

<b>Date</b>	<b>22 February 2024</b>
<b>Item</b>	<b>11.0</b>
<b>Title</b>	<b>Director of Operations' Report</b>
<b>Author</b>	<b>David Pope, Director of Operations</b>
<b>Purpose</b>	This paper provides the Board with an update on the work of the Operations Directorate undertaken since the last meeting.
<b>Recommendation</b>	The Board is asked to: <ul style="list-style-type: none"> <li>➤ <b>NOTE</b> this report.</li> <li>➤ <b>APPROVE</b> the revised practice rights and advocacy assessor fees.</li> </ul>
<b>Timing</b>	N/A
<b>Impact Assessment</b>	N/A
<b>Impact on Regulatory Objectives</b>	The work covered in this report impacts on the following: <ul style="list-style-type: none"> <li>- encouraging an independent, strong, diverse, and effective legal profession.</li> <li>- protecting and promoting the consumer and public interest; and</li> <li>- promoting and maintaining adherence to the professional principles.</li> <li>- promoting the prevention and detection of economic crime</li> </ul>
<b>Implications for resources</b>	This report covers a period in which there have been, and will be, changes in staffing impacting on the operational areas. CRL is fortunate that it has been able to/ potentially can recruit suitable replacements and that existing staff are supporting the business during this period. The loss of CRL staff due to impact of CILEX decision to proceed with re delegation and no certainty on future prospects for staff does remain a threat.
<b>Impact on consumer empowerment</b>	N/A
<b>Impact on ongoing competence</b>	Currently monitored via CPD non-compliance, this will change with adoption of the LSB requirements for assessing ongoing competence which is covered within the Director of Governance report.
<b>Publication status</b>	For full publication.
<b>Appendices</b>	None

## Introduction

1. This paper provides the Board with an update on the work of the Operations Directorate including:
  - The work of the Practitioner Team,
  - The work of the Entity Team,
  - The work relevant to the prevention and detection of Economic Crime, and

- The work of the Enforcement Team.
2. The work carried out by the Head of Education, which is covered within the report from the Director of Governance, Policy & Legal, also links with that of the Practitioner Team and the Enforcement Team, especially related to the routes to qualification and ongoing competence. This period has seen significant interaction between the teams on these various pieces of work, which has helped share knowledge within the Operations Directorate.
  3. With the changes anticipated at all levels the teams have all been reviewing structures, procedures and working arrangements as well as sharing knowledge to mitigate any impact of the loss of team members. The engagement and cooperation by the staff have been appreciated by the Executive.
  4. In addition to the data contained in the Operations Report, which is provided with a narrative, CRL publishes its KPI's on a quarterly basis. Some data for January 2024 has been included in this report where available.

## **PRACTITIONER TEAM UPDATE**

### **Rule change applications**

5. The Head of Education is now leading on work related to a rule change to address changes to the Practitioner Authorisation Rules concerning the Probate Practice Right. This work will now address the identified issues related to the scope of the Immigration Practice Rights and the guidance provided within the handbook.

### **Operations**

6. During December 2023, the PAS Administrator and PAS Officer both left CRL. Following a recruitment process that generated in excess of 70 applications in total, new colleagues commenced work on 5 February 2024 as the PAS Officer and 19 February 2024 for the PAS Administrator.
7. CRL is grateful for the support of all the team members in covering during these absences over the past 2 months.
8. During 2023 CRL recognised that the Work Based Learning fees had not been reviewed for a significant time, and the Board agreed to the proposed increase of 33.3% with effect from 1 May 2023.
9. A similar issue has been identified for the Practice Rights & Advocacy portfolio assessment fees which have not been reviewed since they were first agreed in 2014.
10. The proposal, which has been worked through with the Finance Manager, is that the cost of assessment should increase, in line with that approved for WBL, from £45 to £60 (experience only) and £60 to £80 (experience and knowledge) respectively. This will have an additional cost of c£9000 in assessment fees based on the budget agreed for 2024 but as these are directly linked to application numbers then the additional cost is still manageable. There was conscious decision to move to external assessors for 2023, when the PAS Assessment officer left at the end of 2022, so there has been a saving overall. The details behind this proposal can be made available if required.
11. CRL has reviewed all other fees, and these fees are the last that need reviewing.

