



**Council for Licensed Conveyancers
Minutes of the Council meeting held on
Thursday 2 February 2023
By Video Conference
10.00 a.m. – 1.20p.m.**

Council Present

Dame Janet Paraskeva (Chair)	Sally Szarka
Alan Cogbill	Sarah Debney
Colin Wilby	Sheila Kumar
Jenny Quirke	Sarah Ryan
Milton James	Victoria MacGregor

Also present (for item 15)

Ms. K. Jack, Black Letter Law

In attendance

Ms .A. Cosens	Head of Executive Office (<i>minutes</i>)
Mr. J. Hinrichsen	Director of Finance and Operations
Ms. C. Richardson	Deputy Director of Authorisations and New Business
Mr S. Ward	Director of Strategy and External Relations

1. Welcome and Introductions

There were no apologies for absence.

No requests to discuss information items at 20-21 had been received.

2. Declarations of Interest

Officers and Council members declared an interest in the following:

- *CLC Budget and Business Plan 2023*
- *Remuneration Committee Chair's reports.*

3. Variation to Order of Business

The Council **AGREED** to vary the order of business on the Agenda as set out below.

4. Regulatory Performance Assessment 2022 (*Agenda item 10*)

It was noted that the LSB's Regulatory Performance Assessment for the year 2022 had been informed by amendments to its assessment framework, including a move towards the new assessment framework that will be in effect from 2023. That took the form of a move away from assessing regulators in a granular way against each 'characteristic' under the five headline standards to a narrative approach based on the headline standards alone. The assessment of the CLC's performance reflected the LSB's expectations around publishing and reporting of decisions made by the Council.

The Council was informed that with effect from 2023, Regulatory Performance Assessments would be based on the following 3 standards, supported by 20 characteristics with the objective of requiring regulators and boards to demonstrate assurance:

- Well-Led
- Effective approach to regulation
- Operational delivery.

Following the previous year's assessment, the CLC has been publishing a Chair's blog following its Council meetings which referred to items it had discussed, along with detailed analysis of responses to consultation exercises and which the LSB had indicated represented a positive way forward. The Council noted that agreed decisions of the [Adjudication Panel and Enforcement Decision Notices](#) as well as reports on monitoring inspections, breaches and resolutions are published on the CLC's website, which is consistent with the approach adopted by the LSB. In the context of the CLC's assisted compliance model of regulation, it was suggested that consideration might be given to the publication of anonymised reports on patterns or trends. There was no appetite to move to publish all compliance actions as publication of minor infringements would be a barrier to the effectiveness of the CLC's regulatory approach which seeks to prevent harm to the consumer before it arises and has at its core the dialogue that takes place between the regulator and the regulated to ensure swift resolution if non-compliance before consumer harm materialises.

During discussion of the proposed actions to address the LSB's current Regulatory Performance Assessment, the following points were noted:

- the Council monitors financial and organisational performance and LSB appears satisfied that the CLC has the appropriate controls in place to ensure that it is appropriately resourced
- the CLC demonstrates compliance to the public and consumer interest both through its establishment of a Consumer Reference Group (the success and cost of which will be reviewed within 12 months of operation), and through its lobbying for more sector wide, joined up consumer research and it was suggested that policy reports refer to the impact of proposals upon public and consumer interests
- the CLC had received a Sufficient Assurance rating on Authorisation and would continue to keep the LSB updated on key aspects of work under this heading

- CLC Council Agenda, covering reports and some detailed reports, in addition to a Chair's report of the meeting are currently published on the CLC's [website](#)
- CLC Consultation documents setting out proposals for change are published on the CLC's [website](#)
- Analysis of responses to CLC consultation exercises is published on its [website](#)
- The outcome of LSB reviews is published on the CLC's website
- The introduction of new rules and guidance is supplemented by the CLC with direct communications, PR and through social media.

