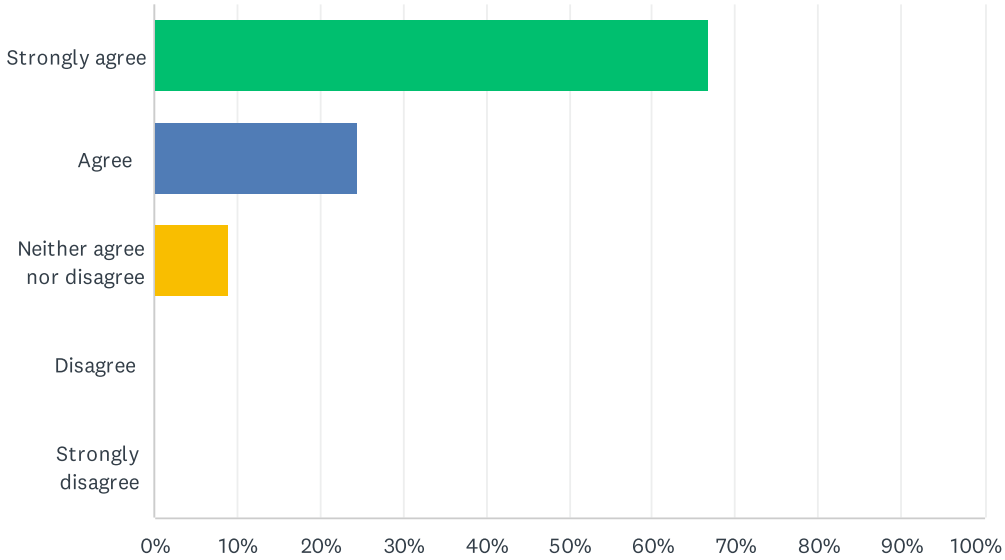


Q1 1. Do you agree that CRL should continue to provide specialist independent regulation for all CILEX professionals serving the public?

Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	66.67%	30
Agree	24.44%	11
Neither agree nor disagree	8.89%	4
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		45

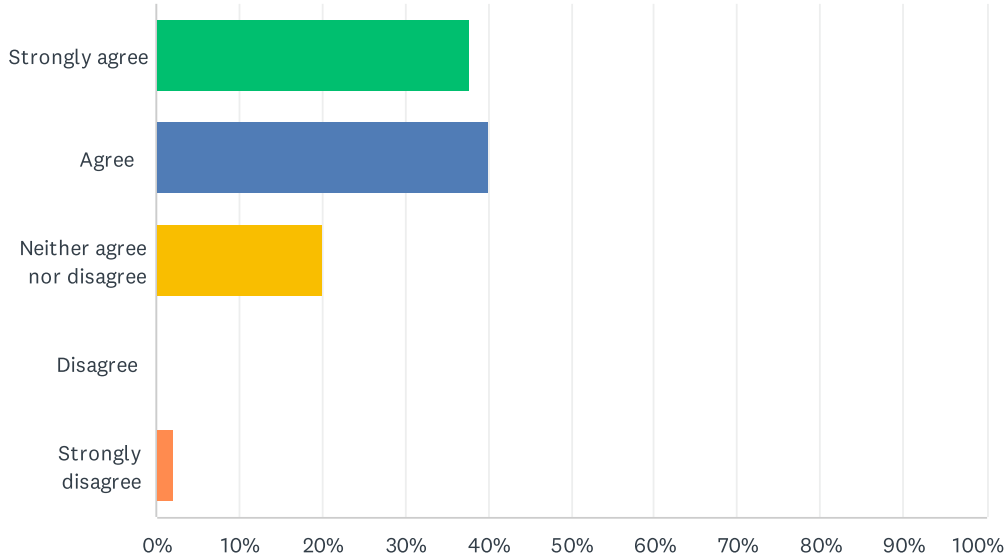
#	PLEASE GIVE REASONS FOR YOUR ANSWER	DATE
1	The SRA's regulations make it extremely difficult for competent professionals to get qualified.	9/13/2024 4:49 PM
2	They are independent from the rest of the leagl profession	9/12/2024 4:45 PM
3	well established professional alternative regulator to SRA	9/11/2024 6:46 PM
4	Because Independent without Pressure	9/10/2024 10:23 PM
5	Because it's better to be individually recognised	9/10/2024 8:13 PM
6	Cilex has been well established as an respectable institution to enforce and monitor compliance and regulations.	9/10/2024 6:09 PM
7	CRL or alternative, should independently regulate our sector	8/30/2024 3:06 PM
8	Ensuring that CILEX members are not the subject of regulations inappropriate to our qualifaction	8/27/2024 6:13 PM
9	It protects the public to whom we provide services	8/17/2024 4:52 PM

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10	They have specialist experience	8/13/2024 8:03 PM
11	It would be a mistake to hand this responsibility to an alternative Regulator who has no knowledge of where CILEX came from or where it intends to head to.	8/13/2024 8:35 AM
12	Vital that legal executives are independently regulated to ensure they do not fall behind in comparison to our solicitor colleagues	8/12/2024 7:23 PM
13	by doing so it ensures that high standards are maintained to serve the public	8/5/2024 9:26 AM
14	Cilex Regulation protects the interests of the public and understands the routes to qualify and status of Cilex professionals.	8/4/2024 1:44 PM
15	Independent regulation provides greater transparency and trust	7/29/2024 12:37 PM
16	Never had an issue so why change	7/29/2024 10:36 AM
17	Best to understand the requirements of our profession	7/22/2024 4:45 PM
18	CILEX is independent from the SRA and therefore should have its own regulatory body. There is no suggestion that CRL cannot undertake and perform at the same level as the SRA.	7/22/2024 4:11 PM
19	We are different from solicitors	7/22/2024 3:54 PM

Q2 2. Do you agree with our proposed mission statement?