12. The Board is asked to **APPROVE** the assessment fees of £60 and £80 respectively for the work carried out by the external assessors in assessing the practice rights & advocacy portfolios.
13. The Head of Education and the Practitioner Manager are starting to plan for the applicants who are finishing their CILEX CPQ and will engage with CRL to have their skills assessed against the new standards. They will need to do this to obtain their Chartered Legal Executive status and obtain their practice rights.
14. CRL will be contacting CILEX regarding the numbers coming through and when CRL should expect them. The PAS team is already receiving queries from students on the CPQ about what the process will involve. Handbooks have already been drafted but the Head of Education supported by the Practitioner Manager are revising them to make them more concise

#### Qualifying Experience (QE)

Qualifying Experience													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
<b>Applications 2023</b>	55	57	63	51	44	45	41	33	57	44	39	31	562
<b>Applications 2022</b>	61	65	62	70	57	72	43	67	58	43	42	28	668
<b>Av No weeks to overall decision</b>	9	5	4	5	5	5	4	5	5	5	5	5	5
<b>% QE decisions made by ALC</b>	10.9	0	1.6	8	0	0.6	0.1	3	1.8	2	0	2	30

15. Because the number of cases going to the ALC has reduced so significantly, the monitoring of this work is to cease from the end of 2023.

#### Work Based Learning (WBL)

Work Based Learning													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
<b>Applications 2023</b>	54	58	59	62	57	43	43	80	62	61	59	21	659
<b>No. authorisations</b>	72	53	38	53	65	63	57	47	78	73	70	39	708
<b>Av. no. weeks to overall decision</b>	14.4	12.4	12.5	12.3	12.4	12.3	9.6	12.3	12.3	12.2	11.0	12.2	
<b>Av. no. resubmissions per application</b>	1.7	1.6	1.6	1.6	1.6	1.6	1.5	1.7	1.7	1.7	1.6	1.7	
<b>Applications 2022</b>	42	37	71	70	62	52	48	77	65	65	60	38	687

16. The average time to first assessment of WBL applications in January 2024 remained at 39 working days. The oldest file waiting to be assessed on 31 January 24 was 30 working days.

## Practice Rights & Advocacy

Practice Rights & Advocacy 2023													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	YTD
<b>No of practice rights holders</b>	149	155	164	165	165	165	195	204	216	236	264	280	
<b>Applications received</b>	5	9	4	8	9	4	5	5	7	10	6	2	74
<b>Applications authorised</b>	2	3	11	2	0	2	9	22	11	22	16	26	126
<b>Av. no. weeks to overall decision</b>	40.6	40.5	47.6	47.2	45.8	44.8	42.8	41.3	40.1	39.4	38.2	37.5	
<b>No of practice right holders (ACCA-Probate)</b>	54	55	49	49	49	49	48	45	45	46	46	46	

17. CRL staff attended the CILEX webinar on practice rights in January which generated a large number of queries. Feedback has been provided to CILEX on some of the messaging provided, as there remains continued uncertainty in some of the membership as to why practice rights are required.
18. Despite the arbitrary CILEX deadline of 31st December 2023 passing for applicants to apply for practice rights (CILEX has also now extended this) the team is still receiving a steady flow of practice rights applications the majority of which continue to be conveyancing.

## Courses

19. The Practitioner Manager is still working with Barbri to establish dates for advocacy courses and the following courses have been arranged:
  - Criminal litigation in February,
  - Civil litigation in April, and
  - Family litigation courses in April and July.
20. Barbri only have one trainer for the family course. This means that they can only accept a maximum of seven on the course. Despite two courses running in April and July there is still a waiting list which will increase when the February results from the University of Law are confirmed.
21. The Practitioner Manager and Head of Education are still working with Bloomsbury to establish them as another provider in delivering advocacy courses, but the progress has been slow since the Institute has been affected by resource challenges. They still remain committed to being approved as a partner, but this may not be achieved as quickly as CRL would have wanted.
22. CRL would welcome any other training provider offering advocacy courses to the standard required.

## ULaw training and assessment for practice rights

23. The December cohort of the University of Law route to practice rights had a total of 27 candidates which is the smallest cohort so far with most registering for conveyancing or civil litigation. The vast majority of applicants are still registering for the assessment only

pathway. There is evidence that the number of applicants interested in the University of Law route is slowing down as the current numbers for the next cohort to start in March is currently 17 with the deadline for registration on 8 February. Once CRL has greater certainty on advocacy courses then we will make members aware of future course dates.

