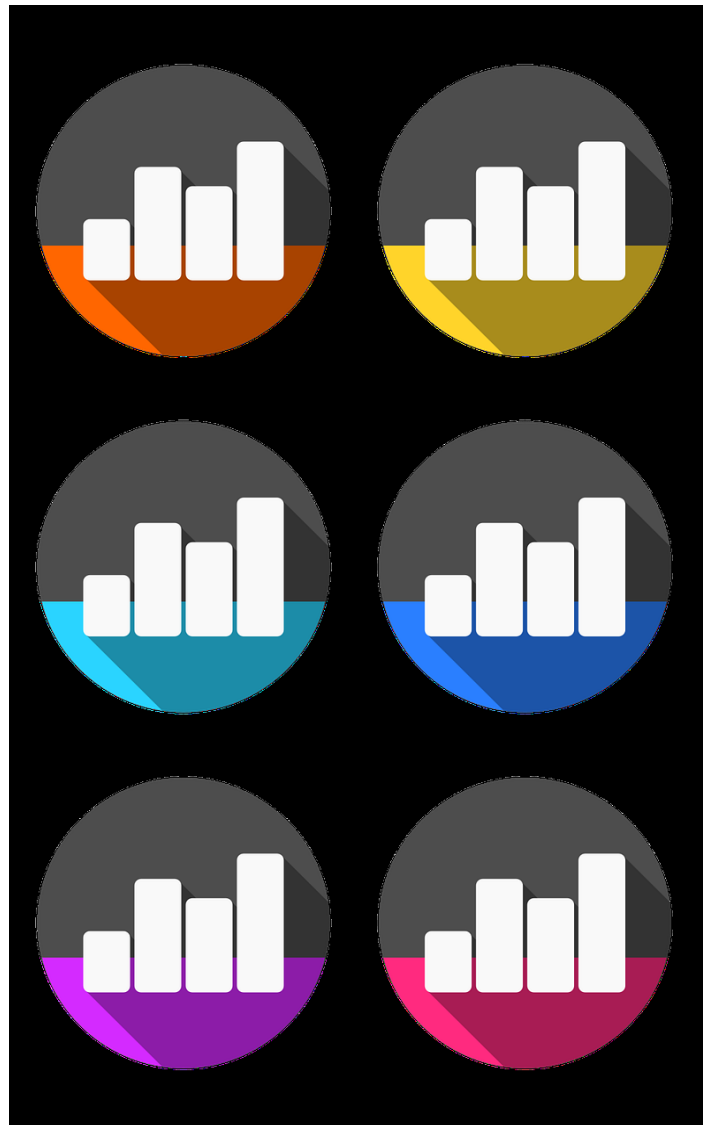

Performance indicators:

Annual performance datasets



Last updated: January 2025

Costs Lawyer Standards Board

CLSB



About the datasets

As part of the CLSB’s [Performance Indicators](#), we publish an annual performance dataset that allows stakeholders to assess whether we are providing acceptable levels of service. We do not set targets for these service standards; the relatively small scope of our operations means that a single activity (one complaint, one appeal and so on) could have a significant impact on the reported average. Rather, we ensure the performance dataset and is made publicly available and is scrutinised annually by the CLSB board to identify and remedy any deterioration in performance.

The metrics included in the annual performance dataset are specified in the Performance Indicators. This document contains the full performance datasets for 2020 onward. Information relating to each practising year is collated and published shortly after the end of that year.

| | |
|------------------------|----|
| Dataset for 2024 | 3 |
| Dataset for 2023 | 6 |
| Dataset for 2022 | 8 |
| Dataset for 2021 | 10 |
| Dataset for 2020 | 12 |

