

**REPORT TO:** CILEx REGULATION BOARD  
**FOR:** DISCUSSION  
**DATE:** 20 February 2019  
**REPORT TITLE:** CEO Report  
**SUBMITTED BY:** Helen Whiteman, CEO

### **STAKEHOLDER ENGAGEMENT:**

#### **Legal Services Board**

1. The LSB Chair and CEO Regulator meeting took place on 18 January. Agenda items included regulatory independence, regulator transparency, five-year policy objectives and external environment information sharing.
2. On 31 January, the CEO and Director of Policy and Enforcement attended an introductory relationship management meeting at the LSB. It was agreed to hold quarterly meetings to discuss performance.
3. The CEO and Chair are scheduled to meet their counterparts at the LSB on 19 February. An oral update will be provided.
4. The Chief Executive of the LSB, Neil Buckley, will be leaving the organisation in late Summer 2019.

#### **MoJ**

5. On 22 January, the Director of Authorisation and Supervision met with the MoJ to discuss Education Standards. Interest was expressed from civil servants and a meeting with Lord Keen will be pursued.
6. The Director of Authorisation and Supervision has been invited to attend a Law Tech Panel meeting hosted by the Ministry of Justice on 25 February 2019. The event aims to bring together Parliamentarians, Industry, Government, the Legal Services sector and the LawTech community to better understand recent technological developments and their potential for our economy and society.

#### **Remedies Programme Implementation Group (RPIG)**

7. The RPIG meeting schedule for 29 January has been moved to 1 March. Minutes from the previous meetings are [found here](#).

#### **Crown Prosecution Service (CPS)**

8. On 29 January, the CEO and Director of Authorisation and Supervision met with the CPS to discuss the memorandum of understanding between CILEx,

the CPS and CILEx Regulation. The terms were agreed and the MoU is currently awaiting the signature of the Director of Public Prosecutions.

### **Conveyancing Association Conference**

9. CILEx Regulation had an exhibition stand at the 2018 conveyancing association conference, held on 6 December at the Etihad stadium in Manchester. We also hosted a table at the evening dinner and were joined by Mike Bowen as well as Susan Appleton (Head of Conveyancing) and Stephanie Mellor from McHale and Co Solicitors, Rupert Houlby, Partner at Wilkin Chapman LLP solicitors and representatives of Convey Law.

### **ILFM**

10. The CEO met with Tim Kidd, CEO at The Institute of Legal Finance and Management on 28 November. They discussed the finance courses which are offered to CILEx members in support of meeting entity authorisation requirements. Pleasingly course numbers are increasing and ILFM remain committed to their delivery.

### **CILEx**

11. The CILEx Group Board met on 4 December, the Chair and Director of Policy and Enforcement attended for the internal governance rules (IGR) consultation discussion.
12. The newly formed Executive Committee met on 18 February. The committee replaces the Group Executive and will involve a wider set of senior managers to help improve communication and collaboration. The committee will lead the strategy development and is accountable for financial and other aspects of performance. To comply with the proposed IGR, the CILEx Regulation CEO will no longer be a formal member of the committee, however will have a standing invite to all the meetings.
13. The CEO and Director of Authorisation and Supervision met with representatives from CILEx and Group Finance on 13 February to discuss the PCF and membership fees.
14. CILEx Regulation is sponsoring the Legal Expert Awards at the annual CILEx Awards ceremony to be held on 5 September at Madame Tussauds.

### **Joint Education & Training working group (JET)**

15. The JET working group met on 4 December to discuss the education standards consultation and the EQA model CLA apprenticeship. The terms of reference for the group were updated. CILEx Regulation would continue to Chair meetings whilst the focus was on education standards and when the attention moved to development of qualifications the Chair would rotate.

### **Group Services**

16. The CRM Programme Board met on 18 February, an oral update will be provided via the Finance and Group Services Board paper.

17. Patricia Hewitt joined Group Services as HR Director in October last year and has met with senior managers and managers to discuss ways in which HR can support CILEx Regulation. A part time Learning and Development Project Manager joined in December to support the organisational development function within the HR team.

## **COMMUNICATIONS:**

### **Regulation Matters**

18. The new CILEx Regulation corporate website will be launched at the end of February. A demonstration will be given during the meeting.
19. The CEO filmed with Tim Kidd, ILFM, at the end of January for a Regulation Matters feature which will be part of the February issue.

## **OPERATIONS:**

### **Recruitment**

20. Interviews took place for the Head of Stakeholder Engagement on 24 and 25 January. An appointment has been made and an oral update will be provided.

### **Staff Survey**

21. A summary analysis by HR of the Staff Survey results are attached at **appendix 1**. They indicate that overall staff have a positive view of CRL, the leadership and culture. The full findings have been added to SharePoint for transparency. These include individual written feedback from staff, which again is invariably positive. An action plan will be produced to address the development areas staff identified.

### **Staff Values**

22. To help develop and maintain an optimal culture and behaviours, at the Staff Away Day in November, CRL staff members identified five Values, which have been developed in a staff focus group into an easily memorable 5 Fs (Efficient, Firm but Fair, Focused and Flexible). These will be put into an infographic style and communicated.

### **Staff Training**

23. The Director of Authorisation and Entity Manager attended the Legal Futures Annual Innovation conference. Contacts for escrow and legal tech were made.
24. Staff attended a breakfast meeting on 26 November and received an update on the outcome of the CILEx Regulation strategy and business plan and how their feedback to Board had influenced the shaping of the strategy.

25. Anti-money laundering (AML) training took place on 5 and 6 February. All staff attended a morning session, followed by an extra session for managers in the afternoon. Colleagues from CILEx were also invited to attend. Legal Risk provided the training and this meets our ongoing requirements as per our OPBAS action plan.
26. The CEO is attending a Mental Health First Aid course on 27 – 28 February to become a Mental Health First Aider.
27. SharePoint training is being provided to all staff to support with the transition from the F Drive to SharePoint taking place in the first half of this year.
28. The Enforcement Team undertook training on Panel and the duties under the Legal Services Act in December and January.

### **Non-executive appointment**

29. From January 2019 the CEO was appointed trustee of legal charity helpline, LawCare. This has been added to the declarations of interest register for transparency purposes.

### **APPENDICES:**

#### **Appendix 1: Staff Survey Summary Results**