



Welcome to the 2024 Spring newsletter

As we emerge from the depths of winter, we also emerge from months of strategic planning which coincides with our 10th Anniversary!

On 19th March, we marked our anniversary with an event in Westminster. It was the perfect way to celebrate 10 years of networking and collaboration as we were poignantly reminded by our guest speakers*, of the importance of effective regulation and the UKRN's role in successful collaboration.

(*Lord Dominic Johnson CBE, Charles Randell CBE, Kate Jones, Chris Hemsley).

The last decade has been a transformative period for the UKRN, our members and the country as a whole. During this period, we have worked hard to drive collaboration between our member regulators and a broad range of external stakeholders. To mark this, we recognised the successes of the last decade in the publication of our 10-year brochure: [UKRN 10 Year Anniversary | UKRN: the UK Regulators Network](#)

Our strategic planning culminated in the launch of five new documents which outline the future of UKRN. These documents include our multi-year strategy (2024-27) and our annual delivery plan (2024-25). If you'd like to learn more or read those documents, you will find them here: [UKRN Strategy 2024-27 | UKRN: the UK Regulators Network](#).

This is the second three-year strategy for UKRN and sees a renewed commitment from all our members to support UKRN in helping to collectively rise to shared challenges – to be more than the sum of its parts.

Attricia Archer, UKRN Director

Feature Story – 90 Days In

As I reflect on my first 90 days at UKRN, it's hard to believe how quickly time has passed. In joining UKRN, I wanted to be able to return to my roots of consumer vulnerability and engaging with different stakeholders which is something that I missed fondly from previous roles and in just 90 days, I can say it has proved an honour to be able to say that I am part of the team.

Over the past ninety days, I've been a part of our media and web team highlighting our events and news on both LinkedIn and X, supported the running of our 10-year anniversary event and met numerous members & stakeholders through our UKRN networks and associated events.

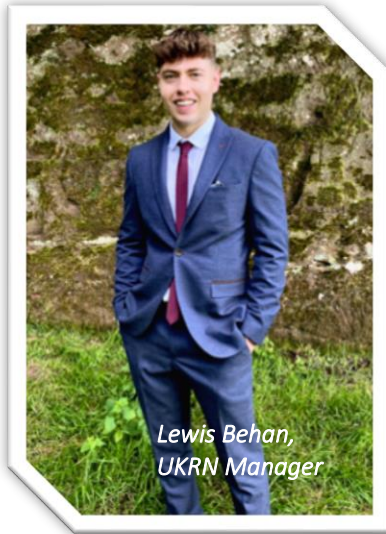
A particular achievement that stands out is supporting our members in co-ordinating a cross-sector letter on Debt Collections. With over 1000 views in the first week, it is the third most viewed UKRN webpage and received mass press and stakeholder coverage which speaks to the power of collaboration amongst our members and a core strength of UKRN.

But beyond the specific aspects of my role, what has truly made these past 90 days special is the people I've had the pleasure of getting to know. From the moment that I started, I was greeted with such warmth and kindness that makes regulation such a special field to work in. From celebrating milestones to building relationships, it's been an incredible journey so far and looking ahead, I'm excited to see what the future holds for me at UKRN over the next two years.

Makedah Simpson, UKRN Manager



Feature Story – Reflections on the past two years



*Lewis Behan,
UKRN Manager*

It has been a privilege to be a part of the UK Regulators Network (UKRN) team since 2022, contributing to various initiatives and networks aimed at fostering collaboration, innovation, and excellence across regulatory practices. Throughout my tenure, I have had the opportunity to lead and participate in several impactful projects. As Vulnerability Lead, I spearheaded efforts to address the complex challenges surrounding consumer vulnerability in regulated industries, facilitating cross-sector collaboration and knowledge-sharing. I am especially proud of my work leading the production and publication of the UKRN's suite of leaflets which signpost individuals who may need help in the direction of cost of living or accessibility support.

In my role as the Data Strategy Lead, I championed the importance of data-driven decision-making and innovation within regulatory frameworks. Collaborating with stakeholders from diverse backgrounds, we developed comprehensive data strategies to enhance regulatory effectiveness, drive operational efficiencies, and support evidence-based policymaking. Additionally, serving as the Young Professionals Network Lead allowed me to help nurture the next generation of regulatory talent, empowering young professionals to make meaningful contributions to the regulatory landscape. During my tenure, I also had the opportunity to lead the Digital Communications and Communications Directors Networks, respectively.

As I depart the UKRN and return to my home regulator, the ICO, I am grateful for the invaluable experiences it has offered. I am confident that the initiatives and networks I have contributed to will continue to thrive, driving positive change and innovation in regulatory practices. I will look back at my time with the UKRN fondly and am grateful for the opportunities it has provided.

