

Date	15 April 2025
Item	09.00
Title	Director of Governance Report
Author	Simon Blandy, Director of Regulation
Purpose	This paper provides an update on the work undertaken in the governance, policy and legal team since the last Board meeting.
Recommendation	To NOTE the update and actions identified
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.
Impact on ongoing competence	The Head of Education oversees and manages all matters relating to on-going professional competence.
Publication status	For Publication
Appendices	None

(A) EDUCATION

CPD Non-Compliance

- As reported in 2025 Annual Report, at the beginning of 2025, 994 members remained non-compliant with their CPD obligations for CPD year 2023/2024:

Title	No	%
Paralegals	488	49
Advanced Paralegals	190	19
CILEX Fellows	258	26
Associate Prosecutors	11	1
CILEX Fellows with Reduced Outcomes	47	5
Total	994	100

2. An email was sent to each of those members advising that if they wanted CRL staff to update their CPD records for the non-compliant period, they must complete and return a CPD Logging Sheet and evidence of completed CPD activities.
3. Members enquiring about progress receive a response advising that logging sheets are processed in a strict order of date received and confirmation will be provided when their records have been updated.

4. Work continues of CPD Sampling exercise for CPD year 2023/2024 and is scheduled to finish on 31 May 2025. A report will be submitted to the CRL Board at its meeting in July 2025.

11. [REDACTED] has just made an application for authorisation to deliver training and assessment of CILEX Advocacy Qualifications.
[REDACTED]
12. The Head of Education and the PAS Team Manager met students at [REDACTED] to present the CRL route as an alternative to the SRA Solicitor route. Over 30 students attended. The presentation generated positive questions and feedback from participants.
13. Following the presentation, the Head of Education and the PAS Team Manager met the Principal [REDACTED] to explore expanding the partnership further. [REDACTED] LLB Hons Degree is currently recognised by CRL as meeting the knowledge requirements of 6 of 9 Specialist Pathways in the education standards. The principal is keen to expand recognition to include [REDACTED] LLM.
[REDACTED]
14. [REDACTED] are now approved by Ofqual as an End-Point Assessment Organisation for the CILEX Level 6 and Level 7 Apprenticeship Standards
15. The next stage of the approval process is for CRL to undertake 'readiness checks' as part of its role as External Quality Assurer for the two CLE Apprenticeship Standards.
16. [REDACTED] will be in direct competition with CILEX who are currently the only approved End-point Assessment Organisation for the CILEX Level 6 and level 7 Apprenticeship Standards.

Other Universities

17. Discussions continue with the following Universities:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

18. All are seeking CRL recognition of their current provision as meeting the knowledge requirements of CRL's education standards.

Other Training Providers

19. Discussions are continuing with the following Private Training Providers:

- [REDACTED]
- [REDACTED]
- [REDACTED]

20. All 3 were CILEX approved training providers but now wish to work directly with CRL. [REDACTED] which were CILEX's largest training provider, are developing a qualification in partnership with [REDACTED]

Funding of Level 7 Apprenticeship Standards

21. The Government announced a review of Level 7 Apprenticeship Funding in Autumn 2024. The report of its findings and recommendations is yet to be published.
22. It is anticipated that the Level 7 Apprenticeship Standards will no longer be funded through the Apprenticeship Levy. This will adversely impact CRL's Level 7 Chartered Legal Executive Litigator and Advocate Apprenticeship Standard as well as the SRA's Level 7 Apprenticeship Standard.
23. Discussions have been initiated with Ifate on a contingency plan to ensure Litigation and Advocacy will continue to be offered through the Level 6 standard.
24. If the SRA's Level 7 Solicitor Apprenticeship Standard is adversely impacted by the anticipated decision, the only remaining funded apprenticeship route for litigation and advocacy will be with CRL. This may lead to a significant increase in the number of CILEX Apprentices and CILEX members.

Stand-alone Litigation Practice Rights

25. With active support from CILEX, a first [consultation](#) has just been published to gauge interest in stand-alone litigation practice rights in preparation for an application to the LSB. The consultation will close in late May 2025.

