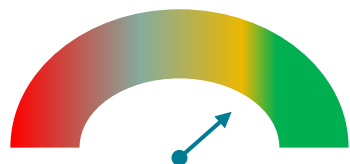


Business Plan Status Overview:

Overall Programme Status: GREEN/AMBER



The main issues to highlight are the impact of COVID on staff, particularly with protracted lockdown and schools closing; PII; CRM contractual and governance changes; and the impact of the published PCF rules.

Significant achievements include positive renewal numbers; demonstrating EDI and IGR compliance to the LSB for the annual assessment; Renewals on CRM rolled out linking to prior conduct and EDI completion; achieving 2020 income targets in spite of COVID and savings last year, increasing reserves to c £350k

Status Dashboard

Consumer:

The CMA report did not identify any significant issues.

CMA report highlighted slow progress on quality indicators and single digital register

Diversity & Accessibility:

The LSB gave a green rating for equality and diversity.

There are no issues to highlight




Standards:

Overall good progress. Data collection at renewals is a significant step forward

Management actions:

The most significant risks:

- Staff issues relating to COVID
- CRM contractual and governance changes

Key:  On track  Needs support to get back on track  Needs significant support to get back on track

Business Plan: Key deliverables & exception mitigation

Quarter 4 2020 – to November Board

Consumer:

- Immigration Transparency Rule change submitted to LSB – on hold pending CMA report

Diversity & Accessibility:

- EDI and risk matrices as part of renewals - complete
- EDI action plan updated following LSB feedback – going to May Board
- Agreement with CILEx on co-ordinated EDI approach - agreement with CILEx to co-ordinate
- Contribute to CILEx's EDI Strategy and newly formed EDI NEDs Group - agreement for CRL NED on CILEx EDI NEDs Group

Standards

- Decision on whether to bid for the Technology Fund or in collaboration with other regulators publish outputs from design sprint for future law tech development in the market – N/A – government unlikely to proceed. However, we are exploring with SRA/CLC anyway
- Enforcement rule change consultation (3x3) approved by LSB before January 2021 - complete
- COVID exemption rule change for remote enforcement panels not needing panel –reapproval - complete

Management

- CRM – testing and sign off of risk and entity and directory and monitoring the fixes for CPD and Prior Conduct – in progress
- Independence phase 2 – agreeing phase 2 scope – N/A. The Dec Board strategy session determined focus should be elsewhere

Next reporting period – Quarter 1 2021

Consumer:

- CMA action plan to May Board
- Immigration Transparency Rule change submitted to LSB following CMA report

Diversity & Accessibility:

- EDI action plan to May Board
- Developing outline for autumn joint CILEx/CRL EDI round table
- Seeking buy-in to EDI cross-sector collaboration

Standards

- Ongoing conversation with SRA/CLC to develop outputs from design sprint
- Undertake initial analysis of collected data and include as part of May Standards Review.

Management

- CRM – working with CILEx to ensure new governance structure works for both CRL and CILEx
- Review PCF rules published
- Addressing any HR issues falling out of COVID