



Solicitors
Regulation
Authority

SRA Summary of Performance Measures and Statistics

January 2008

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

Headline Statistics for January 2008

- **Solicitors Disciplinary Tribunal** orders recorded by the SRA have increased by 17% year on year. There were 55 decisions to suspend solicitors from practice made in the last 12 months, a 57% increase on the previous 12 months. 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 to 8 months from 6 during December 2007. The number of matters awaiting issue of proceedings has decreased, and currently stands at 190. ▶ *see page 5*
- **Forensic Investigations** continue to issue an increasing proportion of adverse reports. Last month, 72% of matters concluded had an adverse report, as compared with just 57% in January 2007. This is a major factor in the increase in **Regulatory Investigations'** decisions to refer to the SDT which have increased 29% year on year. ▶ *see page 6 and 8*
- The **Practice Standards Unit** closed 90% 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 39% increase in the number of files where allegations were 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 £11.6M, just 53% of the position 12 months ago. The number of ongoing claims also continues to fall, with a 7% reduction on last month. Claims for January are up significantly on January 2007 due mainly to emergency funding provided for the large number of interventions that took place during the month. ▶ *see page 10*
- There were 9 **Interventions** effected in January. Total numbers have risen 8% year on year, with 55 interventions effected in the last 12 months. The proportion of these relating to suspected dishonesty has risen slightly from 27% between January 2006 and January 2007 to 33% in the last 12 months. ▶ *see page 10*
- **Information Services** are receiving an increasing proportion of their enquiries by telephone. Performance against the new service level target for 2008 was less than anticipated due to staff absences, but written and email enquiries are being handled with a consistently high level of service. ▶ *see page 11*
- The **Ethics Guidance Service** have been busy with preparations for extended opening hours that are due to commence in February. The volume of calls received during the month was higher than the monthly average for 2007 which, combined with these preparations, led to low service levels and high abandonment rates. Both of these should be set to improve in the following months with new staff having undertaken training. ▶ *see page 12*

Legal Solicitors Disciplinary Tribunal Decisions

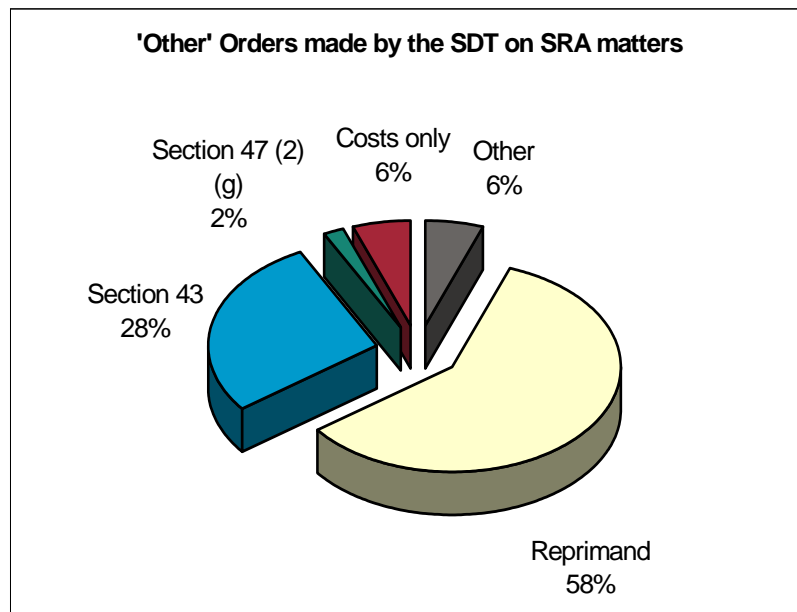
The **Solicitors Disciplinary Tribunal** (SDT) is the independent Tribunal that adjudicates upon alleged breaches of the rules of professional conduct for solicitors. The SDT has the power to strike a solicitor from the roll, suspend a solicitor from practising and to apply fines and reprimands.

