

**REPORT TO:** CILEx REGULATION BOARD

**FOR:** DISCUSSION

**DATE:** 2 May 2018

**REPORT TITLE:** CEO REPORT

**SUBMITTED BY:** Helen Whiteman, Chief Executive Officer

**STAKEHOLDER ENGAGEMENT:**

**Legal Services Board**

- 1 The LSB has advised that the ABS licensing application will be on its May meeting agenda. All relevant information and responses to the statutory consultees has been provided. The MoJ has almost completed its work on the Parliamentary Orders, so they will be ready in good time for the LSB consultation in the Autumn, subject to approval of the application by the LSB Board in May 2018. The LSB team visited our offices on 28 February to gather more information and provided extremely positive and complimentary feedback.
- 2 The CEO held the quarterly meeting with CEO, Neil Buckley, on 21 March 2018. A further Board to Board meeting was discussed and will be arranged for the Autumn. The Chair and CEO have been invited to attend the LSB/CILEx Group Board meeting on 15 May 2018.

**CMA – Remedies Programme Implementation Group (RPIG)**

- 3 The CEO attended the meeting on 12 April with other regulators at which progress against consultations and action plans was discussed. Representations were made by the LSCP Chair in relation to the specificity of Rules currently being drafted by some regulators, to ensure that real pricing transparency is delivered to consumers. There was also a discussion on the value of quality marks and the publishing of consumer complaints data. The next meeting will be held early Summer at which point it is expected that the ongoing oversight will pass to the Legal Services Board (LSB) from the Competition and Markets Authority (CMA).
- 4 Our lead officers have met to review and revise our timetable for implementation, to ensure we are consistent with the other regulators in presenting a uniform market approach.

**Legal Ombudsman (LeO)**

- 5 The CEO will meet the new Chief Ombudsman, Rebecca Marsh, on 26 April to discuss complaints data capture and information sharing. The Chief Ombudsman and LeO CEO feature in video interviews for [Regulation Matters](#).

## **Ministry of Justice/BEIS**

- 6 The Chair had an introductory meeting with the Lord Chancellor, David Gauke, on 12 March 2018. This was also attended by CILEx Professional President, Millicent Grant and CILEx Professional CEO, Linda Ford.
- 7 Following our attendance at the BEIS meeting to hear about the Regulators Pioneer Fund, we will attend a roundtable of the legal regulators to discuss joint initiatives on 27 April. The next meeting of the Better Regulation Workshop is scheduled for 24 May where the administration of the fund will form part of the discussion.

## **Joint Regulators' Equality, Diversity and Inclusion (EDI) Group**

- 8 The CEO and Consumer Engagement Officer were scheduled to attend the second meeting of this group on 23 April at the ICAEW's offices, to which two external guests were invited. The Government Equalities Office (GEO) was invited to update on the government's LGBT priorities, and the Department for Work and Pensions (DWP) to update on the Disability Confident initiative. The SRA was scheduled to update on its initiatives on sexual harassment work. All regulators updated on their plans for the PRIDE march in London on 7 July 2018.

## **Conveyancing Association**

- 9 CILEx Regulation has become an affiliate member of the [Conveyancing Association](#) which represents leading conveyancing practices across England and Wales. The CEO was invited to attend a member meeting on 5 April at the House of Commons.

## **Wellbeing Taskforce**

- 10 The CEO and Practitioner Manager attended the Taskforce meeting on 18 April at which the final planning for the 10 May Roundtable was agreed. There will be a series of roundtable events, the first of which will focus on contributions from the fields of academia and research on the subject of emotional competence. The Roundtable is being organised by [LawCare](#) and will be hosted at the University of Law's Bloomsbury campus.
- 11 The CEO will meet with the LawCare CEO, Elizabeth Rimmer, on 23 April to discuss well-being initiatives.

## **Office for Professional Body Anti-Money Laundering Supervision (OPBAS)**

- 12 This newly established body is scheduled to visit CILEx Regulation and CILEx Professional on Tuesday 24 April for a pre-audit discussion. The audit is scheduled for 16-17 July 2018.

## **British Nigeria Law Forum (BNLF)**

- 13 The Chair of the BNLF features in a video for the next edition of Regulation Matters.

## **Legal Choices Development Project**

- 14 The contract for the supplier, IE Digital, will be signed by the SRA on 23 April. This follows a tender process led by the SRA with input from a number of other funding partners, including CILEx Regulation. A meeting for all regulators and the supplier is being arranged. Progress with Gov.UK in relation to signposting to the new site is slow.

## **CILEx**

- 15 CILEx has launched a consultation seeking views on its governance and membership arrangements. A number of proposals are presented including changes to its constitution. Further information can be [found here](#). CILEx Regulation will respond by the closing date which is 11 July 2018.
- 16 We have been invited to attend the first CILEx Awards evening which will be hosted in London on 6 September. We will be hosting a table and sponsoring an award.

## **COMMUNICATIONS:**

### **Group branding:**

- 17 The Senior Management Team met with branding and PR agency Spencer du Bois on 27 March. A further meeting has been requested by the agency and is to be arranged. The agency has met with a number of internal and external stakeholders and is expected to publish a preliminary report on perceptions of the CILEx brand by the end of April. This will be shared with Board members.

### **New corporate website:**

- 18 The new website will be ready for launch in September 2018. The design phase is nearing completion and the content production has commenced. The focus of the new site is on accessibility of information for the regulated community and consumers, our two primary audiences.

## **OPERATIONS:**

### **JET (Joint Education and Training)**

- 19 A Group away day has been scheduled for Monday 14 May at which there will be a consolidation of research and ideas in order to present a unified proposal to the JET working group in early June.

### **Staff Strategy and Business Plan Workshop**

- 20 In line with our Staff Focus Group Action Plan, we are scheduling two staff workshops in the lead up to the Board July Strategy day, the first of which will be held on 17 May.

## **2017 Annual Report**

- 21 The design and content are currently in development with a publish date for 27 July 2018.

### **London Legal Walk – Monday 21 May**

- 22 Eight staff are taking part in this fundraising walk and our fundraising page can be found [here](#).