



REPORT TITLE: Strategic Performance, Risk and Operational Report
ITEM NUMBER: 8
REPORT TO: CILEx Regulation Board
DATE: 28 September 2021
FOR: **NOTING**
SUBMITTED BY: Stuart Dalton, Director of Policy, Governance & Enforcement and Vicky Purtill, Director of Authorisation & Supervision

PURPOSE OF REPORT:

1. For Board to consider strategic objective delivery, performance, and risk alongside significant operational developments to maximise integrated consideration.

HIGHLIGHTED MATTERS:

- Future of Chartered Legal Executive regulation
- Staffing and ability to deliver strategic priorities

Strategic Dashboard – Business Plan Delivery

2. The Strategic Dashboard (**Appendix 8.1**) provides a high-level progress and exceptions report for the 2021 Business Plan. The Business Plan is on SharePoint.

Risk Section

3. No risks have been removed as top risks (Top risks register **Appendix 8.2**) but Compensation and PII risk scores have been reduced with CRM timely delivery increasing (see Heat Map **Appendix 8.3**). New top risks are:
 - Pipeline of future Fellows
 - CRM inefficiencies
 - Recruitment and retention challenges

Performance

4. The performance report is attached **Appendix 8.4**, with analysis in the Ops report.

RECOMMENDATION:

- To **NOTE** the report and consider matters that require further discussion.

APPENDICES:

Appendix 8.1: Strategic Dashboard
Appendix 8.2: Risk Heat Map
Appendix 8.3: Top Risks Register
Appendix 8.4: Performance report
Appendix 8.5: Operational Report
Appendix 8.6: Practice Rights & Entity Dashboard

SHAREPOINT:

- Business Plan
- Full Risk Register