



**Memorandum of Understanding**

**between**

**Council for Licensed Conveyancers**

**and**

**Solicitors Regulation Authority**

## Introduction

1. The Solicitors Regulation Authority (SRA) and Council for Licensed Conveyancers (CLC) are committed to working together to establish working arrangements to facilitate the operation of the Framework MOU dated June 2017.
2. The aims of this Memorandum include:
  - a. to assist both parties in their regulatory work in the public interest so far as such assistance is lawful;
  - b. to provide a framework for the lawful flow of information between the SRA and CLC;
  - c. as far as reasonably practical, to prevent or resolve regulatory conflicts and prevent unnecessary duplication;
  - d. a mechanism for resolving complex issues and to ensure consumers are best informed of the regulatory environment.
3. The CLC and the SRA recognise and respect their differing operational priorities and confidentiality requirements. However, in the public interest they commit themselves to professional co-operation in preventing or taking action in relation to dishonesty or serious misconduct involving those they regulate.

## Legal status and effect

4. Nothing in this Memorandum of Understanding shall, or is intended to:
  - a. create any legal or procedural right or obligation which is enforceable by either of the parties against the other; or
  - b. create any legal or procedural right or obligation which is enforceable by any third party against either of the parties, or against any other third party; or
  - c. prevent either of the parties from complying with any law which applies to them; or
  - d. fetter or restrict in any way whatsoever the exercise of any discretion which the law requires or allows the parties to exercise; or
  - e. create any legitimate expectation on the part of any person that either of the parties to this Memorandum of Understanding will do any act (either at all, or in any particular way, or at any particular time), or will refrain from doing any act.

Nevertheless, the parties are genuinely committed to pursuing the aims and purposes of this Memorandum in good faith, and intend to act in accordance with its terms on a voluntary basis.

### **Roles and responsibilities**

5. The SRA is the independent regulatory body established by the Law Society for the regulation of legal services by law firms and solicitors in England & Wales. The SRA's powers arise from various statutes and regulations including the Solicitors Act 1974, the Administration of Justice Act 1985, the Courts and Legal Services Act 1990, the Legal Services Act 2007 and the SRA's Handbook: <http://www.sra.org.uk/solicitors/handbook/welcome.page> In some cases, those holding judicial office are also regulated by the SRA.
6. The SRA has statutory and rule-based powers to require the production of documents or information, such as section 44B of the Solicitors Act 1974 and section 93 of the Legal Services Act 2007.
7. The CLC regulates those qualified to provide conveyancing and probate services, including Alternative Business Structures when licensed by it. Established by the Administration of Justice Act 1985, the CLC is bound by the regulatory objectives of the Legal Services Act 2007.

### **Protecting the financial interests of consumers**

8. The parties will co-ordinate their regulatory work to help protect the financial interests of consumers in relation to indemnity and compensation arrangements. It is recognised that:
  - a. absolute protection is not achievable at reasonable cost;
  - b. this is ultimately reflected in the cost of legal services to the public;
  - c. compensation funds provide appropriate mitigation by way of discretionary grants to relieve or mitigate loss or hardship (section 21(2) of the LSA 2007);
  - d. a primary aim of this Memorandum of Understanding is to avoid or mitigate the risk of consumers who are likely to benefit from grants being adversely affected by delay or uncertainty as to which approved regulator will deal with their application.

### **Sharing information and co-ordinated oversight; minimising duplication**

9. Where it is lawful and in the public interest to do so, the parties agree to disclose information to the other:
  - a. to enable the assessment of risk to the public such as to:

- i. minimise the risk of financial default;
  - ii. minimise the risk of fraud or other criminality; and
  - iii. identify the risk of financial failure;
  - iv. minimise the risk to clients;
  - v. ensure clients understand who is dealing with matters;
  - vi. resolve regulatory conflicts; and
  - vii. minimise duplication;
- b. ensure that alleged criminality, misconduct or other failures are properly investigated and decided upon by the most appropriate regulator;
- c. to ensure that the financial interests of consumers are protected and that, so far as reasonably practicable, the direction of complaints and redress are transparent and that any complications are invisible to the consumer;

provided that the recipient is reasonably considered able to take regulatory or other proper action upon the information.

