

REPORT TO: CILEx REGULATION BOARD

FOR: DISCUSSION

DATE: 17 July 2019

REPORT TITLE: CEO Report

SUBMITTED BY: Helen Whiteman, CEO

STAKEHOLDER ENGAGEMENT:

Legal Services Board

1. The CEO and Chair met with their counterparts on 17 May. They discussed internal governance rules, education standards rule change and regulatory performance.
2. The CEO will meet with the new CEO, Matthew Hill, on 22 August. More information can be [found here](#).

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3. Rebecca Marsh, Chief Ombudsman, met with the CEO, Directors and managers at CRL offices on 12 July. An oral update will be provided.

BSB

4. The Director of Authorisation and Supervision and Director of Policy, Governance and Enforcement met with the BSB's Governance Manager (Rebecca Forbes) and Director of Strategy and Policy (Ewen Macleod) to discuss the PCF practicing certificate, risk-based enforcement, IGR, membership and equality & diversity data.

UK Finance

5. The Director of Authorisation and Supervision will meet with the Lender panel team, supported by the LSB CEO, on 9 July. An oral update will be provided.

Regulators Forum

6. The Director of Policy, Governance and Enforcement attended the regulators forum on 15 May. The Forum agreed for a working group to develop governance and standardisation to enable clear disciplinary data publication on Legal Choices. The LSB advised it is carrying out research into approaches to technology in other jurisdictions and by regulators outside of legal services. The Legal Services Consumer Panel is planning to publish its views on quality indicators in September.

Remedies Programme Implementation Group (RPIG)

7. The RPIG meeting took place on 7 June. Minutes from the previous meetings are [found here](#).

Legal Choices

8. The CEO attended the Legal Choices governance board meeting on 3 July. The three-year plan and the substantive progress made with the new website was reviewed. A discussion took place in relation to the future site development plan and associated funding model that would be required at the end of this current three-year project. An oral update will be provided.

Legal Technology

9. The Director of Authorisation and Supervision attended the Advisory Board of the Industrial Strategy Challenge Fund project on 9 June. This was the first meeting of the new Board and considered options for developing cross sector technology which would most benefit mid-tier law and accountancy firms. The meeting is to be followed up with a scenario planning session on 15 July and an oral update will be provided.
10. The Director of Authorisation and Supervision attended a meeting organised by Digital Leaders; 'Smarter Regulation with a data and tech-driven approach' which provided some useful insights into the use of data and technology at other regulators on 17 June. Of particular interest was the view that greater access to data from the regulated community may shift the responsibility for actions of the regulated, as the regulator would be holding data that should identify risk/non-compliance.
11. The CEO and Head of Stakeholder Engagement attended the Consumer Panel's Tech Roundtable on 9 July. An oral update will be provided. A link to the recent Panel's tech report can be [found here](#).

Legal Futures

12. The Chair participated in a Legal Futures Regulation and Compliance conference panel discussion on 6 June, further details can be [found here](#).

Westminster Legal Policy Forum

13. The CEO participated in a panel discussion on equality and diversity data collection and analysis on 13 June, further details on the programme can be [found here](#).

CILEx

14. The CEO and Director of Authorisation and Supervision attended Council Member Mike Bowen's funeral on 22 May. Mike was a member of the Joint Education and Training (JET) Working Group and tribute was also paid to him at the Group's most recent meeting.

15. An Executive Committee workshop took place on 12 June and was attended by the CRL CEO and Directors. Linda Ford has been invited to attend this section of the Board to discuss the draft CILEx purpose and strategic objectives (**appendix 1**).
16. The CEO and David Gilbertson are attending Matthew Foster's inauguration in Chester on 18 July. Matthew attended our offices on 8 July to meet with staff to find out more about what we do as part of his induction.

Joint Education & Training working group (JET)

17. The JET working group met on 15 May. Vicky Purtil provided an update on the education standards consultation and Vicky Hurdley, Director of Operations at CILEx, presented an update on the development of the qualifications framework. It was agreed that the different parts of the business needed to come together to form an internal operations working group to progress the work collaboratively. A project manager will be recruited to lead on project phoenix and expediate the work.

Group Services

18. The CRM Programme Board met on 14 May and 10 June. A written update is provided via the Operations Board paper.

ARDL

19. The CEO and Director of Authorisation and Supervision attended the annual Association of Regulatory & Disciplinary Lawyers dinner on 5 July.

COMMUNICATIONS:

Regulation Matters

20. Helen filmed with Rebecca Marsh, Chief Ombudsman on the latest changes at the Legal Ombudsman.
21. Helen filmed with advocacy students and the advocacy trainer from Kaplan Altior. Those clips can be [watched here](#).

OPERATIONS:

Recruitment

22. Recruitment for the new CEO has commenced with Gatenby Sanderson.
23. Recruitment for the Product Development Executive was on hold whilst the role could be reviewed. The advert had not attracted the right level of candidates.
24. Tamra Pickavance joined the PAS team on 10 June as part time administrator. Samantha Bedford is now a Practitioner Officer.

25. Two members of staff will be going on maternity leave in September, recruitment has begun for their cover.

Organisational Development and Wellbeing

26. Managers attended a Mind mental health and wellbeing course. The trainer and course were well received by managers. A further half day course has been offered to all staff in the autumn.
27. A small staff working group has formed with a focus on mental health and wellbeing. The strapline is 'taking care of each other'. The group is consulting with all staff on a proposed action plan to be submitted to the Time to Change employer pledge. More information can be [found here](#).

Staff Meetings

28. Luisa attended the meeting on 3 June. Andrew attended the meeting in July and David will attend in August.
29. A breakfast meeting for staff has been arranged at Box End on 23 July. The meeting will cover the strategy and business plan review, allowing staff to feed into the Board's strategy meeting in September.

Events

30. Mental Health Awareness Week took place 13 – 17 May. Staff took part in activities including; a picnic for the whole Group, lunchtime walks, planting runner beans and a breakfast meeting to talk about wellbeing with a speaker from Mind.
31. A team of staff took part in both the London Legal Walk on 17 June and Bedford Legal Walk on Thursday 27 June to raise money for legal advice charities in London, Bedford and the South East. More information can be [found here](#).
32. The CEO and Consumer Policy Officer joined other regulators to celebrate and take part in London Pride on 6 July. Following a social media campaign, we were also joined by a small number of our regulated community. More information can be [found here](#).

APPENDICES

Appendix 1: CILEx Draft Purpose and Strategic Objectives