

This business plan was signed off by the governing Council of the CLC at its meeting of 24 January 2019.

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

Progress against the business plan is reported to the governing Council on a quarterly basis and full-achievements will year will be published in our Annual Report on the year 2019 in early 2020.

Ref	Activity
	Empower consumers to make informed choices
1	Ensure the CLC's regulated community is meeting the expectations of the CMA
2	Make disciplinary information about individual licence holders available through the online register
3	Review, consult on and relaunch the Consumer Charter
	Adapt CLC regulation to changing markets
4	Review of the Code of Conduct
5	Review of the Accounts Code

Ref	Activity
6	Review of the Equality Code
7	Review of the Compensation Fund
8	Demonstrate our market knowledge and insight to stakeholders
	Be the Regulator of choice
9	Review CPD Code
10	Review CLC's fee strategy
11	Ensure specialist law conveyancing and probate firms are aware of the potential to transfer into CLC regulation
12	Keep the CLC's value proposition under review
	Core regulation and infrastructure
13	Data capture, storage and reporting
14	Disciplinary procedures
15	Simplify staff toolkit

Ref	Activity
16	Embed KPIs and SLAs
17	Implement enhanced stakeholder management
18	Annual Report and Annual Financial Statements
19	Collection and analysis of Annual Regulatory Returns by independent research agency
20	All day conference for CLC managers and other specialist conveyancers and probate practitioners
21	First Licence ceremony
22	Monthly emails to Managers and the Newsletter subscription list
23	Reviewing eligibility, collecting payment and issuing new licences
24	Reviewing all accountants reports and taking appropriate action with entities
25	Oversee the PII renewal process
26	Responding to consultations from government, LSB, other regulators and others
27	Desk-based monitoring and 67 inspection visits to firms carried out by staff and outsourced inspectors

Ref	Activity
28	Visits to firms to gain better understanding of their businesses and their views of the evolution of the market and delivery models
29	Participation in 3rd party conferences as speakers/participants
30	Work with retained PR agency to increase earned coverage
31	Review internal equality policy
32	Continue to improve the effectiveness of AML supervision
33	Review publication policy