Answered: 45 Skipped: 0

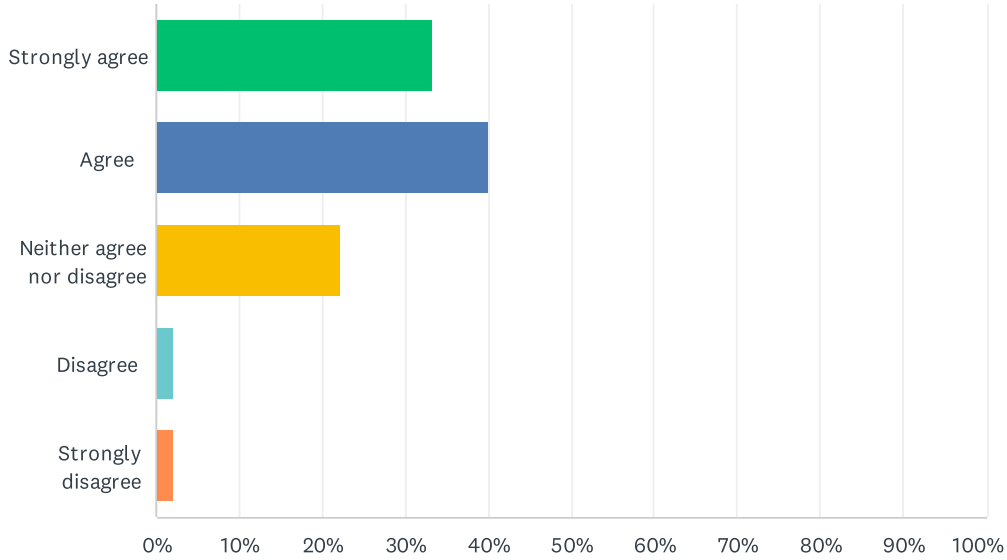


ANSWER CHOICES	RESPONSES	
Strongly agree	37.78%	17
Agree	40.00%	18
Neither agree nor disagree	20.00%	9
Disagree	0.00%	0
Strongly disagree	2.22%	1
TOTAL		45

#	PLEASE PROVIDE COMMENTS	DATE
1	evolving regulation	9/11/2024 6:46 PM
2	Mission statement is clear and focused for the purpose of Cilex.	9/10/2024 6:09 PM
3	Yes forward thinking strategies	8/13/2024 8:03 PM
4	I cannot see the point of Mission Statements. They are anathema to all right thinking people. What do they achieve except to give a list of pre-prepared reasons to fail?	8/13/2024 8:35 AM
5	Yes I agree with the mission statement - No further comment needed	8/5/2024 9:26 AM
6	The mission statement provides key objectives that matter to the public and to members	7/29/2024 12:37 PM
7	CILeX is not focusing on fixibg where it is broken	7/23/2024 3:57 PM
8	I believe that CRL has a strong mission statement which can be dealt with	7/22/2024 4:11 PM
9	There are always more than one point of view	7/22/2024 3:54 PM

Q3 3. Do you agree with our proposed purpose statement?

Answered: 45 Skipped: 0

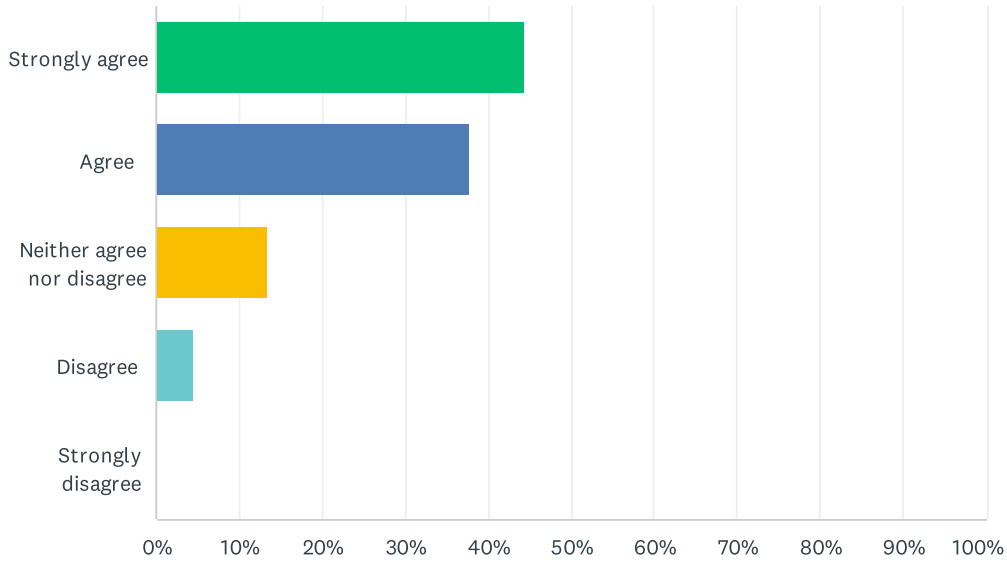


ANSWER CHOICES	RESPONSES	
Strongly agree	33.33%	15
Agree	40.00%	18
Neither agree nor disagree	22.22%	10
Disagree	2.22%	1
Strongly disagree	2.22%	1
TOTAL		45

#	PLEASE PROVIDE COMMENTS	DATE
1	It is well thought for all professional angles	9/10/2024 6:09 PM
2	Yes, as before	8/13/2024 8:03 PM
3	as above I agree no further comment needed	8/5/2024 9:26 AM
4	The purpose statement appears to embody the identity of CILEX	7/29/2024 12:37 PM
5	As above.	7/22/2024 4:11 PM
6	I've put disagree as I think this is being rushed through	7/22/2024 3:54 PM

Q4 4. In our draft Strategy we have identified three core activities – regulation, learning and innovation. Do you think these are the right activities?

Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	44.44%	20
Agree	37.78%	17
Neither agree nor disagree	13.33%	6
Disagree	4.44%	2
Strongly disagree	0.00%	0
TOTAL		45

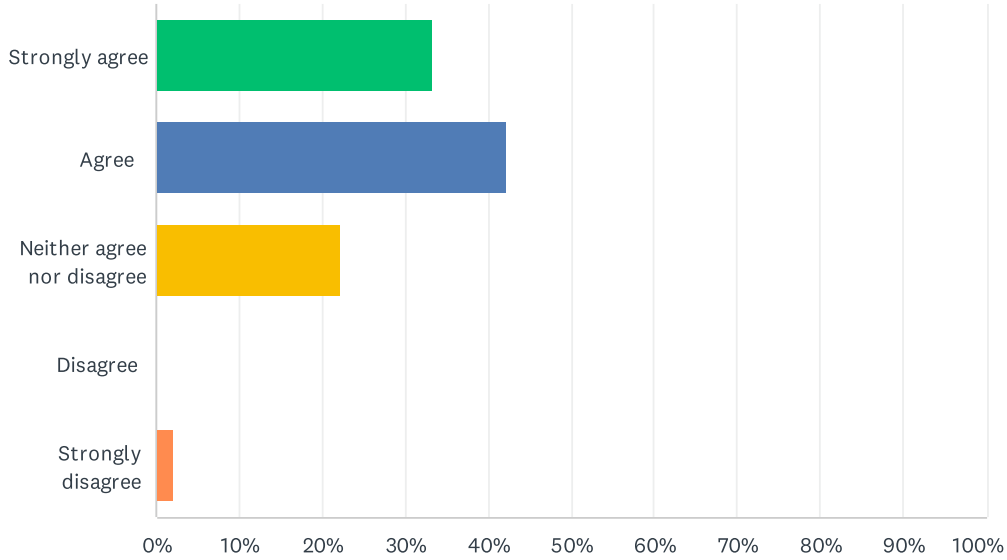
#	PLEASE PROVIDE COMMENTS	DATE
1	A good start	9/11/2024 6:46 PM
2	Probably the best so far.	9/11/2024 9:12 AM
3	It is draft and appropriate for the near short and mid term policies.	9/10/2024 6:09 PM
4	Regulation paramount and then continuing learning	8/13/2024 8:03 PM
5	CILEX is a business when all is said and done. It has changed markedly from what it was when it was ILEX but we need to ensure it is fit for purpose and that it competes with those organisations who regulate other types of lawyers. I personally feel that allowing SRA to regulate us is akin to giving the fox the keys to the henhouse...	8/13/2024 8:35 AM
6	Yes regulation and learning are important to foster innovation	8/5/2024 9:26 AM
7	This appears to address what matters to the public and members	7/29/2024 12:37 PM