Lewis Behan, UKRN Manager

The Next Gen NED Scheme: Sarah Watson, Ofwat

Through our new cohort we continue to build long-term relationships and an enduring talent pipeline by offering a number of shadowing and mentoring opportunities across participant organisations' committees and panels. Providing advice to a wider group of Next Gen NEDs via a Community of Interest. Sarah Watson shares her experience with us.

Why did I apply? I felt I was at a point in my career where I was ready to do more, explore more and learn more. I was particularly interested in exploring decision making and how women working in regulated environments can have 'impact'. I looked into lots of training courses, coaching, mentoring and developmental opportunities but none seemed to fit the bill for me. Then I came across NextGen NEDs - and I realised instantly this was a totally unique opportunity.

What did I learn? The programme has been completely transformative for me. I am not the same person I was before it started. Taking on a role as an 'observer' is incredibly powerful. At first it might appear contradictory; that a forum where you don't actively speak and participate can be so influential. It's precisely for this reason though that it is a game changer. You become free from pressure and liberated to listen, observe, reflect, understand and play out scenarios in your own mind. You become adept at non-verbal communication and find yourself noticing everything and missing



*Sarah Watson,
Ofwat*

nothing. You also get dedicated mentoring from a NED where you can share these reflections. I found these two elements of observation and mentoring worked in concert to really lift me. I was placed with the Office of Road and Rail (ORR) Highways Committee and the discussions with my mentor before/after Board meetings were truly special experiences. It is in these mentoring sessions that you begin to realise the impact and value you can have as an individual in a senior decision making or governance environment. It's a real confidence boost when a NED or Chair raises exactly the point you were thinking!

What were my highlights? Being part of the committee in the run-up to an important publication. Working in a regulated environment we all know the pressures of publication. Observing the process from the top in the Boardroom really brought home to me the value of the NED role and good governance.

Also my mentor. Our conversations were stimulating, confidence-boosting and impactful.

What advice? Go for it! It's like no other development opportunity you will ever have. You are there, in the room. Invest the time and effort before and after meetings. Watch and listen. Your professional world will never be the same again.

Sarah Watson, Ofwat

News

- **UKRN Jobs Board**

Our [new jobs board](#) on the UKRN website went live at the end of 2024. We are delighted with the first set of stats that show a successful rate of growth and engagement on the new page, with an average of over 675 views per month. March was our most successful month yet with 1,141 views.

- **Team Changes**

With their secondments coming to an end, unfortunately, we said goodbye to both Dr Stephen Bass and Mark Austin early in 2024. They both played key roles in the UKRN development and growth over the past 2 years, and delivered significant projects (some of which were listed in our last newsletter [HERE](#)).

Sadly, we also prepare to say goodbye to Lewis Behan, who leaves us at the end of the April. Lewis joined us in October 2022 on secondment from ICO and has been leading our work on Vulnerability, the Cost of Living and Data Strategy. In a challenging climate these networks have been integral to prioritising the consumer conversation and with Lewis' support the Vulnerability Academy and the recently published Cost of Living and Accessibility Leaflets are shining examples of this. You will have read Lewis' reflections on his term with UKRN in the feature writer section.

But we have the opportunity to warmly welcome Makedah Simpson who joined us in January and as a feature writer in this edition outlines her first 90 days at UKRN and Barbara Perata-Smith who joined us earlier in April who will be leading on Vulnerability and Climate Change respectively, both from the CAA.

- **Summer Intern Programme**

In January, we advertised placements for our second cohorts of interns to join UKRN in the summer of 2024, for a six week placement. We were delighted with the number of applicants and the quality of the applications received. We interviewed seven applicants at the end of March and after a very positive day of interviewing seven highly talented individuals, we were delighted to make offers to three individuals.

All three offers have been accepted and we are now starting the on-boarding process ahead of start dates towards the end of June. It has been a thoroughly enjoyable experience recruiting the interns and we can't wait to bring them on board. The fact that we have taken three interns when the original plan was to take two, we feel not only shows the calibre of applicants keen to understand regulation, but our commitments to making regulation an attractive career choice, as stated in the 'core objectives' for our Strategy 2024-2027.

Our summer interns will take the pen for the Summer UKRN newsletter, so we hope you will enjoy reading what they have to say!

- New Network Member: [The Nursing and Midwifery Council](#)**
 As part of our approach to tailored expansion of our membership, we are very happy to announce that The Nursing and Midwifery Council joined UKRN from 1st March. You can read the announcement [HERE](#).



