

This business plan was signed off by the governing Council of the CLC at its meeting of 25<sup>th</sup> January 2018.

It should be read alongside our [Strategy for 2018-2022](#) and our [Annual Report on the year 2017](#). More corporate documents are available on this [dedicated web page](#).

Progress against the business plan is reported to the governing Council on a quarterly basis and the full year-end report will be published as our Annual Report on the year 2018 in early 2019.

Ref	Activity
<b>Empower consumers to make informed choices</b>	
1.	Review of current rules on estimates to ensure consistent and comparable fee information is available to consumers
2.	Socialise CMA recommendations across the profession
3.	Review Legal Choices information on customer journeys in conveyancing
4.	Review CLC information on customer journeys in conveyancing
5.	Engage insurers on information sharing
6.	Promote use of independent feedback platforms to the profession
7.	Contribute 5% of costs of Legal Choices
8.	Enhance CLC data sets for regulatory purposes, identifying new sources of data that could be available from partners such as lenders, securing regular updates and making use

Ref	Activity
9.	Audit of lender policies and practices Engagement with lenders that discriminate against LCs Raise intermediary awareness through their representative bodies
10.	Create and place content that will reach consumers at point of decision to raise awareness of choice
11.	Make consistent and comparable fee information available to potential clients  Analyse consultation responses and implement rule change Run pilot scheme  Provide compliance support through newsletter, webinar, events Monitor LC compliance with new transparency requirements
<b>Adapt CLC regulation to changing markets</b>	
12.	Complete reviews of the Accounts Code and CPD framework
13.	Complete reviews of regulatory arrangements:  Licensed and Recognised Bodies Complaints Conflicts of Interest Estimates and Terms of Engagement Diversity and Equality

Ref	Activity
14.	Amend current rules on letters of instruction and the communication of key information to clients in line with decisions on CMA recommendations
15.	Hold meetings or run consultations with Expert Advisory Panel to inform policy development
16.	<p>Run events with Legal Geek to engage Legal Tech leaders</p> <p>Training for staff on use of legal tech in CLC firms</p> <p>Hold meetings with legal tech providers to explore and implement collaboration for regulatory purposes</p>
17.	<p>Develop audit approach with case management suppliers to improve regulation of large businesses</p> <p>Audit training</p>
18.	<p>Greater use of available data for risk assessment</p> <p>Lenders to provide more information to the CLC for regulatory purposes</p>
19.	Secure meetings with investors in law firms
20.	Keep fraud prevention approach under review in light of emerging risks
21.	Document differential approaches to monitoring of different business models, practice sizes and focus
22.	Engage ministers and civil servants to ensure value of CLC regime is understood

23.	Begin to explore potential approaches that CLC could take to increasing the security of client money
24.	Hold meetings or run consultations with Expert Advisory Panel to inform policy development
<b>Be the Regulator of choice</b>	
25.	Engagement with SQA, education providers, students and employers to assess performance of new education arrangements
26.	Promote CLC qualifications Attendance at careers fairs to reach careers advisors Promotion in FE-related publications Develop and distribute school careers speech pack for LCs to use
27.	Deploy revised messaging through CLC's existing channels to improve non-CLC firms' understanding of the CLC's model of regulation and how to transfer into CLC regulation
28.	Assessment of need for and potential impact of changes to the CLC's brand and title of LC
<b>Core regulation and infrastructure</b>	
29.	Annual Report and Annual Financial Statements
30.	Collection and analysis of Annual Regulatory Returns by independent research agency
31.	All day conference for CLC managers and other specialist conveyancers and probate practitioners
32.	First Licence ceremony
33.	Stakeholder perceptions report: repeat of 2014 and 2016 reports to enable assessment of progress and help set targets for coming years
34.	Monthly emails to the Newsletter subscription list
35.	Increasing media coverage of CLC to improve consumer and lawyer engagement

	Working with retained PR agency to earn increased media coverage to engage specialist conveyancers and probate lawyers and potential users of conveyancing and probate services
36.	Reviewing eligibility, collecting payment and issuing new licences
37.	Reviewing all accountants reports and taking appropriate action with entities
38.	Oversee the PII renewal process
39.	Responding to consultations from government, LSB, other regulators and others
40.	Desk-based monitoring and 70-80 inspection visits to firms carried out by staff and outsourced inspectors
41.	SMT visits to firms to gain better understanding of their businesses and their views of the evolution of the market and delivery models
42.	Participation in 3rd party conferences as speakers/participants
43.	Complete preparation for GDPR
44.	Complete recruitment of up to three new professional members of the Council
45.	New CLC website launch
46.	Establish Expert Advisory Panel to increase capability and market/technical insight