

	CILEx Regulation Limited
Date	28 September 2022
Item	5
Title	Chief Executive's Report
Author	Janine Griffiths-Baker, Chief Executive (Interim)
Purpose	This report updates the Board on key activities across the organisation since 13 July 2022
Recommendation	The Board is invited to NOTE this report
Timing	N/A
Impact assessment	None
Appendices	None
For publication	Yes

Legal Services Board

Submissions

- On 4 August 2022, the Legal Services Board (LSB) confirmed that CILEx Regulation Limited (CRL) continued to meet all the required standards and outcomes set out in its regulatory performance assessment. In relation to Well-Led Outcome 2 (WL2), particularly CRL's performance in terms of how it articulates the work it is doing and why, and how it deploys its resources to deliver against its own deadlines, the LSB stated that CRL had responded to the points identified during its December 2021 assessment. CRL, therefore, met this outcome.

Applications

- CRL submitted an application to the LSB on 4 August 2022 to amend its regulatory arrangements regarding the minimum wording required in professional indemnity insurance in relation to cyber risks. The application was approved by the LSB on 26 August.

Transparency and CMA work

- 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). An invitation to tender will be issued shortly inviting bids to undertake work on a 'proof of concept'. The deadline for submissions is 4 October 2022, with the work scheduled for completion by March 2023.
- Further work has been undertaken to ensure CILEX-ACCA Probate firms are compliant with CRL's Transparency Rules. CRL is communicating directly with firms and undertaking individual assessments of their websites to ensure compliance. Additional support has been offered to those firms whose websites are not yet compliant.

5. Joint work continues with the BSB, SRA and Office of the Immigration Commissioner on improving information for consumers of immigration services. Funding proposals are being drafted by Refugee Action and the SRA who will meet in September 2022. CRL provided comments on a draft immigration leaflet setting out what good immigration advice should look like. The leaflet is now being tested by a consumer group before being issued more widely.
6. As requested, CRL submitted a 'gap analysis' to the LSB following the LSB's publication of its policy statement on 'consumer empowerment' in April 2022. The information provided by each regulator was considered at the MTCOG meeting in July, following which the LSB arranged individual meetings with each regulator as the quality of submissions received was variable. At CRL's meeting on 24 August 2022, the LSB did not indicate any specific concerns with CRL's current or planned work in this area. A further discussion will take place at the next MTCOG meeting in October 2022
7. Work on the joint regulator 'Quality Indicators' (QI) pilot was supposed to be evaluated in June and July, with the final report expected by 12 August. Although CRL provided comments to the SRA, it appears there has been a delay with the production of the report. The final report is now expected towards the end of 2022, after which regulators will consider the next steps to be taken.

Staffing and Operations

Staffing

8. Following the announcements made by CILEX about the future of regulatory arrangements, the Manager of Policy and Stakeholder Engagement tendered her resignation on 5 September to seek a permanent position elsewhere. She will be leaving CRL on 16 September 2022. We thank her for her contribution since her appointment on 1 April 2022 and wish her well for the future.

CRM update

9. The Chief Executive and Chief Operating Officer continue to hold weekly meetings with the CILEX Project Co-ordinator to discuss new developments for the CRM. Fortnightly meetings with the Director of IT have also been reinstated to discuss implementation of existing projects. Progress across all areas continues. Current projects are summarised below:
 - Work remains in the final stages on CILEX Learn (the platform to enable WBL portfolio submissions). Prior to launch, the Practitioner Team met with the supplier and carried out final checks to ensure that all elements work effectively. The final testing identified some additional areas of work. Further progress has been slowed by annual leave. CRL expects this work to conclude in the next couple of months subject to the availability of the external developer.
 - CRL is working with the CILEX Project Co-ordinator to begin development of online applications to replace the current paper system and thereby enable all applications to be administered through the CRM.
 - Testing of the 'risk matrices' is still in the final stages as further problems were identified in displaying one of the risk scores. Additional modifications are now being considered by CILEX's external developer. The work is

expected to be undertaken shortly and, if so, the risk matrices will be released in late September or early October 2022.

