



Council for Licensed Conveyancers
Indicators and Metrics
March 2024

PART 1 – PRACTICE REGULATORY ACTIVITY INDICATORS

1.1 Overview

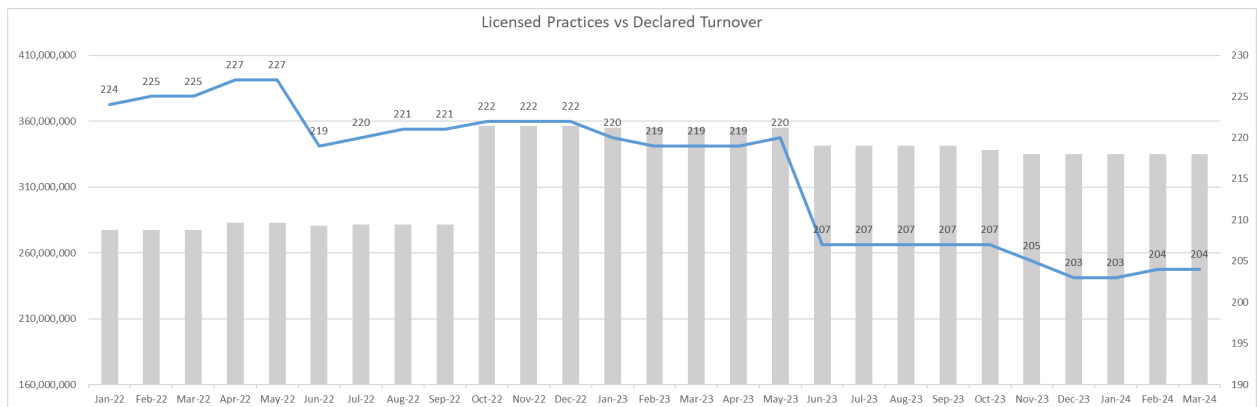
The table below summarises the number of CLC regulated practices by legal structure and regulatory authorisation as at 31 March 2024.

Practices by Entity Type	Recognised Body	ABS	Total
Limited Company	87	77	164
Limited Liability Partnership	7	5	12
Partnership	11	-	11
Sole Practitioner	17	-	17
Total	122	82	204

The distribution of practices by turnover banding is summarised below.

Turnover band	Total
<£100k	12
£100-£500k	81
£500k-£3m	94
£3m<	17
Total	204

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 processing of new practices coming into CLC regulation as well as the outcome of these applications.

New Practice Application Processing	Open applications at end of Quarter Q1			
	<90 days	91-180 days	180+ days	Total
New ABS				-
New RB				-
Switch (ABS)				-
Switch (RB)				-
Hive off (ABS)				-
Hive off (RB)				-
Total	-	-	-	-
% of Activity	-	-	-	-

New Practice Applications Closed	Closed during Q1				Closed YTD			
	<90 days	91-180 days	180+ days	Total	<90 days	91-180 days	180+ days	Total
New ABS				-				-
New RB				-				-
Switch (ABS)				-				-
Switch (RB)				-				-
Hive off (ABS)				-				-
Hive off (RB)			1	1			1	1
Total	-	-	1	1	-	-	1	1
% of Activity	0%	0%	100%		0%	0%	100%	

Outcome of New Practice Applications	Application Outcomes for Q1					Application Outcomes YTD				
	Approved	Refused	Appealed	Outcome Not Reached	Total	Approved	Refused	Appealed	Outcome Not Reached	Total
New ABS					-					-
New RB					-					-
Switch (ABS)					-					-
Switch (RB)					-					-
Hive off (ABS)					-					-
Hive off (RB)	1				1	1				1
Total	1	-	-	-	1	1	-	-	-	1
% of Activity	100%	0%	0%	0%		100%	0%	0%	0%	

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The table below summarises the amendments to existing practices that are currently in progress as well as the number of completed applications and notifications for the quarter and year to date.

