

MINUTES

CILEX Annual General Meeting

Wednesday 8 July 2026, via MS Teams

Item 1 **AGM opening and welcome**

- 1.1 The Chair of the Chartered Institute of Legal Executives (CILEX or "the Institute"), Eileen Milner, formally opened the Annual General Meeting (AGM) and welcomed members, guests and staff.
- 1.2 The Chair outlined the role of the CILEX Board as the governing body of the Institute, responsible for acting in the public interest, promoting the CILEX profession, safeguarding the Institute's assets and ensuring member funds are used effectively to deliver its chartered and strategic objectives.
- 1.3 Members were reminded that the AGM was a public meeting and that all comments would form part of the public record.
- 1.4 The arrangements for the virtual meeting were outlined. Members were invited to submit questions through the webinar Q&A function, with questions relating to the minutes and Annual Report and Accounts being prioritised. It was noted that responses to eligible questions not addressed during the meeting would be published on the CILEX website.
- 1.5 The Chair noted that members had received the AGM notice, draft minutes of the 2025 AGM and the 2025 Annual Report and Accounts in advance of the meeting.
- 1.6 The meeting observed a minute's silence in memory of those members who had passed away since the previous AGM:
Robert Ash (Student)
Steven Langdell (Paralegal)
Helen McKenzie (Non-Practising Fellow)
Micheal Anker (Fellow)
Rebecca Robinson (Fellow)
Karen Kaye (Fellow)
- 1.7 The Chair thanked attendees for joining and proceeded to the formal business of the meeting.

Item 2 Minutes of the CILEX AGM 2025

- 2.1 President and Vice President proposed.
- 2.2 Attention was drawn to the statutory notice of AGM, minutes of the AGM 2025 and CILEX Annual Report and Accounts which had been shared in advance of the meeting. No corrections had been submitted to the chair in advance.
- 2.3 Members were invited to consider the resolution to approve the CILEX AGM minutes 2025 and cast their vote for, against or to abstain from the resolution.
- 2.4 The motion was passed with no amendments with the following breakdown (29 respondents):
- | | | |
|------------|-----|--|
| FOR: | 45% | (with additional, informal approvals recorded in comments) |
| AGAINST: | 0% | |
| ABSTAINED: | 55% | |

Item 3 Chair's report

- 3.1 The Chair reflected on her second year as Chair of CILEX, reaffirming the organisation's longstanding commitment to widening access to the legal profession and supporting access to justice through alternative routes to qualification.
- 3.2 The Chair emphasised the important role of Chartered Legal Executives in serving the public interest and highlighted the Board's focus throughout the year on acting in the public interest while delivering value for members.
- 3.3 The Board's work to strengthen CILEX's long-term sustainability was noted, including progress on financial resilience, improvements to qualifications and training, and enhanced support for members.
- 3.4 The Chair paid tribute to the contribution of CILEX members and thanked the Professional Board and Office Holders, including Sara Fowler (President), Kim Findlow (Vice President) and Yanthé Richardson (Immediate Past President), for their leadership and support.
- 3.5 The Chair reflected on the significance of the *Mazur* judgment and CILEX's successful appeal, noting its importance for both the CILEX profession and the wider legal sector. Members were thanked for their engagement and feedback throughout the process.
- 3.6 The Chair recognised the leadership of Jennifer Coupland, Chief Executive Officer, during a period of significant challenge and change, and thanked her for her decisive and member-focused approach.
- 3.7 The Chair also thanked Sukjit Grewal and Jamie Radford for their significant contributions to CILEX governance and leadership during their terms of office.
- 3.8 The Chair welcomed new Board members Sally Collier and Lorna Maden and expressed confidence in CILEX's future direction, noting the progress made

during the year and the strong foundations being established for continued growth and development.

