

GLD signs General Counsel for Diversity and Inclusion Statement

News story

GLD has signed the General Counsel for Diversity and Inclusion's statement to support D&I in the legal sector.



GLD Director General Stephen Braviner Roman

GLD has joined over 100 companies from across the UK, Europe and other jurisdictions in signing the General Counsel for Diversity and Inclusion's (GCDI) statement to support diversity and inclusion not only in GLD but across the legal sector.

GLD is the first government department to sign the statement which has the primary goal to promote greater diversity and inclusion in the legal profession, and encourages all signatories to share best practice on how to achieve a broader, richer environment and identify systemic issues that hinder progress.

As a department GLD is working to keep D&I at the forefront of all we do and in our role in the Civil Service and legal community. The statement represents everything we stand for at GLD and is aligned with our Inclusion for All D&I Strategy 2019-2022.

Our strategy, and desire to lead on promoting D&I in the legal sector, is at the heart of making GLD a brilliant place to work, creating a safe, supportive and inclusive environment where everyone's talent and contribution is recognised and where we all have a meaningful voice on matters that affect us.

In his video message, GLD Director General and Diversity and Inclusion Champion, Stephen Braviner Roman discusses what this means for GLD.

[Stephen Braviner Roman – GLD signs General Counsel D&I statement](#)

Consumer Satisfaction Survey 2019-20

The OISC launched its Consumer Satisfaction Survey in 2019-20, the purpose of which was to offer advice seeking clients the opportunity to share their experience of the service provided by regulated immigration advisers as well as an analysis of the role of the OISC in the process of consumers receiving immigration advice and services.

The survey contained 25 questions to assess the adviser/client relationship from beginning to end and covered a wide range of issues from how customers selected their chosen adviser, how fees were agreed for the work completed to the quality of client care letters and professionalism of the advice giver.

We are delighted to report that the results of the Consumer Survey presented an overwhelmingly positive response regarding the relationship between regulated advisers and their clients.

Some highlights from the responses received are found below:

- 76% found their advisers through either a recommendation of a friend or other legal professional or had used the adviser before;
- Recommendation, Reputation and Having used them before were the leading reasons as to why clients chose their immigration adviser;
- 95% of respondents stated that they agreed the work that would be done with their adviser before it was carried out during their consultation;
- 100% agreed the price for the advice during the consultation.

Over 90% of clients responded positively when asked whether they were informed:

- How long their case would take
- Who was responsible for their case
- The possible outcomes of their case
- The level of service they would provide
- The key stages of the matter in hand

Over 95% of respondents agreed or strongly agreed when asked whether their client care letter was:

- Clear and understandable
- Contained all relevant information
- Clarified costs for the advice
- Contained information on how to complain

Over 95% of all respondents agreed or strongly agreed when asked whether their adviser was polite and professional, their communication was effective regarding the immigration case, was knowledgeable and trustworthy and acted ethically towards the client

Over 95% of all clients agreed and strongly agreed that they were satisfied with the service provided and its cost, would recommend their adviser, and obtained the outcome desired from their immigration matter.

100% of respondents' main method of contact with their adviser was either face to face (47%) or via internet/email/social media (53%)

100% of respondents were satisfied with the adviser's complaints process

Regarding the awareness of how the OISC fits into the broader picture between advisers and clients, we were particularly interested to note that the survey highlighted a lack of awareness from the immigration advice seeker of the existence of the OISC and its functions when they first interacted with their advisers, with some 70% admitting they had not heard of the OISC before approaching their representative. Furthermore, only 30% of respondents who used it found the OISC Adviser Finder function of some use in selecting their appointee. However, 90% of responders did not make use of the option.

This information has given the OISC much in terms of food for thought and the organisation has taken steps following the appointment of the new Commissioner to proactively address this issue and is working hard to raise awareness of the OISC and its functions to a much greater audience than ever before.

We would like to thank the advisers who directed their clients to the survey as it has provided valuable feedback to how clients' experience is measured when dealing with OISC regulated professionals.

Letter to academy trust accounting officers: July 2020

Eileen Milner, chief executive and accounting officer of the Education and Skills Funding Agency (ESFA), writes to accounting officers of academy trusts.

The letter includes information about further actions ESFA is taking in

relation to academy trusts' financial management during COVID-19. It also draws attention to information to help academy trusts maintain sound governance, good financial systems and a healthy and safe school environment.

[Two reappointments to the Natural England board](#)

News story

Dr Andy Clements and Professor Michael Winter have been reappointed as Board Members of Natural England.



Dr Andy Clements and Professor Michael Winter have been reappointed to the Natural England board

[Dr Andy Clements](#) has been reappointed as a board member for a third two-year term. Andy's third term will run from 14 July 2020 until 13 July 2022.

[Professor Michael Winter](#) has been reappointed as a board member for a second two-year term. Michael's second term will run from 1 September 2020 until 31 August 2022.

Dr Clements

Dr Andy Clements is a naturalist and ornithologist, and has a science background. Since 2007 he has been the Chief Executive Officer of the British Trust for Ornithology. He is founder chair, now member, of the Council of the Cambridge Conservation Initiative.

Andy has previously worked for the government's nature conservation agencies. He held various senior positions from 1982 until 2006 and helped to establish Natural England. Other positions held: Member of the RSPB, National Trust, Wildfowl and Wetland Trust, and Norfolk Wildlife Trust.

Professor Winter

Professor Michael Winter is a rural policy specialist and social scientist with expertise covering a wide range of environmental issues and with particular interests in applying inter-disciplinary approaches to policy-relevant research. He is Professor of Land Economy and Society at the Centre for Rural Policy Research at the University of Exeter and is a member of the governing board of Rothamsted Research. He is currently leading a research project on the impacts of coronavirus on the UK food system. He represents Natural England on JNCC and chairs a joint Defra /NE social science expert panel on Environmental Land Management schemes.

He was on the coordinating group for NERC's Valuing Nature Programme (2014-20) and co-directed Defra's Sustainable Intensification Research Platform (2014 to 2018). He chaired the UNESCO North Devon Biosphere Partnership from 2012-2019. Other past positions held by Professor Winter include membership of the Expert Panel for the National Ecosystem Assessment (2009-14), Defra's Science Advisory Council (2009-11), Defra's Review Group on Bovine TB (March to September 2018), and Commission for Rural Communities (2006-13).

Background

- Natural England plays a key role in delivering Government's environmental priorities. Its general purpose is to ensure the natural environment is conserved, enhanced and managed for the benefit of present and future generations, thereby contributing to sustainable development.
- Natural England forms part of the Defra Group and as a non-departmental public body it has its own independent powers and statutory duties; exercising advisory and regulatory responsibilities at arm's length from Ministers. Natural England is accountable to Defra's Secretary of State for the delivery of its objectives.
- Andy and Michael will continue to receive remuneration at the rate of £328 per day (up to £11,808 per annum) with a time commitment of 36 days per annum. All reappointments are made on merit and political activity plays no part in the process.
- These reappointments comply with the Ministerial Code of Governance on Public Appointments. There is a requirement for appointees' political activity (if significant) to be declared. The appointees have not declared any significant political activity in the past five years.

[Letters from the Chancellor of the Duchy of Lancaster to the Devolved Administrations: 16 July 2020](#)

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