Existing Practice - Applications and Notifications of Change being Processed	Application or Notification of Practice Changes Open at End of Q1				
	<30 days	31-90 days	91-180 days	180+ days	Total
Material Interest					
Change of Material Interest	4	3	1	1	9
Change of Legal Status					
Sole Trader to LTD					-
Sole Trader to LLP					-
Partnership to LLP					-
Partnership to LTD					-
LLP to LTD					-
LTD to LLP					-
Regulatory Status					
RB to ABS					-
ABS to RB					-
Licence Permissions					
Remove a Legal Service					-
Add a Legal Service		1			1
Exits					
Intervention					-
Switch to Another Regulator					-
Managed Closure					-
Merger CLC Practice					-
Merger SRA Practice					-
Total	4	4	1	1	10
% of total (cumulative)	40%	80%	90%	100%	
KPI	50%	100%			

Existing Practice - Applications and Notifications of Change being Processed	Application or Notification of Practice Changes Closed during Q1					Application or Notification of Practice Changes Closed YTD				
	<30 days	31-90 days	91-180 days	180+ days	Total	<30 days	31-90 days	91-180 days	180+ days	Total
Material Interest										
Change of Material Interest	3	1	2		6	3	1	2		6
Change of Legal Status										
Sole Trader to LTD					-					-
Sole Trader to LLP					-					-
Partnership to LLP					-					-
Partnership to LTD					-					-
LLP to LTD					-					-
LTD to LLP					-					-
Regulatory Status										
RB to ABS					-					-
ABS to RB					-					-
Licence Permissions										
Remove a Legal Service					-					-
Add a Legal Service					-					-
Exits										
Intervention	1				1	1				1
Switch to Another Regulator					-					-
Managed Closure					-					-
Merger CLC Practice					-					-
Merger SRA Practice					-					-
Total	4	1	2	-	7	4	1	2	-	7
% of total (cumulative)	57%	71%	100%	100%		57%	71%	100%	100%	
KPI	50%	100%				50%	100%			

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Existing Practice - Applications and Notifications of Change being Processed	Closed Application Outcomes for Q1					Closed Application Outcomes YTD				
	Approved	Refused	Appealed	Outcome Not Reached	Total	Approved	Refused	Appealed	Outcome Not Reached	Total
Material Interest										
Change of Material Interest	6				6	6				6
Change of Legal Status										
Sole Trader to LTD					-					-
Sole Trader to LLP					-					-
Partnership to LLP					-					-
Partnership to LTD					-					-
LLP to LTD					-					-
LTD to LLP					-					-
Regulatory Status										
RB to ABS					-					-
ABS to RB					-					-
Licence Permissions										
Remove a Legal Service					-					-
Add a Legal Service					-					-
Total	6	-	-	-	6	6	-	-	-	6
% of total (cumulative)	100%	100%	100%	100%		100%	100%	100%	100%	
KPI	50%	100%				50%	100%			

The “outcome not reached” column includes all applications that were withdrawn prior to completion.

