

Date	16 April 2026
Item	08:00
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 last Board meeting
Recommendation	To NOTE the update
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 Draft Firm Diversity Report 2025

EDUCATION

Training Provider Updates

1. [REDACTED]

CPD Sampling

5. The CPD sampling exercise commenced in early March with just over 250 CILEX members randomly selected to participate. Selected members have until 17 April 2026 to comply with the request to submit evidence of completed CPD activities undertaken during CILEX CPD year October 2024 to September 2025.

Chartered Legal Executives with Court of Protection Roles

6. Despite producing guidance to assist CLEs working in CoP roles in gaining litigation practice rights, a number of additional issues have come to light, including:
 - A Court of Protection Judge denied a CLE with Rights of Audience to exercise their rights to conduct advocacy based on advice received from the President's Office of the CoP. The advice to the Judge confirmed that CILEX Fellows were unable to gain rights of audience as this was reserved for Solicitors and Barristers.
 - There are a number of roles within CoP where members claim they are required to hold litigation practice rights but are unable to demonstrate knowledge of either Civil or Family Law and, therefore, meet our approval criteria.
 - A proportion of CLEs with CoP roles are employed within Local Authorities and there appears to be some confusion over what legal activities they can be authorised to undertake under Local Authorities Act 1992 without legal regulator authorisation.
7. To address these issues, we have approached the President's Office to explain the role of CILEX Regulation and Chartered Legal Executives.

Probate Practice Rights Issues

8. It has recently been brought to our attention that CILEX members with Probate Practice Rights may under the misapprehension that Probate Practice Rights authorises them to conduct reserved instrument activities. These activities relate to work undertaken for

the transfer of property as part of estate administration. This contradicts the information in the Probate applicant handbooks and what is printed on their annual Practising Certificates.

9. According to CRM, we currently have 167 members authorised with Probate Practice Rights. These are a mixture of CILEX Fellows, CILEX Probate Practitioners and CILEX Practitioners (ACCA-Probate).
10. As a first step, we published Probate Practice Rights Guidance on the CRL website on Friday, 13 March 2026. This has led to a few emails and a number of LinkedIn Posts. Following a conversation with CILEX's Director of Policy & Public Affairs, we have been sent a list of issues raised by the CILEX Private Client SRG Group and have agreed to meet with a representative of the group. We are also meeting with an affected CLE.
11. We will consider whether further guidance or steps are necessary following this meeting.

POLICY

Consultations

12. The Legal Ombudsman has issued a call for inputs on its Model Complaints Resolution Procedure (MCRP). This follows the LSB's first tier complaints handling statement of policy and the introduction of our new rules for entities.
13. The MCRP is designed to support legal service providers implement best practice complaints handling procedures.
14. The call for inputs is open to mid-May. We will both look to respond and encourage CRL regulated entities to engage.

Professional Ethics and the Rule of Law

15. The LSB published its statement of policy on professional ethics and the rule of law on March 26th, following a consultation in 2025.
16. The LSB have identified three areas where regulators must act:
 - a. More consistent education and training in ethics
 - b. Clearer and more practical regulatory guidance
 - c. Stronger workplace support for lawyers in upholding standards
17. CRL has six months to develop plans to address the priorities set by the LSB. The Executive intend to conduct a gap analysis and develop a draft plan of action for Board oversight at the July meeting.

EDI

18. We submitted a response to the LSB's consultation on Encouraging a Diverse Legal Profession, developed inline with the Board's feedback, on 2 March 2026. The LSB indicated that they will publish their response alongside their policy response "later this year". In the interim, the LSB wishes to continue conversations and will shortly be contacting regulators regarding this.

19. Attached to this paper at 8.01., is the proposed firm diversity data collected from CRL regulated entities. We conduct our diversity data collection from our regulated CILEX Authorised firms every two years. We collected the data in 2025 between August and September. We intend to publish this following the Board meeting, subject to comment.
Regulatory Information Service

20. The RIS is currently in private beta, with all regulators, LSB, LSCP and LeO able to access and review its content. Before it progresses to public beta in May 2026, several activities are underway:

- a three month trial period, running from late January to April 2026, during which the data will be refreshed in line with regulator agreed time periods,
- work following development of an improved solution to address duplicate records,
- content rewrites including the addition of contextual information.

GOVERNANCE

21. Board members were sent a skills audit self-assessment. The Board Effectiveness Review recommended that a Board skills audit be undertaken to assess current Board skills and gaps.

COMMUNICATIONS

Stakeholder perceptions research

22. A summary of the findings is provided at Item 9.

Mazur

23. We have continued to update the total number of litigation practice rights approvals on the website, which was 767 at the time of writing.

24. We published a statement in response to the Court of Appeal judgment that emphasised the uncertainty caused by the original judgment, the clarity now achieved and the number of CLEs who have already received practice rights. The statement encouraged CLEs to continue to pursue practice rights as a means to conduct litigation without the need for practice rights.

25. The statement also notes that we will now be working to update guidance to reflect the judgment. Our statement was covered in Legal Futures and Local Government Lawyer.

CRL Press Coverage

26. Editorial – CRL (JR feature in Law Soc Gazette 16 March 2026) - [Compliance and oversight: Why it's time to modernise legal regulation | Law Gazette](#)

CILEX Journal

27. Spring 2026 edition (publication date 14 April (delay due to the CILEX Mazur appeal outcome announcement). CRL features submitted -

- CRL 2026 Corporate Plan - providing targeted and responsive regulation (Forward 2.png image)

- Digital by Default – how digitalisation is affecting access to justice in practice (Digital Exclusion.png image).

Website and Newsletter Engagement

28. CRL newsletter email open rates:

Edition	Open Rate
October 2025	46%
November 2025	47%
December 2025	44%
January 2026	45%
February 2026	45%
March 2026	TBC
Industry Standard	15-35%

Engagement and reach

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

Channel	20 September to 20 Nov 2025	20 November 2025 to 20 January 2026	20 January 2026 to 20 March 2026	Pages with highest engagement (for reporting period)
CRL Website	Total users: 29,807 Engaged sessions: 49,525	Total users: 12,933 Engaged sessions: 18,901	Total users: 15,041 Engaged sessions: 22,144	Top 5 pages views: 1. Practitioners Directory – 14,894 views 2. Home page – 5,925 3. Schedules – 4,379 4. Resource Library – 4,106 5. Standalone litigation practice rights applications page – 3,603
LinkedIn followers	8,891	8,975	9,090	LinkedIn posts with the highest engagement (top 3):

LI average post engagement rate*	9.6%	5.9%	5.6%	<ol style="list-style-type: none"> 1. Litigation Practice Rights – January 2026 update: 14.78% 2. Enforcement Panel member role advert – 10.8% 3. Complaints Handling Requirements – 7.5%
Twitter followers	1,588	1,583	1,576	Twitter posts with highest the engagement: (top 3)
Twitter average post engagement rate**	Currently unable to access `X` analytics	Currently unable to access `X` analytics	Currently unable to access `X` analytics	(Currently unable to access Twitter `X` analytics - upgrade required)
Regulation Matters website	Total users: 645 Engaged sessions: 211	Total users: 115 Engaged sessions: 84	Total users: 118 Engaged sessions: 85	Top 3 page views: <ol style="list-style-type: none"> 1. Home page – 42 views 2. Feature – Independent Practice Rights now – 28 views 3. Qualifying experience feature – 15 views

*Industry standards: 2% and above are considered good engagement rates

**0.33 to 1% is considered high.