The following options to address the current Regulatory Performance Assessment's findings were discussed:

- Publication of policy under development; it was noted that the LSB is seeking additional assurance that the CLC takes account of the public and consumer interest and that stakeholders have access to the policy-making train in general. The CLC currently does not publish unfinalised policies in line with its Publication Scheme which is based on the provisions of the Freedom of Information Act with regard to policy development. It does publish in a number of different ways Council decisions and invites comments thereon through webinars, roadshows, newsletters, consultations etc.
- Expansion of the CLC Chair's blog to refer to the thinking behind Council decisions and/or to signpost the location of specific information on the CLC's website
- Seeking approval of the minutes of previous meetings outside of the subsequent Council meeting to facilitate their early publication
- Adoption of even fuller minutes to supplement reports by explaining the rationale for Council decisions; it was agreed that individually attributed comments would not be included
- Publication of the CLC's Annual Report each year
- It was noted that the LSB's expectations of proposed policies on consumer empowerment would be further explored in the discussion of potential amendment of the CLC's approach to *Informed Choice* elsewhere on this agenda
- With regard to the *Partial Assurance* rating for Enforcement activity it was suggested that a summary of enforcement activity and criteria on which Regulatory Supervision Managers and the Senior Management Team base enforcement decisions is created and published.

The Council **AGREED**:

- (1) That future minutes of Council meetings would include expanded information to support discussion of policy formulation, although policy developmental reports would not be published
- (2) That the CLC Chair's report of Council meetings would include some more background on the consideration behind decisions, with reference to formal minutes as appropriate
- (3) To produce a version of minutes of this meeting which includes additional detail on the rationale for decisions made and which would be circulated to the Council for comment on their suitability as a model for future minutes of CLC Council meetings

- (4) To ensure that policy discussion reports contain a consideration of the impact on the public and consumer interest, including any points raised by the Consumer Reference Group where applicable
- (5) To include a specific section in policy papers setting out the consumer protection considerations which until now have been woven through documents.
- (6) To publish a document setting out the general routes for enforcement actions in addition to the CLC's [published frameworks](#) that does not limit the CLC's discretion unhelpfully
- (7) To publish a high level enforcement activity report on an aggregated basis that shows the benefits of the approach.

Action Feb/23/01: Future minutes of CLC Council meetings to include expanded information to demonstrate the discussion of policy formulation.

Action Feb/23/02: To expand the CLC Chair's report of Council meetings to include background on the consideration behind decisions, with reference to formal minutes as appropriate.

Action Feb/23/03: To produce minutes of this meeting which include additional details on the rationale for decisions for review and comment by Council members.

Action Feb/23/04: Future Council report templates to include the impact on the public and consumer interest and any points raised by the Consumer Reference Group, where applicable.

Action Feb/23/05: To publish additional information on the general routes to enforcement action.

Action Feb/23/06: To publish an enforcement activity report.

5. **Informed Choice: Next Steps** (*Agenda item 14*)

The Director of Strategy and External Relations introduced the report which details developments that could lead to changes to the CLC's *Informed Choice* framework which sets out how regulated entities should provide information to consumers including:

- A statutory statement setting by the LSB out the expectations of regulators with regard to policy on consumer empowerment
- A Legal Services Consumer Panel [report on the standardisation of data](#)
- A draft report on the Quality Indicators pilot study on which the CLC has collaborated with the SRA and Cilex Regulation.

The Council noted that the Legal Services Consumer Panel's report on the contextualisation of data contained a number of recommendations relating to

quality indicators, first tier complaints administration, standardisation of the prices for conveyancing services and of consumer protection routes, accessibility and appropriateness of information, consumer testing and awareness, compliance monitoring and evaluation. Council Members were asked to submit any comments in writing to the executive.

The Council was reminded that the CLC has previously led cross-sectoral work on providing additional information to consumers in response to recommendations from the CMA, following which the CLC had obtained a strong level of compliance with the Informed Choice initiative and which is routinely monitored and reported. The CLC is currently working with HM Land Registry, LawTech and the Homebuying and Selling Group to identify improvements in the conveyancing process, including the speed, reliability and security of transactions.

It was noted that consumer information on the conveyancing and probate market has been a significant focus of reviews, initiatives and cross-sector research, and which had been included within the Quality Indicators Pilot on which the CLC had collaborated with the SRA and Cilex Regulation. It was acknowledged that legal services which are not subject to hourly fees are easier to measure, however it was agreed that standardisation of consumer information on a range of other legal services whose charging mechanisms and services are less opaque and which therefore represented more of a challenge would also benefit from research to improve the consumer interests.

