

CILEx Regulation Corporate Strategy 2022-2024

Key achievements

High standards

- **Higher Rights of Audience** – Legal Services Board approved CRL to authorise CILEx practitioners with litigation and advocacy rights and chartered legal executive advocates with Higher Rights of Audience.
- **Continuing Professional Development** - significant improvement in Continuing Professional Development compliance and making good progress with the Ongoing Competence Action Plan submitted to the Legal Services Board.
- **Assessment routes** offered by the University of Law for Fellows to gain practice rights are embedding, with 140 Fellows applying.

Consumer empowerment

- **Development of the Legal Choices website** (a comprehensive online resource for consumers) leading to a 23% increase to 1.6 million visits during the 12 months to 31 October 2023, substantially exceeding the target of 1.25 million visits.
- **Regulatory Information Service** - collaborating with other regulators to progress the development of a Regulatory Information Service in line with the LSB's Statement of Policy on Empowering Consumers. This includes recently approving a discovery phase to create a single digital portal through which consumers can access multiple data sets for each front-line regulator.
- **Transparency** – consultation on amendments to our transparency rules and regulations for firms in line with the LSB's statement of policy on consumer empowerment. Publication of CRL Board papers.
- **Consumer facing web content** – development of more consumer facing web content including 'I am a member of the public' section.

Equality, diversity and inclusion

- Publication of CRL's first ever EDI strategy.
- Publication of CRL's biennial Diversity Data Survey Report, drawing on data from 16,757 members – nearly four times the data available compared to the 2017 survey.
- Publishing an expanded diversity reported related specifically to Enforcement activities.
- Recast qualifying employment rules and qualifying experience to eliminate barriers to qualification.