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 Jan 08
	Jan-07	Jan-08		
Fined	78	115	47%	9.6
Struck Off	73	62	-15%	5.2
Suspended	35	55	57%	4.6
No Order	10	9	-10%	0.8
Other	57	54	-5%	4.5
TOTAL	253	295	17%	24.6

This month the SDT made 29 orders on Tribunal Proceedings brought by the SRA against solicitors. 18% 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 60% increase in the number of reprimands issued by the SDT on SRA matters year on year.

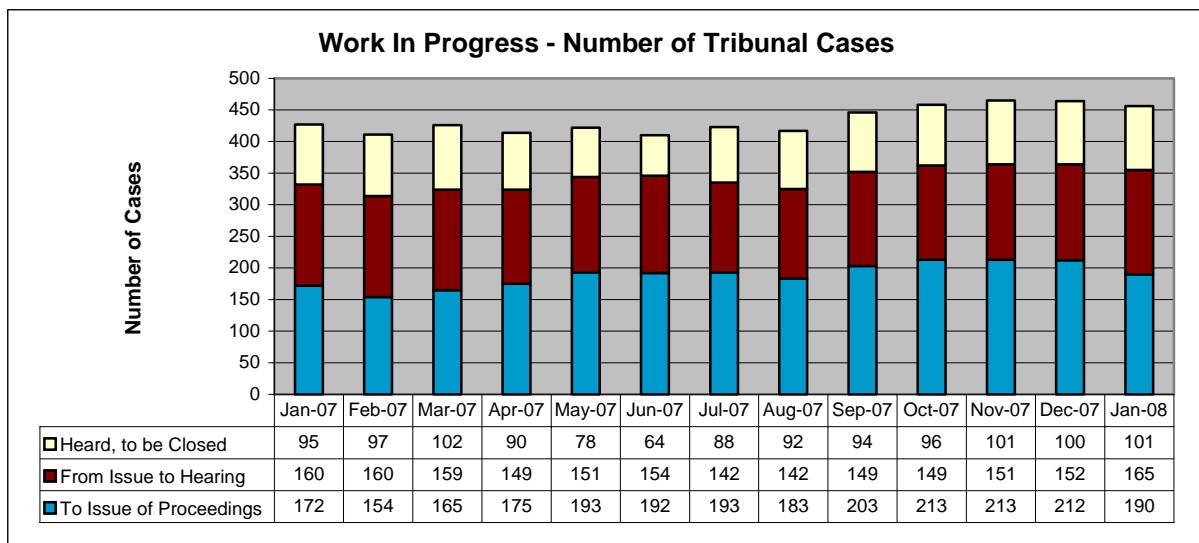
Section 43 orders relate to non-solicitors. They are used to prevent a solicitor from employing a person subject to the order without first obtaining the written permission of the office.