Dataset for 2024

AUTHORISATION

| Applications | 2024 | 2023 (for comparison) |
|---|--------------|-----------------------|
| Number of authorisations processed | 744 | 735 |
| Outcomes of applications for authorised persons | 744 approved | 735 approved |
| Type of application: | | |
| Newly Qualified (2024) | 28 | 26 |
| Annual Renewal (processed in 2024 for the 2025 practising year) | 702 | 688 |
| Reinstated (2024) | 14 | 21 |

Timeliness

| | |
|-------------------------------------|---|
| From date of completed application: | (day 1 being the day of receipt) |
| Median time taken | 1 day <ul style="list-style-type: none">• 79% of PCs were sent out on same day as the complete application was received, compared to 69% last year• 93% were sent out by the end of the following working day, compared to 99% last year |
| Mean time taken | 1.35 days (compared to 1.36 last year) |
| Longest time taken | 13 days |
| Shortest time taken | 1 day |

Appeals

| | |
|---|-----|
| Number of appeals received and concluded | 0 |
| Number of appeals where a decision has been made to overturn the initial decision | N/A |

AUTHORISATION: QUALIFYING EXPERIENCE (QE)

| Applications | 2024 |
|----------------------------------|--|
| Number of applications processed | 8 (where QE was via the CLSB route only) |

Timeliness

| | |
|-------------------------------------|----------------------------------|
| From date of completed application: | (day 1 being the day of receipt) |
| Median time taken | 2 days |
| Mean time taken | 1.6 days |
| Longest time taken | 2 days |
| Shortest time taken | 1 day |

SUPERVISION: ACCREDITATION

Accredited Costs Lawyer Application

| | |
|----------------------------------|---|
| Number of applications processed | 8 |
|----------------------------------|---|

Timeliness (Accredited Costs Lawyer Application)

| | |
|-------------------------------------|----------------------------------|
| From date of completed application: | (day 1 being the day of receipt) |
| Median time taken | 1 day |
| Mean time taken | 1.5 days |
| Longest Time Taken | 5 days |
| Shortest Time Taken | 1 day |

SUPERVISION: ENFORCEMENT

Conduct Cases

| | |
|---------------------------------|--|
| Number of cases received | 1 (cases necessitating formal investigation) |
| Number of those cases concluded | 0 |
| Number outstanding | 1 (opened in October 2024) |

Timeliness

| | |
|--|--------------------------------|
| From acceptance of complaint to final decision | |
| Number of cases considered | 0 (excluding the ongoing case) |
| Mean time taken | N/A |
| Longest time taken | N/A |
| Shortest time taken | N/A |

Decision Type

| | |
|--------------------------------|---|
| By CLSB (level 1) | 0 |
| By Conduct Committee (level 2) | 0 |

Appeals

| | |
|-------------------------------|-----|
| Number of appeals (level 1) | 0 |
| Outstanding | N/A |
| Where decision was overturned | N/A |
| Where decision was upheld | N/A |
| Settled by consent | N/A |
| Number of appeals (level 2) | 0 |
| Outstanding | N/A |
| Where decision was overturned | N/A |
| Where decision was upheld | N/A |
| Settled by consent | N/A |

GOVERNANCE AND LEADERSHIP

Organisational Health

| | |
|-----------------------------|---|
| Board membership turnover | 0 |
| Executive employee turnover | 0 |

Complaints

| | |
|--|-----|
| Number of justified complaints about the regulator | 0 |
| The subject matter of the justified complaints | N/A |
| Timeliness (Complaints) | |
| Median time taken | N/A |
| Longest Time Taken | N/A |
| Shortest Time Taken | N/A |

Dataset for 2023

AUTHORISATION

| Applications | 2023 | 2022 (for comparison) |
|---|--------------|----------------------------|
| Number of authorisations processed | 735 | 689 |
| Outcomes of applications for authorised persons | 735 approved | 688 approved 1 declined |
| Type of application: | | |
| Newly Qualified (2023) | 26 | 16 |
| Annual Renewal (processed in 2023 for the 2024 practising year) | 688 | 661 |
| Reinstated (2023) | 21 | 11 |

