



Solicitors
Regulation
Authority

SRA Summary of Performance Measures and Statistics

February 2008

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Note: Our Equality & Diversity reporting is currently under revision.

Headline Statistics for February 2008

- **Solicitors Disciplinary Tribunal** orders recorded by the SRA have increased by 17% year on year. Numbers of suspensions and fines issued have increased year on year. The proportion of those being struck off has conversely decreased year on year. ▶ *see page 4*
- The average age of **Tribunal Proceedings** issued this month has increased further as the unit continues to work to reduce the number of matters awaiting issue, which has fallen again and now stands at 183. ▶ *see page 5*
- 71% of matters concluded by **Forensic Investigations** in the last 12 months had an adverse report, as compared with just 58% in the 12 months leading up to February 2007. This is a major factor in the increase in **Regulatory Investigations'** decisions to refer to the SDT which have risen 33% year on year. ▶ *see page 6 and 8*
- The **Practice Standards Unit** closed 89% of files with either Improvement or No Further Action during 2007. 7% of visits resulted in formal referrals being made to other departments within the SRA. ▶ *see page 7*
- In the **Conduct Investigation Unit** there has been a 45% increase in the number of files where allegations were formally upheld or referred to the SDT upon closure in the last 12 months as compared with the previous 12 months. ▶ *see page 9*
- Outstanding liability on the **Compensation Fund** stands at £12.7M, just 60% of the position 12 months ago. The fall in the number of ongoing claims has begun to tail off, with 1253 open claim files. Claims received YTD are up significantly on this time last year, due largely to an increased number of interventions which generate large claims for emergency funding. ▶ *see page 10*
- There were 6 **Interventions** effected in February. Total numbers have risen 23% year on year, with 59 interventions effected in the last 12 months, although there have been peaks at similar levels in 2005 and 2006. The increase is mainly due to rising numbers of interventions on the grounds of suspected dishonesty. Numbers of 2-4 partner firms being intervened into have almost doubled year on year. ▶ *see page 10*
- The **Information Directorate** has seen a large increase in the number of applications under the Qualified Lawyers' Transfer Regulations this month as anticipated, while consultation on the revision of the regulations is still ongoing. Enquiries to the Contact Centre were down on last month, but have risen 8% year on year. ▶ *see page 11*
- The **Ethics Guidance Service** began their new opening hours during February - the helpline is now available 9 to 5, Monday to Friday. Call volumes increased, as did the proportion that were answered. Service levels are still low, but set to improve as the back-log of correspondence is cleared, and now that the new staff are trained to deal with helpline enquiries. ▶ *see page 12*

Legal Solicitors Disciplinary Tribunal Decisions

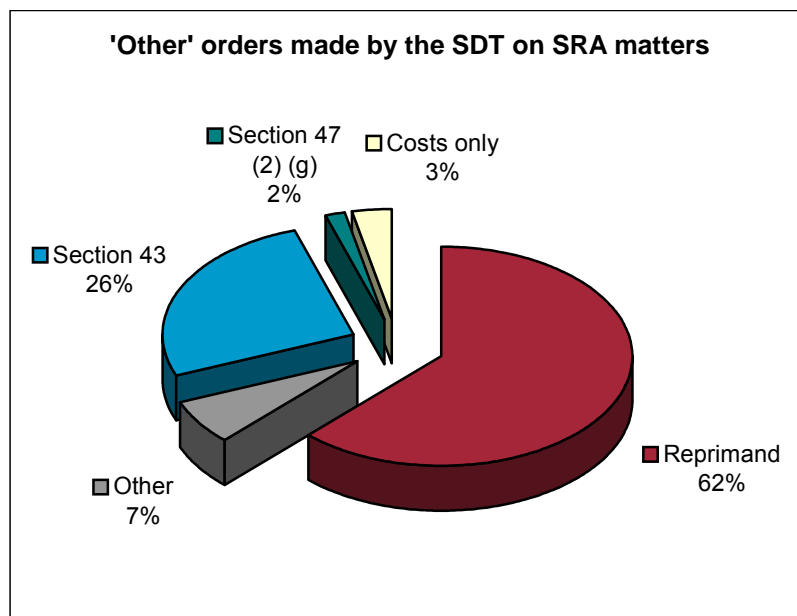
The **Solicitors Disciplinary Tribunal (SDT)** is the independent Tribunal that adjudicates upon alleged breaches of the rules of professional conduct for solicitors. The SDT has the power to strike a solicitor from the roll, suspend a solicitor from practising and to apply fines and reprimands.

Orders made by the SDT are recorded by the SRA when they come into effect, which in most cases is immediately, but in a few cases there is a time lapse before the order comes into effect.

It should be noted that cases referred to the SDT are often a combination of matters, frequently originating in different Units, brought together into one application to the Tribunal by the Disciplinary Team.

SDT Orders	12 Months to		Variance	Monthly Average to Feb 08
	Feb 07	Feb 08		
Fined	81	111	+37%	9
Struck Off	73	61	-16%	5
Suspended	38	54	+42%	5
No Order	11	8	-27%	1
Other	50	61	+22%	5
TOTAL	253	295	+17%	25

This month the SDT made 30 orders on Tribunal Proceedings brought by the SRA against solicitors. 21% of orders made in the last 12 months come into the 'other' category. Below is a breakdown of the areas that these orders cover.



There has been a significant increase in the number of reprimands issued by the SDT on SRA matters year on year - 38 in the last 12 months as compared with just 15 in the 12 months previous.