The draft Quality Indicators Pilot report had identified the following proposed areas of focus for further consideration:

- Use of targeted activities with consumers to improve access and use of comparable information about the nature and quality of legal services and Digital Comparison Tools when they shop around online
- Continue engagement with legal service providers about consumer access to comparable information, including tracking engagement with comparison tools
- Establish ongoing regulator-led voluntary guidelines for Digital Comparison Tools
- Investigate and monitor the impact of information that may help consumers compare providers in specific areas of legal services, including other potential sources of independent, trusted data for legal services and exploring opportunities for the data to be used as comparable information
- Continue engagement with HM Land Registry on opportunities to improve consumer access to comparative data
- Explore opportunities and regulatory levers to improve the accessibility and availability of Legal Ombudsman decisions for consumers

- Explore digital exclusion considerations and opportunities for regulators to influence the availability of comparable information through non-digital channels.

The Council **AGREED:**

- (1) That the CLC should continue to work with other regulators of conveyancing and probate services so that should there be any extension of the *Informed Choice* framework in relation to conveyancing and probate there would be a common approach to ensure that consumers can make valid comparisons across all legal service providers;
- (2) To make the case to the LSB, LSCP and other regulators that it would be in the interests of consumers to focus on other legal services where the provision of information for consumers is more challenging and where choice suffers from a lack of information and to allow the conveyancing sector to focus on the urgent need for reform of the service;
- (3) To provide any further comments for inclusion in the CLC's response to the recommendations of the LSB and LSCP to the Director of Strategy and External Relations by e-mail;
- (4) To comment on the draft recommendations of the Quality Indicators Pilot to the Director of Strategy and External Relations by e-mail.

Action Feb/23/07: to make the case to the LSB, LSCP and other regulators that it would be in the consumer interest to focus on those legal services where the provision of information to consumers is more challenging.

Action Feb/23/08: Council members to comment on areas for inclusion within the CLC's response to the LSB on Consumer Empowerment and LSCP on Contextualisation of Data by e-mail.

Action Feb/23/09: Council members to comment on draft recommendations of the Quality Indicators Pilot study by e-mail.

6. Principal Risk Register (*Agenda item 8*)

The Principal Risk Register had been discussed and reviewed by the Senior Management Team and then by the Audit and Risk Committee at its meeting on 17 January 2023. No changes to the current Register were being proposed, although the current economic environment, including the cost of living would continue to be kept under review.

The Council noted that the Audit and Risk Committee had raised whether the LSB's position on publishing sensitive regulatory investigations should be further considered in the context of risk to CLC's regulatory processes following the Council's discussion of the Regulatory Performance Assessment. It was agreed to record the Council's concern that the LSB's position on assisted compliance represented a risk to the CLC's fundamental

approach to regulation and to consider whether a risk should be added to the Register.

It was noted that the cost of living would be further considered in discussion of the *CLC Budget and Business Plan 2023* and *Remuneration Committee Chair's Reports* (Minutes 12 and 18(b) below refer).

The Council **AGREED**:

- (1) To adopt the Principal Risk Register as proposed; and
- (2) To record its concern that the LSB's expectations on the publication of sensitive regulatory decisions represents a risk to the CLC's assisted compliance approach to regulation and its enforcement investigations.

7. Ethical Principles Consultation (Agenda item 15)

The Director of Strategy and External Relations reported back on the outcome of a consultation, which had also been reviewed by the Consumer Reference Group and which had suggested some amendments. An analysis of responses has been published [here](#). Subsequent to approval of the revised Ethical Principles, a fully revised Code of Conduct would be launched before the end of Quarter 1.

Following the consultation exercise, it was proposed to amend the Ethical Principles to read as follows:

1. *Act with integrity, honesty and independence*
2. *Know each customer, treat them fairly, keep their money safe, communicate openly and truthfully with them and act in their best interests*
3. *Uphold the rule of law and public trust in the profession and legal services*
4. *Maintain high standards of professional and personal conduct*
5. *Collaborate openly and truthfully to comply with regulators, Ombudsmen and other legal professionals*
6. *Promote and support equality, diversity and inclusion in practice, service delivery and dealings with clients.*

The Council **AGREED** to:

- (1) revise the Ethical Principles as set out in the paper following the outcome of consultation
- (2) note the next steps for review of the Code of Conduct.