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

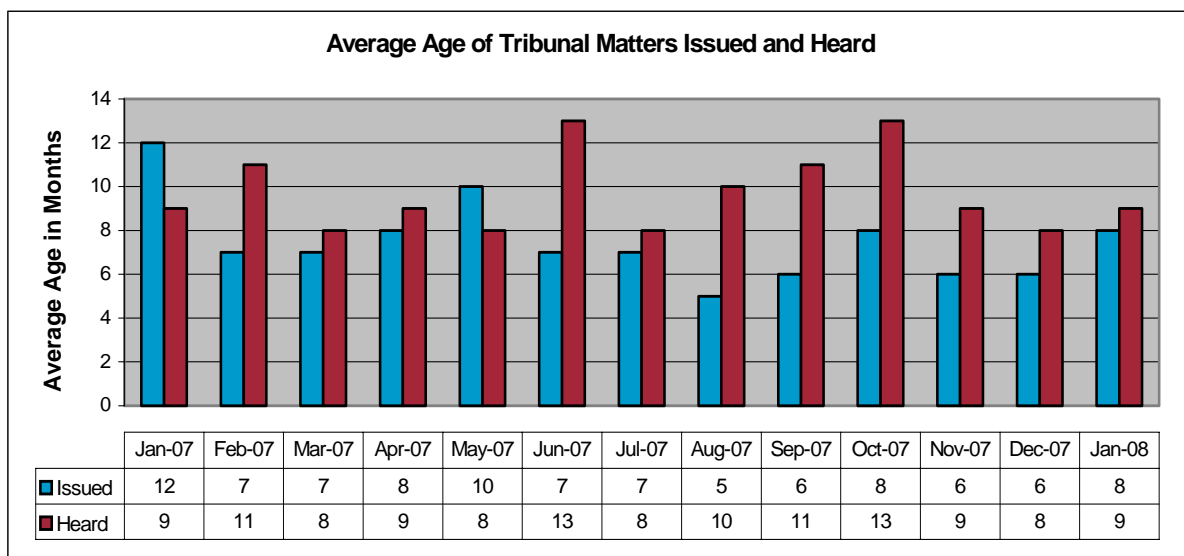
Legal Prosecutions

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 Jan 07	To Jan 08	Variance	Monthly Average
New Cases	280	327	+17%	27
Closed Cases	247	302	+22%	25



The chart above refers specifically to Tribunal matters (TRI matter types). There are also 24 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.

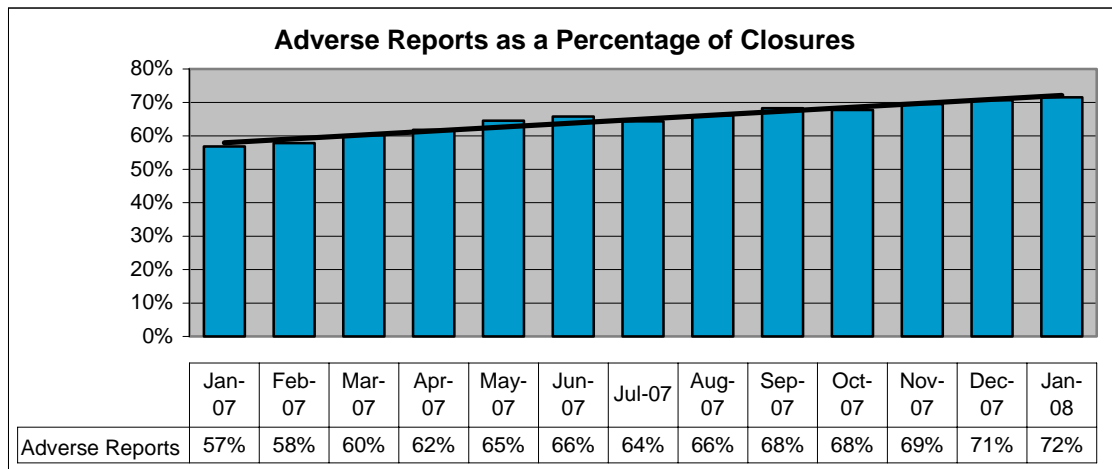


A new TRI matter is created when the decision is made to refer the matter to the SDT. The Disciplinary Team's target is to issue proceedings within 6 months of creation of that TRI matter. The SDT, in turn, aims to hear matters within 6 months of issue. Previous reporting measured the age at issue of 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