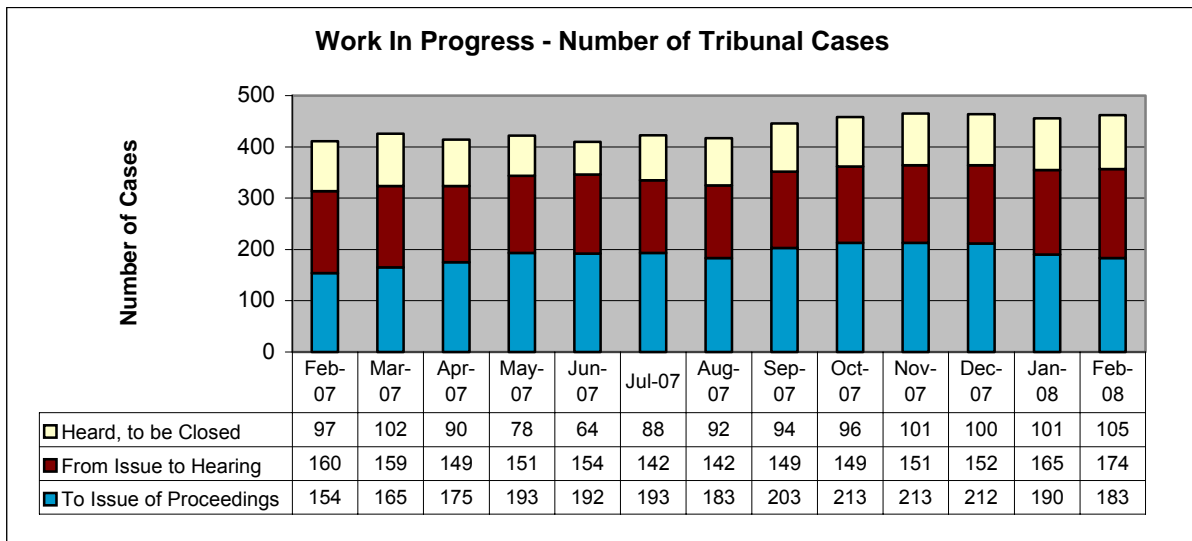
Section 43 orders relate to non-solicitors. They are used to prevent a solicitor from employing a Person subject to the order without first obtaining the written permission of the office.

Section 47.2(g) allows for a condition to be placed upon a former solicitor who has been removed from the roll so that they may not be restored to the roll except by means of an order of the Tribunal.

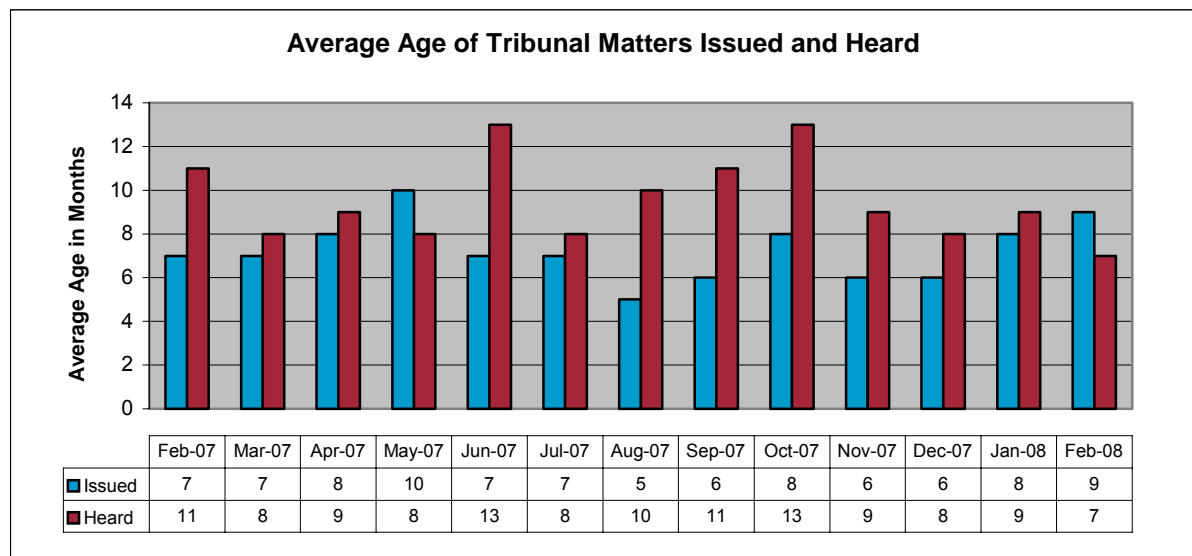
Legal Prosecutions

The **Disciplinary Proceedings Team** is responsible for the prosecution of solicitors before the Solicitors Disciplinary Tribunal (SDT) and the conduct of litigation in respect of the exercise of the SRA's regulatory powers. The recovery of the costs associated with these activities is handled by the Client Protection Directorate.

