyancing & Probate					
<b>CLC Registered Manager</b>					
Registered Manager (Direct/Partner/Member)		10	6	15	31
HOLP			2	4	6
HoFA			2	3	5
<b>Total</b>	<b>3</b>	<b>19</b>	<b>20</b>	<b>43</b>	<b>85</b>
% of total (cumulative)	4%	26%	49%	100%	

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

Individual application processing time	Q4					Completed YTD				
	<30 days	31-60 days	61-90 days	90+ days	Total	<30 days	31-60 days	61-90 days	90+ days	Total
<b>CLC Licence</b>										
Conveyancing	3	10	7		20	19	23	20	21	83
Probate		1			1		3	3	2	8
Conveyancing & Probate										
Reinstatement of expired licence			3		3	7	2	3	2	14
<b>Dual Qualifying Licence (SRA/CILEx)</b>										
Conveyancing		2			2	10	32	14	14	70
Probate						1	2	2		5
Conveyancing & Probate							1		1	2
<b>CLC Registered Manager</b>										
Registered Manager (Direct/Partner/Member)		10	7		17		13	11	40	64
HOLP		1	1		2			4	12	16
HoFA			2		2			3	11	14
<b>Total</b>	<b>3</b>	<b>24</b>	<b>20</b>	<b>-</b>	<b>47</b>	<b>37</b>	<b>76</b>	<b>60</b>	<b>103</b>	<b>276</b>
% of total (cumulative)	6%	57%	100%	100%		13%	41%	63%	100%	
KPI	40%	60%	100%			40%	60%	100%		

Applications Outcomes YTD at close of current quarter	Ineligible	Withdrawn	Rejected	Approved	Total	License issued YTD
<b>CLC Licence</b>						
Conveyancing	1		1	83	85	82
Probate	1			8	9	8
Conveyancing & Probate						
Reinstatement of expired licence				14	14	14
<b>Dual Qualifying Licence (SRA/CILEx)</b>						
Conveyancing		2		70	72	70
Probate				5	5	5
Conveyancing & Probate				2	2	2
<b>CLC Registered Manager</b>						
Registered Manager (Direct/Partner/Member)		3		64	67	-
HOLP				16	16	-
HoFA				14	14	-
<b>Total</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>276</b>	<b>284</b>	<b>181</b>
% of period activity	1%	2%	0%	97%		

## **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:

<b>Inspection plan</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Budgeted inspections	1	9	16	13	<b>39</b>
Actual inspections	3	14	14	10	<b>41</b>
<b>Variance</b>	<b>2</b>	<b>5</b>	<b>-2</b>	<b>-3</b>	<b>2</b>

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
<b>Inspections summary</b>													
Routine inspections (risk based)			2	6	3		1	1	3		1	1	18
Targeted Inspections			1					1	1	2			5
Re-inspections					1	2	2		1	1	2		9
New practice inspection					1	1	1	2	1	2			9
<b>Total</b>	-	-	<b>3</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>41</b>
Overall Compliant				1									1
Overall Generally Compliant			1	3	2	3	1	2	5	3		1	21
Overall Non-Compliant			2	2	2		3	2	1	2			14

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:

<b>Accountants Report</b>	<b>FYE 2016</b>	<b>FYE 2017</b>	<b>FYE 2018</b>	<b>FYE 2019</b>	<b>FYE 2020</b>	<b>FYE 2021</b>	<b>FYE 2022</b>	<b>FYE 2023</b>
Received - late	51	72	60	73	76	46	32	15
Received - on time	175	158	157	133	124	177	189	125
Not received - overdue	0	0	0	0	0	1	0	3
Not Received - closed	3	16	10	14	3	6	0	5
Not Yet Due	0	0	0	0	0	0	0	79
<b>Total Reports Expected</b>	<b>229</b>	<b>247</b>	<b>227</b>	<b>220</b>	<b>221</b>	<b>230</b>	<b>221</b>	<b>227</b>
Qualified reports	64	61	55	36	30	15	20	13
<b>Qualified rate (received)</b>	<b>28%</b>	<b>27%</b>	<b>25%</b>	<b>17%</b>	<b>15%</b>	<b>7%</b>	<b>9%</b>	<b>6%</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:

- 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 at 31 December
<b>Under Investigation</b>							
Conduct	2		3	1		3	9
Failure to comply with codes		3	4	2		1	10
Shortage on client accounts							
<b>Total</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>-</b>	<b>4</b>	<b>19</b>
<b>Completed</b>							
Conduct			1	3	2		6
Failure to comply with codes				1	1		2
Shortage on client accounts							
<b>Total</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>-</b>	<b>8</b>
<b>Outcome of Completed cases</b>							
Case proved			1	3	3		7
Case not proved							
No action taken							-
Notice Letter				1			1
Other							
<b>Total</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>-</b>	<b>8</b>



## **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	17	17	18	19
Council member	9	9	9	9
Contractor	-	0	0	0
Resignation	2	0	2	0

### **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 Q4
Procedure failure						
Discourtesy						
Delay in responding		1				1
Failure to respond						
Failure to take responsibility						
Dispute of outcome						
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	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	26				26	81	25	8	4	118
Third party					-					-
Service	8	1			9	56	10	3		69
Not Regulated					-					-
Negligence					-					-
Total	34	1	-	0	35	137	35	11	4	187
% of total (cumulative)	97%	100%	100%	100%		73%	92%	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		2	6	9
Claims rejected					-
Not progressed					-
<b>Total</b>	<b>1</b>	<b>-</b>	<b>2</b>	<b>6</b>	<b>9</b>
% of total (cumulative)	11%	11%	33%	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	5	-	-	5	5	-	-	5
Value of claims (£)	1,903,372	4,210	-	-	4,210	4,210	-	-	4,210

### 5.5 OLC Cases

The table below summarised the enquiries and cases associated with CLC regulated practices from 2018 to July 2023. It is based on the most recent data available from the Legal Ombudsman.

OLC Case volumes for CLC regulated practices (April - March)	Total enquiries received	Cases closed without investigation	Cases accepted for investigation	Cases accepted and now closed	Accepted case still under review	Cases not accepted or closed
2018 - 19	610	232	378	370	8	-
2019 - 20	639	268	348	348	-	23
2020 - 21	714	308	372	371	1	34
2021 - 22	1,191	671	458	434	24	62
2022 - 23	1,234	756	280	229	51	198
2023 - 24 (4 months)	249	142	39	34	5	68

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The number of cases accepted for investigation can be further analysed by practice. Note that this report only includes date up to June 2023.

Cases accepted by the OLC for investigation	Annual CLC cases accepted for investigation (calendar year)						5 year Aggregate	Turnover Banding
	2018	2019	2020	2021	2022	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	92	>£16m
Practice E	6	11	14	16	22	9	80	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	
<b>Total</b>	<b>158</b>	<b>317</b>	<b>270</b>	<b>341</b>	<b>428</b>	<b>327</b>	<b>1,844</b>	
<b>Number of practices with cases</b>	<b>50</b>	<b>75</b>	<b>64</b>	<b>70</b>	<b>61</b>	<b>69</b>		