

<b>Date</b>	9 December 2025
<b>Item</b>	08:00
<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 September 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>	The assurance provided by this report has a positive impact on the following regulatory objectives: <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 non-compliance and Sampling Exercise

1. As of late November, non-compliance among CILEX members was as follows (this roughly 30% lower than at the same point last year):
  - a. Paralegals – 701
  - b. Advanced Paralegals – 381
  - c. CILEX Fellows – 596
  - d. Associate Prosecutors – 15
2. We have had over 300 emails requesting access to the portal from members who missed the 30 September 2025 deadline for recording CPD activities.
3. We are therefore proposing the following actions:
  - a. Re-open access to the MyCILEX Portal to non-compliant members from 14 November 2025 to 2 January 2026. This will enable members to update the CPD records for CPD year 2024/2025.
  - b. Email to be sent to non-compliant members on 14 November 2025 advising them that their access would be reinstated for the above period.
  - c. Following the initial emails, fortnightly reminders to be sent until CRL closes of Xmas on 24 December 2025.
4. This repeats the actions taken last year. Last year, this action reduced non-compliant members by around 40% by the beginning of 2025.
5. Owing to the Mazur judgment and its implications on both the regulated community and our internal resources, we are proposing to delay the CPD sampling exercise until Spring 2026. By undertaking this delay, we will be able to focus resource on Mazur related work and avoid bad publicity from CLEs awaiting a decision on authorisation of litigation practice rights being contacted for sampling purposes.

### Stand-alone litigation practice rights

6. The LSB approved our application to authorise standalone litigation practice rights on November 3<sup>rd</sup>. Approval was received a month after application. We have already been able to authorise standalone litigation practice rights applications under this route.

### Training providers

7. We continue to see strong interest from education and skills provider to develop courses for CILEX members. At its October meeting, the Admissions and Licensing Committee approved:

- [REDACTED]

■ [REDACTED]

8. We have additional applications in the pipeline:

- [REDACTED]

■ [REDACTED]

## **POLICY**

### Meetings

9. The policy and research officer attended the LSB's Online Technology Forum on 28<sup>th</sup> October. The forum considered technology adoption in the legal services sector.
10. The policy and research officer attended an LSCP workshop in Advancing Access to justice through Regulatory Leadership on November 5<sup>th</sup> in Cardiff. The event brought together stakeholders to consider whether regulatory sandboxes and training and education could be used to support steps to address access to justice challenges.
11. The policy and research officer attended the Office for Legal Complaints presentation in their business plan on November 18<sup>th</sup>. This informed our consultation response, which is attached to this paper.

### EDI

12. CRL's 2025-28 EDI Strategy will be published alongside our 2025 diversity data in the first weeks of December.
13. The digital exclusion research is now complete with publication expected in the week commencing December 1<sup>st</sup>.

### First-tier complaints handling

14. We submitted an application to the LSB to introduce first tier complaint handling rules on 8<sup>th</sup> October 2025 (ahead of the BSB, SRA and IPReg). The LSB issued an extension notice on 29<sup>th</sup> October<sup>1</sup>, which extended the LSB's decision period to 5<sup>th</sup> January 2026. The letter acknowledged that the original application was received in sufficient time to meet the implementation date set out by the LSB.

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<sup>1</sup> [Extension Notice - CRL](#)


## Consumer empowerment

15. The Regulatory Information Service project concluded a private test/beta phase in October. The beta phase identified a number of issues that require remedial action. Therefore, the project has been delayed from progressing to the public beta phase. The project team anticipate that the project won't enter public test/beta phase before the new year.

## LSB Section 55 Information Request

16. As noted in the CEO Report, the LSB issued a Section 55 Information Request that relates to its review of how approved regulators and regulatory bodies ensured that the information and guidance provided to the profession on conducting litigation was accurate and reliable. The Information Request was issued on October 28<sup>th</sup>, with a deadline of November 28<sup>th</sup>.
17. The review intends *"To establish what happened in the past... This will examine how approved regulators and regulatory bodies ensured that information on conducting litigation was accurate and reliable. Our review will help us all learn lessons and maintain clarity and confidence in the regulatory framework."*
18. The Information Request focuses on three issues: impact on the profession, advice and guidance, and compliance and enforcement. Documents/evidence sought by the LSB includes wide-distribution emails, blogs, practice notes, video content and other documents from 2010 to the present day.
19. The Executive conducted a wide ranging, systematic review of CRL's content. Our response amounted to over 150 pieces of content.

20. 

21. 

b.

Group	Bar 1	Bar 2	Bar 3
1	[Redacted]	[Redacted]	[Redacted]
2	[Redacted]	[Redacted]	[Redacted]
3	[Redacted]	[Redacted]	[Redacted]
4	[Redacted]	[Redacted]	[Redacted]

## GOVERNANCE

22. A paper on CRL's response to the Board Effectiveness Review has been included in this Board pack.

## COMMUNICATIONS

## Stakeholder webinars

23. CRL held two webinars in November as part of our new approach to communications and engagement. The webinars were organised prior to the Mazur judgment.
24. The first, held on November 10<sup>th</sup>, targeted regulated individuals. Over 1,000 CILEX members attended the webinar. The webinar agenda included sessions on 2025 activity, 2026 priorities, Mazur and its implications, and EDI. Given the impact the judgment has had, we ensured there was sufficient space in the agenda to discuss the implications and asked registrants to pre-submit questions. We received nearly 600 questions or comments in advance and sought to answer as many of these as possible by taking a thematic approach.
25. Feedback has been mixed, with a number of participants commenting that they did not find the content reassuring. Participants submitted over 500 questions or comments during the webinar. Analysis of these suggests that there was hope that CRL would be offering alternative solutions to the challenges facing CILEX members, including grandfathering or changes to the Legal Services Act. Participants have been sent the slides and we continue to update our FAQs as appropriate.
26. The second, held on November 17<sup>th</sup>, was intended for regulated entities. Representatives of 13 regulated entities attended the webinar. The webinar agenda included sections on 2025 in review, a look forward to 2026, Mazur and its implications, AML and transparency. Slides have been sent to participants.

