

CRL Strategy Webinar

2 July 2024 session

Q&A attendee questions and comments

	Question	Answer
1.	Why is Cilex behind regulation by SRA?	<p>This is a question which CILEX is best placed to answer.</p> <p>For the reasons outlined in the Webinar CILEx Regulation does not agree that CILEX should redelegate its regulatory functions to the SRA and has also been advised that it is unlawful for CILEX to do so.</p>
2.	<p>First question - Hi thanks for presentation. You mentioned about the highly performing responsive organization. What does look like?</p> <p>Second question - Thanks John, the mission is a bold statement and my experience on helping clients put forward complaints before the SRA and getting anywhere with them, well you lose the will to live, hence my question and the process behind from the unhappy consumer point of view. (Attendee A pt2)</p>	<p>This will be achieved through CILEx Regulation’s proposed strategic priorities for 2025-27:</p> <ul style="list-style-type: none"> • Standards and Public Trust • Access to justice and consumer empowerment • Independence and sustainability • Be an authoritative, inclusive and capable organisation. <p>The strategy is intended to ensure CRL is a proactive regulator, anticipating issues before they become problems.</p>
3.	<p>I think it is broadly where it needs to be</p> <p>I am very much opposed to the idea of the SRA being appointed</p>	
4.	<p>I wanted to ask how will CILEX be able to support its members when they want to set up their own firm and will this be ongoing help that CILEX will be offering their members or just help with the initial set up only?</p> <p>Thank you very much the webinar has been very informative.</p>	<p>CILEX is best placed to explain how it will be able to support its members.</p> <p>CILEx Regulation steers applicant firms through the application process and provides continuing support and guidance after firms have been authorised to provide legal services. This will potentially be lost if the SRA becomes the regulator.</p>
5.	What connection or communication have you had with legal regulators in other European countries, who have a long history in this field?	<p>To date, CILEx Regulation has worked with other legal regulators in the UK (including Scotland and Northern Ireland).</p> <p>Currently, it does not have formal links with legal regulators in other European countries,</p>

		although it may contact individual legal regulators when it has a particular query.
6.	Thank you, I just wanted to congratulate to CILEX for being vibrant and capable to adjust to everchanging world. Thank you for providing opportunities for legal professionals from different jurisdictions.	
7.	Is there any update on the position with the compensation fund at all bearing in mind the SRA's new proposals.	There is no update on the Compensation Fund. Since 2021, grants under the Compensation Fund scheme will be paid from a cash fund provided by CILEX and CILEX Regulation. CRL firms are required to make contributions to the Fund which are currently intended to remain unchanged in 2025.
8.	If the SRA regulation goes ahead (I hope it doesn't) how will CILEX regulation and the proposed mission and purpose be impacted?	CILEX Regulation will continue as regulator for the foreseeable future delivering its agreed strategy 2025-2027 in accordance with its mission and purpose.
9.	I agree with the below comments in that the plan seems broadly where it needs to be so I have no concerns to raise. Personally - as already has been mentioned - parity is of great importance to me and it is reassuring steps are being taken to address that.	As set out in the draft Strategy CILEX Regulation will continue to champion fair access and equity of opportunity for all in the legal services market.
10.	If CILEX transitions to SRA regulation, what options will there be/could there be for CILEX members as individuals to choose a regulator? Will the only option be to set up our own firm? I am also opposed to SRA regulation.	To the extent permitted by each legal regulator, it will a matter for CILEX members to choose by which regulator they wish they and their firm to be regulated.
11.	Thank you for the webinar. I just wanted to comment that as a fellow I have always struggled being recognised in comparison with solicitors, particularly because I did not go to university. I do think we are moving forward in the right direction in this area. I also oppose being regulated by the SRA.	CILEX Regulation welcomes these comments. It believes that it is a strength for the profession that 47% CILEX members did not go to university and of the 39% that went to university 64% were the first generation to attain a degree.

12.	As part of professionalism it appears responding to telephone calls would be a part of this. Unfortunately, my experience has been very poor in relation to this with CRL. Will this be addressed by CRL.	As acknowledged in the webinar, CILEx Regulation regrets that you have had this experience. The new strategy reflects there are improvements that need to be made to ensure a better customer experience. We have recently made changes to improve the caller experience including the length of time to respond to calls.
13.	If the application is refused this could be more damaging for us in the parity argument	<p>Parity is primarily an issue of perception, since CILEX Fellows are qualified to the same standard as solicitors. CRL believes a change of regulator will have no, or no measurable, positive impact.</p> <p>CILEx Regulation believes that the identity of 16,000 CILEX members (including 7,100 CILEX Fellows in particular) would be adversely impacted over a relatively short period if they have the same regulator as 166,000 solicitors.</p>
14.	I am more than happy with the current regulator and am strongly opposed to SRA regulation.	
15.	I am more than happy with the current regulator.	
16.	<p>Similar to market and competition authority, why can't Cilex be promoted nationwide that Cilex is offering same services as SRA members.</p> <p>There are Citizen advice bureau pro bono and other charities may have access to legal aid but Cilex member do not. Ministry of Justice may be approached to see Cilex as a competition to provide services to customers.</p>	Whilst currently no CRL firm has a legal aid contract, any legal services provider (including a CRL firm) can apply for a contract to the Legal Aid Agency.
17.	Thank you	