Action Feb/23/10: to revise the Ethical Principles as above.

Action Feb/23/11: to launch a fully revised Code of Conduct consultation in Q2.

8. Introduction of a 3-Year Licence/Recognition Period for Individuals, Regulated Bodies and Licensed Bodies (Agenda item 12)

The Deputy Director of Authorisations and New Business introduced a proposal to consult on the introduction of a common 3-year licence recognition period for individuals, regulated bodies and licensed conveyancers and which would align CLC Licensing Operations with the general business cycle.

The Council weighed the potential advantages. It was explained that any changes would not change the need for CPD returns to be completed on an annual basis. It was agreed to include comparisons with other regulatory bodies within the forthcoming consultation exercise.

The Council **AGREED** to consult on the proposal to introduce a common 3-year licence recognition period for individuals, regulated bodies and licensed conveyancers.

Action Feb/23/12: to consult on the introduction of a 3-year licence recognition period.

Action Feb/23/13: to include comparisons with other regulatory bodies within the consultation paper.

9. Education and Training Update

The Deputy Director of Authorisations and New Business provided the regular education and training update.

Action Feb/23/14: an update would be provided to the next Council meeting

10. Continuing Professional Development Consultation (*Agenda item 13*)

The Deputy Director of Authorisations and New Business provided an overview of the outcome of the recent Continuing Professional Development Consultation, a report of which has been published [here](#). Subject to the Council's agreement, a model of the new CPD offer would be developed for report to the Council's meeting on 27 July 2023.

The consultation exercise had proposed the following changes to the CLC's existing CPD Framework:

- A move away from an hours-based approach and move towards an activity and outcomes based approach
- Inclusion of a combination of externally assessed and informally assessed activity
- Introduction of a regulated entity responsibility for ongoing competence, to improve the overall risk management and performance of CLC practices, which will apply to:

- Individual CLC Licence holders
- Heads of Legal Practice
- Heads of Finance and Administration
- Money Laundering Reporting Officers
- Complaints handling leads
- Directors/Partners/Members/Sole Practitioners
- Consensus for increasing mandatory CPD as an upstreaming tool
- Submission requirements for maintenance of ongoing competence annually or integrated with the inspection cycle
- The level of CLC involvement in the CPD Market
- Implementation timescales.

The majority of responses indicated a broad support for the CLC's proposals, however some concerns were raised about the ability for the proposed framework to manage and moderate requirements for multiple role holders. Within the report it was highlighted that the proposals would encourage planned activity relevant to the level of exposure and there is no intention for duplication of effort.

The Council **AGREED:**

- (1) To note the consultation response and
- (2) To undertake further reference testing during modelling of the proposals, with an update report to come to its meeting on 27 July 2023.

Action Feb/23/15: To report on the progress of development and testing of the CPD proposals for report to the Council's meeting on 27 July 2023.

At this point in the proceeding (11.40 a.m.), the Council adjourned for 10 minutes and resumed consideration of its business at 11.50 a.m.

11. CLC 2022 End of Year Reports (Agenda Item 6)

11(a) Q4 Performance Outturn

The Director of Finance and Operations introduced the provisional end of year outturn, which had also been reviewed by the Audit and Risk Committee at its meeting on 17 January 2023.

The Council was informed that since circulation of the report one compensation claim had been received, which would be assessed and reported to a future Council meeting.

It was noted that the 2021 CLC financial statements had contained a contingent liability for 2 potential cost claims. The CLC had written to the claimants on 5 February 2021 outlining the process and requirements for

making a successful cost claim. No claim or correspondence in regard to costs had been received subsequent to the letters and officers were therefore of the view that the claim is now out of time. As the claims are now out of time, it was proposed to remove the contingency note from the 2022 financial statements. The Audit and Risk Committee was supportive of this approach on the basis that the CLC had taken sufficient steps to liaise with the claimants and the claims could therefore now be considered out of time. The Council was informed that the timescale for submission of cost claims is published within the Compensation Fund Operating Framework and it was agreed to remove the contingency note from the financial statements on the basis that the timescale for submission had been exceeded.