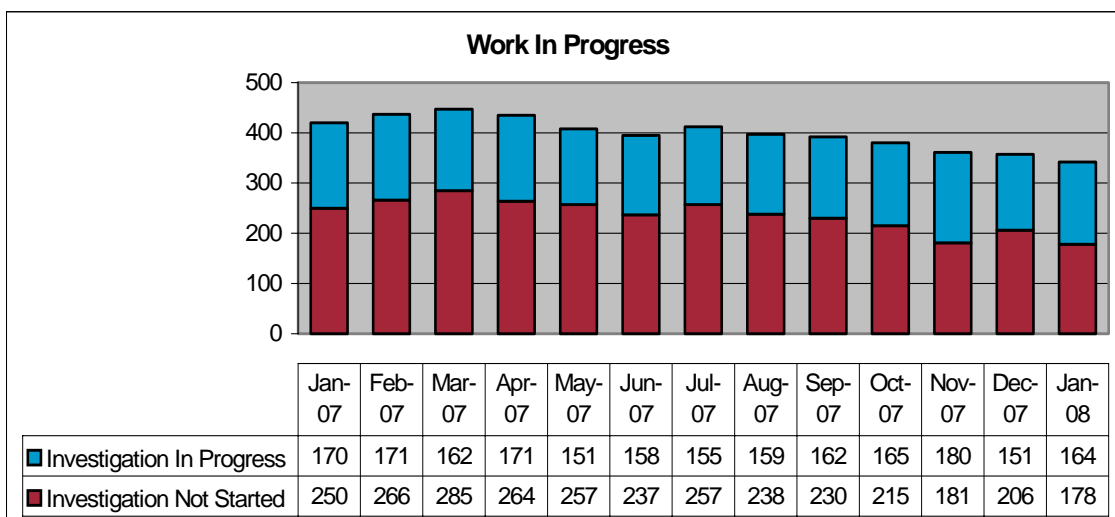
Forensic Investigations

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 Jan 07	To Jan 08	Variance	Monthly Average
New Investigation Files Created	484	361	-25%	30
Closed or Rescinded	507	439	-13%	37



The proportion of adverse reports continues to increase, as shown in the first chart. There are several factors influencing this trend, 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 for enforcement actions.

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 Jan-07	To Jan-08	To Jan-08 Target	Variance to Target
Full Risk Profiles Completed	97	116	90	29%
Total Visits Completed	87	105	90	17%
Client Care Seminars	1	0	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	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
A	5	4	4	3	7	5	3	9	20	9	16	6
B	60	52	34	30	27	51	60	41	68	68	52	28
C	20	15	11	14	18	19	14	19	26	13	24	9
D	2	2	2	4	3	1	1	6	4	6	5	4
No Grade	0	0	9	8	10	3	0	0	0	0	0	0
Awaiting Grade	0	0	0	0	0	0	0	0	0	0	3	2
% Grade C or D *	25%	23%	25%	35%	38%	26%	19%	33%	25%	20%	29%	27%

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.

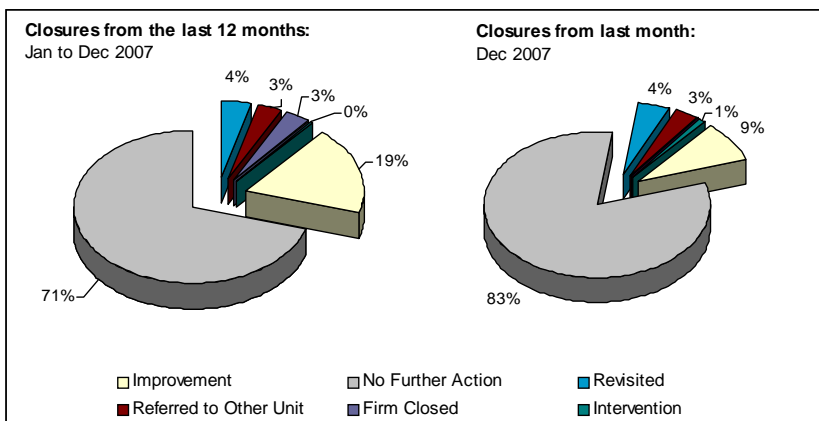
* shown as a percentage of all graded visits

Over the last 12 months, significant areas of weakness and/or breaches of the Practice Rules were identified in 26.6% firms visited. (These have outcome grades of C or D in the table above)

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

The overall percentage in the last 12 months of those firms being formally referred is 6.7%.

Final Outcomes



Each visit file is given a final outcome upon closure.