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8	CILEX has innovated the legal sector. CILEX should remain at the forefront of innovation.	7/22/2024 4:11 PM
9	Self-explanatory	7/22/2024 3:54 PM

Q5 5. We have proposed four strategic priorities to be the focus of CRL’s efforts over the next three years – do you consider these are clear, understandable and appropriate?

Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	33.33%	15
Agree	42.22%	19
Neither agree nor disagree	22.22%	10
Disagree	0.00%	0
Strongly disagree	2.22%	1
TOTAL		45

#	PLEASE PROVIDE COMMENTS	DATE
1	It's irrelevant if tCILEX get their way and move regulation to the SRA	9/12/2024 4:45 PM
2	Very	9/11/2024 9:12 AM
3	because it is a joint unanimous decision at present.	9/10/2024 6:09 PM
4	Clear future plan to progress membership status with the general public	8/13/2024 8:03 PM
5	Business speak that serves only to send the reader to sleep...zzzzzz	8/13/2024 8:35 AM
6	They clearly set out the plan	7/29/2024 12:37 PM
7	Nothing further to comment: they are clear and realisable.	7/22/2024 4:11 PM

Q6 6. If you had to choose just one, what would be the most important priority that you would want CRL to focus on for the next three years?

Answered: 37 Skipped: 8

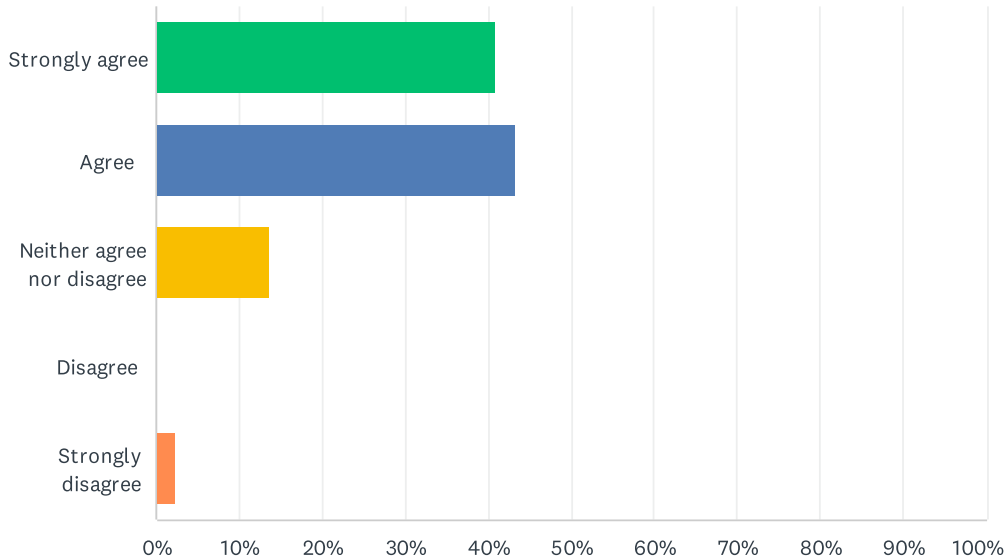
#	RESPONSES	DATE
1	n/a	9/13/2024 4:49 PM
2	Learning for CILEx members of all levels	9/13/2024 9:56 AM
3	Learning	9/12/2024 4:52 PM
4	independence	9/12/2024 4:45 PM
5	.	9/12/2024 9:39 AM
6	greater focus on CILEX regulation and development of members	9/11/2024 6:46 PM
7	Regulation	9/11/2024 11:09 AM
8	Independency	9/11/2024 9:12 AM
9	Independent regulation for Lawyers	9/10/2024 10:23 PM
10	Learning development	9/10/2024 8:13 PM
11	Government and public awareness that Cilex members are professional	9/10/2024 6:09 PM
12	Remaining independent	9/10/2024 4:18 PM
13	Standards and public trust for regulators of the legal profession must be a priority given recent issues for other regulators and to communicate to the public the effective regulation by CrL.	9/9/2024 12:08 PM
14	Be an authoritative, inclusive and capable organisation	9/9/2024 11:06 AM
15	Ethics	8/30/2024 3:06 PM
16	Standards and public trust	8/27/2024 6:13 PM
17	support for members	8/17/2024 4:52 PM
18	Regulation	8/16/2024 8:37 AM
19	Innovation	8/14/2024 11:46 AM
20	Regulation	8/13/2024 8:03 PM
21	learning	8/13/2024 9:06 AM
22	Regulation	8/13/2024 8:35 AM
23	LOWER FEES	8/13/2024 7:51 AM
24	Independent regulation	8/12/2024 7:23 PM
25	DK	8/12/2024 7:16 PM
26	Education and training	8/12/2024 5:44 PM
27	Standards and public trust	8/5/2024 9:26 AM
28	Standards and public trust	8/4/2024 1:44 PM
29	Innovation - we are facing a tidal wave of change with the advent of AI and the legal world needs to be in front of this , working with other institutions to deliver services differently	7/29/2024 12:37 PM
30	Be an authoritative, inclusive and capable organisation	7/29/2024 10:36 AM

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31	learning & development	7/28/2024 5:25 PM
32	Please just answer the phone.	7/23/2024 3:57 PM
33	Innovation	7/22/2024 8:09 PM
34	Trust	7/22/2024 4:45 PM
35	Innovation.	7/22/2024 4:11 PM
36	Quality and this can be done by agreement with the solicitors without giving up our regulations	7/22/2024 3:54 PM
37	Independency	7/22/2024 3:53 PM

Q7 7. Do you think CRL’s current values are fit for purpose and underpin CRL’s proposed strategic priorities?