Officers were commended for assessment and resolution of Compensation Fund claims detailed within the report.

The Council:

- (1) **NOTED** the performance outturn report for Q4 of 2022; and
- (2) **AGREED** to remove the contingency note associated with two Compensation Fund claims from the Annual Financial Statements on the basis that the CLC had taken sufficient steps to liaise with claimants and published timescales within the Compensation Fund Operating Framework had been exceeded.

Action Feb/23/16: to remove the contingency for 2 Compensation Fund Claims from the Annual Financial Statements 2022.

11(b) 2022 Business Plan End of Year Report

The Council reviewed progress against the 2022 Business Plan, which is published [here](#).

The end of year report included the following points:

- Of 51 planned activities, only 3 of which were not fully completed
- Overall, more than 95% of planned activity had been completed during the year
- Background work to enable the CLC to transition to a new database is approaching completion
- The joint project between the SRA, Cilex Regulation and the CLC, the draft report of which is reported elsewhere on this agenda is progressing well; publication of the final report is planned for Q2 of 2024
- Work to promote the Consumer Charter was re-prioritised in 2022 and is now scheduled to commence in Q1 of 2023
- Work to monitor the profile of the regulated community has been moved to take place once the profile of the regulated community has been moved to take place once the LSB has approved the changes to the Equality Code agreed by the Council

- Review of the Compensation Fund Operating Framework is scheduled to complete in 2023
- Review of the pandemic-specific material and guidance that can either be archived or integrated will be completed in Q1 of 2023
- Outstanding activities had been carried over into the 2023 Business Plan.

The Council **NOTED** progress against the 2022 Business Plan and commended the staff team for the high level of completion.

12. CLC Budget and Business Plan 2023 (*Agenda item 7*)

Officers and Council Members declared an interest in this item.

The Director of Finance and Operations introduced the proposed budget for 2023 and which included the 2023 Business Plan, also published [here](#), for reference, and which had been reviewed by the Audit and Risk Committee at its meeting on 17 January 2023.

The Council was informed that any amendments to the proposed budget that were agreed would be incorporated into a revised final version of the Budget.

The Audit and Risk Committee had recommended that careful consideration of the current cost of living is taken into account for staff salaries to mitigate against the risk of loss of staff.

The Remuneration Committee had considered CLC remuneration and benefits benchmarking at its meeting on 30 January 2023, following which it was recommending that staff salaries are uplifted by 5% with effect from 1 January 2023.

The Remuneration Committee was also recommending a 1% increase in CLC employer pension contribution costs and that staff are given the opportunity to increase their pension salary sacrifice. The increase in employer pension contributions would incur an increased annual cost of £9,000 if all staff elect to enrol into the pension scheme.

In discussing the potential staff remuneration package, the Remuneration Committee had recognised that this should be supported by a range of other benefits, and had recommended extension of the leave purchase policy to allow all staff the option of buying up to 5 days' additional annual leave and to provide the Senior Management Team to buy up to 10 days' additional annual leave.

As Non-Executive Director remuneration had been increased following a review less than 12 months ago, the Remuneration Committee was recommending that no adjustments were made to Non-Executive Director remuneration for the forthcoming financial year.

In approving the CLC's Budget for 2023, it was noted that no firm decision on the CLC's office accommodation had been taken, and which would be further considered in due course.

Officers were requested to amend the and recirculate the proposed 2023 Council on the basis of the decisions set out below.

The Council **AGREED:**

- (1) To defer consideration on holding a CLC conference to later in the year, subject to available resources
- (2) To deliver face to face activities through attendance at other events and approximately 6 roadshows spaced across the year (in addition to routine monitoring activity and stakeholder information webinars)
- (3) In principle to reduce office rental costs, on the assumption of generating savings of approximately £50k
- (4) To uplift staff salaries by 5% with effect from 1 January 2023
- (5) To note that the decision at (4) above would increase the salary budget by £63,698, of which £6,333 would be recharged to the Compensation Fund
- (6) That no change to Non-Executive Director remuneration is made for the 2023 financial year
- (7) That staff are given the option of purchasing extra annual leave of up to 5 days per annum
- (8) That the Senior Management Team are given the option of purchasing extra annual leave of up to 10 days per annum
- (9) To increase CLC employer pension contributions from 5% to 6% with effect from 1 January 2023
- (10) To give staff the opportunity to increase their pension salary sacrifice contributions on the basis that the CLC contribution would remain pegged at 6%.

