

Strategy 2019-21



Mission Statement

Delivering progressive legal regulation for the benefit of everyone.

Our Strategic Priorities

To achieve our mission statement, we have identified the following strategic objectives:

1. To ensure that the needs of the consumer, both current and future, inform our work by:
 - a. Instilling and embedding a culture of transparency among legal services providers we regulate
 - b. Extending our knowledge of consumer needs and perspectives
 - c. Delivering a public register and corporate website that enhances consumers access to justice
 - d. Collaborating with other regulators on the delivery of the Legal Choices website
 - e. Ensuring that consumer impact assessment is core to the development of our regulatory arrangements
2. To strengthen the diversity of the legal profession and accessibility to legal services by:
 - a. Reviewing the suitability of existing qualifying requirements to identify legitimate opportunities to enhance a diversified workforce whilst maintaining existing standards
 - b. Identifying opportunities within our regulatory processes and activities to support and increase diversity and equality of access in legal services
 - c. Delivering entity regulation and ABS licensing through providing support to identify and realise opportunities
 - d. Providing a lean, proportionate and supportive regulatory framework whilst ensuring safe standards and oversight
3. To promote and uphold the highest standards through:
 - a. Delivering a review of legal education and introducing new standards
 - b. Playing a leading role in promoting understanding of new technologies for legal services
 - c. Utilising Regulator resources most effectively through a risk and evidence-based monitoring and enforcement approach

The delivery of these three strategic strands will be underpinned by our continued development of an effective operating environment and enhancing our ability to regulate in the public interest through flexible and agile regulatory models. This includes a focus on greater financial independence through increasing market share, in order to provide more choice for the consumer; on sustaining financial control and looking for opportunities to improve regulatory processes; and on developing our interface with the new CILEx governance framework to ensure our independence while promoting collaboration.

Regulatory Objectives

The eight regulatory objectives set out in the Legal Services Act 2007 are:

1. protecting and promoting the public interest;
2. supporting the constitutional principle of the rule of law;
3. improving access to justice;
4. protecting and promoting the interests of consumers;
5. promoting competition in the provision of legal services;
6. encouraging an independent, strong, diverse and effective legal profession;
7. increasing public understanding of the citizen's legal rights and duties;
8. promoting and maintaining adherence to the professional principles:
 - act with independence and integrity;
 - maintain proper standards of work;
 - act in the best interests of clients;
 - comply with practitioners' duty to the Court to act with independence;
 - in the interests of justice;
 - keep clients' affairs confidential.

CILEx Regulation's commitment is at all times to act in accordance with the regulatory objectives. All elements of the strategy are targeted at meeting one or more of these. For 2018/19, we are focused in particular on delivering a number of transparency requirements that seek to improve consumer choice and decision-making as well as developing new education standards.

The interests of consumers are at the heart of our work. Our mission is to ensure that our regulated community delivers work of the highest quality, integrity and value to

the consumer by first, insisting on and enforcing exacting standards and second, ensuring that barriers of cost and access for practitioners are minimised.

CILEx practitioners have an increasingly important role to play in serving consumers' interests.

The CILEx route for the lawyers of the future promotes the public interest particularly by improving access to justice and promoting competition. The unique diversity of CILEx lawyers among legal services providers also directly addresses the objective of encouraging diversity in the legal profession.