Tribunal Cases	12 Months			
	To Feb-07	To Feb-08	Variance	Monthly Average
New Cases	280	337	+20%	28
Closed Cases	261	290	+11%	24



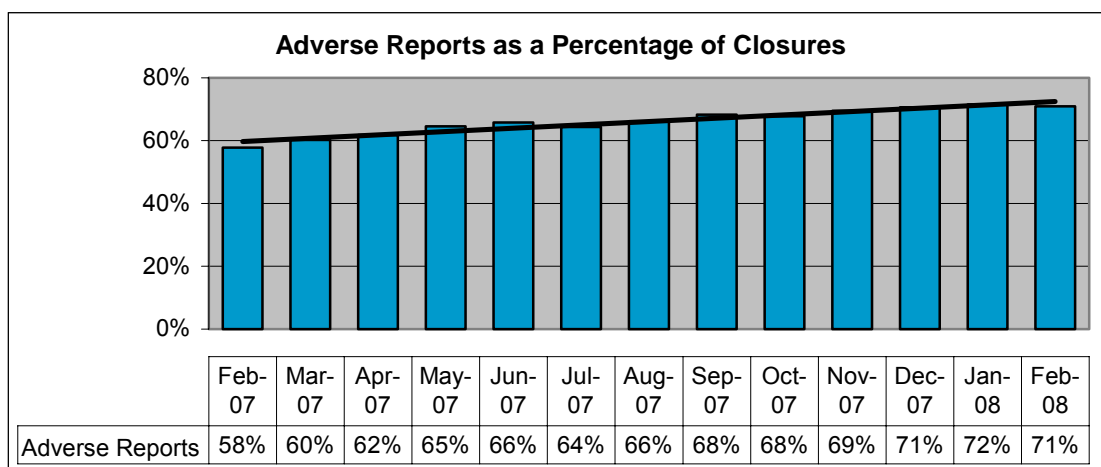
The chart above refers specifically to Tribunal matters (TRI matter types). There are also 27 Applications by Solicitors / Clerks (ASC matters) in progress where the SRA is the respondent in appeals being made directly to the Tribunal about previous Section 43 orders or a decision to remove someone from the roll of solicitors.



A new TRI matter is created when the decision is made to refer the matter to the SDT. The Disciplinary Team's target is to issue proceedings within 6 months of creation of that TRI matter. The SDT, in turn, aims to hear matters within 6 months of issue. Previous reporting measured the age at issue of just those matters that had been heard in the reporting month. Data collection has been reviewed and the chart above now shows the age of those matters issued in the reporting month, as this measure is more reflective of the current work of the team.

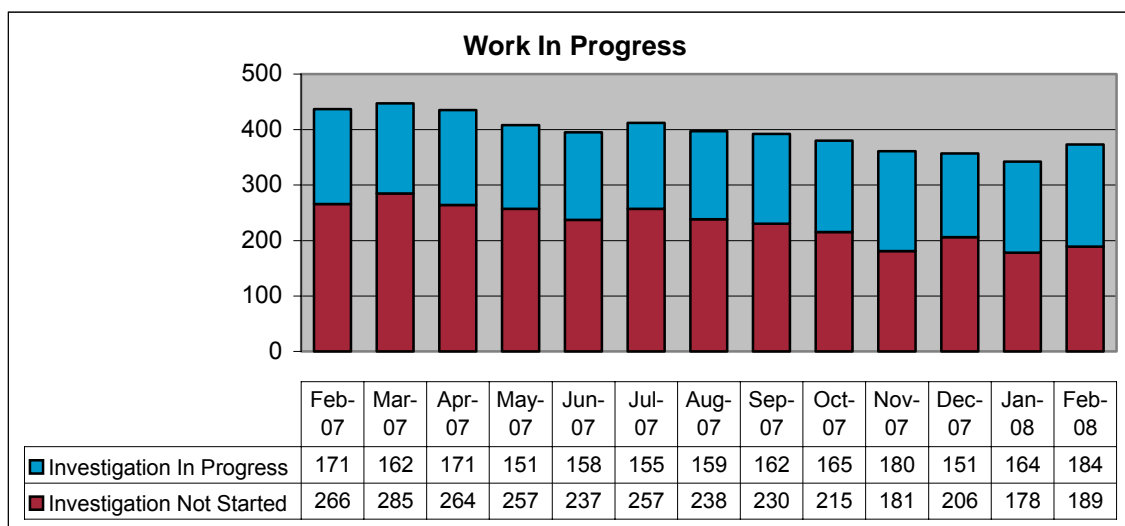
Inspection & Investigation Forensic Investigations

Forensic Investigations (FI) carries out targeted investigations of firms following the risk assessment of internal referrals from a variety of departments. FI Investigators visit firms and adduce evidence of the misuse of client money, serious misconduct or malpractice, dishonesty, fraud, money laundering etc.



Note: the graph above shows percentage figures covering the 12 months prior to each month shown.

Forensic Investigations	12 Months			
	To Feb-07	To Feb-08	Variance	Monthly Average
New Investigation Files Created	486	369	-24%	31
Closed or Rescinded	510	433	-15%	36



The first chart shows the increasing trend in the proportion of adverse reports. This has been influenced by several factors, including the targeting of specific areas of risk.

Considerable resource has been committed in respect of Miners' cases, mortgage fraud and the threat posed by money laundering.

Across the organisation, greater experience and understanding of risk also leads to better, more focused intelligence, which is another key factor impacting on the proportion of adverse findings.

Note on Forensic Investigation Outcomes:

On-Site certificates are issued to the firm where the identified breaches or conduct are not material or minor corrective action is required following an investigation. Adverse reports are prepared where there is evidence of serious breaches of the Rules, of professional obligations, misconduct or dishonesty which may require a regulatory sanction, disciplinary proceedings or intervention. The closed FI matter will then be transferred to other departments within the SRA responsible

Inspection & Investigation Practice Standards Unit

The role of the **Practice Standards Unit (PSU)** is to improve standards of practice in the profession through the promotion of client care and practice excellence. This is achieved through monitoring visits and an educational programme of client care seminars. Firms are profiled for monitoring visits by a risk assessment process based on information held within the SRA's systems and intelligence from other units. The monitoring visits check compliance by firms with the practice rules and aim to raise standards by obtaining agreement and consensus from firms for improvement following these visits.