- Work on the Entity Directory continues to enable it to meet LSB requirements. Following the introduction of ACCA firms, additional changes have been needed. The process has taken longer than anticipated as CILEX's outside contractor is responsible for these amendments (rather than CILEX staff). The required changes should be completed in the next few weeks.
- Data migration for enforcement is on hold at present as the Enforcement Team has prioritised more urgent projects.
- The scheduled review of the processes to support the Professional Conduct Panel will now form part of the wider review of the Enforcement Rules and Guidance (see *infra* at Agenda item 8).

Shared Services

10. CRL is still awaiting the final schedule from CILEX on shared services for 2022. The draft schedule for 2023 has now been received but has not been confirmed as it includes items that have not been agreed with CRL. The COO has written formally to the CFO of CILEX about the matter (see Agenda Item 6 for further detail).

Stakeholder engagement

Communications

12. Since the last Board meeting, CRL has run the following campaigns:
 - a. Annual consultation on the practising certificate fee
 - b. Consultation on the review of the definition of qualifying work employment and experience
 - c. Recruitment for new Non-Executive Board Director (Professional)
 - d. Publication of the Chair's update
 - e. Publication of the Annual Reports for 2021
 - f. Promotion of the new ULaw course for Chartered Legal Executives
 - g. Approval of Bloomsbury Institute as a new training provider
 - h. CPD deadline and extension guidance
 - i. Work-based learning updates on the website with week-by-week examples
 - j. Recruitment for new PAS Administrator
13. In addition, the Policy and Stakeholder Engagement Team provided support to the Chief Executive Officer and the Chief Operating Officer in responding to announcements made by CILEX that it intended to review its regulatory arrangements.
14. Work has commenced on other projects including:
 - **Promotional video** – a number of agencies have been approached to submit bids to produce the video.
 - **PNS campaign for member renewals** – planning and implementation of a campaign to reduce the number of 'Prefer Not to Say'(PNS) responses in the data collected through the CRM during renewals has started. Several diversity questions have been re-worded in line with

best practice, and new social mobility questions added in agreement with CILEX as part of a cross-sector approach led by the Judicial Diversity Forum.

Reach and Impact

15. Since the last Board meeting, CRL’s communication channels have continued to perform well with signs of increased growth across our main platforms including the CRL website, LinkedIn and Twitter. The growth is a result of improved planning and scheduling of content to ensure a regular flow of communications. The Regulation Matters website showed a drop-off in user visits in this period compared to the last, mainly because less content has been published in the reporting period.
16. The *Regulation Matters* email was sent in July and was opened by 49% of recipients. The CRL newsletter was opened by 40% and 45% of recipients respectively in July and August (well-above 15-25% industry standards).
17. The following is a summary of CRL’s communications’ engagement and reach since the last Board meeting:

Table 1

Channel	Engagement Jul / Aug average	Comparison with May / Jun average	Highest engagement
CRL Website	Users: 8,006 (average) Sessions: 13,646	7,387 12,996	<ul style="list-style-type: none"> • Practitioner Directory • Work-based learning schedules • Home page
LinkedIn followers	3,870	3,718	<ul style="list-style-type: none"> • Update on new routes to practice rights • PCF consultation – digital badge • Why independent regulation is important
Post engagement*	3.52%	2%	
Twitter followers	1,596	1,584	<ul style="list-style-type: none"> • CPD record deadline • Legal Choices promotion • Approval of Bloomsbury Institute as training provider
Post engagement**	2.2%	1.9%	
Regulation Matters website	Users: 674 Sessions: 738	800 828	<ul style="list-style-type: none"> • Home page • Chair’s Board update • Case studies

*Industry standards: 2% and above is considered good engagement

**0.33 to 1% is considered very high

Public Relations

18. The following articles written by CRL staff were published as part of the media relations programme agreed with KysenPR:
 - [A new route to practice rights for chartered legal executives](#) by Danielle Rowles and Helen Hardwick - Legal Futures.
 - [Judging the line between incompetence and dishonesty](#) by Abby Adamah - Legal Week.
 - An article on Diversity and Inclusion and the role of the regulator is due to be published in the New Law Journal in late September.
19. Legal Futures [published CRL's press release](#) on the approval of Bloomsbury Institute as a new training provider.
20. CRL was quoted in an article by Neil Rose in Legal Futures on [the first CILEX private client to transfer to the SRA](#).

External meetings

21. Since the last Board meeting, members of the Executive team have attended twenty-three external meetings with various key stakeholders.

Recommendation

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