Answered: 44 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	40.91%	18
Agree	43.18%	19
Neither agree nor disagree	13.64%	6
Disagree	0.00%	0
Strongly disagree	2.27%	1
TOTAL		44

#	PLEASE PROVIDE COMMENTS	DATE
1	Developing the future	9/11/2024 6:46 PM
2	SRA and Cilex are known respectable institutions serving and protecting customers.	9/10/2024 6:09 PM
3	No further comment	8/27/2024 6:13 PM
4	Yes but the description of CILEX is constantly evolving so change required for future growth	8/13/2024 8:03 PM
5	They appear to cover the important issues to the public and its members	7/29/2024 12:37 PM
6	I think CILEX needs to ensure that CRL are treated on the same level as SRA and BSB. We are unique organisation that offers opportunity to people who may not have had this and we should be proud of this fact.	7/22/2024 4:11 PM

Q8 8. What values do you think should underpin CRL's work?

Answered: 32 Skipped: 13

#	RESPONSES	DATE
1	n/a	9/13/2024 4:49 PM
2	All	9/12/2024 4:52 PM
3	proper monitoring of CILEX	9/12/2024 4:45 PM
4	.	9/12/2024 9:39 AM
5	ensuring memberships are well-supported and encouraged to develop	9/11/2024 6:46 PM
6	Integrity & Professionalism	9/11/2024 9:12 AM
7	An Experienced & International/Overseas Lawyers consider to Join.	9/10/2024 10:23 PM
8	Confidence	9/10/2024 8:13 PM
9	Clients protection and satisfaction.	9/10/2024 6:09 PM
10	Existing	9/10/2024 4:18 PM
11	Efficiency and effectiveness should underpin CRL's work demonstrating standards that are trusted.	9/9/2024 12:08 PM
12	Integrity Independence Accountability Competence Fairness Consumer Protection Transparency Innovation and Adaptability Professionalism	9/9/2024 11:06 AM
13	Ethics, professionalism, being kind	8/30/2024 3:06 PM
14	Continue to provide opportunities without barriers to ensure that everyone can have access to progress should they wish to	8/27/2024 6:13 PM
15	Providing the public with confidence in our services	8/17/2024 4:52 PM
16	Integrity	8/14/2024 11:46 AM
17	Regulation and ensuring all members have continuing training on new changes in the law for their particular discipline	8/13/2024 8:03 PM
18	Honesty and Integrity	8/13/2024 8:35 AM
19	LOWER FEES (not charging practice rights fees separately)	8/13/2024 7:51 AM
20	The unique and separate nature of chartered legal executives and the need for them to be independently regulated	8/12/2024 7:23 PM
21	Integrity	8/12/2024 7:16 PM
22	Integrity	8/12/2024 5:44 PM
23	fairness, firmness and efficiency whilst staying flexible	8/5/2024 9:26 AM
24	Independence, transparency and collaboration	8/4/2024 1:44 PM
25	Public Trust and understanding Independent regulation Innovation Training and Mentorship	7/29/2024 12:37 PM
26	I agree with the current values.	7/29/2024 10:36 AM
27	honesty and integrity	7/28/2024 5:25 PM
28	I think that CILeX needs to take a hard look at whether or not it is fit for purpose	7/23/2024 3:57 PM
29	Efficiency, fairness, openness	7/22/2024 8:09 PM
30	trustworthy and knowledgeable	7/22/2024 4:45 PM

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31	Innovation Learning Regulation Self improvment	7/22/2024 4:11 PM
32	Quality	7/22/2024 3:54 PM

Q9 9. What further steps can we take to improve our openness and responsiveness?

Answered: 30 Skipped: 15

#	RESPONSES	DATE
1	n/a	9/13/2024 4:49 PM
2	None	9/12/2024 4:52 PM
3	a higher profile	9/12/2024 4:45 PM
4	.	9/12/2024 9:39 AM
5	establish the way forward for members and provide greater support and tracking	9/11/2024 6:46 PM
6	Apprenticeships	9/11/2024 9:12 AM
7	An Experienced & International/Overseas Lawyers openness to Join. Make it global hub for Lawyers.	9/10/2024 10:23 PM
8	Transparent	9/10/2024 8:13 PM
9	enhance among public more aware about Cilex services.	9/10/2024 6:09 PM
10	Unknown	9/10/2024 4:18 PM
11	More public materials raising awareness of CRL's work within the legal services regulatory system through media outside legal journals.	9/9/2024 12:08 PM
12	Most of these may already be implemented, however, here are some steps (maybe not further): Enhanced Communication Channels: Establish and maintain multiple, accessible channels for stakeholders to communicate, including online platforms, public forums, and regular newsletters. Regular Reporting: Publish regular and detailed reports on activities, decision-making processes, and outcomes to keep stakeholders informed. Feedback Mechanisms: Implement robust systems for collecting and addressing feedback from both legal professionals and the public, ensuring that concerns and suggestions are reviewed and acted upon. Transparency in Decision-Making: Clearly document and share the rationale behind regulatory decisions and actions to provide insight into the decision-making process. Public Consultations: Engage in regular consultations with the public and legal professionals to gather input on proposed changes to regulations and policies. Open Meetings: Hold open meetings or webinars where stakeholders can attend, ask questions, and provide feedback on ongoing regulatory matters. Accessibility of Information: Ensure that all regulatory documents, guidelines, and policies are easily accessible and written in clear, understandable language. Stakeholder Engagement: Actively engage with stakeholders through focus groups, surveys, and forums to better understand their needs and concerns. Timely Responses: Ensure that inquiries, complaints, and feedback are acknowledged and responded to in a timely manner. Training and Education: Provide training for staff on best practices for communication and responsiveness to improve their interactions with stakeholders.	9/9/2024 11:06 AM
13	More engagement/surveys?	8/30/2024 3:06 PM
14	No comments	8/27/2024 6:13 PM
15	Good as it is	8/17/2024 4:52 PM
16	Don't know	8/14/2024 11:46 AM
17	I don't think there is a great deal more to do to appeal to all status of members	8/13/2024 8:03 PM
18	One needs to be careful not to accept every new innovation as the way forward. Adherence to core values needs to be at the heart of what CRL do. Doing things a different way is not always the best way forward.	8/13/2024 8:35 AM