Action Feb/23/17: to incorporate the above amendments and re-circulate the budget report to Council.

Action Feb/23/18: To defer consideration of holding a conference until the second half of the year.

Action Feb/23/19: To increase staff salaries by 5% w.e.f. 1 January 2023.

Action Feb/23/20: To extend the staff annual leave purchase policy on the above basis.

Action Feb/23/21: To increase employer pension contributions on the above basis.

Action Feb/23/22: To give staff the opportunity to increase pension salary sacrifice contributions.

13. Chief Executive's Report (*Agenda item 5*)

The Chief Executive introduced the report, which included the following updates on matters not discussed elsewhere:

- As it had not proved possible to hold an in-person Board to Board meeting with the LSB subsequent to this Council's meeting, further options had been suggested
- The CLC's response to the OLC consultation on its draft budget and business plan
- Recent and ongoing hearings for matters referred to the Adjudication Panel
- CLC Licensing applications
- A current Regulatory Return, responses to which are due by the end of this month
- Professional Indemnity Insurance
- The Professional Reference Group will shortly review and comment on the due diligence requirements in the Handbook and Code of Conduct
- Engagement with HM Land Registry on the use of requisition data
- Engagement with the Legal Services Consumer Panel on the Informed Choice agenda and at a joint conference with the LSB on Reshaping Legal Services
- Continuing engagement with LawTech on the future of legal technology
- Continued engagement with the Homebuying and Selling Group

The CEO also reported that there was no update on the expected announcement about the new Chair of the LSB and that two new members had been appointed to the OLC board

The CEO also updated on staff movements in the last quarter

The Council **NOTED** the Chief Executive's report.

14. Minutes and Matters Arising (*Agenda item 4*)

14(a) Minutes of meeting held on 10 November 2022

The Council **AGREED** that the minutes of the meeting held on 10 November 2022 be approved as a correct record.



14(b) Ratification of Decision taken outside of a Council Meeting

The Council **AGREED** to ratify the following decision:

That Julie Parker is appointed as an Independent Member of the CLC Audit and Risk Committee for an initial 4-year term of office from 19 January 2023 to 18 January 2027

14(c) Actions arising from previous meetings

The Council **NOTED** actions arising from previous meetings.

15. Watchlist and interventions (Agenda item 9)

The Director of Finance and Operations introduced the report. The Council was advised that follow-up actions pursuant to 2 previous interventions is substantially complete and would be removed from the subsequent report.

The Council **NOTED** the report.

16. Annual Evaluation of Communications (Agenda item 3)

Kerry Jack of Black Letter Law presented a review of the Communications Strategy and activity in 2022 and plans for 2023, based upon the CLC's Business Plan.

PR activity has shown good progress as the CLC's media presence has continued to grow. In total, 165 pieces of media coverage was generated, which represents an average of nearly 14 pieces a month and which is a 30% increase on 2021. Evaluation of articles, stakeholder engagement and events on a monthly basis was included within the report.

The Council was invited to comment on the proposed plan for 2023, which, in addition to the standing items included:

- An active role in the inaugural National Conveyancing Week (20 – 24 March 2023), and for which volunteers were sought, in particular to develop conveyancing case studies of practitioners at various stages of their career
- Increasing communications to prospective CLC practices and individuals
- Support for CLC roadshows
- Engagement with representative bodies to champion career routes
- A fifth Annual Roundtable event around the Conveyancing 2030 report and which has been successful in terms of attendance and content since the launch of the initiative in 2019

In addition to the planned activities, it was suggested that opportunities to raise the profile of licensed conveyancers, for example by generating articles and

comments on legal problems faced by consumers in addition to publicising routes to becoming a lawyer be explored.

The Council **NOTED**:

- (1) the evaluation of PR activity in 2022; and
- (2) the proposed Communications Plan for 2023.

17. Performance indicators (*Agenda item 16*)

The Council considered the indicators and metrics for Quarter 4 of 2022 for publication.

