

Corporate Plan 2025 – Deliverables Progress Report

Core Regulatory Objectives

Activity	% total PCF allocated to activity	PCF actual £	Deliverables and Key milestones	RAG and Progress comment
Education standards: keeping the standards for authorisation under review, accrediting training providers, acting as External Quality Assurer for the Chartered Legal Executive apprenticeship, annual review of accredited providers and exemptions	1.7% of CRL share of PCF (or 1% of total PCF)	£28,440 <i>Other income from accreditation fees and EQA of CLE Apprenticeship</i> £8,481	<ul style="list-style-type: none"> • Review of Advocacy Qualification Scheme. • Introduction and delivery of internal and external Quality Assurance strategy. • Full review of the new education standards. • Review of ACCA and CPS delivery and assessment materials. • Implementation of Advocacy training and assessment in collaboration with CILEX Law School. 	
Authorisation: authorising individuals and firms as authorised persons (includes assessment of qualifying employment, competence for admission and oversight by committees.)	6.3% of CRL share of PCF (or 3.5% of total PCF)	£104,436 <i>Other income from application fees</i> £268,776	<ul style="list-style-type: none"> • Process the Qualifying Experience and Work Based Learning authorisation applications in line with agreed KPIs. • Complete the review of: <ul style="list-style-type: none"> ○ the Practitioner Authorisation and Supervision (PAS) Manual ○ application forms, and ○ applicant facing website content. 	<ul style="list-style-type: none"> • See balanced scorecard
Supervision: ensuring competence of individuals through CPD activity monitoring and firm supervision via annual returns and visits.	5.3% of CRL share of PCF (or 3% of total PCF)	£87,457 <i>Other income from renewal fees</i> £53,218	<ul style="list-style-type: none"> • Design and implementation of 2024/2025 CPD sampling strategy including randomly selected members, non-compliant CPD members and those CILEX practitioners scoring 17 or above in the Risk Matrix. • Further development of the Risk Matrix and its potential. • Implementation and compliance monitoring of new transparency requirements for ACCA Probate entities and CRL entities • Review risk assessment of CRL Firms based on annual returns submitted by CRL entities in 2024 • AML compliance: <ul style="list-style-type: none"> ○ Preparation for the OPBAS inspection ○ Risk assess AML Statements submitted by CRL AML supervised firms ○ Update AML Sectoral risk assessment to ensure it aligns with the National Risk Assessment 2025 ○ AML Supervision Report 	Focus has been on collating and responding to the information requests relating to the forthcoming OPBAS inspection.

Enforcement: includes review of the annual prior conduct declarations and investigations of misconduct together with oversight from enforcement panels.	24.8% of CRL share of PCF (or 15% of total PCF)	£410,723 <i>Other income from enforcement action</i> £13,000	<ul style="list-style-type: none"> • Hold at least five hearing days in 2025. • Continue process improvements to reduce the overall case load and the length of time to conclude cases. • Recruit, induct and train new roles. • Confirm revised KPIs and develop a performance monitoring dashboard for misconduct cases. • Develop and implement revised practice guidance. 	<ul style="list-style-type: none"> • Two DTs scheduled in January. One adjourned following an application made by the respondent. • Lead Investigating Officer recruited. • RAG rating reflects overall case load and performance against performance measures.
Business planning, risk management and compliance includes engagement and communications, Board meetings and preparation, risk and performance management, strategy and business planning, stakeholder engagement and compliance activities.	10.81% of CRL share of PCF (or 6.5% of total PCF)	£178,370	<ul style="list-style-type: none"> • Respond to consultations including LSB and LEO annual business plans • LSB Regulatory Performance information request • Board self-evaluation and effectiveness • Lay Board member recruitment • Implemented the extended remit of the Strategic Risk Committee to consider CRL's risk appetite statement and strategic risk register. • Continue to improve the accessibility of CRL's website • Survey preparation and EDI data collection and analysis • Corporate complaints reporting 	<ul style="list-style-type: none"> • Responded to LSB and LEO Business plan consultations • Board effectiveness self-evaluation completed • Extended ToR for SRC agreed and next meeting scheduled for 5 March.
General management: HR (including 3 rd party provider). Finance activities including calculation of the practising certificate fee., professional fees not covered in other activities, expenses, networking, CRM development and business support and wellbeing	15.1% of CRL share of PCF (or 9% of total PCF)	£249,733	<ul style="list-style-type: none"> • Pay and grading review. • Develop a contracts database and ensure all contracts are reviewed to ensure they provide Value for Money. • Preparation for 2026 budget, PCF and Compensation Applications. • Review Shared Service level agreement. • Evaluate suitability of current HR provision. • Implementation of 2024 Staff survey action plan. 	<ul style="list-style-type: none"> • Pay and grading review paper for Feb Board • Launch of 2025 objective setting and appraisals • Review of 2025 PCF application feedback.
	64.1% of CRL share of PCF (or 38% of total PCF)	£1,059,161		