10. Where appropriate the parties will co-ordinate their regulatory work. This may include sharing the context of work by one party in relation to the other, such as potential risks to consumers and outcomes sought. Where a risk of duplication or inconsistency exists each party will work towards a resolution which best protects consumers and the general public, contains costs and ensures consistency.
11. In all cases, the recipient of information received from the other party will:
- a. comply at all times with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 and any relevant codes of conduct or certificates or analogous legislation;
  - b. keep the information secure;
  - c. use the information only for proper purposes, such as regulatory, disciplinary, contractual or other legal investigations or proceedings; and
  - d. liaise or co-operate where appropriate to avoid action that prejudices or may prejudice an investigation by another party or person.
12. Proper purposes may also include further lawful disclosure of the information such as to persons under investigation, witnesses, legal advisers, other regulators, professional bodies, prosecuting bodies, and law enforcement agencies including the police, HM Revenue and Customs, the National Crime Agency (or any body that in future carries out the functions of such bodies).

13. The parties agree to ensure that disclosures to the other party are lawful.
14. The SRA may seek information from the CLC pursuant to section 44BB of the Solicitors Act 1974 or any analogous or replacement power.
15. The disclosing party also agrees to notify the recipient of:
  - a. any restrictions on the use to which the information can be put, and
  - b. any restrictions which apply to the onward disclosure of the information, and

in the absence of such notification, the receiving party may assume that there are no such restrictions (in addition to any restrictions that apply as a matter of law).

### **Transparency**

16. Each regulator agrees to keep relevant consumers fully informed so as to ensure they understand:
  - a. who regulates relevant individuals and entities;
  - b. the protections afforded in each case, including any limitations of protection;
  - c. to which regulator complaints should be addressed; and
  - d. where redress may be sought.

### **Practical exchange of information**

17. All information to be provided to the SRA should be passed via the nominated Single Point Of Contact (SPOC).
18. The SPOCs for CLC are Jason Hinrichsen, Director of Finance and Operations, email [JasonH@clc-uk.org](mailto:JasonH@clc-uk.org), and Claire Richardson, Deputy Director of Authorisations, email [ClaireR@clc-uk.org](mailto:ClaireR@clc-uk.org).
19. The SPOC for the SRA is Christopher Hall, Manager of the intelligence Unit, email [Christopher.Hall@sra.org.uk](mailto:Christopher.Hall@sra.org.uk) and the General Counsel Team, email [SRA General Counsel Group <#srageneralcounsel@sra.org.uk>](mailto:SRAGeneralCounselGroup@#srageneralcounsel@sra.org.uk)

### **Resolution of regulatory conflicts or duplication**

20. Where appropriate, the parties agree to co-operate to avoid action that prejudices or may prejudice an investigation or proceedings by the other party or another person and to resolve regulatory conflicts.
21. Where lawful to do so the parties agree to disclose information about investigations which may affect the decision of the other in terms of timing or final outcomes.

**Data Protection Act 2018 (DPA) and, Human Rights Act 1998 (HRA)**

22. Both parties undertake to comply with the requirements of the DPA and the HRA in the operation of this agreement.

**Costs/charges**

23. No charges will be made.

**Resolving issues**

24. Issues and problems that arise between the two will be resolved through discussion by the SPOCs, with escalation to more senior managers where necessary.

**Reporting and review arrangements**

25. This Memorandum will remain in force until terminated by either party. The parties will use their best endeavours to review its operation every three years and in line with the Framework Memorandum of Understanding.
26. Any changes to this Memorandum may be agreed in writing.
27. This Memorandum is a public document and the parties may publish it as they separately see fit.

**Signatories**



..... for SRA                      Date 25 February 2021.

**Name: Carol Westrop**  
**Description:**  
**Head of Legal Policy; General Council Directorate**



..... for CLC                      Date 25 February 2021

**Name: Jason Hinrichsen**  
**Description:**  
**Director of Finance and Operations**