



REPORT TO: CILEx REGULATION BOARD
FOR: DISCUSSION
DATE: 23 FEBRUARY 2021
REPORT TITLE: CEO Report
SUBMITTED BY Carilyn Burman, CEO

STAKEHOLDER ENGAGEMENT:

Legal Services Board

1. The senior management team attended a seminar in November on the LSB approach to oversight regulation. Hosted by Matthew Hill, this included a presentation from the LSB that looked at challenges the sector were facing, the LSB operating model and statutory framework. Concern had been expressed in the meeting, on the information being requested by the LSB and that their approach to oversight regulation is more onerous than other regulators.
2. The senior management team met with the LSB in early January to discuss the LSB review of rules/guidance for alterations to regulatory arrangements. Feedback was provided in terms of process and procedure to rule change application as well as feedback mechanisms.
3. Carilyn Burman met with LSB CEO, Matthew Hill on 11 December to discuss the approach to the Education Standards application.
4. Carilyn Burman attended an LSB-led webinar on the State of Legal Services 2020 report.
5. The senior management team met with Robin Geddes, Regulatory Policy Manager at the LSB for the regular January relationship management meeting.
6. Carilyn Burman attended a roundtable in January hosted by the LSB to discuss their draft strategy and business plan.

External Relations Meetings

7. Carilyn Burman attended a business plan event hosted by the Office for Legal Complaints in December to discuss and feed into their business plan and proposed increase in budget request.
8. Carilyn Burman met with Wilf White at the BSB who was seeking advice on consumer engagement.



9. Carilyn Burman attended the CILEx External Relations subcommittee meeting on 2 February as an observer.

Legal Choices / RPIG

10. Legal Choices Governance Board meeting was held on 20 November. Budget and future funding was discussed, as well as future development. The Governance Board also met on 13 January to discuss the proposed costed delivery plan for 2021 activity, Carilyn Burman attended both meetings.
11. Stuart Dalton attended the RPIG meeting on 14 December 2020. The CMA attended and gave some detail of their report which was published the same week.

OPERATIONS:

Staff

12. CRL managers meetings took place on 22 January.
13. A CRL all staff meeting took place on 25 January. Board members are invited to attend staff meetings throughout the year. Sam Younger will attend the February staff meeting and Jonathan Rees will attend the March staff meeting. Beccy Snape will share further dates with Board members by email.
14. Staff attended a Resilience Workshop led by the HR team – all staff have now attended this workshop which was tailored for CRL staff. A webinar on Staying Well and Working Well was hosted by LawCare. Both sessions received positive feedback from staff. The HR team will focus on promoting mental wellbeing resources available to staff in the coming months.
15. Following the news of Lockdown 3.0 in early January we have held off signing a contract with wrest park for office space. This has been kept warm and we hope to sign and gain access towards the end of February 2021. Insurance has been added to the main CILEx policy for no additional cost in anticipation of using the space.
16. Some staff have been impacted by school closures and we are working with those individuals to ensure they are fully supported during this challenging time.