

	CILEx Regulation Limited
Date	17 May 2022
Item	5
Title	Chief Executive Report
Author	Janine Griffiths-Baker, Chief Executive (Interim)
Purpose	This report updates the Board on key activities across the organisation since 24 February 2022
Recommendation	The Board is invited to NOTE this report
Timing	N/A
Impact assessment	None
Appendices	None
For publication	Yes

Legal Services Board

Applications and submissions

1. On 7 April 2022, CILEx Regulation Limited (CRL) submitted an application to the Legal Services Board (LSB) to enable the 2022 practising fee certificate (PCF) to be collected from ACCA probate practitioners who are now regulated by CRL. A decision is expected by 5 May 2022.
2. CRL submitted an application on 8 April 2022 to the LSB for final approval to introduce its rules for an alternative route to obtain practice rights following successful completion of a pilot project run by the University of Law. A decision is expected on 6 May.

Reports and consultations

3. CRL submitted a response on 25 February 2022 to the LSB's consultation on Ongoing Competence.
4. On 29 March 2022 CRL responded to a consultation by the Legal Ombudsman on 'Scheme Rules' to improve customer experience, reduce waiting times and improve operational efficiency.
5. A joint letter was sent by the Chief Executive and Chair of the Board to the Deputy Prime Minister on 13 April 2022 setting out details of how CRL was ensuring compliance with the sanction regime that had been imposed following the Russian invasion of Ukraine. This followed a personal request received on 7 April from the Deputy Prime Minister to the Chief Executive and Chair of the Board for information on how CRL was planning to strengthen enforcement of the sanction regime and how best the government could support CRL in carrying out its duties.

Transparency and CMA work

6. Both phases of the joint regulator 'Quality Indicators' (QI) pilot project have now concluded. The project moved into the evaluation stage in March, with CRL contributing to the design of the evaluation process. Following the outcome of the evaluation, which is anticipated in June 2022, CRL will consider further actions in collaboration with other regulators.

7. The Solicitors Regulation Authority (SRA) continues to provide briefing sessions on its “unbundling” pilot, which are attended by CRL. The pilot is moving into the evaluation stage but a date for publication of the outcomes has not yet been finalised. Once the results have been assessed, CRL will consider further work in this area.
8. CRL continues to contribute to the LSB-led Market Transparency Co-ordination (MTCOG) Task-and-Finish Group that is carrying out work on the provision of a Regulatory Information Service (formerly single digital register). Work on a ‘discovery’ document has progressed and a ‘proof of concept’ will be presented to MTCOG shortly.
9. Work is continuing to support CRL immigration firms which are now subject to the Transparency Rules to ensure that they are complying with requirements.
10. CRL attended a meeting with the Office of the Immigration Commissioner and two stakeholder workshops to discuss improving information to consumers. Costings to undertake further work in this area are currently being considered.
11. On 11 April 2022, the LSB published a policy statement on empowering consumers across the legal services market. CRL welcomed the policy statement whilst recognising that several questions remain to be answered on implementation.

Staffing and operations

Staffing

12. The following colleagues have now taken up their posts with CRL:
 - Research and Performance Analyst (25 April 2022)
 - Interim PA to the Chief Executive, Chair and Executive Team (14 April 2022)
 - Manager of Policy and Stakeholder (1 April 2022)
 - Practitioner, Authorisation and Supervision Officer (28 March 2022)
13. The Interim Director of Governance will be leaving on 25 May 2022 and the new Director of Governance, Policy and Legal will be taking up his appointment on 19 May 2022 to enable an appropriate handover. CRL extends its sincere thanks to the Interim Director and wishes her well in her new position.
14. Two vacant positions remain to be filled – the Policy Innovation Officer and one Investigation Officer post. The Managers of these areas are currently considering whether to amend the roles slightly so that the business needs of the organisation can be better met.

Staff survey

15. The 2022 staff survey ran from 8th to 23rd March and was open to all colleagues to complete on a confidential and anonymous basis. The response rate of 94.7% was an increase of 4.7% on last year. Overall, the results were very positive. Key highlights included:
 - 93% were proud to work for CRL
 - 93% felt respected by colleagues
 - 86% would recommend CRL as a great place to work
 - 100% of staff had completed an appraisal

In addition, colleagues stated that:

- CRL offered a friendly, supportive and inclusive work environment
 - There was a positive organisational culture
 - CRL empowered colleagues to deliver for customers
 - There was good support for wellbeing
 - CRL has strengthened its commitment to be an inclusive employer
 - Opportunities for training and career development had increased
16. Detailed results were shared with staff at a face-to-face staff meeting on 4 May. Colleagues are currently working on an action plan to ensure further progress in 2023.

CRM update

17. The Chief Executive and Chief Operating Officer continue to meet weekly with the CILEX Project Co-ordinator. Progress across all areas is continuing well. Below is a brief summary of current projects:
- Work is well underway on CILEX Learn (the platform to enable WBL portfolio submissions).
 - The development of CRL's Portal is in progress to enable applications to be submitted online.
 - Testing of the 'risk matrices' is still in the final stages and will not now go live until the end of April.
 - Work on the Entity Directory continues to ensure that it meets LSB requirements.
 - Data migration for enforcement is continuing and some progress has been made in relation to the risk matrices data.
 - Further work has been undertaken on setting up direct debit payments.
 - A review of prior conduct workflow has concluded. Additional changes now need to be agreed by the Professional Conduct Panel before implementation.

