

Date	23 February 2023
Item	11.0
Title	Director of Governance Report
Author	Simon Blandy, Director of Governance
Purpose	This paper provides an update on the work undertaken in the governance, policy, and legal directorate since the last Board meeting
Recommendation	To NOTE the update and actions identified
Timing	N/A
Impact assessment	While there are no decisions requiring an assessment, work being taken demonstrates that CRL is well-led, consumer-focused, and uses learning to improve performance.
Impact on Regulatory Objectives	The assurance provided by this report has a positive impact on the following regulatory objectives: <ul style="list-style-type: none"> - Public interest - Consumer interest - Independent, strong, diverse profession
Implications for resources	No additional resource implications
Impact on consumer empowerment	The consumer facing projects carried out and supported by CRL reported in this paper (specifically compliance with the Transparency requirements, the Quality Indicators Evaluation project and the Legal Choices project) protect and promote the interests of consumers.
Impact on ongoing competence	N/A
Publication status	For publication
Appendices (in supporting papers pack)	None

Policy

Equality Diversity and Inclusion

1. CRL anticipate collating the data collected on CRM for the 2023 Diversity Survey 2023 in March/April 2023.
2. CRL have had a meeting with CILEX who are willing to collaborate on the collation of data for resigning members, subject to agreement of the Head of Membership.
3. The first stage of the cross-sector consortium of regulatory and professional bodies EDI research project started in November 2022 with a quantitative survey of regulated members. At the consortium meeting in January 2023 the research company:
 - reported that the research headlines from the quantitative survey will be available at the end of January 2023 and that it plans to start the qualitative stage at the end of Q1 2023.

- agreed to draft recommendations for consideration by the oversight group to increase the impact of the findings and ensure longevity of outputs from the research.
4. The [Socio-economic diversity taskforce](#) launched a report [Breaking the Class Barrier](#) in November 2022 providing five-point pathway intended to boost socio-economic diversity at senior levels in UK financial and professional services. CRL submitted an article on socio-economic diversity in the legal profession for the January 2023 CILEX Journal, which will now be published in March 2023. After summarising the key recommendations in the report, the article goes on to report on our successes in 2022 and the work we have planned for 2023.
 5. At the Legal Regulators' EDI Forum in November 2022 the LSB shared its thinking about its EDI programme, identifying five key outcomes:
 - i. increasing understanding of what regulators are doing (a questionnaire will go out to regulators in March 2023)
 - ii. increasing transparency on the extent of EDI progress, including updating the LSB diversity dashboard.
 - iii. evaluation of EDI initiatives and using the EDI forum to share learnings on what works and how to address barriers.
 - iv. setting clear expectations for regulators' progress on EDI (consult on a draft statement of policy, to be finalised in 2024).
 - v. increasing diversity in the legal sector through targeted collective action on priority actions supported by evidence.
 6. A draft questionnaire (see paragraph 5(i) above) was circulated in January 2023 which, subject to comments, the LSB will finalise and circulate in early March 2023 for completion by the end of March 2023. CRL has no comments on the draft and is confident it will be able to provide a satisfactory response.
 7. CRL attended the Judicial Diversity Forum combined statistics group meeting in January. Discussions related to the format of the skeleton draft of the 2023 Diversity of the Judiciary report, how specific data should be presented and its availability from the different professions.

Consumer

8. CILEX-ACCA Probate firms are on schedule to be compliant with Transparency requirements by the end of Q1 2023, prior to evaluation of the Transparency Rules which is due to be completed in Q3 2023.
9. CRL has commented on the draft Quality Indicators Pilot Evaluation Report which is now expected to be published in March 2023. We also attended a meeting with other legal regulators to update Digital Comparison Tool providers (DCTs) on the QI pilot and emerging research insights.
10. CRL met with the Legal Ombudsman (LeO) to discuss the changes to its Scheme Rules from April 2023 and underline the importance of giving timely guidance to legal service providers about the effect of the changes. Preliminary notice of the changes was circulated in December 2022. LeO is offering webinars outlining the changes (highlighted in January 2023 CRL newsletter) and has committed to publishing guidance on the changes in February 2023.

11. The [Legal Choices Report 2022](#) was published on the SRA website in January 2023 with an accompanying [press release](#). This follows on from the [2017-2020 Summary Report](#).