Timeliness

| | |
|-------------------------------------|---|
| From date of completed application: | (day 1 being the day of receipt) |
| Median time taken | 1 day <ul style="list-style-type: none">• 69% of PCs were sent out on same day as the complete application was received, compared to 77% last year• 99% were sent out by the end of the following working day, compared to 89% last year |
| Mean time taken | 1.36 days (compared to 1.39 days last year) |
| Longest time taken | 14 days |
| Shortest time taken | 1 day |

Appeals

| | |
|---|-----|
| Number of appeals received and concluded | 0 |
| Number of appeals where a decision has been made to overturn the initial decision | N/A |

SUPERVISION: ACCREDITATION

Accredited Costs Lawyer Application

| | |
|----------------------------------|----|
| Number of applications processed | 23 |
|----------------------------------|----|

Timeliness (Accredited Costs Lawyer Application)

| | |
|-------------------------------------|----------------------------------|
| From date of completed application: | (day 1 being the day of receipt) |
| Median time taken | 1 day |
| Mean time taken | 3.4 days |
| Longest Time Taken | 41 days (payment overlooked) |
| Shortest Time Taken | 1 day |

SUPERVISION: ENFORCEMENT

Conduct Cases

| | |
|---------------------------------|--|
| Number of cases received | 2 (cases necessitating formal investigation) |
| Number of those cases concluded | 1 |
| Number outstanding | 1 (opened in December 2023) |

Timeliness

| | |
|--|--------------------------------|
| From acceptance of complaint to final decision | |
| Number of cases considered | 1 (excluding the ongoing case) |
| Mean time taken | 64 days |
| Longest time taken | 64 days |
| Shortest time taken | 64 days |

Decision Type

| | |
|--------------------------------|---|
| By CLSB (level 1) | 1 |
| By Conduct Committee (level 2) | 0 |

Appeals

| | |
|-------------------------------|-----|
| Number of appeals (level 1) | 0 |
| Outstanding | N/A |
| Where decision was overturned | N/A |
| Where decision was upheld | N/A |
| Settled by consent | N/A |
| Number of appeals (level 2) | 0 |
| Outstanding | N/A |
| Where decision was overturned | N/A |
| Where decision was upheld | N/A |
| Settled by consent | N/A |

GOVERNANCE AND LEADERSHIP

Organisational Health

| | |
|-----------------------------|---|
| Board membership turnover | 0 |
| Executive employee turnover | 0 |

Complaints

| | |
|--|-----|
| Number of justified complaints about the regulator | 0 |
| The subject matter of the justified complaints | N/A |
| Timeliness (Complaints) | |
| Median time taken | N/A |
| Longest Time Taken | N/A |
| Shortest Time Taken | N/A |

Dataset for 2022

AUTHORISATION

Applications

| | |
|---|---|
| Number of authorisations processed | 689 |
| Outcomes of applications for authorised persons | 688 approved 1 declined (no PI cover in place as between jobs) |
| Type of application: | |
| Newly Qualified (2022) | 16 |
| Annual Renewal (processed in 2022 for the 2023 practising year) | 661 |
| Reinstated (2022) | 11 |

Timeliness

| | |
|-------------------------------------|---|
| From date of completed application: | (day 1 being the day of receipt) |
| Median time taken | 1 day (77% of PCs were sent out on same day as the complete application was received, 89% by the end of the following working day) |
| Mean time taken | 1.29 days (compared to 1.39 days last year) |
| Longest time taken | 10 days |
| Shortest time taken | 1 day |

Appeals

| | |
|---|-----|
| Number of appeals received and concluded | 0 |
| Number of appeals where a decision has been made to overturn the initial decision | N/A |

SUPERVISION: ACCREDITATION

Accredited Costs Lawyer Application

| | |
|----------------------------------|---|
| Number of applications processed | 9 (2 additional applications not yet complete) |
|----------------------------------|---|