Advocacy Qualification Scheme Review

26. The first stage of the Advocacy Qualification Scheme review has started and will focus on the different requirements for Chartered Legal Executives and Solicitors. It will compare both the knowledge, competence and assessment requirements pre-authorisation and the re-accreditation and reassessment requirements post authorisation.

(B) EQUALITY, DIVERSITY AND INCLUSION

27. Good progress has been made in the design of a process to monitor career progression. Further iterations of the developing typology of seniority have been worked through with the [REDACTED]
28. CRL participated in the Legal Regulators EDI Forum in March where discussions included the impact of non UK directives and challenges to EDI work. The LSB confirmed its intention to consult on a draft EDI statement of policy. There were initial discussions about sharing good practice and understanding how the EDI elements of principles set out in the [Tackling Counter-Inclusive Misconduct Statement](#) agreed in 2022 have been implemented.

29. The two yearly diversity data survey will start in late April 2025. Regulated members have been reminded of the benefits of completing and/or updating their diversity information in the CRM.
30. At the Judicial Diversity Forum's Combined Statistics Working Group March 2025 meeting, positive feedback was given on the MoJ's diversity data dashboard which will accompany the Judicial Diversity Report has been positive. Discussions included further consideration of the diversity questions for disability data collection and the timeline for collection of diversity statistics for preparation of the Judicial Diversity Report 2025 by the Ministry of Justice.

(C) CONSUMER

31. Interviewees have now been recruited for the digital exclusion research led by the BSB. The field work is underway and due to conclude in April 2025.
32. First tier complaints work to ensure compliance with the LSB's [statement of policy](#) (SoP) is continuing:
 - a) Gaps in CRL's regulatory arrangements are being addressed informed by discussions with other legal regulators.
 - b) The Legal Ombudsman held meetings with legal regulators in February and March 2025. Discussions centred on the potential for collaborative work on a Model Complaints Resolution Procedures (MCRP) with supporting materials to drive up standards of complaint handling and service provision for the benefit primarily of consumers, but also of firms.
 - c) Since the MCRP is currently scheduled to be completed by April 2026, the LSB is being approached to determine whether the deadline for compliance with the FTC statement of policy can be extended from November 2025 to spring 2026.
33. CRL participated in the Legal Choices Steering Group meeting at the end of February 2025. There was an update on the performance and visitor numbers to the site. The invitation to tender for the evaluation of the site work was discussed together with options to move the RIS project forwards. We also took part in the Legal Choices Governance Board meeting in March to discuss the RIS project where there was unanimous agreement to 'build and test' the user interface/website.

(D) COMMUNICATIONS: 20 January 2025 – 20 March 2025

(Previous reporting period – 20 October 2024 – 20 January 2025)

34. **Campaigns**
 - CRL Roundtable event 26 February 2025 (London) Provided event management and comms support for the CRL Roundtable – Unregulated Legal

Sector on 26 February 2025 including pre-event materials preparation, liaison with external suppliers and venue coordination. Roundtable Press Release and related article - liaison with PR agency ().

- Promotion of LeO resources for consumers and for professionals including their 'Bitesize' video updates on key complaints processes and guidance including FTC guidance. Video series included in the January, February and March newsletters.

35. The Policy and Stakeholder Engagement Team also provided communications support to the Executive Team and wider team for:

- Application of the newly required 2 step verification process to the CRL Google Account.
- Created feature for the Spring 2025 CILEX Journal on *LeO and Good Complaints handling* and liaison with SMT for additional feature – *2025 Corporate plan*.
- Liaison with Kysen regarding the strategy Statement to follow CILEX board announcement regarding redelegation (expected approx. wb 14 April 2025) plus associated feature.
- LSB Reshaping Legal Services conference – promotion and coverage of CRL's attendance on the day including news post and social media
- February board papers published to the website (5.2.25). Chairs Board update published (February 2025 board plus associated social media and news update
- January and February newsletters completed and distributed
- Practice Rights Specialist Pathways – Handbooks updated and republished in liaison with MW
- Press Release – Part 8 issue continued – monitoring and liaison with Kysen regarding current status and release timing.
- Creation of new Bluesky account and promotion in the CRL newsletter
- Completion of the 2025 Comms Plan
- Promotion and communications support for the 2025 LawtechUK conference in London
- CRL role vacancies – advertisement on the website and social media promotion
- Continuation of Spindogs quote review for decommissioning of Regulation Matters website.

