

Strategy Development

Activities	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Strategy development	Stakeholder engagement	Stakeholder engagement Conduct research with public panel	Publish State of Legal Services Sector report Consult on draft strategy and business plan	Finalise strategy and business plan

Discharge of statutory functions (key milestones only, ongoing routine work not listed)

Activities	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Regulatory performance	Analyse consultation responses	Publish revised framework to include IGR monitoring Conduct thematic reviews under well-led standard	Publish annual performance assessment Conduct thematic reviews under well-led standard	Publish thematic review outcomes
OLC performance and cost	Performance oversight	Performance oversight	Performance oversight Review draft budget	Performance oversight Approve a budget
Changes to regulatory arrangements	IGR compliance apps	SQE application		
Reviewing our rules for statutory decisions		Scoping	Scoping	Stakeholder engagement
PCF review		Consultation	Analyse responses	Publish new rules and guidance
SDT			Approve a budget	

Strategic objective 1 - Promoting the public interest through ensuring independent, effective and proportionate regulation

Activities	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ongoing competence	Call for evidence closes	Analysis of evidence	Analysis of evidence	Publication of evidence and independent research
Internal Governance Rules		Revised IGR come into force on 23 July	Ongoing monitoring	Ongoing monitoring

Strategic objective 2 - Making it easier for all consumers to access the services they need and get redress

Activities	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Public legal education	Consider next steps		Publish literature review Engagement	
Quality indicators	Scoping	Develop proposals	Stakeholder engagement and research	Discussion paper and stakeholder engagement
Future approaches to enforcement	Develop audit approach	Develop audit approach	Receive information from regulatory bodies	Analyse information provided by regulatory bodies
Legal needs surveys				Publish segmentation model for individual legal needs survey Review small business survey

Strategic objective 3 – Increasing innovation, growth and the diversity of services and providers

Activities	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Technology	Publish final series of papers and podcasts			Publication of first phase findings
EU exit	Respond as required	Respond as required	Respond as required	Respond as required
CMA review	Ongoing monitoring of regulators' progress	Ongoing monitoring of regulators' progress	Make submissions to the CMA's review	Review CMA's findings
Prices research	Analysis of fieldwork	Publish report		