Shared services

18. The Chief Operating Officer has taken over the review of CRL's agreements with CILEX on shared services and permitted purposes. Some progress has been made on ensuring that CRL contributes only for services it actually receives. Further work is ongoing in relation to the development of a revised payment schedule. Progress with regard to the services provided by CILEX through its permitted purposes has been slow and disappointing. Since permitted purposes were last reviewed, CRL has directly taken on more of these responsibilities. However, this is not currently reflected in CILEX's permitted purposes budget. Communication with CILEX to resolve these matters has been challenging, as responsibility appears to fall between several members of CILEX's senior team. Following the Non-Executive Directors' IGR meeting in April, CILEX agreed that ultimate financial responsibility for this matter lay with CILEX's Chief Finance Officer, but that CILEX's individual business managers should also be involved. The COO of CRL has found it difficult to arrange meetings with CILEX's business managers to progress work in this area.

Stakeholder engagement

Communications

19. Activities undertaken since the last Board meeting are set out in Table 1 below.

Table 1

Category	Subject	Date
Press release and news item	Appointment of Director of Governance, Policy and Legal	5 April
	CRL EDI Roundtable Event	16 March
	Launch of new EDI strategy	7 February
Website news item and social media	Cyber security	14 April
	CRL responds to LSB policy statement (consumer empowerment)	12 April
	New CRL guidance – conduct in disputes	11 April
	CILEX Journal – Spring edition	4 April
	The importance of professional ethics	11 March
	Financial sanctions – your responsibilities	7 March
	Consultation on remote disciplinary hearings	3 March
	Legal Data Vision	3 March
	Chair’s Monthly Board update	25 February
	Firms’ Diversity Report	18 February
	Chair’s Monthly Board update	9 February
	CILEX Journal Winter edition	24 January
Additional social media	PSC discrepancy reporting update	8 April
	Conveyancing Assoc BASPI	31 March
	CRL Financial sanctions guidance	28 March
	LSB retweet – cultivating professionalism	25 March
	Guidance in disputes (SLAPPS)	24 March
	Independent Practice Rights	18 March
	EDI Roundtable Event	16 March and 25 March
	LawTech – data opportunity project	7 March
	Consultation – remote hearings (closes 28 April)	3 March, 9 March, 16 March, 25 March, 6 April, 14 April, 20 April, 25 April
	Firms’ directory signposting	2 March
	What questions to ask your lawyer (1 st meeting)	1 March
	LSB consultation – ongoing competence	21 February
	Choose a law firm	21 February
	Firms’ Diversity Report	18 February
	Recruitment	10 February & 17 February
	LSB Tech survey	10 February
	Choosing a lawyer	9 February, 24 March
	Recruitment	2 February

	CRL eSubmissions information	2 February & 24 February, 10 March
	LSB consultation – public confidence	1 February
	Recruitment	25 January & 1 February
	Self-employment – Firms	25 January and 23 March
	Recruitment	21 January
CILEX Journal articles and Regulation Matters: website features	Declaring prior conduct – why it really matters	6 April
	Whistleblowing	5 April
	Advocacy case study	end April
CILEX Journal Spring edition (Regulation section)	Regulation update	31 March
dotDigital direct mailings	Regulation Matters email	11 April
	New route to practice rights	30 March
	Higher Rights of Audience survey	18 March
	CRL Newsletter	16 March (next 25 April)
	Consultation – remote hearings	4 March
	CRL NED role 2022	26 January
	Financial sanctions (inc Russia guidance)	March
New website pages created	Cyber security	April
	Conduct in Disputes (inc SLAPP)	April
	New route to practice rights	March
	Recognition of lawyers qualified in the EEA or Switzerland	March
Internal updates on legal sector		Weekly

External meetings

22. Since the last Board meeting, there have been twenty-six senior executive meetings. A summary is contained in Table 2 below.

Table 2

4 March	Russian Sanctions	Director of Operations, OPBAS
10 March	EDI Roundtable	Regulators, MoJ, Chair, CEO, stakeholders
11 March	Russian Sanctions LSB Roundtable	Director of Operations
14 March	LSB/CRL Meeting	CEO and Chair of LSB, CEO and Chair of CRL

15 March	Quality Indicators Working Group	Director of Operations and regulators
17 March	BSB	BSB and CRL CEO & COO
22 March	CILEX/CRL Meeting	CEOs of CRL and CILEX
22 March	Legal Sector Affinity Group meeting AML	Director of Operations and regulators
23 March	LSB Head of Finance	CRL COO and LSB
24 March	Compensation fund	CRL COO & Director of Operations and Shield Pay
28 March	Compensation fund	CRL COO & Director of Operations and external actuary
29 March	NEDs IGR	CRL CEO & COO & Director of Governance
29 March	SRA and BSB meeting on CMC fee cap	Director of Operations
29 March	HM Land Registry Industry Forum	Director of Operations,
30 March	CILEX/CRL Meeting	CEOs of CRL and CILEX
30 March	Cross-regulator EDI forum	CRL COO and Regulators
30 March	Solicitor Apprenticeship meeting	CRL COO Trailblazer Group + IFATE
31 March	CLE Apprenticeship meeting	CRL COO, Trailblazer Group + IFATE
1 April	Compensation fund	CRL COO & Director of Operations + Bar Council
1 April	Russian Sanctions LSB Roundtable	Director of Operations
5 April	EQA meeting	CRL COO and CILEX
8 April	Compensation fund	CRL COO & Director of Operations plus SRA
14 April	Compensation fund	CRL COO and external actuary
25 April	LSB	CRL CEO & COO & Directors and LSB RM
28 April	CLE Apprenticeship meeting	CRL COO and Trailblazer Group + IFATE
29 April	PII	CRL COO and Director of Operations plus Hanover Insurance

Recommendation

23. The Board is asked to **NOTE** the Chief Executive's Report.