36. **Consultations**

The first [consultation](#) on Stand-alone Litigation Practice Rights has been published. This closes in late May 2025 (see also paragraph 26 above).

37. **CRL Press Coverage**

CRL Unregulated Legal Services Roundtable event 26 February 2025:

CILEX calls for stronger litigation funding regulation - Solicitors Journal

Future of legal regulation discussed at CILEx roundtable – Today's Family Lawyer

Future of legal regulation discussed at CILEx roundtable | Today's Wills and Probate

38. **CRL editorial**

None for the reporting period.

39. **Work has also continued for ongoing projects including:**

- **Website monitoring and edits**– ongoing.
- **Google Analytics** – Reporting on engagement stats for CRL website and Regulation Matters.
- **Decommissioning of the Regulation Matters website**
This project has been delayed due to staff changes at Spindogs. Currently negotiating on the proposed costings. Proposal is to first update the functionality on the CRL website to allow for the addition of Features and Case Studies. Once this has been tested, proven to work effectively and all relevant content moved across, the Reg Matters site will then be taken down..
- **LegalTech** – horizon scanning for innovation initiatives including lawtech and AI activity.
- **BAU communications** – scheduling throughout the year including content creation for: social media, news posts, monthly newsletter and CILEX Journal.

CRL's communication channels continue to show steady engagement across our main platforms, including the CRL website, social media and newsletters.

40. **Website and Newsletter Engagement**

CRL newsletter email open rates:

Edition	Open Rate
October 2024	37%
November 2024	39%
December 2024	50%
January 2025	42%
February 2025	41%

March 2025	TBC
Industry Standard	15-35%

41. CRL Press Releases

Date	Press release
March 2025	CRL Roundtable event (February 2025)

42. Engagement and Reach

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

Channel	20 August to 20 October 24	20 October to 20 January 25	20 January 25 to 20 March 2025	Pages with highest engagement (for reporting period)
CRL Website	Total users: 12,562 Engaged sessions: 30,155	Total users: 14,888 Engaged sessions: 23,676	Total users: 12,747 Engaged sessions: 15,985	Top 5 pages views: 1. Practitioners Directory – 12,004 views 2. Schedules – 5,280 views 3. Home page – 3,752 views 4. Resource library – 2,612 views 5. Chartered legal executives – 2,132 views
LinkedIn followers	4928	4952	6016	LinkedIn posts with the highest engagement (top 3): 1. Bitesize 3 Good complaint handling (LeO resources) – 17.46% 2. Recruitment advertisement on CRL website – 11.89% 3. Life in the Law 2025 survey – 11.36%
LI average post engagement rate*	3.50%	4.85%	5.75%	
Twitter followers	1629	1579	1571	Twitter posts with highest the engagement: (top 3) (Currently unable to access Twitter 'X' analytics - upgrade required)
Twitter average post	Currently unable to access 'X' analytics	Currently unable to access 'X' analytics	Currently unable to access 'X' analytics	

engagmnt rate**				
Regulation Matters website	Total users: 311 Engaged sessions: 160	Total users: 595 Engaged sessions: 242	Total users: 685 Engaged sessions: 221	Top 5 page views: 1. Home page – 117 views 2. Feature – Qualifying Experience – 58 views 3. Feature – chairs update Feb 2025 – 50 views 4. Features – top level menu page – 42 views 5. Feature – Independent Practice Rights Now – 29 views

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

**0.33 to 1% is considered very high

Recommendation

43. The Board is asked to **NOTE** the report.