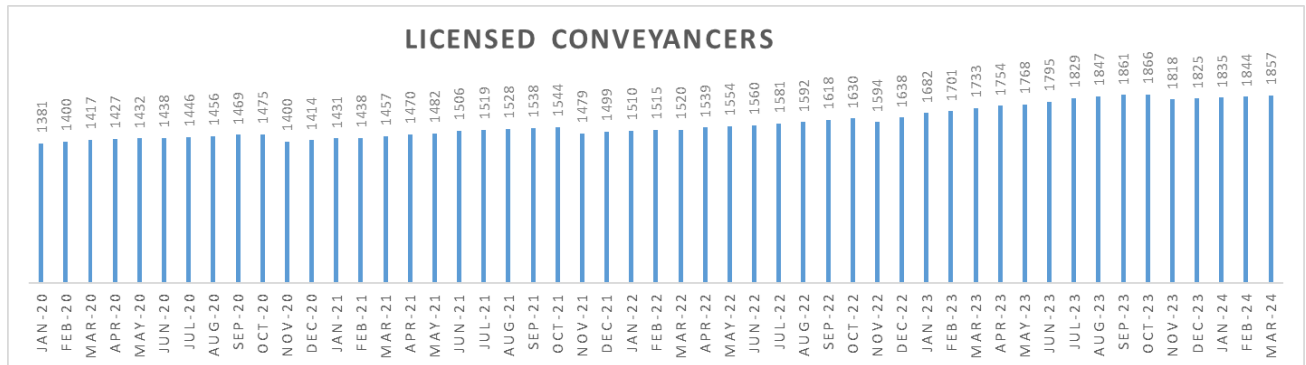
2 PART 2 – INDIVIDUALS REGULATORY ACTIVITY INDICATORS

2.1 Overview

The table below summarises the number of individual license holders by authorisation and license type as at 31 March 2024.

Individual Licence Holders	Employed	Manager	Total
Probate	13	8	21
Conveyancing	1511	253	1,764
Probate & Conveyancing	41	31	72
Total	1,565	292	1,857

The chart below shows the trend of the number of individual license holders. As at 31 March 2024, there are 1,857 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 number of individual applications in progress as at 31 March 2024.

Individual Applications Processing Time (Open at the End of Q1)	Pre-Eligibility	<42 days	42-60 days	61-90 days	90+ days	Open at the End of Q1
CLC Licence						
Conveyancing	24	10				34
Probate						-
Conveyancing & Probate						-
Reapplication After Expiry	2	1				3
Dual Qualifying Licence (SRA/CILEx)						
Conveyancing	2	3				5
Probate						-
Conveyancing & Probate						-
CLC Managers						
BOOM's	9	3	5		5	22
Registered Manager						-
HOLP	1					1
HoFA		1				1
MLRO	1					1
Technicians						
Technicians		3	1	1	1	6
Total	39	21	6	1	6	73
% of total (cumulative)	53%	29%	37%	38%	47%	

Applications remain in the “pre-eligibility” column until all the required documentation has been received by the applicant. The assessment of the application will only proceed once all the necessary information is received.

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

Individual Applications Processing Time (Closed during Q1)	Applications Closed during Q1						Application Closed YTD					
	Ineligible	<42 days	42-60 days	61-90 days	90+ days	Total	Ineligible	<42 days	42-60 days	61-90 days	90+ days	Total
CLC Licence												
Conveyancing	35	18	2	1	1	57	35	18	2	1	1	57
Probate	1		1			2	1		1			2
Conveyancing & Probate						-						-
Reapplication After Expiry		2				2		2				2
Dual Qualifying Licence (SRA/CILEx)												
Conveyancing	4	5	1		1	11	4	5	1		1	11
Probate		1			1	2		1			1	2
Conveyancing & Probate		1				1		1				1
CLC Managers												
BOOM's						-						-
Registered Manager		5	2		2	9		5	2		2	9
HOLP		4				4		4				4
HoFA		3				3		3				3
MLRO		1				1		1				1
Technicians												
Technicians	1	1	1	3	3	9	1	1	1	3	3	9
Total	41	41	7	4	8	101	41	41	7	4	8	101
% of total (cumulative)		68%	80%	87%	100%		41%	68%	80%	87%	100%	
KPI		50%	100%					50%	100%			

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This table summarised the outcome of closed applications. “outcome not reached” includes applications that were not eligible to be progressed or were withdrawn.

Application Outcomes at End of Q1	Closed Application Outcomes for Q1					Closed Application Outcomes YTD				
	Approved	Refused	Appealed	Outcome Not Reached	Total for Q1	Approved	Refused	Appealed	Outcome Not Reached	Total for Q1
CLC Licence										
Conveyancing	21			36	57	21			36	57
Probate	1			1	2	1			1	2
Conveyancing & Probate					-					-
Reapplication After Expiry	2				2	2				2
Dual Qualifying Licence (SRA/CILEx)										
Conveyancing	6			5	11	6			5	11
Probate	2				2	2				2
Conveyancing & Probate	1				1	1				1
CLC Managers										
BOOM's					-					-
Registered Manager	9				9	9				9
HOLP	4				4	4				4
HoFA	2			1	3	2			1	3
MLRO	1				1	1				1
Technicians										
Technicians	7			2	9	7			2	9
Total	56	-	-	45	101	56	-	-	45	101
% of period activity	55%	0%	0%	45%		55%	0%	0%	45%	