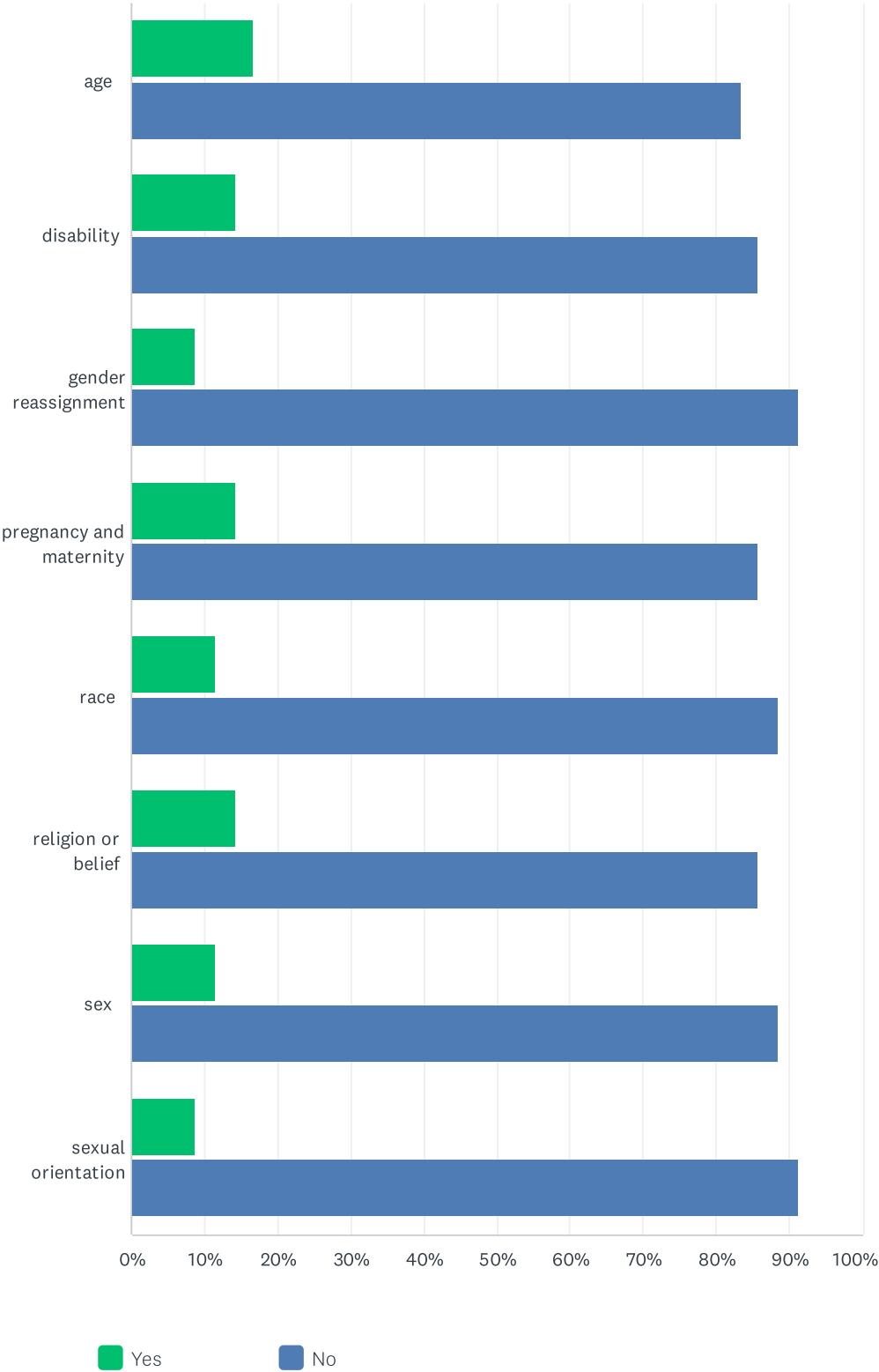
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19	LOWER FEES (not charging practice rights fees separately)	8/13/2024 7:51 AM
20	See above	8/12/2024 7:23 PM
21	DK	8/12/2024 7:16 PM
22	Continue to enhance the reputation and independence of regulating Cilex professionals	8/4/2024 1:44 PM
23	I consider members have been adequately informed	7/29/2024 12:37 PM
24	From my standpoint I have never had an issues with your openness and responsiveness so more of the same.	7/29/2024 10:36 AM
25	communicate more with the profession and the public	7/28/2024 5:25 PM
26	Actually be responsive. Answer the phone. Answer emails. I hate having to deal with CILeX. Its a complete nightmare.	7/23/2024 3:57 PM
27	Unsure	7/22/2024 8:09 PM
28	Publicity regarding what a CILEx is	7/22/2024 4:45 PM
29	There should be an annual meeting inclusive of in person and videolink to raise all issues. Further an anonymous email account to raise any issues and whistle blow.	7/22/2024 4:11 PM
30	Not sure	7/22/2024 3:54 PM

Q10 10. Do you consider there are any aspects of our proposals that could result in equality or diversity implications for groups or individuals based on one of more of the following protected characteristics as defined by the Equality Act 2010?

Answered: 36 Skipped: 9

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	YES	NO	TOTAL	WEIGHTED AVERAGE
age	16.67% 6	83.33% 30	36	1.83
disability	14.29% 5	85.71% 30	35	1.86
gender reassignment	8.82% 3	91.18% 31	34	1.91
pregnancy and maternity	14.29% 5	85.71% 30	35	1.86
race	11.43% 4	88.57% 31	35	1.89
religion or belief	14.29% 5	85.71% 30	35	1.86
sex	11.43% 4	88.57% 31	35	1.89
sexual orientation	8.82% 3	91.18% 31	34	1.91

#	IF YES, PLEASE EXPLAIN WHAT COULD BE DONE TO CHANGE THIS?	DATE
1	n/a	9/13/2024 4:49 PM
2	.	9/12/2024 9:39 AM
3	need to cater for varying beliefs	9/11/2024 6:46 PM
4	some lawyers keep practicing to very old age USA president Joe Boden is seen too fragile	9/10/2024 6:09 PM
5	I dont know.	7/23/2024 3:57 PM
6	Seeing the point of view of everyone	7/22/2024 3:54 PM