PERFORMANCE MEASURES YTD	To Feb-07	To Feb-08	To Feb-08 Target	Variance to Target
Full Risk Profiles Completed	192	193	180	7%
Total Visits Completed	160	239	181	32%
Client Care Seminars	1	5	5	0%

Firms receiving a monitoring visit by PSU generate between 16% and 21% less complaints than prior to a visit. Firms that have not received a monitoring visit generate between 1% and 11% more complaints in the same analysis period. There has been a sharp increase in overall numbers of complaints between August and November 2007 due to a large number of complaints received in the LCS relating to miners' compensation.

Visit Outcome Grades	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08
A	4	4	3	7	5	3	9	20	9	16	6	9
B	52	34	30	27	51	60	41	68	68	54	29	46
C	15	11	14	18	19	14	19	26	13	25	10	26
D	2	2	4	3	1	1	6	4	6	5	4	4
No Grade	0	9	8	10	3	0	0	0	0	0	0	0
Awaiting Grade	0	0	0	0	0	0	0	0	0	0	0	16
% Grade C or D *	23%	25%	35%	38%	26%	19%	33%	25%	20%	30%	29%	30%

A = Evidence of satisfactory compliance with Practice Rules although some improvements may be necessary.
 B = A number of minor weaknesses and/or breaches of Practice Rules identified for corrective action.
 C = A number of significant weaknesses and/or breaches of Practice Rules identified for corrective action.
 D = Significant weaknesses and/or breaches in Practice Rules and urgent remedial action is necessary.
 No Grade = Referral Arrangement Compliance Project visits completed by PSU which are not graded.

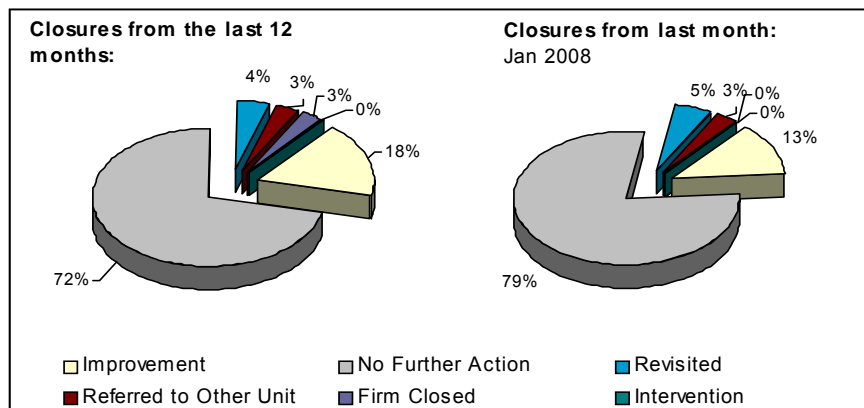
* shown as a percentage of all graded visits

Over the last 12 months, significant areas of weakness and/or breaches of the Practice Rules were identified in 27.3% firms visited. (These have outcome grades of C or D in the table above)

Internal Referrals Made	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08
Formal Referrals	7	3	5	4	7	5	8	7	7	5	3	7
as % of Visited Firms	10%	5%	8%	6%	9%	6%	11%	6%	7%	5%	6%	7%
Intelligence Referrals	8	4	7	1	5	0	6	3	6	6	2	7
as % of Visited Firms	11%	7%	12%	2%	6%	0%	8%	3%	6%	6%	4%	7%

The overall percentage in the last 12 months of those firms being formally referred is 7.1%.

Final Outcomes



Each visit file is given a final outcome upon closure.

In the last 12 months 89% of files have been closed with either Improvement or No Further Action.

Please note that the Post Visit data is given for the previous month to provide a more accurate view. This is due to the process for completing post visit tasks and returning the information to the office.

Regulation Response Regulatory Investigations

Regulatory Investigations (RI) imposes Practising Certificate controls under Section 12 and 13 of the Solicitors Act 1974, deals with applications for approvals by solicitors and unadmitted persons, investigates information about regulatory breaches and deals with FI reports.

REGULATORY MATTER DECISIONS	12m to Feb 07	12m to Feb 08	Variance	Monthly Average to Feb 08
PC Conditions	1798	1871	+4%	156
Intervention *	61	90	+48%	8
Referral for Disciplinary Proceedings	331	441	+33%	37
Vest Discretion	232	250	+8%	21
No Action	258	217	-16%	18
Accountants Reporting Issues	859	856	-0%	71
Finding/Warning/Rebuke/Reprimand	356	367	+3%	31
Other	358	338	-6%	28
Costs Directions	367	374	+2%	31
TOTAL	4253	4430	+4%	369

Notes Please note that any one firm under investigation may generate multiple decisions. It does not necessarily follow, for example, that each decision to intervene shown above will result in a new intervention.

* Numbers of Intervention decisions shown above have fallen as they now exclude any 'intervention powers arisen' decisions where a firm is notified that we have grounds to intervene, but will not actually do so at that point if the firm can take immediate steps to put right the problems identified. These are now within 'other'.

Outcomes of Regulatory Applications and Investigations

During the last 12 months, RI finalised **2,375** applications and concluded **1,780** investigations.