Timeliness (Accredited Costs Lawyer Application)

| | |
|-------------------------------------|----------------------------------|
| From date of completed application: | (day 1 being the day of receipt) |
| Median time taken | 1 day |
| Mean time taken | 1.4 days |
| Longest Time Taken | 4 days |
| Shortest Time Taken | 1 day |

SUPERVISION: ENFORCEMENT

Conduct Cases

| | |
|---------------------------------|---------------------------------------|
| Number of cases received | 2 (cases necessitating investigation) |
| Number of those cases concluded | 2 |
| Number outstanding | 0 |

Timeliness

| | |
|--|---------|
| From acceptance of complaint to final decision | |
| Number of cases considered | 2 |
| Mean time taken | 22 days |
| Longest time taken | 30 days |
| Shortest time taken | 14 days |

Decision Type

| | |
|--------------------------------|---|
| By CLSB (level 1) | 2 |
| By Conduct Committee (level 2) | 0 |

Appeals

| | |
|-------------------------------|-----|
| Number of appeals (level 1) | 0 |
| Outstanding | N/A |
| Where decision was overturned | N/A |
| Where decision was upheld | N/A |
| Settled by consent | N/A |
| Number of appeals (level 2) | 0 |
| Outstanding | N/A |
| Where decision was overturned | N/A |
| Where decision was upheld | N/A |
| Settled by consent | N/A |

GOVERNANCE AND LEADERSHIP

Organisational Health

| | |
|-----------------------------|---|
| Board membership turnover | 0 |
| Executive employee turnover | 1 |

Complaints

| | |
|--|-----|
| Number of justified complaints about the regulator | 0 |
| The subject matter of the justified complaints | N/A |
| Timeliness (Complaints) | |
| Median time taken | N/A |
| Longest Time Taken | N/A |
| Shortest Time Taken | N/A |

Dataset for 2021

AUTHORISATION

Applications

| | |
|------------------------------------|-----|
| Number of authorisations processed | 699 |
|------------------------------------|-----|

| | |
|---|--|
| Outcomes of applications for authorised persons | 699 approved |
| Type of application: | |
| Newly Qualified | 10 |
| Annual Renewal | 674 (processed in 2021 for 2022 practising year) |
| Reinstated | 15 |

Timeliness

| | |
|-------------------------------------|---|
| From date of completed application: | (day 1 being the day of receipt) |
| Median time taken | 1 day |
| Mean time taken | 1.39 days |
| Longest time taken | 22 days (next longest 7 days; next longest 3 days; 78% completed on the day of receipt; 86% completed by the following day) |
| Shortest time taken | 1 day |

Appeals

| | |
|---|-----|
| Number of appeals received and concluded | 0 |
| Number of appeals where a decision has been made to overturn the initial decision | N/A |

SUPERVISION: ACCREDITATION

Accredited Costs Lawyer Application

| | |
|----------------------------------|---|
| Number of applications processed | 8 |
|----------------------------------|---|

Timeliness (Accredited Costs Lawyer Application)

| | |
|-------------------------------------|----------------------------------|
| From date of completed application: | (day 1 being the day of receipt) |
| Median time taken | 1.5days |
| Longest Time Taken | 3 days |
| Shortest Time Taken | 1 day |

SUPERVISION: ENFORCEMENT

Conduct Cases

| | |
|---------------------------------|---------------------------------------|
| Number of cases received | 0 (cases necessitating investigation) |
| Number of those cases concluded | N/A |
| Number outstanding | N/A |

Timeliness

| | |
|--|-----|
| From acceptance of complaint to final decision | |
| Number of cases considered | 0 |
| Median time taken | N/A |
| Longest time taken | N/A |
| Shortest time taken | N/A |

Decision Type

| | |
|--------------------------------|---|
| By CLSB (level 1) | 0 |
| By Conduct Committee (level 2) | 0 |

