

<b>Date</b>	30 September 2025
<b>Item</b>	09.00
<b>Title</b>	<b>Director of Policy and Governance Report</b>
<b>Author</b>	<b>Jonathan Levack, Director of Policy and Governance</b>
<b>Purpose</b>	This paper provides an update on the work undertaken in the policy and governance teams since the July Board meeting
<b>Recommendation</b>	To <b>NOTE</b> the update
<b>Timing</b>	N/A
<b>Impact assessment</b>	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.
<b>Impact on Regulatory Objectives</b>	<p>The assurance provided by this report has a positive impact on the following regulatory objectives:</p> <ul style="list-style-type: none"> <li>• Public interest</li> <li>• Consumer interest</li> <li>• Independent, strong, diverse profession</li> </ul>
<b>Implications for resources</b>	No additional resource implications.
<b>Impact on consumer empowerment</b>	The consumer facing projects carried out and supported by CRL reported in this paper.
<b>Impact on ongoing competence</b>	The Head of Education oversees and manages all matters relating to on-going professional competence.
<b>Publication status</b>	For Publication
<b>Appendices</b>	

## **EDUCATION**

### CPD Sampling Exercise

1. The CPD Sampling Exercise was published on July 30<sup>th</sup>.

### Stand-alone litigation practice rights

2. The consultation on standalone litigation practice rights closed on September 9<sup>th</sup>. We received 34 responses to the consultation. There continues to be strong support for this change and therefore we propose to proceed with a LSB rule change application. This will be considered at item 11 in the agenda.

### Training providers

[REDACTED]

[REDACTED]

[REDACTED]

### Impact of CILEX new membership titles

6. As reported to the Board in the Education update for the July meeting, following receipt of information from CILEX on the new membership titles, CRL's Head of Education began to produce a report for SMT on potential impacts of new titles affecting PAS, Education and Enforcement. This work raised a number of questions relating to the new membership titles. These were emailed to colleagues within CILEX on 21 July and despite chasing, we are yet to receive a response.

## **POLICY**

7. The policy and research officer attended the LSB's Reshaping Legal Services events at Clifford Chance on 16<sup>th</sup> September. The event brought together Clifford Chance, Citizens Advice London and Garfield AI. The discussion focused on how AI is being used in legal services, and what this means for the future of the sector.

8. The Director of Policy and Governance attended the Westminster Legal Policy Forum on September 24<sup>th</sup> on the next Steps for Legal Education and Training in England and Wales. The forum was attended by the LSB, BSB and various academics and lawyers.

## EDI

9. The second iteration of our EDI strategy is to be considered at Item 12. This version takes account of Board feedback and the LSB's emerging policy work in this area.
10. The Diversity Survey Report 2025 is annexed to Item 12 and is ready for publication. This is the fifth Diversity Report, allowing us to assess diversity trends in the regulated community. The data demonstrates:
  - The regulated community is getting older, with the number of members in the 16-24 and 25-34 age brackets dropping
  - The proportion of Black, Asian and minority ethnic CILEX members remains at 15%, compared to 18% of the UK population
  - The ratio of female to male CILEX members remains at over 75:25.
11. The digital exclusion research has progressed to final draft, with the commissioning partners currently discussing publication.

## First-tier complaints handling

12. The consultation on new FTCH rules closed on August 15<sup>th</sup>. We received 34 responses from a range of stakeholders. The majority of responses were supportive and we are planning to apply to the LSB to implement new rules following this meeting. This issue is considered at Item 12.

## Consumer empowerment

13. The Regulatory Information Service project is in the build and test phase. There has been a delay in moving to beta. Part of the reason for this has been caused by delays in our ability to develop an API to enable seamless data integration. We are currently pursuing a workaround by providing data to be uploaded on a fortnightly basis.

## **GOVERNANCE**

14. Aaron Porter and Karen McArthur have been successfully inducted to the Board and Strategic Risk Committee respectively.
15. Martin Kirke completed his Board Effectiveness Review, which is provided at Item 10. In summary, the BER was largely positive, finding that the CRL Board demonstrates a high level of effectiveness in its governance, structures, process and behaviours. It made a few recommendations, which are considered at Item 10.
16. The Executive have been considering succession planning at both Board and Committee level. A separate paper is provided at Item 10 for consideration.

17. The Executive are currently updating our own complaints handling and subject access request processes to ensure they conform to best practice and, in relation to the former, meet the expectations we place of the regulated community.

## **COMMUNICATIONS**

### Stakeholder perceptions research

18. Following endorsement of our new approach to communications and engagement at the Board in July, we are commissioning some stakeholder perceptions research. This will assess stakeholder perceptions of CRL's role, effectiveness and engagement to generate insights to inform our communications and engagement strategy. Owing to resource constraints, the research will focus on the regulated community, regulatory community, opinion formers, and education and skills providers.
19. We envisage that the research will comprise both quantitative and qualitative elements and be, in part, delivered using external support. We aim to launch the primary research element of the project in November to coincide with our planned stakeholder events. Research analysis will then follow. We hope to be able to present outline findings at the Board meeting in December.

### Campaigns

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

### CRL Press Releases

21. Press release (1 September 2025) for the appointment of Aaron Porter – CRL lay Board member

### CRL Press Coverage

22. [Legal Watchdogs Face Disconnect As UK Chases Growth](#)

[CILEx Regulation appoints new board member - Solicitors Journal](#)

[New Law Journal publication of Aaron Porter's appointment press coverage](#)

### Newsletter Engagement

23. CRL newsletter email open rates:

<b>Edition</b>	<b>Open Rate</b>
April 2025	42%
May 2025	42%
June 2025	41%

July 2025	41%
August 2025	41%
Industry Standard	15-35%

## Engagement and Reach

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

Channel	20 January 25 to 20 March 2025	20 March to 20 June 2025	20 June to 08 September 2025	Pages with highest engagement (for reporting period)
CRL Website	Total users: 12,747  Engaged sessions: 15,985	Total users: 15,561  Engaged sessions: 21,273	Total users: 12,333  Engaged sessions: 17,518	Top 5 pages views:  1. Practitioners Directory – 14,821 views 2. Schedules – 5,829 views 3. Home page – 3,887 views 4. Resource library – 3,395 views 5. I am an applicant WBL – 2,536 views
LinkedIn followers	6016	7594	8082	LinkedIn posts with the highest engagement (top 3):  1. New lay board member A Porter announcement: 8.28% 2. New guidance on FTC from LeO: 8.1% 3. Consultation – PCF extended deadline to 15 September: 7.47%
LI average post engagement rate*	5.75%	3.9%	4.4%	
Twitter followers	1571	1564	1570	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	

engagement rate**				
Regulation Matters website	Total users: 685  Engaged sessions: 221	Total users: 294  Engaged sessions: 209	Total users: 316  Engaged sessions: 132	Top 3 page views:  1. Home page – 49 views 2. Case study (M Winton) – 19 views 3. Feature – WBL portfolio guidance – 19 views

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

\*\*0.33 to 1% is considered high