24. At the end of 2023, The University of Law confirmed its fee increases for both pathways from £499 to £550 for the assessment only route and £1,999 to £2,150 for the assessment and training route. The University also confirmed that due to low numbers they would no longer run the training and assessment route for probate or family litigation and advocacy. There is still an option for assessment only in both these areas.

### CPD Non-Compliance

25. The 2022/2023 CPD year closed on 1 October 2023 and the non-compliance figures for Fellows has dropped significantly. Fellows are focused on due to the issuing of 2024 practice certificates.

Compliance Year 2022/2023	30/09/2023	31/12/2023	% reduction since 1 October 2023
Associate Prosecutors	25	13	48%
Fellows	942	392	58.4%
Advanced Paralegals	517	452	12.5%
WBL reduction	127	49	61.4%
Paralegals (Associates)	926	864	6.7%
Total	2537	1770	30.2%

26. The team are still working through the CPD queries and logging sheets submitted by those who are still non-compliant, and help has been kindly offered and received across the organisation. Queries from members to CRL and CILEX regarding CPD intensifies during the January period as members do not receive their practising certificates for 2024 until they are not compliant, so this results in added pressure on the team.
27. With the launch of ongoing competence in 2024, CRL will be expecting members to be compliant by the end of September each year and not rely upon extensions or CRL to input logging sheets.

## **ENTITY TEAM UPDATE**

### **Policy**

#### Professional Indemnity Insurance (PII)

28. Any proactive work with insurers remains on hold.

#### Compensation Arrangements

29. At the end of 2023 CILEX confirmed their intention to continue to support the existing compensation arrangements now and during any future transition period. The LSB

confirmed their agreement to this proposal and CRL has provided the agreed update to the LSB in January 2024.

### HM Land Registry

30. CRL has continued its work with HM Land Registry, including attending the Land Registry Advisory Council meeting on 9 November 2023.
31. The Digital Property Market Steering Group launched the DPMSG Roadmap outlining the Group's next steps and following up on the five promises made by the DPMSG at its 2023 launch event: CRL supported the promotional work related to this Roadmap.

### **Rule changes**

#### Designated Professional Body (DPB) application.

32. The FCA contacted CRL on 8 November 2023 to gain an understanding of the issues related to the CILEX decision to review its regulatory delegation. The FCA had also received no update from HM Treasury on the work related to the Statutory Instrument but were happy to contact the new staff now dealing with this.

### **Operations**

#### ACCA Performance Update

Current ACCA Firms												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
<b>No. of CILEX-ACCA Probate firms 2023</b>	42	42	39	39	39	40	39	39	37	38	38	37
<b>No. of CILEX-ACCA Probate firms 2022</b>	21	28	37	39	42	43	43	43	43	42	42	42

33. The 2024 renewal process for the ACCA firms has now commenced. The expectation is that following the work of the Entity Officer both with the firms compliance (including particularly with consumer transparency) and on improving the payment process for renewals this should be completed more smoothly in 2024.

#### Entity Performance Update

Current Entity applications												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
<b>2023</b>												
<b>No. of CILEX Authorised firms</b>	22	20	19	19	19	19	19	19	19	20	20	20
<b>No. applications granted full authorisation</b>	0	0	0	0	0	1	0	0	0	1	1	1
<b>No. renewals authorised</b>	1	4	3	2	1	2	1	1	1	2	0	1
<b>Av. no. weeks to decision (application)</b>	2	2	2	2	2	2	2	2	2	2	1	1
<b>No. ABS</b>	1	1	1	1	1	1	1	1	1	1	1	1
<b>2022</b>												

<b>No. of CILEX Authorised firms</b>	24	24	24	25	25	25	25	24	23	23	22	22
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34. January 2024 saw one new Probate firm authorised.

### Annual Returns

35. All Annual Returns for 2023 have been completed.

## **ECONOMIC CRIME UPDATE**

### **Economic Crime and Corporate Transparency Bill**

36. The LSB contacted CRL in November 2023 to understand the approach it is adopting to implement the new objective. CRL provided the response in late December 2023 and has developed an action plan in anticipation of the next stages of this work.
37. The LSB will be using regulators responses as a basis for collective discussion in the coming months as they develop their approach. The issue will be understanding whether regulatory action extends to offences more usually dealt with by the accountancy sector and HMRC.