Item 4 Chief Executive's Report

- 4.1 The Chief Executive Officer (CEO), Jennifer Coupland, presented her first annual report since joining CILEX in September 2025 and reflected on a year of significant challenge, change and progress.
- 4.2 The CEO noted that the *Mazur* judgment had dominated the early part of the year, creating uncertainty for many members and requiring a swift and coordinated organisational response. The successful Court of Appeal outcome was welcomed and reinforced the importance of advocating for the profession and building a more resilient organisation.
- 4.3 The CEO thanked the Chair, Board, Professional Board, staff and members for their support and engagement throughout the year, noting that member feedback had helped shape organisational priorities and decision-making.
- 4.4 The CEO highlighted the development of CILEX's new five-year strategy and reported progress against three key priorities: delivering excellent training and qualifications, improving member services and advocating for the profession.
- 4.5 The meeting noted continued growth and investment in education and training, including strong CPQ enrolment numbers, expansion of apprenticeship programmes, new specialist training pathways, enhancements to CILEX Law School and the continued success of the Judicial Academy.
- 4.6 The CEO provided an update on the Awarding Body, noting continued growth in assessment activity, strong qualification outcomes and the expansion of partnerships with universities and employers to increase awareness and accessibility of CILEX qualifications.
- 4.7 Improvements to member services were highlighted, including enhanced digital resources, the introduction of the Experience Assessment Route into Paralegal membership, the launch of the AI Academy and continued professional progression across the membership.
- 4.8 The CEO reported on successful member engagement activities, including Connect & Grow events, the Graduation and Admission Ceremony, the National Paralegal Awards and the annual Conference.
- 4.9 Advocacy activity during the year included responses to public consultations, engagement through Specialist Reference Groups, employer roundtables on equity, diversity and inclusion, progress on Crown Prosecutor recognition, the appointment of a permanent CILEX Judicial Commissioner and continued work to improve recognition of CILEX qualifications.
- 4.10 The meeting noted the contribution of the CILEX Foundation, which awarded more than £123,000 in scholarships and bursaries during the year to support aspiring legal professionals and promote social mobility.

- 4.11 The CEO concluded by noting that, despite the challenges faced during the year, significant progress had been made in strengthening the organisation, supporting members and laying the foundations for future growth and sustainability. Members, volunteers and colleagues were thanked for their continued support and commitment.

Item 5 CILEX Financial Report and Annual Accounts 2025

- 5.1 Sara Middleton, Chief Financial Officer (CFO), introduced the Financial Report and Annual Accounts for 2025, which had been published alongside the notice of the AGM.
- 5.2 The CFO reported that the Group had made significant progress in improving its financial position during 2025, with the overall comprehensive loss reducing by almost £1 million compared to 2024.
- 5.3 Members noted that overall income had increased by 10%, driven by growth in the CILEX Professional Qualification, recovery in apprenticeship income and the introduction of a new membership route.
- 5.4 The CFO advised that operating costs had remained tightly controlled throughout the year, whilst investment returns had contributed positively to the Group's financial resilience.
- 5.5 An update was provided on the actions being taken to strengthen CILEX's long-term financial sustainability, including reviews of the membership model, qualifications portfolio, commercial opportunities and organisational structure.
- 5.6 The meeting noted that operational efficiencies had been implemented during the year, with resources being aligned to support income generation, member services and organisational growth.
- 5.7 The CFO also highlighted progress in strengthening organisational resilience, including improved employee engagement, reduced staff turnover, key senior appointments and investment in organisational culture and performance management.
- 5.8 Looking ahead, the CFO outlined priorities to continue strengthening financial sustainability, diversifying income streams and investing in services, qualifications and opportunities that support members and the wider profession.
- 5.9 CILEX's auditors, Mercer & Hole, confirmed that the annual audit had been completed and that there were no outstanding or unadjusted issues to report.
- 5.10 Members were invited to vote on the adoption of the Annual Report and Accounts for 2025.

- 5.11 The motion was passed with the following breakdown:
FOR: 74% (with additional, informal approvals recorded in comments)
AGAINST: 0%
ABSTAINED: 26%

Item 6 Appointment of new Board members

- 6.1 The meeting noted the appointments to the CILEX Board during the year, as outlined by the Chair in her report.

Item 7 Appointment of Auditors

- 7.1 The meeting noted that Mercer & Hole remain the appointed auditors of CILEX, with their current contract extending until October 2028.

Item 8 Resolutions submitted in advance

- 8.1 It was noted that no resolutions had been submitted in advance.

Item 9 Any other resolutions relating to AGM business and Member Questions

- 9.1 Members were invited to raise questions relating to the Annual Report and Accounts and other AGM business. No questions were received through the online facility.

Item 10 Closing remarks

- 10.1 The Chair thanked members and guests for attending and for their continued support of CILEX.
- 10.2 It was noted that any eligible questions not addressed during the meeting would receive a response, which would be published alongside the Annual Report in the governance section of the CILEX website.
- 10.3 Members were encouraged to keep up to date with developments through the CILEX member newsletter, journal and website.
- 10.4 The Annual General Meeting was declared closed.