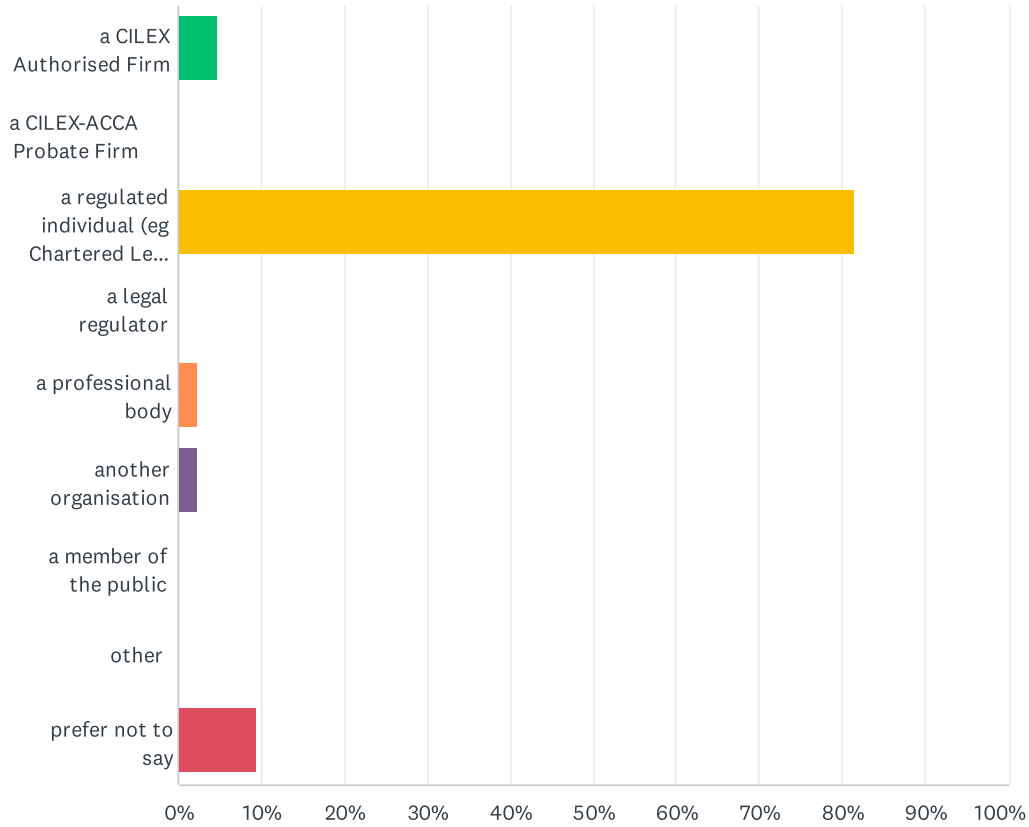
Q11 11. Do you have any other comments about the draft Corporate Strategy for 2025-2027?

Answered: 21 Skipped: 24

#	RESPONSES	DATE
1	n/a	9/13/2024 4:49 PM
2	No	9/12/2024 5:07 PM
3	No	9/12/2024 4:52 PM
4	pointless at the moment unless CILEX withdraw from it's intention to move regulation to the SRA	9/12/2024 4:45 PM
5	.	9/12/2024 9:39 AM
6	not at this time	9/11/2024 6:46 PM
7	No	9/10/2024 4:18 PM
8	I hope that the changes will mean that the public has raised awareness that CILEX and Solicitors are a parallel qualification, ie that we do the same job to the same level as Solicitors	8/27/2024 6:13 PM
9	No	8/17/2024 4:52 PM
10	No	8/14/2024 11:46 AM
11	None all clear and concise and stating all relevant facts	8/13/2024 8:03 PM
12	No	8/13/2024 8:35 AM
13	Lower fees and do more to emphasis the benefits to service providers over the SRA alternative	8/13/2024 7:51 AM
14	N/A	8/12/2024 7:23 PM
15	No	8/12/2024 7:16 PM
16	no	8/5/2024 9:26 AM
17	n/a	7/29/2024 12:37 PM
18	None.	7/29/2024 10:36 AM
19	No but look forward to you continuing to be the regulator for CILEx professionals.	7/28/2024 5:25 PM
20	Please stop abandoning those that are looking to qualify using CILeX	7/23/2024 3:57 PM
21	None	7/22/2024 4:11 PM

Q12 These questions are to help us get a better understanding of your response. They do not form part of the consultation itself. Are you responding to this consultation as:

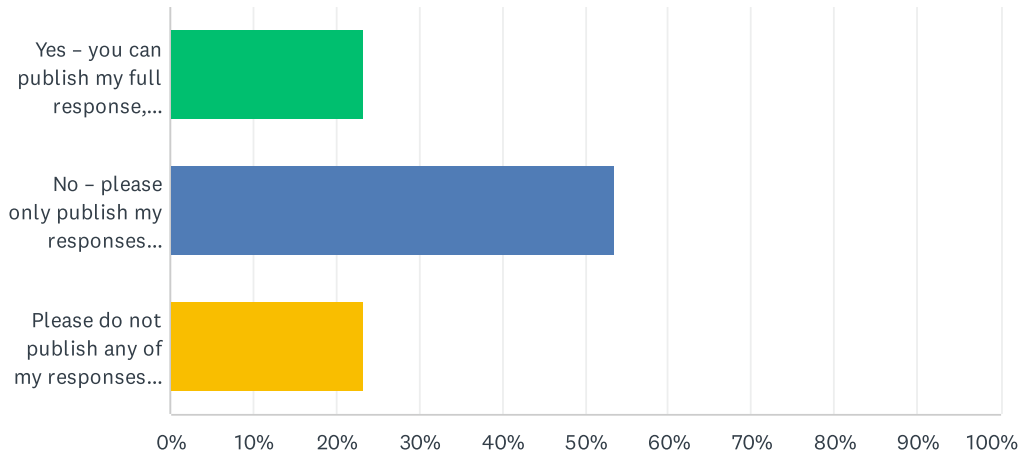
Answered: 43 Skipped: 2



ANSWER CHOICES	RESPONSES	
a CILEX Authorised Firm	4.65%	2
a CILEX-ACCA Probate Firm	0.00%	0
a regulated individual (eg Chartered Legal Executive, CILEX Practitioner, member of CILEX, solicitor, barrister)	81.40%	35
a legal regulator	0.00%	0
a professional body	2.33%	1
another organisation	2.33%	1
a member of the public	0.00%	0
other	0.00%	0
prefer not to say	9.30%	4
TOTAL		43

Q13 CILEx Regulation may publish the responses to this consultation. We usually do this anonymously; however, at times it may be necessary to identify where the responses have come from. Are you happy for your full response, including your organisation's name and your position to be published?