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	13	17	17	13
Actual inspections	11			
Variance	-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	1	6										8
Targeted Inspections	1												1
Re-inspections		1	1										2
New practice inspection													-
Total	2	2	7	-	-	-	-	-	-	-	-	-	11
Overall Compliant													-
Overall Generally Compliant		1	1										2
Overall Non-Compliant	2	1	2										5

The compliance level is only shown for reports that have been completed and sent to practices.

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Outcome of completed Inspections					
	2020	2021	2022	2023	2024
Compliant	2	1	13	1	
Generally compliant	24	29	24	24	2
Non-compliant	26	18	20	15	5
Total	52	48	57	40	7
Compliant	4%	2%	23%	3%	0%
Generally compliant	46%	60%	42%	58%	29%
Non-compliant	50%	38%	35%	39%	71%
Total	100%	100%	100%	100%	100%

Non compliance by code by code is summarised below.

Compliance level: Non-compliance by code						
Inspection Report Category	Incidence of non-compliance					
	2019	2020	2021	2022	2023	2024
AML & CTF Code	33	22	14	27	17	6
Accounts Code	15	7	2	8	3	1
Conflicts of Interest Code	8	8	2	4	4	1
File Review Purchase	7	7	4	10	7	2
Disclosure of Profits & Advantages Code	9	4	3	4		
Standard Documents	10	3		6	8	1
File Review Sale	6	4	7	3	3	1
Management & Supervision Code	6	2	2	3	1	1
Complaints Code	2	3	1	2	4	
File Review Will	4	1			1	
Financial analysis	2					
File Review Probate					2	
File Review Remortgage						

The categories with highest incidence of noncompliance are AML & CTF Code, and Conflicts of Interest Code. A further breakdown of the common findings in relation to these three categories are detailed in the below.

Inspection Report Category	Common Findings
AML & CTF Code (including file review purchases)	<ul style="list-style-type: none"> • AML policy and procedures not updated. • AML and CTF training required for MLRO and staff. • No record of AML and CTF training undertaken by MLRO and staff. • No practice wide risk assessment. • Inconsistent approach to AML checks. • Limited / ad hoc documentation on risk assessment.
Standard documents	<ul style="list-style-type: none"> • Missing Terms of engagement provisions (FCA wording, Compensation Fund wording, blind copying other practices T&C's, interest payment arrangements, complaints & transparency information)

Inspection Report Category	Common Findings
Accounts Code	<ul style="list-style-type: none"> Bank reconciliations not prepared regularly. Unpresented items on bank reconciliations. Updating matter listing.
Conflicts of Interest Code	<ul style="list-style-type: none"> Practice acting on both sides of a transaction. Inadequate wording in Conflicts of Interest Policy. Client not informed of the relevant conflict issues and risks and unable to provide informed written consent.

3.2 Accountants' reports

The table below summarises the status of Accountants reports for the last seven financial years:

Accountants Report	FYE 2017	FYE 2018	FYE 2019	FYE 2020	FYE 2021	FYE 2022	FYE 2023	FYE 2024
Received - late	72	60	73	76	46	32	24	
Received - on time	158	157	133	124	177	189	141	
Not received - overdue	0	0	0	0	1	0	5	
Not Received - closed	16	10	14	3	6	0	3	
Not Yet Due	0	0	0	0	0	0	50	201
Total Reports Expected	247	227	220	221	230	221	223	201
Qualified reports	61	55	36	30	15	20	16	
Qualified rate (received)	27%	25%	17%	15%	7%	9%	7%	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 2024
Under Investigation								
Conduct	2	2	5	1		1	8	8
Failure to comply with codes		3	2				8	8
Shortage on client accounts								
Total	2	5	7	1	-	1	16	16
Completed								
Conduct	2	1		2			5	5
Failure to comply with codes			1				1	1
Shortage on client accounts								
Total	2	1	1	2	-	-	6	6
Outcome of Completed cases								
Case proved			1	1			2	2
Case not proved								
No action taken								
Notice Letter	2	1		1			4	4
Other								
Total	2	1	1	2	-	-	6	6

PART 5 – REGULATOR INFORMATION

5.1 Staffing

The table below summarises the movement in headcount for the quarter as well as the staff turnover (%).