Of those applications:

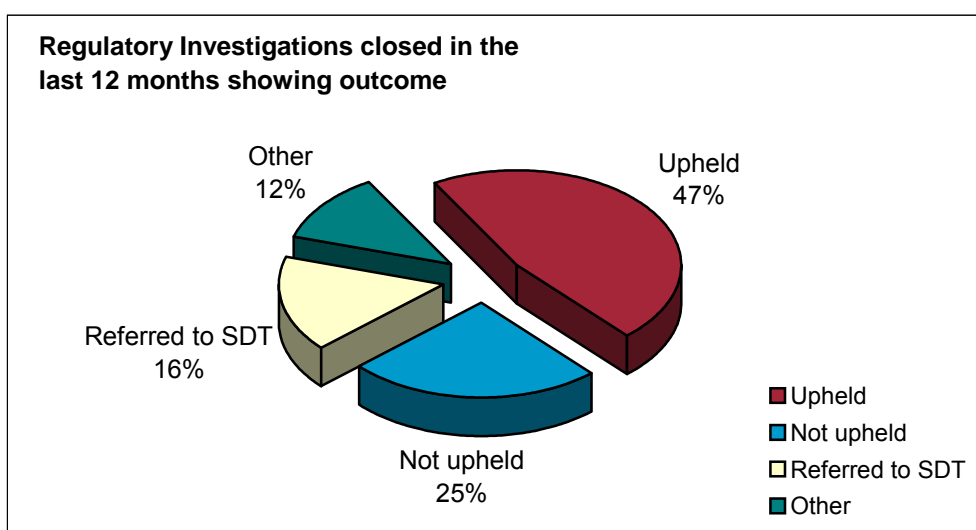
676 (29%) were new Section 12 applications (see graph below for more detail)

592 (25%) were existing Section 12 applications

969 (41%) were other types of application, such as applications for approval of employment under Section 41 and 43, and those relating to the delivery of Accountants' reports.

(**138** applications were withdrawn)

The allegations under investigation were upheld in **830 (47%)** cases. **290 (16%)** resulted in a referral to the SDT. **446 (25%)** were not upheld.



During the last 12 months, there has been an overall upward trend in the proportion of investigations where allegations were found to be upheld on closure, with the proportion not upheld or being referred to the SDT conversely decreasing.

Regulation Response Conduct Investigation Unit

The **Conduct Investigation Unit** (CIU, formerly known as the CAI Unit) deals initially with all third party (non-client) complaints of misconduct received by the SRA, as well as referrals of conduct information from LCS. The table below reflects the transfer of all specialist redress work from CIU to LCS on 1st June 2006. The majority of CIU's workload consists of assessing and closing complaints where there is no issue or evidence of misconduct. CIU deal with a higher volume of excluded / low risk "reports" but refer to Adjudication the more serious, higher risk issues. For historical reasons, the unit operates under LSCC targets.

CIU Outcomes	12 Months			Monthly Average To Feb 08
	To Feb 07	To Feb 08	Variance	
Not Upheld	4403	4120	-6%	343
Excluded matters	691	470	-32%	39
Required no regulatory action	3621	3638	+0%	303
Conciliated (service)	91	12	-87%	1
Upheld	578	696	+20%	58
Letter of Advice	168	217	+29%	18
Formal decision made	410	479	+17%	40
Referred to SDT (see notes)	(13)*	135	-	11
Other	6	15	+150%	1
TOTAL	5000	4966	-1%	414

There has been a 29% increase in the number of letters of advice issued in the past 12 months compared to the previous 12 months. This is a result of improved focus on risk-based and proportionate responses to the reports of misconduct we receive.

Reductions in both conciliated and excluded matters are a result of the transfer of specialist work to the LCS in 2006.

The significant rise in matters with the outcome 'Referred to SDT' is due to changes to the set of outcome codes made in December 2006 when this particular code was introduced. Prior to this, any matters referred to the Tribunal upon closure would have been counted under the 'Formal decision made' category.

Combining these two categories for the last 24 months gives an overall increase of 45% in the number of files where allegations were either formally upheld or were referred to the SDT upon closure year on year.

Details of current performance against LSCC targets can be found in Appendix 2 on page 14.

* The 13 matters referred to the SDT upon closure relate only to files closed since December 2006 when this outcome code was introduced, not to a full 12 month period. The year on year variance is therefore not shown.

Client Protection Compensation Fund & Interventions

The **Compensation Fund** deals with and investigates applications for payments from the Fund from people who have suffered financial loss due to a solicitor's dishonesty or failure to account for monies received. The Unit can award funds to Applicants up to a delegated limit; an Adjudicator decision is required for higher sums.

Claims and payments

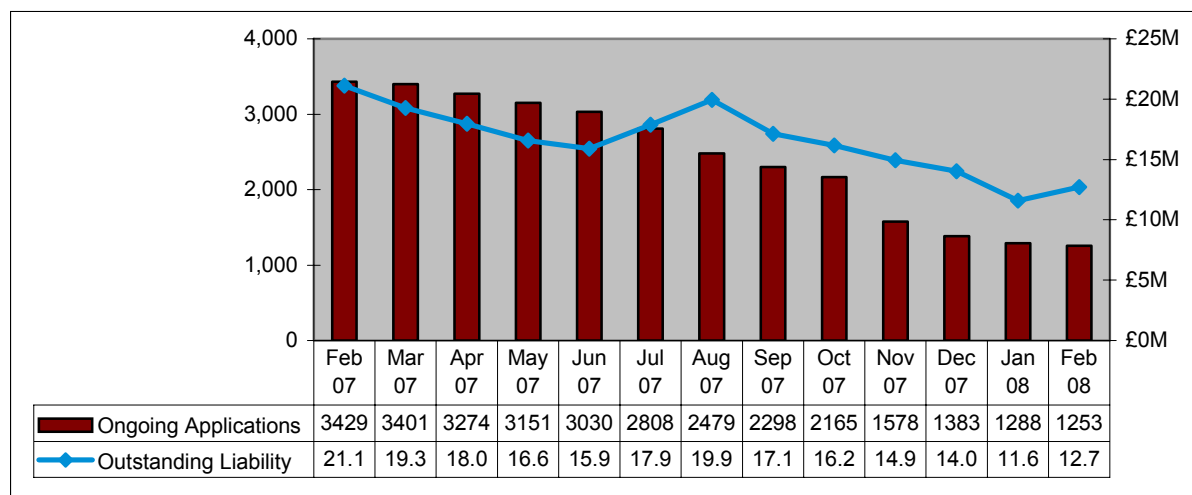
Amounts in £ million	Year to Date figures	
	CLAIMED	PAID
Feb 08 YTD	£5.4M	£1M
Feb 07 YTD	£1.1M	£0.7M
variation	391%	43%

