



**REPORT TITLE: CEO Report**

**REPORT TO: CILEx REGULATION BOARD      DATE: 15 July 2021**

**FOR: DISCUSSION**

**SUBMITTED BY: Carilyn Burman, CEO**

## **STAKEHOLDER ENGAGEMENT:**

### **Legal Services Board**

1. Carilyn met with Matthew Hill to discuss Market Transparency Oversight on 2 June and attended the Market Transparency Co-ordination Group meeting on 4 June with other regulators. This was the first meeting convened and chaired by the LSB following the CMA report published in December. An update was given by all regulators and terms of reference were reviewed and feedback provided. LSB will be mapping the CMA recommendations against the scope/potential workplan of the group and considering the best way for the group to engage with external stakeholders – this will be discussed further at the next meeting scheduled for 26 July 2021.
2. Carilyn, Sam and Jonathan attended the regular meeting with their LSB counterparts on 22 June. As well as general CRL staff and board updates, they discussed the CILEx Regulation 3-year Strategy, Compensation Fund, EDI, follow up to CMA report and collaboration with other regulators.

### **External Relations Meetings**

3. Carilyn met with Harvey Sondh to discuss Marketing Shared Services. Harvey and Michelle Cross then met with all the managers to introduce the CILEX marketing team and upcoming projects.
4. Legal Services Consumer Panel hosted a roundtable event on Unbundling on 25 May. It was proposed to undertake a similar pilot to that of the Quality Indicators – a cross regulator approach. Carilyn indicated CRL would be interested to be involved and keen to understand more.
5. Carilyn and Sam had bilateral meetings with ICAEW and CLSB on 23 and 28 June respectively to discuss collaboration following the LSB chairs meeting. Bilateral meetings have now taken place with all the regulators.
6. Carilyn and Vicky Purtill have held meetings regarding the compensation fund Insurance renewal, with IPREG, LSB, CLC, ICAEW. The board have been updated on a regular basis.

### **Legal Choices / RPIG**

7. Carilyn Burman attended the RPIG meeting on 11 June 2021. An update was provided following the Market Transparency Oversight meeting. It was agreed that there was cross over in terms of agenda items for RPIG and the Market Transparency Oversight meeting however it was agreed for RPIG to meet in

September to discuss issues around PII. It was also agreed that whilst RPIG may not continue to meet on a regular basis Sheila Kumar was happy to convene a meeting should any items arise which attendees wanted to discuss as a group.

8. The next Legal Choices Governance meeting is scheduled for September 2021.

## **CRM**

9. CRL continue to attend a weekly update meeting with Project Lead Tacy Riby.

## **OPERATIONS:**

### **Staff**

10. Francine Allgood has now left CRL after bringing her leave date forward. Francine is still contactable for any urgent matters until 2 July. Interviews have taken place for her replacement. An oral update will be provided at the Board meeting.
11. Felix Brown left CRL on 11<sup>th</sup> June and his role is currently being advertised.
12. Maternity Cover for Carilyn is currently being undertaken by recruitment agency Starfish. The closing date for applications is 2<sup>nd</sup> July. Interviews are due to take place, face to face at Wrest Park on 27<sup>th</sup> July with Alice, Jonathan, Carilyn and Ann Gill as the interview panel.
13. Beccy Snape will be going on Maternity leave at the end of August 2021. Recruitment for maternity cover will commence in July.
14. CRL all staff meetings continue to take place monthly. Alice and Nick attended the May meeting. It is hoped that a staff and Board outdoors face to face social could be organised in late July/early August. The office will make enquiries with venues.
15. The Managers Meeting in June took place face to face in a meeting room at Wrest Park.
16. A survey will be sent to all staff seeking their views and preferences on working in an office and working from home. This will allow the executive to determine what office space is required. Staff have been advised that the answers they give do not automatically mean that is what they will be granted and the aim is to look at what a future hybrid workplace will look like.

## **RECOMMENDATION:**

- The Board is asked to **NOTE** this report.