

Date	16 November 2023
Item	5.0
Title	Interim Chief Executive's Report
Author	Robert Morris, Interim Chief Executive & David Pope, Director of Operations
Purpose	This report updates the Board on key activities across the organisation since 27 September 2023 and, in section two, includes the performance report.
Recommendation	To NOTE the report.
Timing	N/A
Impact assessment	None
Impact on Regulatory Objectives	This report provides an update on activities carried out by the Interim CEO and senior managers and a summary of other areas of the business of which the Board should be aware. These affect all the regulatory objectives. More detail will be found in other reports presented at the meeting. Section Two covers strategic performance. Monitoring performance of the organisation ensures that CRL is able to meet the regulatory objectives, in particular: protection of the public and consumer interest, access to justice, promoting competition and encouraging an independent, strong, diverse and effective legal profession.
Implications for Resources	This report covers staffing, operations and resource implications affecting CRL since the last Board meeting. CRL has both contingency and operating reserves. Therefore, financial resources are satisfactory. IT resourcing generally is satisfactory; however, the shared services element of the CRM remains unchanged. HR support shared services have now ceased and responsibility for HR has been outsourced to Croner utilising Bright HR software.
Impact on Consumer Empowerment	This report covers some high-level meetings linked to consumer empowerment. The consumer facing projects and issues can be found in the Director of Governance report.
Impact on Ongoing Competence	None
Publication Status	Section One is for publication Section Two is not for publication
Appendices	5.1 Strategic Implementation Plan 5.2 BAU plan 5.3 Strategic Risk Register 5.4 Heat Map 5.5 Operations Data

Section One: For Publication

1. The next meeting between the LSB, CRL and CILEx to review the timetable and action plan is scheduled for Monday 30th October 2023.
2. The CRL Interim CEO, CRL Chair attended a meeting with the LSB Chair and LSB CEO on 5 October 2023.
3. The LSB/CRL regular relationship management meeting took place on 15th September 2023. The LSB Regulatory Policy Manager is leaving the LSB, and a replacement relationship manager will be advised to CRL.
4. The CRL Interim CEO, CRL Chair attended a meeting with members of the Legal Services Consumer Panel on 5 October 2023.
5. CRL met with the LSB on 13 October 2023 to discuss their consultation on draft new measures to ensure that people who use legal services have access to fair and effective complaint procedures

CILEX

6. Ongoing fortnightly meetings between the CRL Interim CEO and the CILEX CEO have been held.
7. The CRL Interim CEO attended the online CILEX AGM on 4 October 2023 and has attended all dates for the CILEX consultation roadshow events and webinars.

Law Society

8. An introductory meeting took place on 5 October 2023 between the CRL Interim CEO, CRL Chairman, Law Society CEO, Law Society President and the new incoming Law Society President.

Consultations

9. CRL held a webinar on 2 October 2023 to outline its response to the CILEX consultation which closes on 5 November 2023.
10. CRL submitted its response to the CILEX consultation on 6 October 2023, which was copied to the SRA.
11. CRL responded to the HM Treasury call for evidence on a review of the UK's AML/CFT regulatory and supervisory regime on 29 September 2023.
12. CRL responded to a Department for Business and Trade consultation on proposed reforms to The Provision of Services Regulations 2009.

Applications

13. An application was submitted to the LSB on 20 October 2023 to amend practitioner authorisation rules and rights of audience certificate rules to authorise CILEx practitioners with litigation and advocacy rights and chartered legal executive advocates for Higher Rights of Audience.
14. The 2024 Practising Certificate Fee application was submitted to the LSB on 26 October 2023.

Staffing and Operations

15. The Interim CEO resigned on 2 October 2023 and left the organisation on 2 November 2023. The Board granted approval to the appointment process at its 18 October 2023

teleconference. The new Interim CEO was appointed with effect from 2 November 2023.

16. The Director of Governance, Policy & Legal left the organisation on 6 November 2023 and their replacement started on 16 October 2023.
17. The new PA joined the organisation on 18 September 2023.
18. CRL held a staff meeting on 27th September 2023 with all staff being invited to attend at Wrest Park. The CRL Chair updated the staff on the discussions at the Board meeting and outlined a timetable of known and possible dates related to the CILEX review of regulatory arrangements.
19. An online staff meeting was held on 26th October 2023

CRM update

20. The only work that is currently progressing relates to the Entity Directory where CILEX IT and Silverbear are trying to address the outstanding issues with the directory.

Shared Services

21. The HR through Croner utilising Bright HR software is now fully operational.
22. Other shared services continue, the costs of which have been agreed as part of the 2024 PCF application.

External meetings

23. The CRL Chairman, Interim CEO met the SRA Chairman and CEO on 18 September 2023.
24. CRL attended the Regulators Forum on 26 September 2023.
25. CRL attended the Legal Choices Governance Board meeting on 27 September 2023.
26. The Interim CEO attended the SRA Consultation on regulation of CILEX members webinar on 10 October 2023.
27. The CRL Chairman and Interim CEO met with the Legal Services Consumer Panel on 5 October 2023 and 18 October 2023.

Recommendation

28. The Board is asked to **NOTE** the report.