Ongoing Claims

Amounts in £ million	VALUE OF OPEN CLAIMS	REJECTED	REVISED CLAIM *
Feb 08	£19.1M	£1.6M	£19.6M
Feb 07	£24.9M	£1.6M	£27.3M
Variation	-23%	0%	-28%

* The Revised Claim takes into account any payments made over and above the original claim, and the total amount already rejected.

Outstanding Liability



The fall in the number of ongoing applications has begun to tail off over the last couple of months.

Outstanding liability against the fund has increased slightly for the first time since August 2007, but has decreased overall during the last 12 months, to just 60% of the levels seen at the end of February 2007.

Interventions

Client Protection also conducts interventions into solicitors' practices, oversees the recovery of client papers under paragraph 3 of Schedule 1 or section 44B of the Solicitors Act 1974 and deals with the recovery of costs associated with these activities.

There were 6 interventions effected this month, 4 of which were on the grounds of suspected dishonesty. All 6 were effected within target.

12 m FIGURES	INTERVENTIONS EFFECTED	Suspected Dishonesty	No Suspected Dishonesty	Sole Practitioner	2 - 4 Partner firm
12 m to Feb 08	59	22	37	46	13
12 m to Feb 07	48	13	35	41	7
% variation	+ 23%	+ 69%	+ 6%	+ 12%	+ 86%

Interventions have increased 23% year on year, mainly due to a significant increase in the numbers being effected on the grounds of suspected dishonesty. 37% of interventions effected in the last 12 months involved suspected dishonesty, as compared with 27% in the previous 12 months.

78% of interventions were into sole practitioners' firms with an average of almost 4 sole practitioner's firms being intervened into each month over the last 12 months.

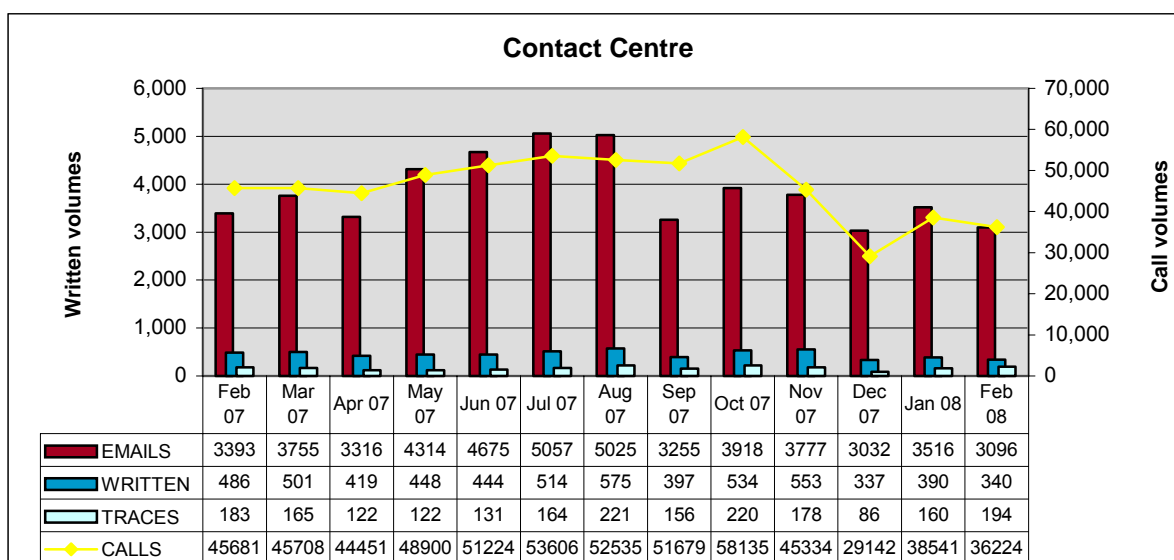
Information

Contact Centre

The Contact Centre received low volumes of calls this month, in line with previous annual patterns. Overall, however, call volumes have risen 8% year on year to 555,479 calls being received in the last 12 months.

The service level target for calls has been changed for 2008 and 68% of calls were answered within 60 seconds, against a target of 70%. Reduced call volumes have helped abandonment rates to improve, with just 8% of calls being abandoned during February.

Almost 2,000 historical traces have been carried out over the last 12 months and these are now shown on the graph below. Email figures have been adjusted to exclude any traces previously included.



Operations Unit

The Operations Unit is responsible for the regulatory exercises including PC renewal, solicitor annual enrolment and student enrolment and for maintaining the roll of solicitors through record changes.

