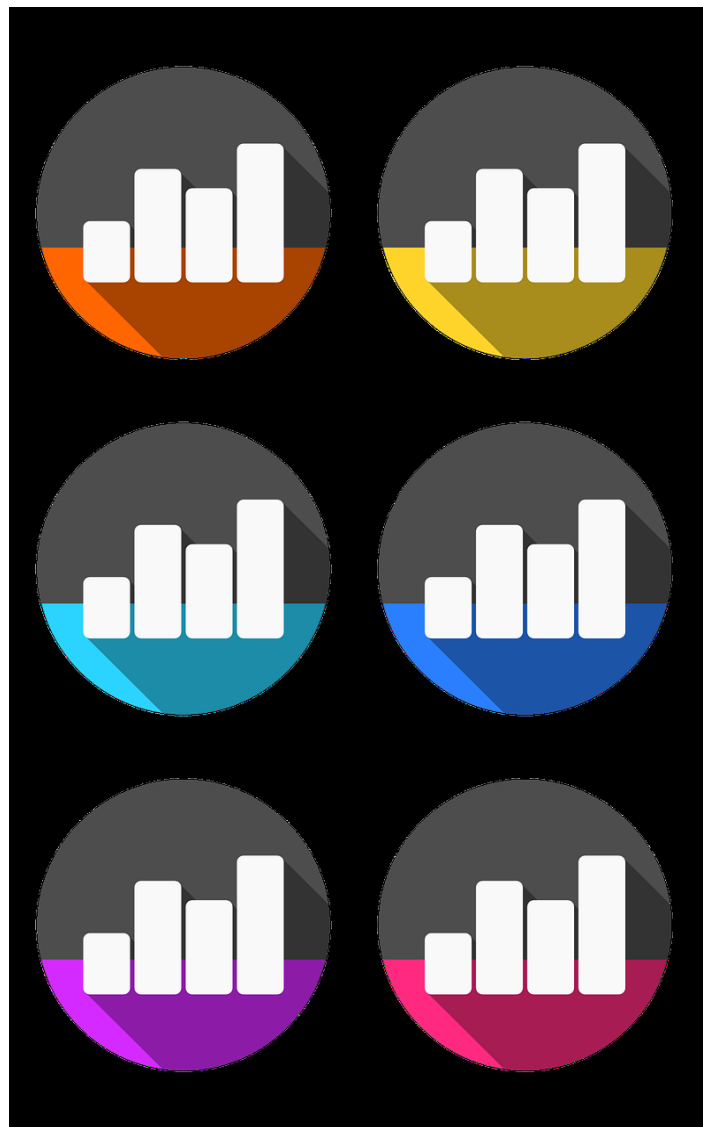

Performance indicators:

Annual performance datasets



23 April 2024

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 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
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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)
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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
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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
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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
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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
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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