Legal Technology

11. LawtechUK, together with the Regulatory Response Unit (of which CRL is a member) published a [discussion paper](#) (inviting comments from the legal services industry by 5 February 2023) on the adoption of Artificial Intelligence (AI) technology, specifically Machine Learning (ML), in legal services. Lawtech's intent is to encourage the sector to make the most of the opportunities AI presents for positive change in the legal sector by sharing best practices and to understand the benefits, risks and barriers to responsible adoption.
12. A paper on [Technology for access](#): principles for regulators was presented at the LSB Board meeting in January 2023. The LSB will issue guidance (consultation in mid 2023) which will set expectations that regulators are proactive in promoting innovation and removing barriers to entry and competition; adopt a consumer centric approach; and are responsive to risks in a manner that doesn't have a dampening effect.

Communications

13. Since November 2022, CRL has run the following campaigns:
 - a) consultation on Higher Rights of Audience (closed 3rd January 2023)
 - b) EDI survey of the profession by the consortium research project group (the [Chartered Bodies Collaborative](#)) led by the Young Foundation
 - c) reduction in prevalence of Prefer not to Say (PNS) responses in preparation for 2023 Diversity Survey
 - d) promotion of Legal Ombudsman resources to support compliance with new scheme rules (in force April 2023)
 - e) WBL and QE assessment fee increases (from March 2023)
 - f) Legal Choices (to increase consumer engagement)
 - g) Chair's blog (November 2022)
 - h) New OFSI Legal Fees General Licence update
 - i) PCF Fee 2023 update following LSB determination.
14. The Policy and Stakeholder Engagement Team also provided support to the Executive Team for:
 - 2023 PCF fee infographic for January 2023 newsletter
 - 2023 Practising Certificate and covering letter
 - Updating website to give guidance on change from Qualifying Employment to Qualifying Experience
 - Updating website regulated firms pages on website (transparency rules and financial sanctions).
15. Work has continued on additional projects including:
 - Promotional video – currently awaiting final animation from agency
 - Website audit –review and update of the consumer webpage

16. CRL's communication channels continue to show steady growth across our main platforms, including the CRL website, social media and newsletters.
17. A focused campaign in 2022 saw an increase in visits to consumer related web pages compared to 2021. This can be seen from the example page visits below:

	2021	2022
Choosing a Lawyer	148	1207
Find a Lawyer (Practitioners Directory)	24,140	59,777
Find a Law Firm	0	346
Disciplinary Records	4,625	7,014
Problems and complaints	934	1,255

18. The CRL newsletter open rates are as follows:

Edition	Open Rate
November 2022	37%
December 2022	39%
January 2023	51%
Industry Standard	15-35%

19. All CRL newsletters for 2022 (the current and future editions) can now be accessed from the [newsletter archive](#) which has now been set up on the CRL website.
20. The CILEx Journal Winter Edition has not been published. The next edition is due to be published on 16 March 2023. It will include our feature *Socio-economic diversity in the legal profession* plus a link to our Disciplinary Decisions.
21. Mentions in the press:

Date	Publication	Article
25 November 2022	Legal Futures	CILEx Regulation appoints new professional board member
3 January 2023	Law Society Gazette	CILEx regulator urged to obtain greater advocacy powers
	Legal Futures	CILEX backs move to grant members higher rights of audience
9 January 2023	Law Society Gazette	Bar regulator fails end-of-year inspection - but SRA fares better
	Legal Services Board	LSB's assessment demands increased

		transparency and more robust decision-making by legal regulators
16 January 2023	Law Society Gazette	CILEX strengthens 'championing body' role by acquiring paralegal institute

22. No press releases were issued.
23. The following is a summary of CRL's communications' engagement and reach since the last Board meeting:

Channel	Nov / Dec 2022	Comparison - Sept / Oct 2022	Highest engagement
CRL Website	Users: 12,356 Sessions: 22,444	Users: 15,035 Sessions: 26,374	Top 3 pages: 1. Practitioners' directory 2. Week-by-week schedules 3. Home page
LinkedIn followers	4,106	3,958	Posts with the highest engagement: 1 New Board Member Robert Morris 2 LSB approval of remote hearings 3 Benefits of using a CLE
LI Post engagement*	2.78%	3.05%	
Twitter followers	1,613	1,609	Tweets with highest engagement: 1. Higher Rights of Audience consultation 2. Benefits of using a CLE 3. EDI consortium research
Post engagement**	2.80%	2.6%	
Regulation Matters website	Users: 839 Sessions: 911	Users: 1,305 Sessions: 1,405	Top 3 pages: 1. Board updated Nov 22 2. Case Studies 3. Declare Prior Conduct

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

**0.33 to 1% is considered very high

Recommendation

24. The Board is asked to **NOTE** the update and actions identified.