The recent PC renewal exercise was carried out successfully, the target being for 95% of applications to have been processed by 23 December 2007. This target was attained, with the 95% achieved on 6 December 2007.

Around 9000 student enrolment applications have been despatched and are slowly being returned.

Work has commenced to enable the unit to process the applications for entity based regulation in line with the commencement of the Legal Services Act.

Caseworking & Applications Unit

QLTT application levels have increased significantly in the last month, with 631 received during February: more than November to January put together, and more than three times the number received in February 2007. This increase was anticipated due to the proposed revision of the Qualified Lawyers Transfer Regulations which is currently subject to consultation.

Certain applications received into the unit may be more complex or may involve issues of character and suitability (C&S) which require further investigation. The C&S cases relate either to checks done as part of the enrolment process, or to issues arising post enrolment ('misbehaviour').

The following table shows the results of C&S cases from the last 12 months.

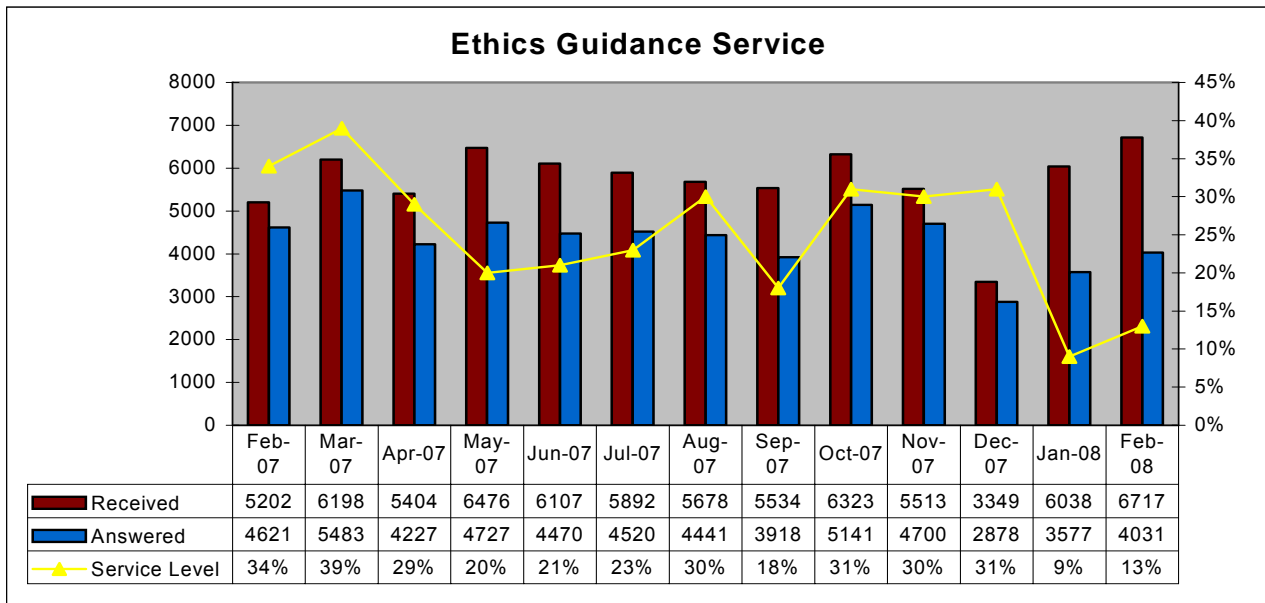
Character & Suitability	Granted	Refused	Other *
Enrolment	84%	14%	1%
Misbehaviour	71%	28%	2%

* 'Other' refers to cases that were either deferred or amended on appeal.

Of the total volume of QLTT applications received in the last 12 months, 264 required case working decisions. Of the 264 69% related to other overseas solicitors, 23% related to barristers qualified in England, 6% related to European Community Lawyers and 2% to specialist practitioners. The decisions were 27% were granted in full, with a further 45% granted in part or with conditions.

Regulation Standards Ethics Guidance Service

The **Professional Ethics Guidance Team** provides confidential guidance to help solicitors comply with their professional obligations.



The Service Level on the graph above shows the percentage of calls that were answered within target timescales. Prior to 25 February 2008, this was 30 seconds. The service level target has now been revised, and all calls received since 25 February this year are measured against a target of 60 seconds.

February saw the Ethics Helpline doubling their opening hours from 4 hours a day to 8 hours a day, which means that this service is now available from 9 to 5, Monday to Friday. The revised opening times went live from 18 February, with a subsequent revision of the target service level made a week later (see note above). Staffing levels have not been increased.

Numbers of calls received by the team increased by almost 700 on last month, and there was also an increase of over 450 in numbers of calls answered.

The abandonment rate decreased and the proportion of calls answered within target service level increased from 9% to 13%.

The team successfully reduced the levels of outstanding correspondence over the month which fell by 19%. With 327 pieces of correspondence outstanding at the start of the month, the team dealt with 382 during February. 266 have carried forward into March.

All new team members are now working on the helpline, but resourcing has been effected by the absence of one experienced full time staff member due to ill health.

The continuing focus on working through the written enquiries has naturally had an impact on resources available for the helpline. Added to this is work on waivers and authorisations which has been absorbed by the team.