CILEX Conference

27. The Director of Policy and Governance attended CILEX's annual conference in Birmingham on November 13<sup>th</sup> and spoke on the Mazur panel. Minister of State, Sarah Sackman MP KC, also attended the event. The event was held in a more constructive light with CRL's attendance welcomed by both the CILEX CEO and audience.

#### Stakeholder perceptions research

28. We selected Enventure Research to deliver our stakeholder perceptions research, following a competitive tendering process. Two of four bids were considered appointable with Enventure selected because they represented excellent value for money.
29. The research comprises quantitative and qualitative elements. An online survey of CILEX members was launched in late November. We expect the Mazur judgment to affect the results and have included specific questions about CRL's response. The survey will close after Christmas, with qualitative interviews of key stakeholders to follow in the new year. We expect to complete the project in Q1 2026.

#### Campaigns

30. Since the last Board meeting, the majority of comms activity has been in relation to the Mazur judgment. In addition to this, the comms team have continued publicise information about:
- Economic Crime and AML supervision
  - Cyber Security

#### CRL Press Releases

31. Press release (3 November 2025) - *CILEx Regulation receive LSB approval for Standalone Practice Rights*.

#### CRL Press Coverage

32. Law Society Gazette - [Mazur breakthrough as LSB approves litigation rights application](#)
- Law Society Gazette - [CILEx Regulation fast-tracks bid for litigation rights as LSB steps in](#)
  - <https://www.lawgazette.co.uk/news/unauthorised-staff-can-draft-claims-and-statements-society-says/5125209.article>
  - ['No quick fix' for authorisation nightmare, legal executives told - The Law Society Gazette](#) The Law Society Gazette
  - The Times - [Legal executives delighted to win litigation practice rights](#) (paywall)  
Legal Futures: <https://www.legalfutures.co.uk/latest-news/first-legal-executive-should-have-new-litigation-rights-in-six-weeks>
  - Local Government Lawyer: <https://www.localgovernmentlawyer.co.uk/careers/626-careers-news/98939-legal-services-board-gives-green-light-for-cilex-fellows-to-be-able-to-apply-for-standalone-litigation-practice-rights3>

- o Legal Services Board calls for regulators to provide clear information in wake of Mazur judgment
- o CILEx Regulation issues guidance for Chartered Legal Executives handling Court of Protection work
- Law360 - <https://www.law360.com/articles/2406628/watchdog-oks-stand-alone-litigation-rights-for-legal-execs>
- <https://www.law360.com/articles/2414089/600-cilex-lawyers-seek-litigation-rights-after-mazur-ruling>
- Today's Wills & Probate: <https://todayswillsandprobate.co.uk/standalone-litigation-rights-for-cilex-lawyers-after-fast-tracked-application-approved/>
- Today's Family Lawyer: <https://todaysfamilylawyer.co.uk/standalone-litigation-rights-for-cilex-lawyers-after-fast-tracked-application-approved/>
- Today's Conveyancer - Standalone litigation rights for CILEx lawyers after fast-tracked application approved
- Today's Conveyancer: <https://todaysconveyancer.co.uk/cilex-shares-update-practice-rights-amid-distress-uncertainty/>
- Professional Indemnity Space - CMS LAW-NOW
- UK legal body outlines litigation tasks unauthorized law firm staff can perform – Canadian Lawyer
- CILEx Regulation updates practice rights challenges - Solicitors Journal
- Solicitors Journal - CILEx Regulation updates practice rights challenges
- Solicitors Journal: - CRL gains approval for new rights

## Newsletter Engagement

33. CRL newsletter email open rates:

<b>Edition</b>	<b>Open Rate</b>
June 2025	41%
July 2025	41%
August 2025	41%
September 2025	46%
October 2025	46%
November 2025	TBC
Industry Standard	15-35%

## Engagement and Reach

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

<b>Channel</b>	<b>20 March to 20 June 2025</b>	<b>20 June to 08 September 2025</b>	<b>20 September to 20 November 2025</b>	<b>Pages with highest engagement (for reporting period)</b>

CRL Website	Total users: 15,561  Engaged sessions: 21,273	Total users: 12,333  Engaged sessions: 17,518	Total users: 29,807  Engaged sessions: 49,525	Top 5 pages views:  1. Practitioners Directory – 18,823 views 2. I am an applicant/cilex-practitioner – 14,119 views 3. Home page – 11.894 views 4. I am an applicant/ciex-practitioner/application – 9,910 views 5. Litigation and supervision interim guidance – 9,747 views
LinkedIn followers	7594	8082	8,891 (1306 new followers in the past 90 days)	LinkedIn posts with the highest engagement (top 3):  1. The CRL Board met this week to review its Mazur action plan ....: 19.92% 2. Updated FAQs (Mazur) – 19.21% 3. Standalone Lit Prac Rights applications now open – 16.44%
LI average post engagement rate*	3.9%	4.4%	9.6%	
Twitter followers	1564	1570	1,588	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: 294	Total users: 316  Engaged sessions: 132	Total users: 645  Engaged sessions: 211	Top 3 page views:  1. Feature – Independent Practice Rights now – 93 views 2. Case study - Advocacy – 82 vews 3. Home page – 59 views



	Engaged sessions: 209			
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\*Industry standards: 2% and above is considered good engagement

\*\*0.33 to 1% is considered high