Answered: 43 Skipped: 2

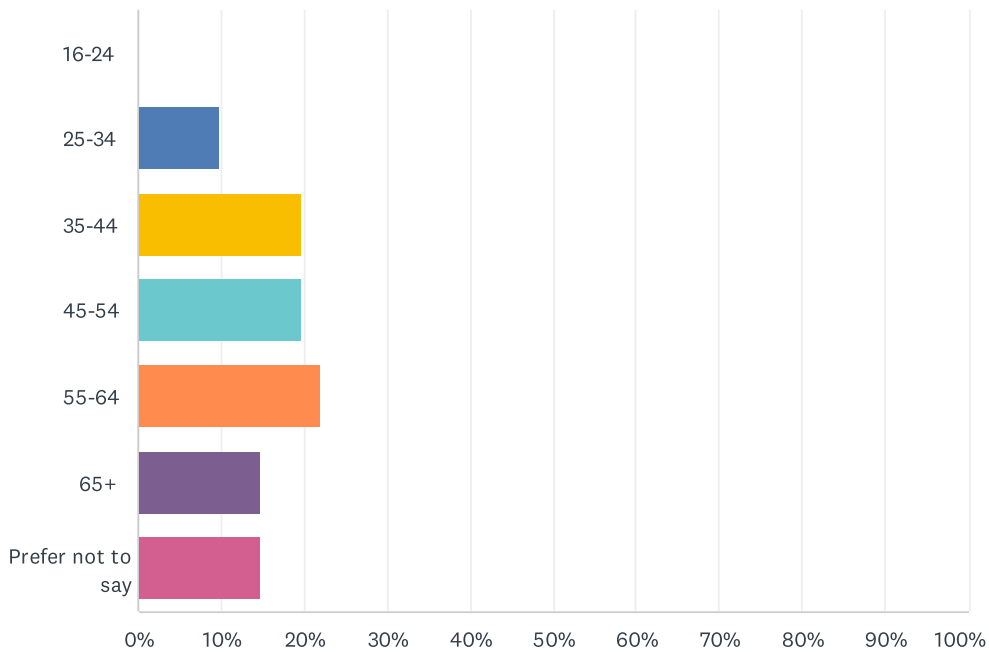


ANSWER CHOICES	RESPONSES	
Yes – you can publish my full response, including my organisation's name and my position (please add this information below)	23.26%	10
No – please only publish my responses anonymously	53.49%	23
Please do not publish any of my responses or name	23.26%	10
TOTAL		43

#	D
1	[REDACTED]
2	[REDACTED]
3	[REDACTED]

Q14 Introduction IF YOU ARE AN INDIVIDUAL, WE WOULD LIKE YOU TO COMPLETE THIS QUESTIONNAIRE - if you are responding on behalf of an organisation or regulated firm please scroll through and click to submit your responses. We are asking individuals responding to our consultation to complete this optional diversity questionnaire to help us better understand the composition of those responding and any differential impacts that the proposed changes to our rules may have on protected groups. Your answers to this questionnaire will be anonymised. If you do not feel comfortable answering any of the questions you have the option to select 'prefer not to say' within the questionnaire. Whilst the questionnaire is voluntary, we hope you are able to complete it and answer as many of the questions as possible. **Age1. Which age category are you currently in?**

Answered: 41 Skipped: 4

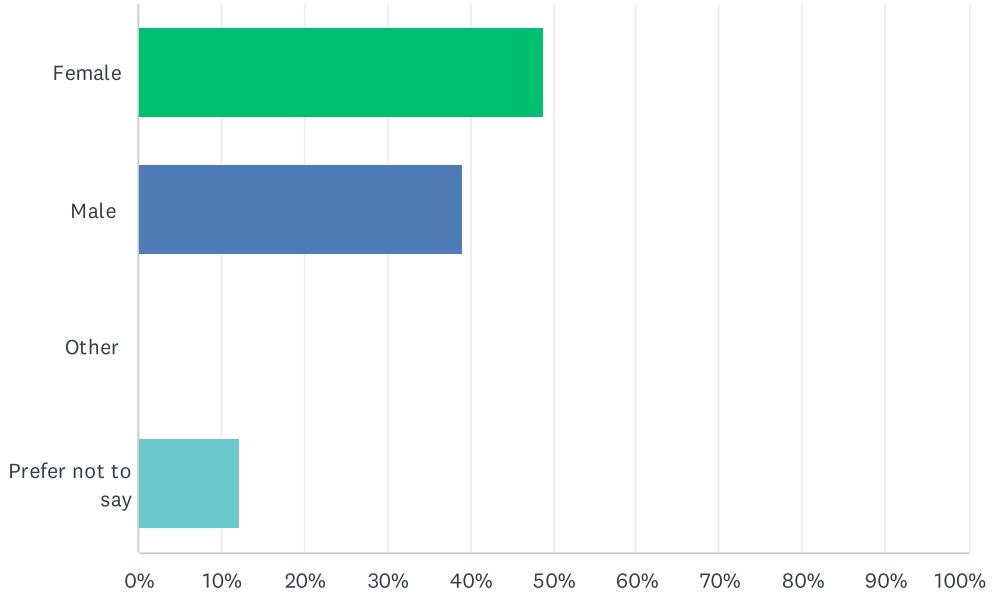


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ANSWER CHOICES	RESPONSES	
16-24	0.00%	0
25-34	9.76%	4
35-44	19.51%	8
45-54	19.51%	8
55-64	21.95%	9
65+	14.63%	6
Prefer not to say	14.63%	6
Total Respondents: 41		

Q15 Gender2. Which gender do you identify with?