### **Anti-Money Laundering (AML) Supervision**

38. CRL had a meeting with OPBAS on 19 January 2024. OPBAS were advised of the staff changes and were content that appropriate arrangements remained in place for CRL to continue both its supervisory work and maintain appropriate governance and engagement with stakeholders.
39. OPBAS asked if CRL was able to provide details on any timetable for change or what arrangements would be put in place during any transition period, but CRL has not received any information so far. CILEX had advised OPBAS that all CILEX members would be transferring to the SRA, although this has not been presented in any consultations to date.
40. CRL enquired whether the issue of what AML responsibilities would CILEX, who are listed as the Professional Body Supervisor in Part 1 of the MLRs, have if the non-authorised members remained with CILEX had been considered by OPBAS, and this has been discussed.
41. CRL asked if the review of its Regulation 46a report could be discussed prior to the departure of the Director of Operations as that would aid the new Director. OPBAS agreed they would try to arrange this.
42. The next meeting is to be scheduled for mid-April 2024.
43. CRL attended the Legal Regulators AML Forum on 17 January 2024. The next Legal Sector Affinity Group meeting and AML Supervisors Forum will be held on 19 March 2024.
44. HMT is now expected to publish the response to its AML Supervisory review consultation in April 2024.

45. HMT's consultation on a review of the Money Laundering Regulations 2017 (MLRs) to improve the effectiveness of the MLRs has not yet been issued and there is no date available for when this might be launched.
46. Similarly, the HMT Annual AML Supervisory Report, which was expected in November 2023, has not yet been published.

## Sanctions

47. There have been no major changes to the sanction's regime, including the general licence for fees.

## ENFORCEMENT TEAM UPDATE

### Rules changes

48. Within the business plan is a planned enforcement rule review and a workplan for this major piece of work was being constructed. With the current uncertainty, any progress on this is to be delayed until CILEX have concluded their review of regulatory arrangements and the LSB have also concluded their own review of Enforcement procedures and powers.

### Operational

49. The Investigation and Enforcement Manager is leaving on 29 February 2024. CRL received over 100 applications for the role, with five people shortlisted for interview, including one internal candidate. In preparation for the handover, the 50 plus misconduct cases which were allocated to the current manager have been or are being reviewed, reallocated or closed.
50. The following table sets out the number of prior conduct declarations and misconduct complaints that CRL has received over the last four years, including the current year to date.

	2020	2021	2022	2023	2024
<b>Misconduct complaints</b>	65	58	73	74	7
<b>Prior Conduct declarations</b>	945	517	264	260	28

### Immigration

51. CRL is continuing to work with the MoJ, the Professional Enablers taskforce at the Home Office and the other regulators on approaches to dealing with risks related to immigration work.
52. CRL will be attending the next MoJ roundtable on 21 February 2024 where the focus is expected to be on the risks related to regulatory switching.
53. The Disciplinary Tribunal hearing which attracted media attention last year is still adjourned to a date to be fixed. However, the member consented to vacate a formal review of the interim exclusion, which means it remains in place until 7 August 2024. It can be extended just one more until February 2025.



### Institute of Paralegals

54. In Q1 2023 there were discussions with CRL about the impact of Institute of Paralegal (IoP) members being brought into regulation by CRL. At that time there was an agreement to update us on progress, including additional funding to address any impact on the enforcement team with checks on these new members. Since then, CILEX has not advised us of any plans.
55. During December 2023 CILEX commenced the move of IoP member details on to the CRM system. This was done without reference to CRL and unfortunately generated a number of enquiries for CRL and additional work for the teams.
56. The individuals were designated as 'Recognised CILEX Member – IoP grade' which gave the incorrect impression to staff that they were now to be regulated by CRL. As CRL has received one complaint, and an enquiry from the SRA, this has risked incorrect information being provided to the enquirer.
57. In addition, CILEX had not considered how the registration details would generate prior conduct declarations and so the Enforcement Team were advised of 18 declarations that would have required a decision. As at the end of January 2024, 251 prior conduct declarations had been made from 756 IoP members now listed in CRM.
58. These issues were raised by the Interim CRL CEO with the CILEX CEO and CRL was verbally advised that these IoP members were not CILEX members and therefore no action was required. This confirmation has been requested in writing but not yet received.