In the last 12 months 90% 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 Jan 07	12m to Jan 08	Variance	Monthly Average to Jan 08
PC Conditions	1677	1877	+12%	156
Intervention *	67	80	+19%	7
Referral for Disciplinary Proceedings	326	420	+29%	35
Vest Discretion	220	253	+15%	21
No Action	281	209	-26%	17
Accountants Reporting Issues	854	842	-1%	70
Finding/Warning/Rebuke/Reprimand	358	346	-3%	29
Other	363	339	-7%	28
Costs Directions	362	365	+1%	30
TOTAL	4146	4366	+5%	364

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 **2,407** applications and concluded **1,773** investigations.

Of those applications:

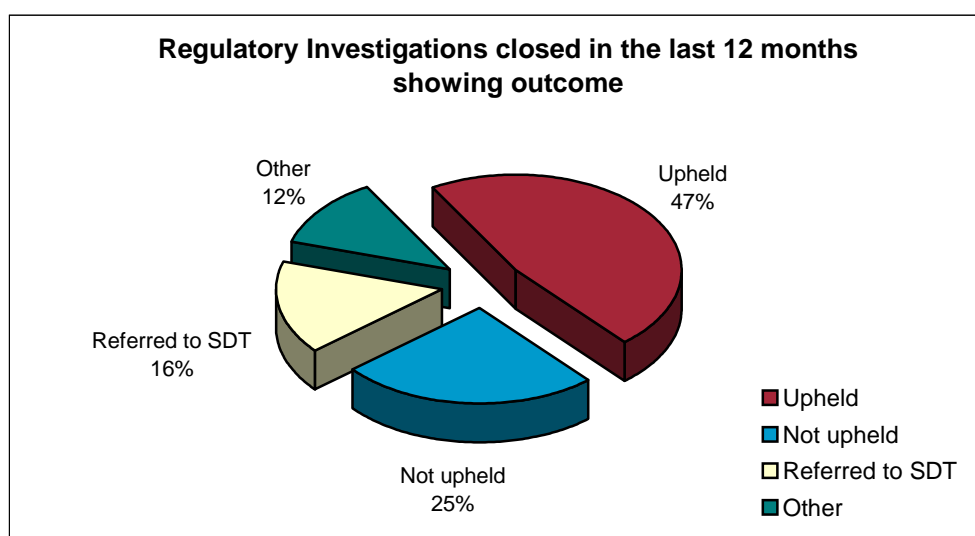
731 (30%) were new Section 12 applications (see graph below for more detail)

582 (24%) were existing Section 12 applications

957 (40%) 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.

(137 (6%)) applications were withdrawn)

The allegations under investigation were upheld in **831 (47%)** cases. **278 (16%)** resulted in a referral to the SDT. **450 (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 conversely decreasing. The percentage of files resulting in referrals to the SDT has remained reasonably steady through the year.

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 Jan 08
	To Jan 07	To Jan 08	Variance	
Not Upheld	4489	4114	-8%	343
Excluded matters	781	458	-41%	38
Required no regulatory action	3598	3642	+1%	304
Conciliated (service)	110	14	-87%	1
Upheld	579	681	+18%	57
Letter of Advice	165	203	+23%	17
Formal decision made	414	478	+15%	40
Referred to SDT (see note *)	6	130	-	11
Other	6	15	+150%	1
TOTAL	5080	4940	-3%	412

There has been a 23% 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 LCS in 2006.

Changes to the recording of investigative outcomes have meant that referrals to the SDT are now recorded as a distinct outcome; they used to be included under 'Upheld - Formal Decision Made' (see note below). Overall, there has been a 39% increase in the number of files where allegations were either upheld or were referred to the SDT on closure in the last 12 months, as compared with the 12 months to January 2007.

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

* In 2004, on the recommendation of the Independent Commissioner, the available outcome options were changed to better reflect the outcome of complaints. Matters created before that change could still be closed using the now obsolete outcome definitions. Those definitions cannot readily be classified as either upheld or not upheld. Such matters are therefore included in the above table as "other".

