

Business as Usual and Shared Services Plan 2024

BUSINESS AS USUAL ACTIVITIES: 2024					Total PCF Budget: £991,422, plus £345,122 other income
Description of activity	Budget £	Regulatory Objectives	Owner	RAG rating	Update against KPIs
Education standards: <ul style="list-style-type: none"> - accredit training providers, - act as External Quality Assurer for the Chartered Legal Executive apprenticeship, - annual review of accredited providers and exemptions - review of CLE apprenticeship - review of assessment methodology for CLE - review of Higher Rights of Audience 	35,392	<ul style="list-style-type: none"> • protecting and promoting the public interest, • protecting and promoting the interests of consumers • encouraging an independent, strong, diverse and effective legal profession 	DoO & HoE		<ul style="list-style-type: none"> - Annual review of CILEX (June 2024) - Annual review of Bloomsbury (November 2024) - Annual review of ULaw delivery (December 2024) - EQA of Chartered Legal Executive apprenticeships (June 2024) - Applications from training provider (as and when received)
Authorisation: <ul style="list-style-type: none"> - assess qualifying employment, - assess competence for admission - assess & recognise overseas Professional Qualifications - assess firm applications - oversight by committees 	353,343	<ul style="list-style-type: none"> • protecting and promoting the public interest, • improving access to justice • protecting and promoting the interests of consumers • encouraging an independent, strong, diverse and effective legal profession 	DoO & HoE		<ul style="list-style-type: none"> - DPB authorisation process - Advocacy review (exemptions) - Review authorisation arrangements post LSB RPA of CRL.
Supervision: <ul style="list-style-type: none"> - ensure competence of individuals through CPD activity monitoring, - ensure firm supervision via annual returns and visits (inc. AML) - Implementation of risk matrices and ongoing competence agreed by LSB 	133,354	<ul style="list-style-type: none"> • protecting and promoting the public interest, • protecting and promoting the interests of consumers • encouraging an independent, strong, 	DoO & HoE		<ul style="list-style-type: none"> - Review supervision arrangements post LSB RPA of CRL. - Quarterly review of current individual supervision arrangements to meet ongoing competence expectations and targets.

		diverse and effective legal profession			
<p>Enforcement:</p> <ul style="list-style-type: none"> - review annual prior conduct declarations, - investigate complaints and identify misconduct - oversight from enforcement panels. - general rules review - remain aware of new risks such as AML, sanctions. 	404,614	<ul style="list-style-type: none"> • protecting and promoting the public interest, • supporting the constitutional principle of the rule of law • protecting and promoting the interests of consumers • promoting and maintaining adherence to the professional principles 	DoO & Enforcement Manager		<ul style="list-style-type: none"> - Review enforcement arrangements post LSB RPA of CRL. - Review annually EDI differential impacts - Prioritisation of rules and guidance review - EDI data collection for complainants - Data analysis of complaints relating to regulated community and levels of engagement - Regular communications to regulated community
<p>Governance:</p> <ul style="list-style-type: none"> - Board meetings and preparation, - review transparency of publication of papers - risk management, - performance, - strategy and business planning, and - liaison with other regulators and government. 	171,305	<ul style="list-style-type: none"> • protecting and promoting the public interest; • supporting the constitutional principle of the rule of law; • improving access to justice; • protecting and promoting the interests of consumers; • promoting competition in the provision of services within subsection (2); • encouraging an independent, strong, diverse and effective legal profession; • increasing public understanding of the 	CEO & DoG		<ul style="list-style-type: none"> - Review governance arrangements post LSB RPA of CRL. <ul style="list-style-type: none"> ○ Complete review of website to ensure consumer-friendly

		citizen's legal rights and duties			
General management: - Calculation of the practising certificate fee, - finance activities - networking, - CRM development, and - business support and wellbeing	236,536	<ul style="list-style-type: none"> protecting and promoting the public interest encouraging an independent, strong, diverse and effective legal profession 	CEO & FM		- PCF 2025, including full impact assessment - Wellbeing - Networking - CRM development

Shared Services					Total Budget: £181,982
Description of activity	PCF actual £	Regulatory Objectives	Owner	RAG rating	Update against KPIs
Shared services: this includes reduced Finance, L&D, IT and Group insurance	181,982	<ul style="list-style-type: none"> protecting and promoting the public interest, protecting and promoting the interests of consumers 	CEO		- Review of service levels and payments for shared services and activities carried out on behalf of CRL by CILEX through permitted purposes.