Appeals

| | |
|-------------------------------|-----|
| Number of appeals (level 1) | 0 |
| Outstanding | N/A |
| Where decision was overturned | N/A |
| Where decision was upheld | N/A |
| Settled by consent | N/A |
| Number of appeals (level 2) | 0 |
| Outstanding | N/A |
| Where decision was overturned | N/A |
| Where decision was upheld | N/A |
| Settled by consent | N/A |

GOVERNANCE AND LEADERSHIP

Organisational Health

| | |
|-------------------------------|--|
| Board membership turnover | 1 |
| Executive employee turnover | 0 |
| Reasons for increase/decrease | Chair retired at end of term, as planned |

Complaints

| | |
|--|-----|
| Number of justified complaints about the regulator | 0 |
| The subject matter of the justified complaints | N/A |
| Timeliness (Complaints) | |
| Median time taken | N/A |
| Longest Time Taken | N/A |
| Shortest Time Taken | N/A |

Dataset for 2020

AUTHORISATION

Applications

| | |
|------------------------------------|-----|
| Number of authorisations processed | 714 |
|------------------------------------|-----|

| | |
|---|--|
| Outcomes of applications for authorised persons | 714 approved |
| Type of application: | |
| Newly Qualified | 17 |
| Annual Renewal | 677 (processed in 2020 for 2021 practising year) |
| Reinstated | 20 |

Timeliness

| | |
|-------------------------------------|----------------------------------|
| From date of completed application: | (day 1 being the day of receipt) |
| Median time taken | 1.79 days |
| Longest time taken | 23 days |
| Shortest time taken | 1 day |

Appeals

| | |
|---|-----|
| Number of appeals received and concluded | 0 |
| Number of appeals where a decision has been made to overturn the initial decision | N/A |

SUPERVISION: ACCREDITATION

Accredited Costs Lawyer Application

| | |
|----------------------------------|----|
| Number of applications processed | 28 |
|----------------------------------|----|

Timeliness (Accredited Costs Lawyer Application)

| | |
|-------------------------------------|----------------------------------|
| From date of completed application: | (day 1 being the day of receipt) |
| Median time taken | 2.11 days |
| Longest Time Taken | 4 days |
| Shortest Time Taken | 1 day |

SUPERVISION: ENFORCEMENT

Conduct Cases

| | |
|---------------------------------|---|
| Number of cases received | 1 |
| Number of those cases concluded | 1 |
| Number outstanding | 0 |

Timeliness

| | |
|--|---|
| From acceptance of complaint to final decision | |
| Number of cases considered | 1 |

| | |
|---------------------|-----------|
| Median time taken | 6.3 weeks |
| Longest time taken | 6.3 weeks |
| Shortest time taken | 6.3 weeks |

Decision Type

| | |
|--------------------------------|---|
| By CEO (level 1) | 1 |
| By Conduct Committee (level 2) | 0 |

Appeals

| | |
|-------------------------------|-----|
| Number of appeals (level 1) | 0 |
| Outstanding | N/A |
| Where decision was overturned | N/A |
| Where decision was upheld | N/A |
| Settled by consent | N/A |
| Number of appeals (level 2) | 0 |
| Outstanding | N/A |
| Where decision was overturned | N/A |
| Where decision was upheld | N/A |
| Settled by consent | N/A |

GOVERNANCE AND LEADERSHIP

Organisational Health

| | |
|-------------------------------|--|
| Board membership turnover | 2 |
| Executive employee turnover | 0 |
| Reasons for increase/decrease | Two board members retired at end of term, as planned |

Complaints

| | |
|--|-----|
| Number of justified complaints about the regulator | 0 |
| The subject matter of the justified complaints | N/A |
| Timeliness (Complaints) | |
| Median time taken | N/A |
| Longest Time Taken | N/A |
| Shortest Time Taken | N/A |