

**There will be a meeting of the Board of Directors of CILEx Regulation Ltd  
on Wednesday 21 February 2018 at 9.30am in the Boardroom, 2<sup>nd</sup> Floor, College  
House, Kempston Manor, Kempston, Bedford MK42 7AB**

(Portfolio Holder briefings at 9am)

**Helen Whiteman  
Chief Executive**

Please ask for: Beccy Snape, Personal Assistant  
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## AGENDA

<b>ITEM 1</b>	<b>Apologies</b>	
<b>ITEM 2</b>	<b>Declarations of interest</b>	
<b>ITEM 3</b>	<b>Minutes of previous meetings</b> ( <i>pages 3 to 19</i> )	<b>09:35</b>
	<ul style="list-style-type: none"><li>○ Minutes 8 November 2017</li><li>○ Confidential minutes 8 November 2017</li><li>○ Confidential minutes Board telecon 14 December 2017</li><li>○ Confidential minutes 24 January 2018</li></ul>	
<b>ITEM 4</b>	<b>Chairman's update</b> ( <i>oral report</i> )	<b>09:40</b>
<b>ITEM 5</b>	<b>Finance:</b> (to follow)	<b>09:55</b>
	<ul style="list-style-type: none"><li>○ 2019 PCF budget</li><li>○ 2017 Unit costs</li><li>○ December 2017 Management Accounts</li><li>○ January 2018 Management Accounts (to be tabled)</li><li>○ CRM update</li></ul>	
<b>ITEM 6</b>	<b>Q4 2017 operational performance:</b> ( <i>pages 20 to 41</i> )	<b>10:30</b>
	<ul style="list-style-type: none"><li>○ Progress against business plans</li><li>○ Consumer activity proposals</li><li>○ Operational performance</li></ul>	
<b>ITEM 7</b>	<b>Interim marketing update</b> ( <i>pages 42 to 50</i> )	<b>11:00</b>
<b>COFFEE</b>		<b>11:15</b>
<b>ITEM 8</b>	<b>CMA consultation outcomes</b> ( <i>pages 51 to 96</i> )	<b>11:30</b>
<b>ITEM 9</b>	<b>2017 CILEx Education Directorate Annual Report</b> ( <i>pages 97 to 128</i> )	<b>11:45</b>

<b>ITEM 10</b>	<b>Education standards review update</b> <i>(oral update)</i> Professor Lisa Webley joining in person	<b>12:15</b>
<b>LUNCH</b>		<b>01:00</b>
<b>ITEM 11</b>	<b>Q4 risk review</b> <i>(pages 129 to 130)</i>	<b>01:45</b>
<b>ITEM 12</b>	<b>Compensation Scheme: Implementation of changes</b> <i>(pages 131 to 137)</i>	<b>02:00</b>
<b>ITEM 13</b>	<b>2017 Review of complaints and compliments</b> <i>(pages 138-149)</i>	<b>02:15</b>
<b>ITEM 14</b>	<b>2017 Board self-evaluation and annual review of standing orders</b> <i>(pages 150 to 211)</i>	<b>02:30</b>
<b>ITEM 15</b>	<b>Board forward plan 2018</b> <i>(pages 212 to 214)</i>	<b>03:00</b>
<b>ITEM 16</b>	<b>CEO report</b> <i>(pages 215 to 226)</i>	<b>03:05</b>
<b>ITEM 17</b>	<b>Any other business</b>	