



**PUBLIC MINUTES OF THE MEETING OF
THE BOARD OF DIRECTORS OF CILEx REGULATION LIMITED
HELD ON 17 November 2020 VIA ZOOM**

Present:

Sam Younger (Chair) (SY), Andrew Donovan (AD), Luisa Fulci (LF), Alice Belcher (AB) Nick Hanning (NH)

In attendance (CILEx Regulation):

Carilyn Burman, Chief Executive (CB)
Stuart Dalton, Director of Policy, Governance and Enforcement (SD)
Victoria Purtill, Director of Authorisation and Supervision (VP)
Rebecca Kemish, Personal Assistant (minutes) (RK)

In attendance (CILEx)

Michelle Drury, Finance Business Partner (MD)
Harvey Sondh, Director of Business Development, Marketing & Innovation

1 Welcome and Apologies

All Board members were in attendance.

2 Declarations of interests

None were noted other than the interests already declared on our register of interest.

3 Minutes of previous meetings and action log

The Board **APPROVED** the minutes subject to some small wording changes.

4 Chair's update

The Chairman gave an overview of his work since the last meeting.

Jonathan Rees, was appointed to replace LF from January 2021. Jonathan would join the Board on the 7 December for the strategy session.

SY passed on his congratulations to VP and the team on the highly successful consumer panel event that took place on the 21 October.

SY had an introductory call with Elizabeth Davies who is the new Chair of the Office of Legal Complaints (LeO). LeO had appointed a new Chief Ombudsman and a new Chief Operating Officer who were both starting in January 2021.

The Board **NOTED** the Chair's update.

5 CEO Report

CEO, Carilyn Burman updated the Board on key work streams and stakeholder engagement.

Legal Choices: we were waiting for the CMA report before considering next steps. The CMA report was due to be published in December. The items for discussion at the strategy session would be circulated in advance.

CB noted that the LSB state of the nation report was due to be published the following week (w/c 23 November).

The Board **NOTED** the CEO's update.

6 Strategic Performance, Risk and Operational Report

The Board reviewed a strategic performance, risk and operational update. The Board's discussion is minuted confidentially.

The Board **NOTED** the strategy, performance and risk report.

7 2021 Business Plan

Board members reviewed the 2021 Business Plan and in principle **APPROVED** the 2021 Business Plan with a couple of caveats and agreed that it would be brought back to either the December or January teleconference and not wait for the February Board.

8 Marketing

Harvey Sondh, CILEx Director of Business Development and Marketing, (HS) joined the meeting and presented CILEx's marketing growth strategy and brand change plans.

The Board **NOTED** the marketing presentation.

9 2021 PCF Budget

MD joined the meeting and updated Board members on the 2021 PCF Budget.

The Board **NOTED** the PCF budget

10 Finance

The Board considered the finance papers. Discussion is minuted confidentially.

The Board **NOTED** the finance papers

11 Board Self-evaluation methodology

Board members reviewed and **APPROVED** the Board self-assessment methodology.

12 Education

The Board received an update on the latest developments on the education standards review at CILEx Regulation. Discussion is minuted confidentially.

The Board **NOTED** the Education update.

13 ACCA

Board members received an update on the consultations and application.

The Board **NOTED** the ACCA update.

14 Compensation Fund Report

The Board **APPROVED** the annual report as Trustees, with no matters arising.

15 Legal Technology

Vicky Purtil, Director of Authorisation and Supervision, updated Board members on progress made in legal technology including the outputs from the design sprint and how the conveyancing process could be streamlined using AI.

The Board **NOTED** the legal technology update

16 AOB

SY highlighted that it was LF's last full Board meeting. SY emphasised his enormous appreciation and how difficult it would be to replace LF.

SY also informed the Board that this would be the last full Board Meeting for Rebecca and thanked her for her assistance over the past few months.