In December 2006 the outcome codes were modified to include "Referred to SDT".

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

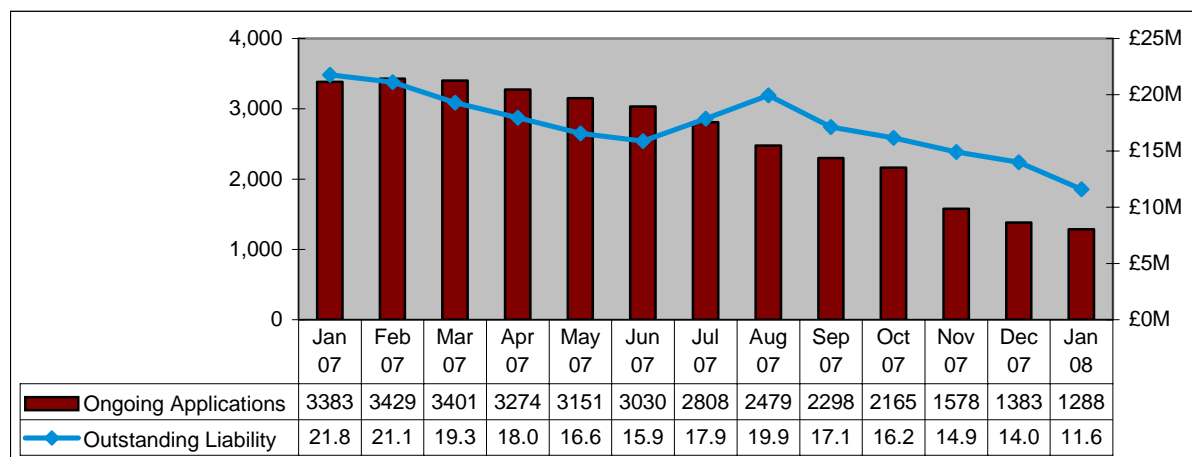
Amounts in £ million	Year to Date figures	
	CLAIMED	PAID
Jan 08 YTD	£3.5M	£0.9M
Jan 07 YTD	£0.7M	£0.3M
variation	400%	200%

Ongoing Claims

Amounts in £ million	VALUE OF OPEN CLAIMS	REJECTED	REVISED CLAIM *
Jan 08	£17.8M	£1.4M	£18.2M
Jan 07	£31.9M	£1.1M	£35.2M
Variation	- 44%	+ 27%	- 48%

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

Outstanding Liability



The number of ongoing applications at the end of January 2008 is just 38% of the number of claims open 12 months ago.

Outstanding liability against the fund has also fallen again this month, in line with the overall decreasing trend seen in the last 12 months.

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 9 interventions effected this month, 3 of which were on the grounds of suspected dishonesty. All 9 were effected within target.

12 m FIGURES	INTERVENTIONS EFFECTED	Suspected Dishonesty		No Suspected Dishonesty	
		Suspected Dishonesty	No Suspected Dishonesty	Sole Practitioner	2 - 4 Partner firm
12 m to Jan 08	55	18	37	42	13
12 m to Jan 07	51	14	37	43	8
% variation	+ 8%	+ 29%	0%	-2%	+ 63%

Over the last 12 months, a third of interventions effected were on the grounds of suspected dishonesty, an increase on the figure for the previous 12 months of 27%.