### LSB Enforcement Review

59. The LSB commenced its review of the enforcement and investigative tools available to regulators in 2023, with CRL providing details of the powers that it has for investigative information gathering and financial penalties.
60. There has been no further progress with this work to date, although the following work programme will impact on future LSB requirements.

### LSB - Professional ethics, rule of law and regulation

61. At the 23 January 2024 LSB Board meeting a paper was presented setting out the next steps for the LSB's work programme related to professional ethics and the rule of law (PERL).
62. The areas of 'conduct that falls short of public expectations of lawyers' includes the following which were highlighted in the paper:
  - Silencing those with valid legal claims and preventing victims speaking out
  - Abusing or taking advantage through 'excessive' conduct
  - Other case handling techniques
  - Managing conflicts of interest and independence and mutually assured irresponsibility
  - Creative compliance with the law
  - Client association

63. CRL has commenced work on how it might respond to LSB questions related to addressing these types of conduct, including prevention via ongoing competence work, as well as supervision and enforcement actions.

### Prior conduct

Prior Conduct Declarations												
2024												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Declarations received	28											
No of cases resolved	28											
No of cases live	80											
No of cases 'On hold'	22											
No of cases - net	58											
2023												
Declarations received	27	22	24	21	22	14	16	26	30	12	19	27
No of cases resolved	37	32	25	19	24	18	32	29	21	20	14	18
No of cases live	99	89	88	90	88	84	68	65	74	66	71	80
No of cases 'On hold'	23	24	26	26	24	24	23	24	21	19	23	23
No of cases - net	76	65	62	64	62	60	45	41	53	47	48	57

64. The Team continues to make good progress in actioning any outstanding cases and ensuring that new cases are actioned promptly.
65. On the 6 February 2024, there were 77 open cases, of which 14 can be determined by an investigator and the remaining 63 may require a PCP decision.
66. Out of those 77 open cases, 22 are on hold, and of the 55 live cases, just 10 cases are pre-2023 (again a reduction from the last quarter, all of which were determined by the PCP).
67. The three oldest cases are on hold. In order to provide some context to the Board, in the first case the member is applying to revoke a S.43 order. The second case also has a concurrent misconduct (MC) case being investigated by the SRA and the third started as a straightforward PC declaration but transferred to MC owing to non-co-operation with enquiries. The Enforcement Rules prohibit lapsing of membership in these circumstances.
68. Four PC cases were listed at the PCP meeting on 25 January 2024. The decision notices have not been received from the clerk yet. However, one very complex and lengthy case was adjourned until 21 March to allow for the member's attendance and will be the only case considered on that date, which may have an adverse effect on throughput.

69. The next PCP meeting is scheduled for 22 February 2024. At the time of writing only MC, rather than PC cases will be considered. Given that the March 2024 meeting is set aside for a single case, there will be a slowdown of completion of cases that require a PCP decision.

70. The following table provides an analysis of prior conduct complaints by age (as of 6 February 2024):

	0-6 months	6-12 months	12-18 months	18-24 months	24+ months	Total
No of live cases	37	18	13	4	5	77
Those 'On Hold'	6	5	6	1	4	22
No of cases - net	31	13	7	3	1	53
<b>January 2023</b>						
No of live cases	50	17	13	10	9	99
Those 'On Hold'	10	7	2	1	3	23
No of cases - net	40	10	11	9	6	76

## Misconduct

Misconduct Complaints												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2024</b>												
No of New Complaints	7											
No of Complaints resolved	12											
No of cases live	130											
No of cases 'On hold'	40											
No of cases - net	90											
<b>2023</b>												
No of New Complaints	4	6	7	4	11	4	5	7	5	12	3	3
No of Complaints resolved	1	1	7	4	8	3	5	3	4	2	6	0
No of cases live	128	133	132	132	135	136	136	140	141	149	145	138
No of cases 'On hold'	37	38	39	39	44	45	46	45	45	46	50	49
No of cases - net	91	95	93	93	91	91	90	95	96	103	95	89

*Cases that are 'On Hold' are where other investigations have priority and so cannot be progressed.*

71. Having peaked at 149 live misconduct cases during 2023 it is extremely encouraging to note that this has reduced significantly to 130. Although no cases were resolved in December a considerable number were reviewed as part of historic case reviews and decision to reject made by the investigator. These were then closed in January 2024.