Strategic Objectives

	Strategic Objective	% total PCF allocated to activity	PCF actual £	Deliverables and Key milestones	RAG and Progress comment
1.	Standards and public trust	6.1% of CRL share of PCF (or 5% of total PCF)	£133,994	<ul style="list-style-type: none"> • Follow up the outputs of the IRN research on unregulated legal providers and hold a roundtable with key stakeholders including the Legal Services Board and Legal Services Consumer Panel. 	<ul style="list-style-type: none"> • Unregulated legal providers research roundtable scheduled for 26 February. Invites sent.. • Axiom Ince 'lessons learnt' action plan for February Board.

				<ul style="list-style-type: none"> Engage with the policy outputs from the LSB's Professionalism, Ethics and the Rule of Law (PERL) work. Develop an action plan to implement the outcomes of CRL's own review of enforcement practice and the LSB's thematic review. Enable the development of innovative approaches to service in legal regulation through the adoption of new technology including AI. Engagement through Innovation and Tech LSB Group, comms with regulated community on AI, access to justice, supporting entities. Complete a lessons learnt review from the LSB's report into the SRA's handling of Axiom Ince and SSB. 	<ul style="list-style-type: none"> Engagement with LSB Technology and Innovation Forum.
2.	Access to justice and consumer empowerment	6.1% of CRL share of PCF (or 5% of total PCF)	£133,994(including the contribution to Legal Choices)	<ul style="list-style-type: none"> Undertake a gap analysis against the LSB's Statement of Policy on First tier complaints. Continue to contribute to the development of Legal Choices including refreshing CRL's content. Continue to input as a project member of the development of the Regulatory Information Service (RIS) as it moves into the design and delivery phase in 2025, with a Beta version being available in the Spring. This includes provision of CRL data. Continue to work with the BSB, CLC and ICAEW on research into digitally excluded consumers of digital services. Advance CRL's work on increasing consumer information including the RIS project and collaborating with other regulators on standardising information and Digital Comparison Tools (DCTs). 	<ul style="list-style-type: none"> LEO First tier complaints handling webinar on 4 February.
3.	Independence and sustainability	6.1% of CRL share of PCF (or 5% of total PCF)	£133,994	<ul style="list-style-type: none"> Contribute to the LSB's review of the Internal Governance Rules (IGRs) and any wider review of the operation of the Legal Services Act 2007. Develop an updated People Strategy which includes capacity and capability requirements in order to invest in those areas of operation which are most important to consumers, the regulated community and regulated entities. Continue to engage with, and, where appropriate, challenge CILEX's proposals to redelegate regulation to the SRA where we believe it is necessary and in the public interest. This includes any transitional arrangements to ensure continuity of regulation. Publish a Corporate and Social Responsibility Policy and associated actions. 	<ul style="list-style-type: none"> Awaiting confirmation of LSB's next steps in relation to its IGR review. Additional capacity and capability identified to support AML supervision work and CRL's Policy and Research work. 2025 Corporate Plan published Ongoing engagement with CRL's legal advisers to crystallise the legal position in regards to CILEX's redelegation proposals.

				<ul style="list-style-type: none"> Development an investment policy depending on the transfer of contingent reserves from CILEX. 	
4.	Authoritative, inclusive and capable organisation	6.1% of CRL share of PCF (or 5% of total PCF)	£133,944 (including research budget)	<ul style="list-style-type: none"> Publish CRL's biennial Diversity Data report. Working with the Bridge Group, utilise data collected to analyse the progression of the CRL regulated community within the legal profession and identify actions to improve progression. Develop an action plan in response to the <i>Beyond Buzzwords</i> research Commission further research into the unregulated legal services market, following outputs from the planned roundtable event. Embed CRL's new corporate values into appraisals and personal development plans. 	<ul style="list-style-type: none"> Ongoing dialogue with the Bridge Group and an innovative way forward is being developed to address this that looks like it will deliver the outcome sought. An update will be provided to the Board
	Total	24.4% of CRL share of PCF (or 20% of total PCF)	£401,983		