

SC Strategic objective - Consumer
SD Strategic objective - Diversity
SS Strategic objective - Standards

SM Management including Financial sustainability / Independence (IGR)

A APPROVED REGULATOR

	Governance			
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B GROUP SERVICES																					
	Group Services																				
B3	TOP RISK		CRM does not deliver what we need	Op		5		4		20	CRM Programme Board CRM Weekly Strategic Group Top risk consideration by Board with IT Director coming to Board		4		4		16	Vicky	~ Kept Red given so much of what we need is in P2 and the challenges with P1 and CILEx Board view ~ Finance focus means CRL priorities are being deferred which impacts on CRL effectiveness ~ Risk score reduced from 20 to 16 [rescored following SMT reflection on score rather than a reflection of improved mitigations/situation]	↔	

C PROFILE																					
	CILEx																				
	CILEx Regulation																				
C2	TOP RISK		Low brand awareness for CILEx Regulation.	R		5		4		20	~ Recruitment of Head of Stakeholder Engagement ~ Additional marketing resource provided for in CRL 2019 budget Recruitment of Digital Engagement and Comms dedicated resource, largely replacing Group comms service delivery. Direct control of marketing budget agreed with CILEx from 2018. Board oversight of delivery of marketing plan for entity and practice rights. ~ Comms & Engagement Strategy approved July 19 with campaigns agreed		4		4		16	CEO	~ Increased from 12 to 16 to reflect February Board's wishes: reflecting CILEx members are still viewed as second-class citizens ~ Meeting with new BD Director (responsible for marketing) planned for May 20	↑	
D BARRIERS																					
	Authorisation																				
D1	TOP RISK		Authorisation barriers inhibiting authorisation limiting CRL's potential to be a full service regulator	Str R		5		4		20	~ Engagement with anti-competitive practices in relation to mortgage lender panel eligibility for conveyancing entities ~ Direct marketing plan agreed and planned activities under way. ~ Separate paper on the agenda ~ Mtg with UK Finance July 19		4		4		16	Vicky	~ Reverted to 16 score at May Board request ~ LSB have indicated supporting addressing barriers in an Apr 20 letter from the LSB Chair	↔	

[illegible]

[illegible]



[illegible]