

Date	16 November 2023
Item	12.0
Title	Director of Governance Report
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Purpose	This paper provides an update on the work undertaken in the governance, policy and legal unit since the last Board meeting.
Recommendation	To NOTE : <ul style="list-style-type: none"> • the update and actions identified • the EDI Strategy Annual Report 2023.
Timing	N/A
Impact assessment	While there are no decisions requiring an assessment, work being undertaken demonstrates that CRL is well-led, consumer-focused and uses learning to improve performance.
Impact on Regulatory Objectives	The assurance provided by this report has a positive impact on the following regulatory objectives: <ul style="list-style-type: none"> - Public interest - Consumer interest - Independent, strong, diverse profession
Implications for resources	No additional resource implications.
Impact on consumer empowerment	The consumer facing projects carried out and supported by CRL reported in this paper (specifically compliance with the Transparency requirements and the Legal Choices project) protect and promote the interests of consumers.
Impact on ongoing competence	The paper provides an update on CRL work to comply with the LSB Policy Statement on Ongoing Competence
Publication status	For publication
Appendices	12.01 EDI Strategy Annual Report 2023

Education

Apprenticeships

1. An additional provider has been engaged to deliver 1-unit Advocacy qualification. The unit will cover the generic content of Civil, Criminal and Family advocacy with additional specialist pathways. This is intended to remove current blockages on the three separate courses which are being delivered by the current provider.
2. A consultation on amendment to Practitioner Authorisation Rules will be published in November 2023.
3. CRL is enquiring whether any additional providers are willing to offer a qualification to meet the requirements of the new Apprenticeship Standards.

4. The CRL website will be updated in November 2023 to include new Apprenticeship pages and application forms.

Higher Rights of Audience

5. The Rule Change Application submitted to the LSB on 20 October 2023. The LSB typically expect to issue a decision within 28 days subject to any reasonable extension.
6. [Responses to consultation questions](#) have been posted on the [CRL consultation page](#).

Ongoing Competence

7. The CPD sample size for 2022/23 has been increased to include additional samples for specialist areas deemed to be high risk. Sample requests will be emailed in December 2023 with supporting guidance and EDI questionnaire with responses expected by 28 February 2023.
8. Q3 2023 objectives in the Ongoing Competence Action Plan have been completed. Q4 2023 objectives are on schedule. CRL's response to LSB Statement of ongoing competence will be submitted in December 2023.
9. A consultation on changes to the Probate Education Standard will be published in November 2023.

Recognition of Prior Learning

10. The prior learning policies and procedures are being reviewed, particularly for learners moving to the UK from overseas.

Policy

Consumer

11. The Board is referred to the Consumer Strategy paper also included in the agenda papers.

Equality Diversity and Inclusion

12. CRL attended the Judicial Diversity Forum's (JDF) Combined Statistics Working Group (CSWG) meeting on 26 September 2023. The group fed back to the MoJ that the process of data and information gathering for the publication of the 2023 Combined Statistical report had worked well. There was discussion about the work proposed into 2024 and initial views shared on the approach to Social Mobility. The MoJ shared their comms approach to increasing disability data provision by the judiciary.
13. The cross-sector EDI research consortium project has continued to progress:
 - a) CRL took part in the drop-in meeting on 10 July 2023 where the Young Foundation provided tips for interpreting the data provided to each organisation.

- b) A first draft report was shared at the end of June 2023 and CRL provided written feedback and participated in discussions at the group meeting on 14 July 2023. A second draft report was shared ahead of the group meeting on 30 August 2023, and we again provided feedback. It was agreed that further amendments would be made, and the report's draft recommendations and consortium actions would be discussed by CEOs at a meeting to be arranged for October 2023.
 - c) The Young Foundation shared a third version of the report on 22 September 2023. It is proving a challenge to arrange the CEO meeting and it is anticipated it will take place late 2023/early 2024.
14. We participated in the Regulators EDI forum meeting on 8 August 2023. Topics covered included regulators' experience during the current diversity data collections; and the [LSB's Board paper on EDI](#), which was considered by its Board on 18 July 2023. The Board is ambitious in its aspirations to move EDI forwards and may include disruptive change to systems that lead to barriers. The LSB wants to look at how it can empower the legal regulators, taking into account their varying levels of capacity and capability.
15. CRL attended the online Westminster Legal Policy Forum "Next steps for equality, diversity and inclusion in the legal profession" on 20 September 2023 (reported in the [LawGazette](#)) and [conversation](#) between treasury solicitor Susanna McGibbon and Law Society president Lubna Shuja about social mobility on 6 October 2023.
16. CRL's Diversity Survey Report 2023 (approved at the Board meeting on 27 September 2023) has been [published](#). An article giving highlights from the report is due to be published shortly in CILEX Journal.
17. The Board is asked to NOTE the EDI Strategy Annual Report 2023 (Appendix 12.01).

Legal Technology

18. CRL had a discussion with the LSB about its [consultation](#) on draft statutory guidance on promoting technology and innovation to improve access to legal services (which closed on 2 October 2023), though did not submit a response to the consultation.
19. LawtechUK has [announced](#) that it is working with leading legal advice website Advicenow as part of its new goal to reduce unmet legal need and there is a 'huge opportunity' for start-ups to 'make a difference' in reducing unmet legal need for consumers and small businesses.