Staff Headcount	Q1
Head count beginning of period	16
Appointment	1
Resignation	0
Head count end of period	17
Staff turnover (%)	0%

5.2 Complaints against the regulator

No complaints against the CLC have been finalised this quarter.

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						
Total	-	-	-	-	-	-

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	14				14	14				14
Third party					-					-
Service	9				9	9				9
Not Regulated					-					-
Negligence					-					-
Total	23	-	-	0	23	23	-	-	-	23
% of total (cumulative)	100%	100%	100%	100%		100%	100%	100%	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	3	1	2	7
Claims rejected					-
Not progressed					-
Total	1	3	1	2	7
% of total (cumulative)	14%	57%	71%	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	7	3	-	-	3	3	-	-	3
Value of claims (£)	2,582,749	18,108	-	-	18,108	18,108	-	-	18,108

5.5 OLC Cases

The table below summarises the enquiries and cases associated with CLC regulated practices from 2019 to March 2024. It is based on the most recent data available from the Legal Ombudsman.

OLC Case volumes for CLC regulated practices	Total enquiries received	Cases closed without investigation	Cases accepted for investigation	Cases accepted and now closed	Accepted Cases still under review	Cases not yet accepted or closed
2018	468	163	304	304	-	1
2019	598	270	324	323	1	4
2020	678	253	384	382	2	41
2021	1,053	545	450	444	6	58
2022	1,306	826	420	368	52	60
2023	1,048	627	218	193	25	203
2024 (Q1)	234	99	1	1	-	134

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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						Aggregate	Turnover Banding
	2019	2020	2021	2022	2023	2024 YTD		
Practice A	22	52	102	86	26		288	>£16m
Practice B	47	54	47	57	31		236	£2m-£4m
Practice C	25	23	24	16	15		103	£4m-£8m
Practice D	22	26	27	21	5		101	£8m-£16m
Practice E	14	24	30	16	12		96	>£16m
Practice F	14	4	15	23	14		70	£8m-£16m
Practice G	15	20	15	10	3	1	64	£8m-£16m
Practice H	1	5	20	29	5		60	£8m-£16m
Practice I	1	2	6	12	36		57	Closed
Practice J	8	16	12	15	5		56	£2m-£4m
Practice K	13	9	15	7	6		50	£8m-£16m
Practice L	6	7	16	11			40	Closed
Practice M	10	5	12	4			31	Closed
Practice N	5	7	9	8	2		31	£2m-£4m
Practice O	5	18	5	2	1		31	£1m-£2m
Practice P	4	8	4	5	4		25	Closed
Practice Q	4	8	6	4	3		25	£1m-£2m
Practice R	13	10	1		1		25	£4m-£8m
Practice S	6	3	2	6	5		22	Closed
Practice T	4	2	3	6	2		17	£1m-£2m
Practice U	4	3	6	3			16	£2m-£4m
Practice V	2	5	5	2			14	<£1m
Practice W	1	1	6	4	1		13	£2m-£4m
Practice X	3	5	1	4			13	£8m-£16m
Practice Y		2	3	7			12	£1m-£2m
Practice Z	3	4	2	3			12	Closed
Practice AA		6	2	2	1		11	
Practice AB	3	2	2	1	3		11	
Practices with aggregate of 5-9 cases	24	15	27	29	14		109	
Practices with aggregate of 3-4 cases	15	16	10	9	8		58	
Practices with aggregate of 2 cases	11	7	4	6	6		34	
Practices with aggregate of 1 case	19	15	11	12	9		66	
Total	324	384	450	420	218	1	1,797	
Number of practices with cases	75	67	64	62	50	1		