72. Four misconduct cases were scheduled at the December 2023 PCP meeting with a further six rejected cases which were noted by the Panel.

73. In one case the PCP refused, for a second time, to approve an exclusion in a DBC, despite the investigator providing further explanation for his decision supported by case law. This case remains open, and CRL considered whether to appeal the PCP's refusal. However, the member has agreed an increased exclusion period which should be approved in February 2024.
74. Investigators made substantive decisions in 25 cases (i.e., rejection of allegation, referral to DT or determination by consent) in the last three months.
75. One paralegal member who was excluded for 15 years in September 2024 did not appeal the decision. However, his case has attracted media attention and additional details of his unregulated firm and employees have been noted on CRM to ensure that individuals known to be associated with him will not be permitted to reinstate membership without strict scrutiny (whether or not prior conduct is disclosed). Information was provided to the LSB and OPBAS regarding the actions that CRL had taken. This included making further information mandatory at the time a member joins CILEX.
76. The total number of live misconduct cases on 31 January 2024 was **130**, which can be broken down as follows:

<b>Authorised Entities</b>	5(concerning 2 firms)	3.9%
<b>Fellows</b>	68 (one Fellow is subject to 3 separate complaints)	52.3%
<b>Non-Authorised grades</b>	57 (5 members are subject to multiple complaints)	43.8%

77. The oldest live case, which is on hold, is **262 weeks** and this was last reviewed on 3 January 2024. The SRA is investigating the member for possible criminal offences.
78. The following table provides an analysis of live complaints by age:

	<b>0-6 months</b>	<b>6-12 months</b>	<b>12-18 months</b>	<b>18-24 months</b>	<b>24+ months</b>
<b>No of live cases</b>	25	11	13	8	33
<b>No of 'On Hold' cases</b>	3	8	9	7	13

79. The initial assessment procedure continues to operate well with the Manager taking full responsibility for maintaining the expected standard.

<b>Initial Assessment of Complaint (Target 100% by month end)</b>												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2024</b>	100											
<b>2023</b>	100	100	100	100	100	100	100	100	100	100	100	100

Principles breached:

<b>Principles breached</b>	<b>2023</b>	<b>2024</b>
Principle 1 – Rule of Law	0	0
Principle 2 – Professional Conduct	6	0
Principle 3 – Honesty and Integrity	7	0
Principle 4 – Legal Obligations	4	0
Principle 5 – Act Competently	0	0
Principle 6 – Treat Everyone Fairly	0	0
Principle 7 – Ensure Independence	0	0

Principle 8 – Act Effectively	0	0
Principle 9 – Protect Client Money	0	0
Total breaches	17	0

80. Since 2023 the Enforcement Team record breaches of the Code only when a formal allegation is put to the member, rather than what is alleged by the complainant. One case received in January 2023 is on hold and the rest will proceed to a preliminary investigation (but not necessarily with formal allegations).

### **Disciplinary Panels**

81. Prior to Xmas one of the panel clerks resigned together with a panel member. Whilst cover has been arranged for some of the future panels, there are potential gaps so recruitment is necessary for two additional clerks and additional panel members.
82. With all the other staff changes it was not practical to commence an application process for these roles in January/February but all the adverts have been prepared for use by the new Enforcement Manager to once they are appointed.

### Professional Conduct Panel (PCP)

83. CRL has scheduled 10 PCP meetings for 2024 and one have been held to date. The next one is on 22 February 2024. Three meetings (May, June and September) may need to be rescheduled owing to there being no clerk available.

### Disciplinary Tribunal (DT)

84. The DT adjourned on 31 October 2023 remains open with a 'date to be fixed'. The member agreed to an extension of the interim exclusion. One further case is ready for a hearing once clerk and panel availability has been confirmed.

### Appeals Panel

85. No appeals are currently listed. The case at the PCP in March 2024, will likely be appealed for a second time if her application is refused again. Two possible appeals were avoided after the member had detailed discussions with the investigators.

### **Recommendation**

86. The Board is asked to
- **APPROVE** the revised practice rights and advocacy assessor fees.
  - **NOTE** the report.