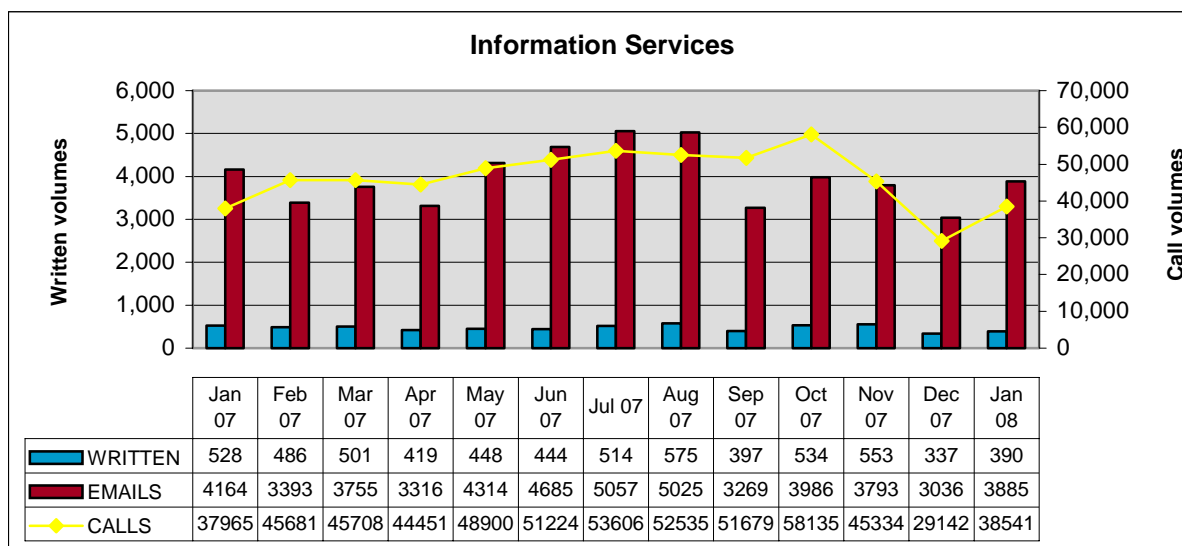
76% of interventions were into sole practitioners' firms. While the actual numbers of sole practitioner firms that were intervened into have fallen slightly year on year, the number of 2-4 partner firms has increased from 8 to 13.

Information

Information Services

Overall volumes of enquiries are at very similar levels to those seen in January 2007, but the proportion of those which are made by telephone has risen, with volumes of written and email enquiries conversely decreasing. Numbers of calls have risen 12% in the last 12 months (over 61,000 additional calls received).

Service levels for written and email correspondence remain at 100%. The service level target for calls has been changed for 2008 and in January, 54% of calls were answered within 60 seconds. Performance against the new target of 70% answered within 60 seconds was less than anticipated due to high levels of sickness absence amongst IS staff during the month.



Customer Records Team

The Customer Records Team have made over 45,000 changes to the SRA's database containing solicitor's details in the last 12 months. There has been a sharp increase in the amount of correspondence received year on year that relates to practice changes, with 1,654 in January 2008 alone.

Customer Applications Team

Volumes of training contract registrations have increased 6% year on year, with an average of 275 registrations being completed a month since January 2007.

QLTT applications continue to increase, with a 9% rise year on year to over 2,400 QLTT applications received in the last year. Admission levels, however, have remained fairly steady year on year with just a 3% increase.

Professional Competence Team

The PCT handle applications for accreditation scheme or panel membership, as well as more complex applications or those with potential character & suitability (C&S) issues referred internally to the team.

During the last 12 months, 843 decisions have been made regarding the Training Regulations and Qualified Lawyers' Transfer Regulations. 48% of these applications featured C&S issues.

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	86%	13%	2%
Misbehaviour	75%	24%	1%

