



Council for Licenced Conveyancers (CLC) Regulatory standards action plan progress

In June 2016 we published action plans that we had agreed with regulators, to address areas for improvement identified through our 2015/16 regulatory standards project. This report records progress made by the CLC against its [action plan](#), based on information provided at the end of March 2017.

We will monitor progress against the ongoing actions noted below under our new regulatory performance assessment process, which we anticipate will commence in 2018/19.

Overview

The CLC is making progress against its action plan, including consulting on a number of areas as part of a review of its regulatory arrangements. Its actions all have future implementation dates and are therefore ongoing. It is important that it continues to make progress in implementing its actions and reviewing their impact.

Notable progress

- Building an evidence base to inform a review of its regulatory arrangements. This includes the publication of consultations on its authorisation framework, fees framework, accounts code and CPD arrangements
- Establishing procedures for monitoring the effectiveness of its risk assessment and supervision functions, including regular internal audits and reporting on progress to its Audit and Risk Committee and Senior Management Team.

Ongoing actions

- The CLC's actions have future implementation dates and are therefore ongoing. It has scheduled to publish a consultation on Indicative Sentencing Guidelines for the Adjudication Panel by the end of June 2017 and to complete the evaluation of its supervision risk assessment tools, including establishing desired outcomes and how they will be measured, by September 2017.
- The following actions are scheduled for completion by December 2017:
 - Completing its review of its regulatory arrangements. It plans to consult on the final tranche of arrangements from July 2017.
 - Publication of information on its regulatory processes and performance in a format which is easily understood and accessible. This will include information on its performance, supervision and enforcement processes, Adjudication Panel decision making processes and certain governance documentation.
 - Review website and determine what outcomes it should achieve.
 - Evaluation and production of a report on whether implementation of its Customer Relationship Management system is having the desired impact.

Actions requiring collaboration across all regulators

There has been some positive progress on the all regulator actions, including:

- Jointly commissioned research into client care letters, which identified a number of recommendations for improving client engagement
- Progress on processes for information sharing between regulators
- Establishment of a cross-regulator risk forum.

Progress on other all regulator actions has been slower than we had originally anticipated. However, we recognise that collaborative working across the regulators has focussed on responding to the recommendations in the CMA's market study, which was published after the action plans were agreed.