



Date	17 July 2025
Item	8.0
Title	Director of Policy and Governance Report
Author	Jonathan Levack, Director of Policy and Governance
Purpose	This paper provides an update on the work undertaken in the policy and governance teams since the May 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	08.01 CPD Sampling Exercise Report



EDUCATION

CPD Sampling Exercise

1. The CPD Sampling Exercise for CPD year 1 October 2023 to 30 September 2024 has been completed. Over 90% of those sampled were compliant, a similar result to last year. An external version of the report is attached for information. This will be published on the CRL website.

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Level 7 apprenticeship funding

7. The Government recently announced that that funding for Level 7 Apprenticeships for those over the age of 21 is to be removed from 1 January 2026. With the proposed introduction of stand-alone litigation practice rights, CRL plans to move the litigation element of the Level 7 Apprenticeship Standard into the Level 6 Standard. This would enable employers to continue funding of apprentices wishing to gain authorisation for civil, criminal or family proceedings – they would only need to self-fund CRL approved Advocacy Skills Course to gain rights of audience. In effect, the CILEX routes will be the only available funded route for apprentices wishing to become an authorised person as defined by the Legal Services Act.

Standalone litigation rights

8. CRL's consultation on whether to consider to make an application to the LSB to be able to create pathways to authorise Chartered Legal Executives with standalone litigation rights closed on May 21st. We received 138 responses, with over 95% being supportive. The Head of Education has prepared a draft consultation and amended relevant rules for Board consideration, which is covered at Item 9.

Commented [JL1]: we will need to redact this section in the published version



POLICY

EDI

9. The Director of Policy and Governance attended an LSB workshop on EDI on May 22nd. The LSB are developing their EDI policy and shared their early thinking, with a view to publishing further information later in the year. The outline proposals appear to be ambitious. We will consider their early thinking in developing the second iteration of our own EDI strategy, which was first discussed at the Board in May. We intend to report back to the Board on this in September.
10. The career progression work is continuing to move forward, supported by the Bridge Group. In June, we ran a pilot in the progression work to design an approach to collect data to enable us to monitor career progression. The pilot will inform our approach to the 2026 EDI data collection.
11. The digital exclusion research has progressed, with MEL research providing a first draft of the research in May. The final report is due in July.

First-tier complaints handling

12. Following Board approval in June, we published our consultation on First Tier Complaints Handling on June 22nd. Stakeholders have until August 15th to respond.

Consumer empowerment

13. The Director of Policy and Governance attended the Legal Services Consumer Panel (LSCP) Service Delivery Workshop on June 4th. The LSCP presented a first draft of research from MEL Research into consumer expectations and experiences of using family, conveyancing and probate legal services. The qualitative research explored what consumers want from legal services providers, including improved communication and language, timely and responsive support, flexible and hybrid service models, and emotional sensitivity and respect. The LSCP will use this research to develop their own guidance for legal service providers.
14. The Director of Policy and Governance attended the LSCP 2025 tracker webinar on June 24th. LSCP and MEL Research presented the 2025 consumer tracked data, which showed a slight improvement in consumers ability and confidence in shopping around for legal services. Consumers continue to value regulation and see it as an important element of the legal market. Despite this, over a quarter of consumers remain uncertain about how to complain. The data will be published in full in July and the LSCP are developing a dashboard for regulators to interrogate the data.
15. The Regulatory Information Service project is in the build and test phase. We have continued to engage with the RIS delivery partner and CILEX IT on the work towards delivery of the data needed in the required format.

GOVERNANCE



16. The Executive have been working with Aaron Porter and Karen McArthur in preparation for them taking up their roles.

17. Following on from this successful round of Board and SRC recruitment, the Executive are considering broader succession planning both at Board and Committee level. This is particular pertinent given that three Board members' terms expire in August 2027. We intend to present the Board with a paper on succession planning in September. This will include consideration of the recruitment of a Board apprentice in 2026.

18. The Board will also want to consider who replaces Professor Alice Belcher as Senior Director once her term expires later in the year.

COMMUNICATIONS

2025/26 strategy

19. An overview of our 2025/26 communications strategy is provided at Item 13.

Campaigns

20. In the six months to the end of June, the Communications team ran low-level campaigns on the following:

- Transparency Rules changes
- First-Tier Complaint handling
- Practice Rights
- CPD
- CSR

Press coverage and press releases

21. None since the last Board meeting.

Newsletter Engagement

22. CRL newsletter email open rates:

Edition	Open Rate
January 2025	42%
February 2025	41%
March 2025	42%
April 2025	42%
May 2025	42%
June 2025	TBC
Industry Standard	15-35%



Engagement and Reach

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

Channel	20 October to 20 January 25	20 January 25 to 20 March 2025	20 March to 20 June 2025	Pages with highest engagement (for reporting period)
CRL Website	Total users: 14,888 Engaged sessions: 23,676	Total users: 12,747 Engaged sessions: 15,985	Total users: 15,561 Engaged sessions: 21,273	Top 5 pages views: 1. Practitioners Directory – 16,807 views 2. Schedules – 6,277 views 3. Home page – 4,959 views 4. Resource library – 3,652 views 5. I am an applicant WBL – 2,944 views
LinkedIn followers	4952	6016	7594	LinkedIn posts with the highest engagement (top 3): <ul style="list-style-type: none"> • Consultation – stand-alone practice rights: 12.69% • London Legal Walk 2025 – 10.13% • Stress Awareness month (June) – 9.25%
LI average post engagement rate*	4.85%	5.75%	3.9%	
Twitter followers	1579	1571	1564	Twitter posts with highest the engagement: (top 3) (Currently unable to access Twitter 'X' analytics - upgrade required)
Twitter average post engagement rate**	Currently unable to access 'X' analytics	Currently unable to access 'X' analytics	Currently unable to access 'X' analytics	



Regulation Matters website	Total users: 595 Engaged sessions: 242	Total users: 685 Engaged sessions: 221	Total users: 294 Engaged sessions: 209	Top 5 page views: 1. Chairs update April 2025 – 111 views 2. Home page – 105 views 3. Chairs update May 2025 – 29 views 4. Feature – WBL portfolio guidance – 21 views 5. Features – qualifying experience.
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*Industry standards: 2% and above is considered good engagement

**0.33 to 1% is considered high