Appendix 1: Resources HRD, Budget Report

Monthly HRD Update

- As at 29th February 2008, the FTE for the SRA was 518.13 with 97.62 vacancies.
(There are 7 fixed-term temps and 46.50 FTE agency and contractors sitting against those vacancies).
- The budget FTE is 615.75

Budget Report

Direct Costs summary for the 2 months ending 29 February 2008

Account Description , £'000	Annual Budget	YTD Budget	YTD Actual	YTD Variance	Variance %
Gross and Net Expenditure					
Gross Expenditure	32,084	5,347	3,959	1,389	26.0%
Total Staff Expenditure *	19,067	3,178	2,480	698	22.0%
Paybill	19,743	3,291	2,898	392	11.9%
Other Staff Costs	1,417	236	131	105	44.5%
Staff & Admin Recoveries	-9,817	-1,636	-1,524	-113	-6.9%
Total Non-Staff Expenditure	13,017	2,169	1,479	691	31.8%
INCOME	-8,174	-1,359	-1,587	228	16.8%
Net Position	23,910	3,988	2,371	1,617	40.5%
Breakdown of Net Expenditure by Business Area					
Chief Executive's Office	1,216	203	151	51	25.4%
Information	-1,041	-174	-75	-99	56.9%
Standards	884	147	-502	649	440.4%
Regulation Response	4,235	706	573	133	18.9%
Investigation	5,859	976	522	454	46.5%
Legal	6,839	1,140	845	295	25.9%
Client Protection	578	99	370	-271	-273.0%
Resources	1,688	281	172	110	39.0%
Policy	2,537	423	183	240	56.7%
SRA Change Programme	1,115	186	132	54	29.2%
Total SRA	23,910	3,988	2,372	1,616	40.5%

* Note: Total Staff Expenditure now takes into account staff and Admin recoveries.

For budget purposes, total annual income is distributed evenly throughout the year, although the actual income pattern is seasonal.

Appendix 2: Headline Summary of SRA performance against LSCC strategic targets (April 2007 to March 2008)

For the plan year 2007/08, the LSCC requires reporting on the individual contributions of both the SRA and the LCS towards the overall targets.

The headline performance shown here is the SRA contribution.

	Current month	Year to date	LSCC Target	Variance from target
Strategic priority 1 : improving the speed with which complaints are handled				
Target T1 Number of live cases open for 12 months or more				
	68	N/A	By 31 March 2008 no more than 65 RDC cases open	22 (46 were RDC)
Target T2 Cases closed within 3 months of receipt				
Within 3 months	79%	77%	76%	1%
Strategic priority 2 : improving the quality of complaints handling				
Target Q6: Percentage of referrals to the LSO that are upheld				
	91%	81%	76%	5%

Performance against quality targets 1 to 5 is based on audit. This data is not yet available.

	Current month	Year to date	LSCC Target
Strategic priority 3 : implementing the plan for complaints handling			
Target P1: The total budget to support the delivery of the plan.			
Target P1	-10.0%	-10.0%	-5% to 0%
Target P2: All resources to support the delivery of the plan			
Target P2	-4.3%	-4.3%	-5% to 0%
Target P3: The priority initiatives will be delivered to time and cost in accordance with the plan, meet all milestones declared in the plan and benefits realised.			
Target P3	100%	100%	
Target P4: Progress against the plan, targets and supporting KPIs, will be reported in line with the timescales agreed.			
Target P4	100%	100%	

Appendix 3: Glossary of terms

CCS	Consumer Complaints Service (now the LCS - see below)
CDT	Conduct complaint
Compliance Directorate	SRA Directorate dealing with all investigation and enforcement work, together with much of the work formerly dealt with by the former OSS Solicitors' Practice Unit
Conduct and Service	Normally referring to the work of CIU, but also ICT. This is the distinction made by the SRA between complaints of poor <i>service</i> , for which redress can be offered (handled by the LCS), and complaints of misconduct
CRB	Criminal Records Bureau
CRO	A complaint about inadequate professional service
Decisions	There are two sorts of decisions: those made by Adjudicators, where there can be a number of decisions in relation to a matter, and the decisions (orders) by the SDT which tend to be the decision on the totality of a case presented to them – more usually one case, one decision
FTE	“Full-time equivalent”, a measure of the number of staff. The budget FTE - actual FTE equals the number of vacancies
HRD	Human Resources & Development
Intervention	A formal decision of the adjudication panel to intervene into a solicitor's practice, which results in all monies and papers held by the solicitor being taken by the Law Society. Interventions are subject to a statutory appeal direct to the High Court
Inspections	Term normally used in connection with Accounts Inspections by the Forensic Investigation department
KPI	Key Performance Indicator
LCS	Legal Complaints Service (formerly CCS)
LSCC	Legal Services Complaints Commissioner
LSO	Legal Services Ombudsman
PC	Practising Certificate
PSU	Practice Standards Unit
QLTT	Qualified Lawyers Transfer Test
RDC	Redress Conduct - conduct issues arising from a redress matter handled by the LCS.
Regulatory	In this report, refers to the work of Regulatory Investigations
REL	Registered European Lawyer
RFL	Registered Foreign Lawyer
SDT	Solicitors Disciplinary Tribunal
SRA	Solicitors Regulatory Authority
Throughput	The volume of cases passing through the SRA from creation to completion
Tribunal	The independent Solicitors Disciplinary Tribunal (SDT)
WIP	Acronym for “Work In Progress”, cases not concluded during the month,

Age of Cases

The methodology for calculating the age of cases:

The age of a case will be calculated from the day the case was created on the computer system.

For reporting purposes the age of cases will be grouped as follows:

0-3 months = 0-91 days

0-6 months = 0-183 days

0-9 months = 0-274 days

0-12 months = 0-365 days

0-18 months = 0-548 days