

Council Meeting

**Minutes of the Council Committee held on Thursday 12th September 2013
At 11.30am at the Council for Licensed Conveyancers, 16 Glebe Road,
Chelmsford, Essex, CM1 1QG.**

Present:

Ms A Bradley	Chair
Ms J Smith	
Mr A Clark	
Mr R Gurney	
Mr G Kidd	
Mr J Jones	
Ms S Kumar	Chief Executive
Mr S Faraway	Interim Director of Finance
Mr S Ward (Items 1 to 11 only)	Interim Director of Communications
Mr S Blandy	Director of Policy and Standards
Ms S Cottis	Executive Assistant
Ms P Sparrowhawk	Executive Assistant
Mr P Hinchliffe (Item 12 only)	Chair of Adjudication Panel
Ms C Egbudo (Item 13 only)	CRM Project Manager

Item

1 Apologies for Absence

There were apologies for absence from Mr P Rowley.

2 Minutes of the Meeting held on 25th July 2013

The Council approved the minutes of the meeting on 25th July as being a true record.

3 Matters Arising including record of decisions made outside Council meetings

- Council noted the CLC's response to the Ministry of Justices Review of Legal Services Call for Evidence that was submitted on 2nd September 2013.

4 Progress report on Action Log

- The Council noted the update on actions.
- A temporary bookkeeper has been recruited to help the LPIs with the accounting for interventions.

Actions:

- the Action Log is to be reviewed and updated for the next meeting.

5 Declarations of Interest

Mr J Jones declared that he would be moving employment and would be joining a CLC regulated practice in October 2013.

6 Chief Executive's Report

Council noted the Chief Executive's report and the following points were discussed:

- 6.1 Thematic Review - All practices contacted within the Thematic Review must submit their responses by 20th September.
- 6.2 Diversity Profiling – the next step would be for the internal working group to determine what elements were to be published. The date for publishing the information has been delayed but is still in line with progress made by other regulators.
- 6.3 Compensation Fund – The Council had no objections to Heather Foster undertaking a review of the compensation fund as agreed by the Audit Committee.
- 6.4 Watch List – An updated watch list of entities that is reviewed by the senior management team weekly was tabled and discussed.

Actions:

- The Watch List should include dates of entry so that a length of time can be conveyed as to how long they remain on the list.
- New start-up practices need to be given more attention by LPs.
- It was recommended that on appropriate occasions, The Chief Executive is to meet with the Chief Executive of the entity with concerns over accounting practices to elevate the issue and try to devise a satisfactory conclusion.

6.5 CLC Strategy

Council agreed the document and made the following comments.

- 6.5.1 Change "Board" reference to "Regulator"
- 6.5.2 Point 3 to be split into three sections for clarity.
- 6.5.3 Point 5 – Timescale needs more definition. Make it clear that it is *property* litigation
- 6.5.4 We need to explain why we are changing our strategy and justify the reasons.
- 6.5.5 Change wording to "sector-wide and insurance compensation approach"

7 Executive Management Report

The Interim Director of Finance gave an overview of the new report format. Council agreed to the new format. Further work on the costs of the compensation fund is to be undertaken.

Action:

- To confirm what the Council has agreed in the past regarding costs of the compensation fund.

8 Forecast and Budget

The Council noted the forecast for 2013 and budget for 2014.

Action:

- A One Page Summary is to be circulated for ease.

9 Progress against the Business Plan

The Council noted the update on progress against the business plan. A more detailed plan is being devised by SMT, which will include details of the resource requirements for each sector.

10 Review of Compensation Fund Claims

The Council noted the paper which presented the current claims on the compensation fund.

Action:

- Comments on the one page summary on how to make a claim on the compensation fund are to be circulated to the Director of Policy and Standards so the document can be altered before it is published.

11 Communications and Marketing Update

The Council noted the update on the communications and marketing strategy. The following items were discussed:

- 11.5 The stakeholders' survey would be completed in time to bring to the December Council brainstorming session.
- 11.6 The Roadshows were gathering a low turnout and it was agreed that webinars and website content were more appropriate vehicles to communicate to the community.
- 11.7 Most significantly, it was noted that the recent HMRC was most clicked-on (visited) article which dealt with complaints and claims.
- 11.8 The Forums on the website will be switched back on as there has been a lot of feedback reflecting that they are missed by the community.
- 11.9 The Council agreed that the idea of sponsorship should not be investigated any further as it is unlikely to be successful.

Mr S Ward left the meeting.

Mr P Hinchliffe joined the meeting.

12 Update from the Adjudication Panel 2012 – 2013

Mr P Hinchliffe was invited to present the CLC casework and following a discussion the following points were noted:

- 12.5 The panel have only met a few times this year; this includes a one day training session for the entire panel.
- 12.6 So far no decision of the adjudication panel has been published as they have not met the minimum threshold; this should be referred to when reviewing the items to be published in the future.
- 12.7 The Chair of the panel will undertake appraisals for all members of the panel, during this process the Council will be given an opportunity to feed into the appraisals.

Actions:

- Dates of Adjudication Panel hearings are to be circulated to Council, so they can observe the hearing if requested.
- To review the decision on when and how to publish Adjudication Panel decisions when the publication policy is reviewed.
- A short paper for the next Council meeting is to be provided on how the CLC and the Adjudication Panel manage complaints.

Mr P Hinchliffe left the meeting.

Ms C Egbudo joined the meeting.

13 CRM Update

The Council noted the CRM update and that the project was in a much more comprehensive position. The following was noted:

- 13.5 The MIS system will become archived once the CRM system is live.
- 13.6 The senior lead responsible for the project is the Chief Executive and the project team will be a small group.
- 13.7 A gap analysis is being completed for review
- 13.8 A best estimate milestone for completion will be set after the review. It was estimated that the completion date would not be until early next year.
- 13.9 Mr A Clark offered his advice and expertise on any testing or issues.
- 13.10 Concerns were expressed as to whether Ranmor was resourced enough to take forward the implementation and on-going support of the CRM. Reassurance will be sought from Ranmor that support and resources are in place.
- 13.11 The existing MIS system has been agreed to be extended for 6-months within the existing support structure. This should see the project through to completion.
- 13.12 The PID would be brought to the 10th October Council meeting for cost-benefit analysis.

Action:

- A finished Project Implementation Document (PID), timetable and budget will be circulated to Council within next 2 weeks.

Ms C Egbudo left the meeting.

14 Developing CLC Qualifications

The Council noted the update on the progress to develop the CLC qualification.

The Council agreed the recommendation to resource and commission expertise to develop the CLC Qualification.

15 Reserves Policy

The Council agreed the recommendation of the Audit Committee to agree and implement the reserves policy presented to them. It was also agreed to review the policy in 6 months' time.

Action:

- Details of what projects are to be funded from this change in policy is to be provided to the Council at a future meeting to agree.

16 Compensation fund application for a grant

The Council agreed the recommendation from the Task and Finish Group as outlined in the paper.

17 Council Workplan

The Council noted the work-plan.

AOB

Workshops

It was noted that there were 4 workshops through to end of year

10th October, 29th October, 19th November and 5th December

Action

The executive are to consider converting one workshop to a formal council meeting.

The next Council Meeting currently scheduled for 4th February 2014

- Meeting close 3.30pm