

В	GR	OU	P SER	VICES
D	un	OU	r JLN	VICLO

	<b>Group Services</b>										
В3	TOPRISK	<b>CRM</b> does not deliver what we need	Ор	5	4	CRM Programme Board CRM Weekly Strategic Group Top risk consideration by Board with IT Director coming to Board	4	4	16	~ Kept Red given so much of what we need is in P2 and the challenges with P1 and CILEs Board view Finance focus means CRL priorities are being deferred which impacts on CRL effectiveness 7 Risk score reduced from 20 to 16 [rescored following SMT reflection on score rather than a reflection of improved mitigations/situation]	

С	PROFILE													
	CILEX													
	CILEx Regulation													
C2	TOP RISK		Low brand awareness for CILEx Regulation.	R	5	4	~ 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 campagins 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	<b>↑</b>	
D	BARRIERS	•	•			•			•					
	Authorisation													
D1	TOP RISK		Authorisation barriers inhibiting authorisation limiting CRL's potential to be a full service regulator	Str R	5	4	~ 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	$\leftrightarrow$	

E	EXTERNAL	•								=		
	Regulatory framework											
F	EDUCATION											
	Awarding Organisation											
F1	TOP RISK	if CILEx's qualification strategy is misaligned with the needs of the market this impacts on membership/ financial sustainability	Str R	5	3	~ New exemptions policy / related Rules enables CRL to independently accept alternative qualification ~ CPQ Board membership enables influence on direction	4	3	12		~ Positive view by CILEx Board of CRL's contribution ~ Kept as a Top riks in light of COVID potential impact	
	CILEx Professional											

	CILEx Regulation											
G	INTERNAL											
	Customer											
	Resources											
G7	TOP RISK	An enduring business continuity incident or significant staff turnover or sickness could result in inability of staff to carry out essential work (Lack of access to paperwork; CRM etc)	Ор	4	3	Moving to paperless processes / scanning BC Plan Sharepoint Online CRM CILEx-wide BC Group BC annual test	4	3	12	Stuart Vicky	Exercise under way to identify all critical functions that could not be easily covered if a member of staff was suddenly not at work for a significant period. Once completed this risk will be reduced and taken off the corporate risk register "Prescient as a previous top risk given the pandemic. However, business has largely been able to continue. Therefore the risk score has not been increased	

Regulator

IT