

REPORT TO: CILEx REGULATION BOARD
FOR: DISCUSSION
DATE: 12 July 2018
REPORT TITLE: CEO REPORT
SUBMITTED BY: Helen Whiteman, Chief Executive Officer

STAKEHOLDER ENGAGEMENT:

Legal Services Board

1 The cross-Regulator CEO meeting scheduled for 4 May was cancelled.

Wellbeing Taskforce

2 Helen Whiteman, Vicky Purtill and Natalie Sweeney attended the LawCare Panel event on 10 May. The note from the event is annexed at 1.

Mental Health Awareness Week

3 We posted a number of social media articles and communications during the week including a video with Elizabeth Rimmer, CEO of LawCare.

Legal Choices Website Development Project

4 Sue Chandler attended a two-day ideas workshop in Birmingham on 13 and 14 June with the researchers and software supplier. The feedback was excellent and will help re-design and re-focus the website to be as accessible, fresh and valuable to consumers as possible.

CILEx

5 Helen Whiteman attended the Finance Committee meeting on 29 June for the Group budgets item. An oral update will be provided unless covered by the Finance paper which featured earlier on the agenda.

Legal Charities Garden Party

6 Board member Luisa Fulci, Helen Whiteman and Vicky Purtill supported this event on 14 June. This is the primary annual fundraising event for all the legal charity benevolent funds, of which the CILEx Benevolent Fund is a recipient.

LETR 5 Years On – Leeds event

7 Vicky Purtill spoke at the event on 25 June. Other speakers were Victoria Stec (BSB) and Julie Brannan (SRA).

Launch of Legal Tech Eagle Lab

- 8 Vicky Purtill attended the launch of the new Barclays Bank 'Eagle Lab', a legal tech incubator for start-up firms seeking support to develop innovations in legal technology. The lab is a joint initiative between Barclays and the Law Society. This is the 16th lab, but the first specialising in legal tech and its focus is to facilitate growth through supporting client services, it is also looking at ways in which legal services can become more accessible to the consumer. The initiative is supported by the MoJ and Lord Keen spoke briefly at the event. One start-up showcasing at the event may be helpful in overcoming the lender panel barrier through the development of an electronic escrow.

LSB Paper for Barriers

- 9 With other regulators we are supporting a number of proposals for consideration by government department BEIS which is managing the funding bids for access to the Regulator's Pioneer Fund.

COMMUNICATIONS:

Regulation Matters

- 10 Elizabeth Rimmer, LawCare Chief Executive, features in a video interview as part of a piece on Mental Health Awareness Week.
- 11 The CEO will film with Chris Bones, Group Board Chair, for a feature on Regulation Matters.

New corporate website

- 12 Meetings took place to agree the structure. Content drafting is underway with a view to a soft launch in September.

OPERATIONS:

JET (Joint Education and Training)

- 13 The internal JET meeting is scheduled for 13 July. The external Working Group meeting will take place late Summer, early Autumn.

Job Evaluation

- 14 There will be a presentation to staff on 9 July, along with a review of all job descriptions (except CEO). The Panel will be led by an external HR agency.

Recruitment

- 15 Milin Gandhi and Jeanette Redrup have joined the PAS team as Senior Administrator and Administrator respectively. Abby Adamah has joined as our Investigation Officer and we have appointed to the Investigation Manager role who will join us at the end of August. An updated organisation chart will be distributed on the day.
- 16 Interviews take place for the Director of Policy and Enforcement role on 5 July. Board member Harvey Sandercock and a lay independent HR colleague will join the interview panel. An oral update will be provided.

Staff Strategy and Business Plan Workshops

- 17 Staff attended two workshops in May and June. In line with our Staff Focus Group Action Plan, staff were given the opportunity to discuss the Strategy and share ideas. Feedback will be presented to the Board at its July Strategy day.

Staff Training

- 18 Staff have attended Office 365 and Sharepoint training. We will migrate to the new systems later this year.
- 19 Training on vulnerable consumers is being organised for September this year. The CEO and other colleagues met with the trainer to share information about staff and the business so the training can be tailored to CILEx Regulation.

London Legal Walk – Monday 21 May

- 20 A team of staff completed the London Legal Walk and raised a total of £892.50 for the London Legal Support Trust.

Pride London 2018

- 21 Staff will be joining other regulators on a bus hosted by the SRA at the London PRIDE March on 7 July 2018.

Changes to regulator for Claims Management

- 22 The Financial Guidance and Claims Act received Royal Assent on 10 May 2018. The Act provides for an interim fee cap to apply to regulated claims management services related to PPI. The Claims Management Regulation Unit and certain legal services regulators are required to enforce this interim fee cap. The legislation comes into effect on 10 July. CILEx Regulation will be issuing communications on this to the regulated community and should enforcement be required, this will take place through the Code of Conduct, Principle 4.

For Noting

Annex 1 – LawCare Wellbeing Taskforce Roundtable notes