Rule of Law and Professional Ethics

20. The Interim Director of Governance will attend the second roundtable of the professional ethics, rule of law and regulation (PERL) reference group. There will be a presentation of a rule of law literature review examining how rule of law and professional ethical duties might be breached in practice.
21. The LSB is currently analysing responses to its [consultation](#) on NDAs which closed in July 2023.

LSB's Regulatory Performance Assessment 2023

22. The Board will be notified when it receives LSB's draft assessment for CRL which is expected imminently.

CRL Communications report – 21 June to 20 October 2023

(Previous reporting period – 29 March to 20 June 2023)

Campaigns

23. Since 21 June 2023, CRL has run the following campaigns:
- CRL consultation comms – Specialist Regulation for the future of an independent profession: 15 May to 26 June 2023 – see CRL Communications Plan
 - CILEX consultation launch – 14 August (to 5 November) 2023 – see CRL Communications Plan
 - Practising Certificate Fee 2024 consultation comms – 17 July to 23 August 2023
 - Higher Rights (second stage) consultation comms – 31 July to 11 September 2023
 - PRIDE month – June 2023 and London Pride event attendance and social media coverage 1 July
 - CRL monthly newsletters published: June, July, August, September, October 2023
 - Mental Health Awareness Day 10 October – social media coverage.
24. The Policy and Stakeholder Engagement Team also provided support to the Executive Team for:
- a) ACCA Probate firms renewal reminder email.
 - b) Creation of 3rd party comms for Immigration legal advice / SRA / Legal Choices project following press coverage of wrongdoing.
 - c) Website updates: Firms and ACCA directories,
 - d) Firms 2023 Data Collection – Report published on the website 5 October 2023
 - e) Digital Property Market Steering Group activity including launch event communications group meeting attendance, website updates, social media and website updates plus social media signposting.
 - f) Creation of 2024 Practising Certificate and Practice Rights Certificates for CILEX
 - g) Continuation of EDI research by the consortium research project group (the [Chartered Bodies Collaborative](#)) led by the Young Foundation – meeting attendance in relation to comms (aiming to publish Autumn 2023).
25. Work has continued on additional projects including:
- a) **Website audit** – Following the consultation we will be setting up meetings with associated managers to look at priorities for web updates. Meeting planned with Spindogs to discuss changes to the Home Page and associated costs. SEO refresher training in progress – PSC.
 - b) **Google Analytics** – Review of current reporting and look at potential for additional stats using the new system. Additional training to be undertaken by PSC.
26. CRL's communication channels continue to show steady engagement across our main platforms, including the CRL website, social media and newsletters.

Website Engagement

27. CRL newsletter email open rates are as follows (for this reporting period, the CRL newsletter has been sent from the CRL dotDigital parent account only due to the consultation / regulatory nature of content).

Edition	Open Rate
June 2023	39%
July 2023	37%
August 2023	36%
September 2023	47%
October 2023	37%
Industry Standard	15-35%

28. CRL Press Releases

Date	Press release
18 July 2023	CILEx Regulation reveals consultation responses
14 August 2023	CRL issues initial response to CILEX consultation
10 October 2023	CILEx Regulation response to CILEX consultation highlights 'significant and considerable' gaps in redelegation proposals

Engagement and Reach

29. The following is a summary of CRL's communications* engagement and reach for the reporting period:

Channel	1 June – 31 July 23	1 August – 30 Sept 23	1 Oct – 20 Oct 23	Highest engagement (for reporting period)
CRL Website	Users: 15,589 Sessions: 38,155	Users: 17,027 Sessions: 37,826	TBC	Top 5 pages: 1. Practitioners Directory – 11,148 users 2. Schedules – 2,535 users 3. Home page – 4,896 users 4. Resource library – 7,922 users 5. Chartered legal executives – 5,880 users
LinkedIn followers	4601	4679		LinkedIn posts with the highest engagement: 1. CRL CILEX consultation response – 10.29% 2. CRL Webinar update (2 Oct) – 9.82% 3. SRA webinar – 5.82%
LI post engagmnt rate*	4.29%	3.03%		
Twitter followers	1613	2.20%		Tweets with highest engagement: 1. Higher Rights consultation – 7.3% 2. LSB event (lived experiences in the Legal Sector) – 6.3%

Twitter post engagmnt**	2.50%	2.20%		3. PCF fee consultation – 6.1%
Regulation Matters website	Users: 371 Sessions: 239	Users: 317 Sessions: 223		Top 5 pages: 1. Home page – 279 2. Feature – Forwards looking regulation – 187 3. Feature – Chairs board update June 23 – 130 4. Cast studies – 79 5. Features – WBL portfolio guidance - 70

*Industry standards: 2% and above is considered good engagement

**0.33 to 1% is considered very high

Recommendation

30. The Board is asked to **NOTE:**
- the update and actions identified
 - the EDI Strategy Annual Report 2023.