

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 KPI's will be reviewed in 2022 to determine whether they are still relevant and whether they need to be amended or added to.

With the implementation of the OLC Levy and the focus on complaint handling, we have added tables which summarise the OLC case numbers. The tables can be found in section 5.6 of the report. These tables will evolve as more information becomes available.

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 [here](#) after Council approval.