

REPORT TO: CILEx REGULATION BOARD

FOR: DISCUSSION

DATE: 2 May 2019

REPORT TITLE: CEO Report

SUBMITTED BY: Helen Whiteman, CEO

STAKEHOLDER ENGAGEMENT:

Legal Services Board

1. The Regulators CEO meeting scheduled for 23 April was cancelled due to lack of substantive agenda items from the LSB. The next meeting will take place on 11 September.
2. The CEO and Chair will meet their counterparts on 17 May.
3. The Chair is participating in the LSB's recruitment exercise, by way of informal stakeholder introductions, for Neil Buckley's successor.

MoJ

4. The Director of Authorisation and Supervision attended a Law Tech Panel meeting hosted by the Ministry of Justice on 25 February 2019. The event was attended by 3 Justice Ministers and was followed by a brief showcase of start ups in the Legal Tech sector.

Master of Faculties

5. The Director of Authorisation and Supervision attended the annual luncheon, hosted by the Master of Faculties on 22 February 2019.

Remedies Programme Implementation Group (RPIG)

6. The RPIG meeting schedule took place on 1 March. Minutes from the previous meetings are [found here](#).

Legal Choices

7. The CEO will attend the Legal Choices governance board meeting on 3 July to review the three-year plan and the substantive progress made with the new website.

Legal Technology

8. The Director of Authorisation and Supervision has been asked to join the Advisory Board of the Industrial Strategy Challenge Fund project, which is considering the adoption of AI in mid-tier legal and accountancy firms and how the project can best address this challenge. The first meeting is on 9 May 2019.
9. The Director of Authorisation and Supervision attended the Westminster Legal Policy Forum on Legal Technology on 26 February 2019, the transcript forms part of the CILEx Strategy papers.

Legal Futures

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

Westminster Legal Policy Forum

11. The CEO is participating in a panel discussion on equality and diversity on 13 June, further details can be [found here](#).

CILEx

12. The CILEx Group Strategy took place on 13 April where it was confirmed that there is alignment across the strategies for all parts of the organisation. CILEx is finalising its Purpose, Vision and Mission statements.

CILEx Regulation Panels

13. A panellist meet and greet day took place on 5 March at Box End. The day provided an opportunity for panel members and the enforcement team to get to know one another. Some positive and useful feedback was gathered which will be formulated into an action plan for improvement.

Joint Education & Training working group (JET)

14. The internal JET working group met on 12 March. 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. The external JET working group meeting is scheduled for a face to face meeting on 15 May 2019.

Group Services

15. The Finance Committee met on 8 March to review draft accounts and financial statements for year ended 2018, management accounts for January and the draft PCF budget. The CEO was on telephone standby in case there were any queries. None arose.
16. The CRM Programme Board met on 18 March and 16 April. An oral update will be provided via the Finance and Group Services Board paper.
17. A group-wide online learning management system was launched in April for all staff. The system allows staff to track their learning in one place.

Mandatory e-learning is assigned to staff, including health and safety, AML and GDPR. Complimentary e-learning and in-house face to face seminars, covering behavioural development and management development, are also available to staff.

COMMUNICATIONS:

Regulation Matters

18. The CILEx Regulation corporate website was launched at the end of February and has received positive feedback from a wide range of stakeholders.
19. Mental Health Awareness Week is w/c 13 May and we are preparing a number of dedicated features, as well as activities in the office for staff.

OPERATIONS:

Recruitment

20. Cat Farrow joined CILEx Regulation on 9 April as Head of Stakeholder Engagement. Further information can be [found here](#).

Staff Survey

21. The draft action plan previously reported to Board was also shared with staff, who provided comments and feedback. The action plan has now been finalised and a number of initiatives will be worked on throughout the year, with some actions already completed.

Staff Training

22. The CEO attended a Mental Health First Aid course on 27 – 28 February to become a Mental Health First Aider. A small working group of staff has been established to look at how we can introduce a mental health and wellbeing action plan at CILEx Regulation. The group will meet quarterly and act as liaison points for teams.
23. Unconscious Bias training is being arranged in-house for all CRL staff to attend as well as a Mind mental health and wellbeing course for all managers.

Staff Meetings

24. Harvey attended the staff meeting on 28 March, Luisa is due to attend the meeting in June, Andrew in July and David August. Dates have been set for the rest of the year and circulated to Board members.