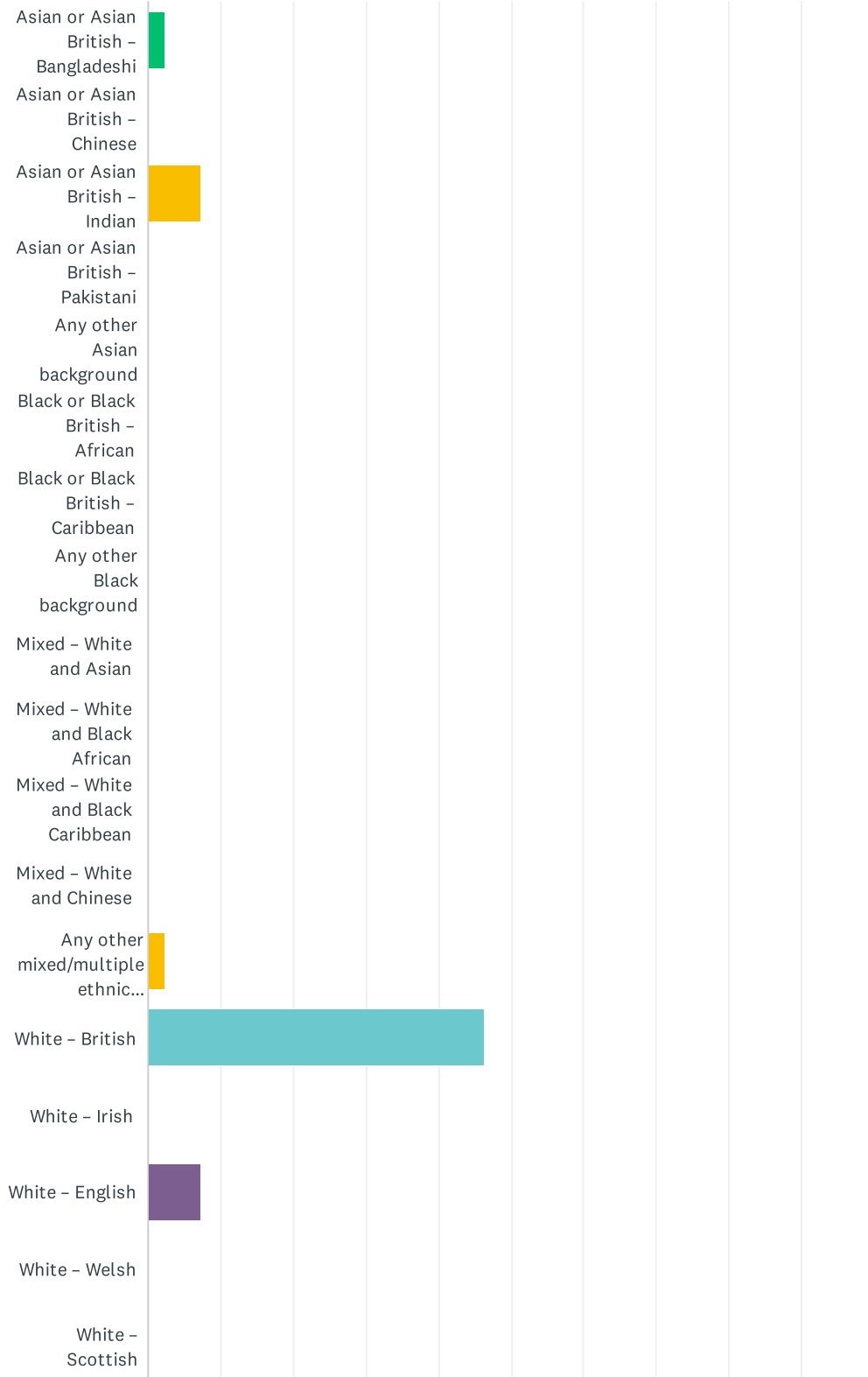
Answered: 41 Skipped: 4



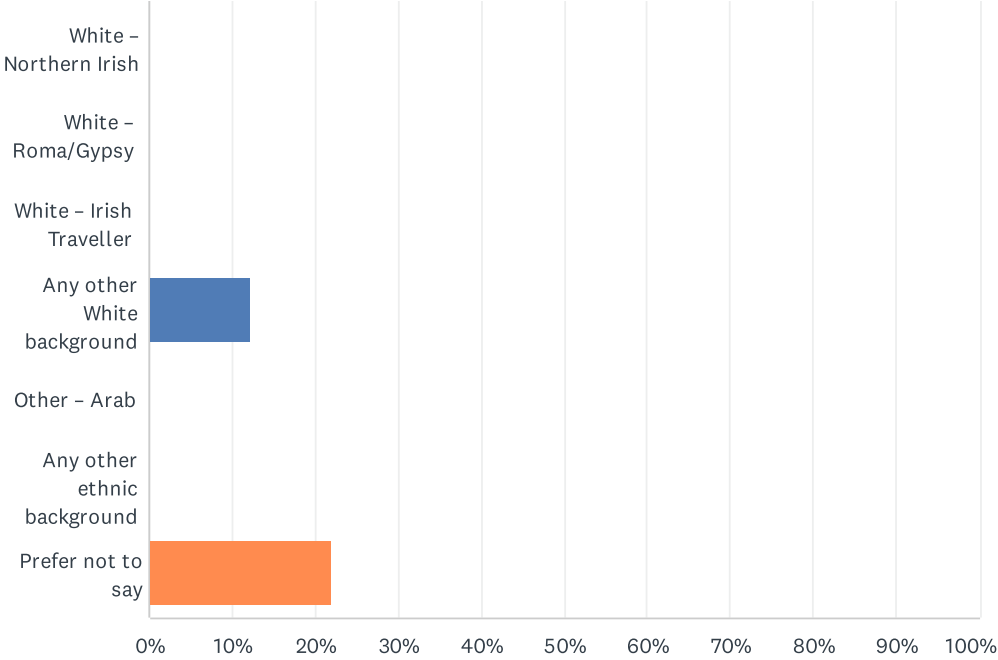
ANSWER CHOICES	RESPONSES
Female	48.78% 20
Male	39.02% 16
Other	0.00% 0
Prefer not to say	12.20% 5
Total Respondents: 41	

Q16 Ethnicity4. What is your ethnic group? Please select the most appropriate option.

Answered: 41 Skipped: 4



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ANSWER CHOICES	RESPONSES	
Asian or Asian British – Bangladeshi	2.44%	1
Asian or Asian British – Chinese	0.00%	0
Asian or Asian British – Indian	7.32%	3
Asian or Asian British – Pakistani	0.00%	0
Any other Asian background	0.00%	0
Black or Black British – African	0.00%	0
Black or Black British – Caribbean	0.00%	0
Any other Black background	0.00%	0
Mixed – White and Asian	0.00%	0
Mixed – White and Black African	0.00%	0
Mixed – White and Black Caribbean	0.00%	0
Mixed – White and Chinese	0.00%	0
Any other mixed/multiple ethnic background	2.44%	1
White – British	46.34%	19
White – Irish	0.00%	0
White – English	7.32%	3
White – Welsh	0.00%	0
White – Scottish	0.00%	0
White – Northern Irish	0.00%	0
White – Roma/Gypsy	0.00%	0
White – Irish Traveller	0.00%	0
Any other White background	12.20%	5
Other – Arab	0.00%	0
Any other ethnic background	0.00%	0
Prefer not to say	21.95%	9
Total Respondents: 41		