It was advised that the additional performance indicators on licensing activity which the Council had agreed at its meeting on 10 November 2022 would be included in the Q1 report to Council on 11 May 2023.

The Council **AGREED** to publish the indicators and metrics detailed at Appendix A of the report.

18. Committee Chairs Reports (*Agenda item 17*)

18(a) Audit and Risk Committee

The Chair of the Audit and Risk Committee presented a report of the business conducted at its meeting on 17 January 2023, which, in addition to review of the Director of Finance and Operations report, 2023 Budget and Principal Risk Register detailed in minutes 12 and 6 respectively, had included:

- Governance Statement and Quarterly Statements of Internal Control
- Discussion of the outcome of the Committee's Biennial Self Effectiveness Assessment
- The 2022 External Audit Plan and Proposed Audit Approach
- Progress with the Annual 2022 Internal Audit Programme and Draft Internal Audit Opinion
- It had been Independent Member Richard Cryer's last meeting as his final term of office had ended and the Committee had thanked him for his service since 2016.

The Council was informed that due to a delay in finalising an internal audit of Secure Remote Working and Operations Resilience, included within the 2022 Programme, the Annual Internal Audit Opinion had not yet been finalised. The Audit and Risk Committee Chair's Annual Report to Council would therefore be circulated when the internal audit reports were finalised.

The Council **NOTED**:

- (1) The draft minutes of the Audit and Risk Committee meeting held on 17 January 2023 and summary report of the Committee's meeting;



- (2) That the Audit and Risk Committee Chair's Annual Report to Council would be circulated subsequent to this meeting.

Action Feb/23/23: to circulate the Audit and Risk Committee Chair's Annual Report to the Council.

18(b) Remuneration Committee

Officers and Council members declared an interest in this item.

The Remuneration Committee Chair introduced his Annual Report to Council and a report of its meeting on 30 January 2023, the recommendations arising from which had been discussed in detail during consideration of the 2023 Budget at minute 12 above.

The Chair's reports included:

- Update on current staffing issues
- Annual review of Remuneration Committee Terms of reference, following consideration of which no changes were made
- Review of the Committee's Self Effectiveness questionnaire prior to its circulation for completion
- Review of SMT remuneration and Non-Executive Director remuneration following a benchmarking exercise in 2022.

The Council **NOTED:**

- (1) The report of the Remuneration Committee's meeting held on 30 January 2023, the recommendations arising from which were approved at minute
- (2) The Remuneration Committee Chair's Annual Report to Council for the year 2022.

18(c) Appointments Committee

The Chair of the Appointments Committee introduced her Annual Report to Council for the year 2022 which had included the following:

- Establishment of a CLC Consumer Reference Group to consider and comment on a range of consumer issues
- Appointment of Teresa Perchard as the CLC's representative on the OLC Challenge Group
- As part of Council succession planning the interview and appointment of professional member Sarah Ryan and lay member Victoria MacGregor who joined the Council on 1 May 2022 following the expiry of the final terms of office of Andrea Pierce and Teresa Perchard
- Interview and appointment of lay members Rachel Forster, Andy Hudson, Isobel Leaviss and Gillian Seager to Adjudication Panel vacancies
- Interview and appointment of Independent Audit and Risk Committee member Julie Parker as detailed at minute 14(b) above
- Annual review of Appointments Committee Terms of Reference, following which no changes were made



- Council member appraisals.

The Council **NOTED** the Appointments Committee Chair's Annual Report to Council.

19. Any other business

There were no other items of business.

20. Dates of next Council Meetings

It was noted that the Council's Workplan includes a number of significant and complex items for review, and it was agreed to ascertain whether members would be able to attend the Workshop meetings on 9 March 2023 and 28 June 2023 in person.

Forthcoming Council meetings

- Thursday 23 March 2023 (Annual Financial Statements), 4.00 p.m.
- Thursday 11 May 2023, 11.00 a.m.
- Thursday 27 July 2023, 11.00 a.m.
- Thursday 26 October 2023, 11.00 a.m.

INFORMATION ITEMS

20. Property and Law News Round Up

The Council **NOTED** the round up review of major developments and the economic outlook that will affect the conveyancing market.

21. Council Workplan

The Council **NOTED** its forthcoming Workplan.