Network News

- Network Chairpersons:** 2024 started with several changes to our network chair family, and we would like to acknowledge and thank all outgoing chairs for their contributions, enthusiasm, support, and commitment to delivering effective networks. Transition periods like this offer a fresh perspective and opportunities for growth within our collaborative networks, we welcome the new chairs and wish them success in their roles:

Network	Outgoing Chair	Incoming Chair
Cyber Security Network	Neil Connett, Ofwat	Barnaby Burch (interim), CAA
Young Professionals Network	Jack Kingham, Ofwat and Sofia Isidoro, Ofwat	Niamh NiShuilleabhain, Ofcom and Emma Haxell, PSR
Climate Change Network	Barbara Perata-Smith, CAA	James Jenkins, Ofwat
HR Directors Network	Jasbir Bilen, Ofwat	Siobhan Sheridan, FCA
Strategists Network	Adam Stevens, ORR	Paddy Johnson, ORR
Data Strategy Network	Heather Swan, Ofgem (co-chair)	Amanda Hall, RSH (co-chair)

- Communication Directors Network**, have introduced two new sub-groups:

Media Heads Working Group Chair: Dave Murphy, ICO 1 st Meeting: 7 th March 2024 Purpose: Share best practice, through the discussion of members' campaigns and media work and to discuss the topics that are priorities for UKRN media teams. Frequency: Quarterly	Public Affairs Working Group Chair: Jane Moreford, PSR 1 st Meeting: 12 th March 2024 Purpose: It is highly likely that 2024 will be an election year and this forum is established to enable members to share experience, expertise, best practice and learnings from notable campaigns and media responses. Frequency: Monthly
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Publications

- [Smarter regulation and the regulatory landscape call for evidence: UKRN Response](#)
- [Sunshine & snow! stakeholder event Northern Ireland](#)
- [Recruitment: UKRN Summer 2024 Internship](#)
- [Smarter regulation and the regulatory landscape](#)
- [Consultation Update: UKRN Strategy 2024-27](#)
- [Launch of the Vulnerability Academy 2024](#)
- [UKRN Strategy 2024-27](#)
- [UKRN welcomes our latest new Network Member](#)
- [Cost of Living - Joint Letter on Debt Collections](#)
- [Celebrating 10 Years: A Special Event at the House of Commons](#)
- [Cost of Living Leaflet](#)
- [Accessibility Leaflet](#)
- [Celebrating Earth Day](#)
- [AI Workshop](#)
- [Speech: How the UKRN promotes the better use of data by regulators and regulated firms to protect vulnerable consumers](#)
- [2024 HR networking event](#)

Recent Events

- Celebrating 10 Years, a special event at the House of Commons:** The 19th of March marked the UKRN 10 Year Anniversary event which was held in the House of Commons. Our 10-year event was a testament to our members founding or new, staff members past and present, and to the power of collaboration in our industry. Read about the event in full [HERE](#).
- AI Workshop:** We hosted our first AI workshop, attended by the IT Directors Network and CEOs Network. Read about the event in full [HERE](#).
- UKRN annual HR networking event:** We were proud to host our annual HR networking event. The theme for this year was a *“cultural change with a digital focus”* and the day focussed on cultural change across the HR landscape and how technology can assist with streamlining HR processes, enabling HR professionals to focus on strategic initiatives and providing enhanced support across their organisation’s workforce. Read about the event in full [HERE](#).
- Whitehall Industry Group Collaboration (WIG):** 30th April 2024, UKRN partnered again with our friends at WIG for this latest webinar: The role of regulators in supporting sustainable economic growth and invited conversation with four special guest speakers:
 - Ian Runacres, Regulator Reform Manager, Financial Conduct Authority ([FCA](#))
 - Hugh Burns, Senior Private Secretary to the CEO of the [PRA](#), Bank of England
 - Jemima Coleman, Former board member, [Legal Services Board](#)
 - Ana Baide, Head of Regulatory Corporate Affairs & Sustainability at [Vodafone](#)



What’s Coming Up

- 2024 UKRN On-Tour:** last year UKRN ‘On Tour’ visited many of our members and promoted the work of UKRN, our networks, and the role members play in delivering excellence through collaboration (read about the 2024 events [HERE](#)). *If you would like an ‘On Tour’ event to be arranged in your office, please reach out to us UKRN@caa.co.uk.*
- UKRN working with the Collaboration Network (CN) to bring you the ‘Regulators Room’:** As we did throughout 2023, we continue to support the excellent workshop sessions the CN run by engaging UKRN members to deliver the session to CN members. In March, The Regulator of Social Housing (RSH), delivered an excellent session on the changes coming about because of the Social Housing Regulation Act 2023, and the possible impact on social housing tenants and how inspections will be undertaken from April. This excellent session will be followed up with Ofgem delivering a session to CN members in May and other UKRN members later in 2024.

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