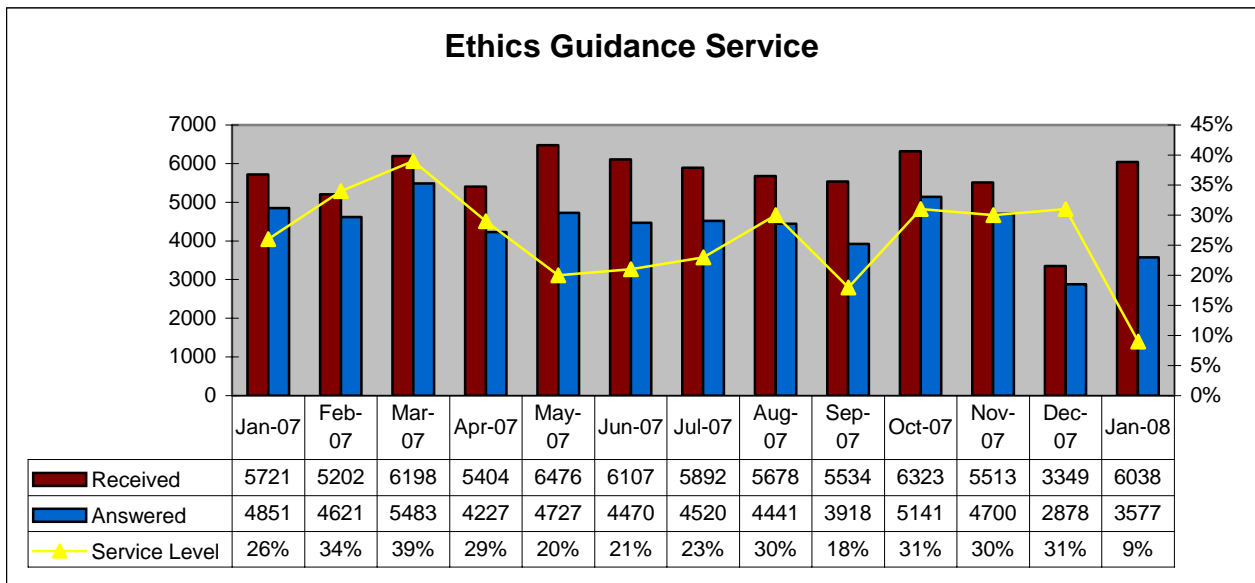
* 'Other' refers to cases that were either deferred or amended on appeal.

There have also been decisions on 244 applications under the QLTT process referred to PCT by Customer Applications.

23% relate to Barristers qualified in England, 8% relate to European Community Lawyers, 2% to Specialist Practitioners and 68% to other Overseas Solicitors. 27% were granted in full, with a further 44% 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 30 seconds.

There was an 80% increase in calls received in January, following December's lull in enquiries, with a 24% increase in calls answered. The service level was however very low.

A high abandonment rate of 41% was due, in part, to the need for some experienced advisers to spend time away from the phone dealing with the backlog of post which had built up over the past months as a consequence of staff loss to retirements and secondments. New staff continued to train and began taking calls on the helpline. Another new member of staff arrived mid January and embarked on training. It is anticipated that this adviser will be taking some calls by mid February.

The Ethics Guidance helpline are planning to extend their opening hours from February 18th, so all staff are engaged in preparing for this, including addressing any outstanding training needs. Experienced staff resource has been focussed on dealing with the backlog of accumulated post in anticipation of the new opening hours in a few weeks.

Appendix 1: Resources HRD, Budget Report

Monthly HRD Update

- As at 31st January 2008, the FTE for the SRA was 516.98 with 80.28 vacancies.
(There are 6.5 fixed-term temps and 49.50 FTE agency and contractors sitting against those vacancies).
- The budget FTE is 597.26.

Budget Report

Please note: Data relating to January 2008 was not available at the time of going to press.
The data below therefore shows the direct costs summary for the year ending December 2007.

Account Description , £'000	Approved Budget	YTD Budget	YTD Actual	YTD Variance	Variance %
Gross and Net Expenditure					
Gross Expenditure	30,630	30,630	29,500	1,130	3.69%
Total Staff Expenditure	26,388	26,388	25,314	1,074	4.07%
Paybill	24,763	24,763	23,690	1,074	4.34%
Other Staff Costs	1,625	1,625	1,625	0	0.00%
Staff & Admin Recoveries	(11,782)	(11,782)	(8,919)	(2,863)	24.30%
Total Non-Staff Expenditure	16,023	16,023	13,104	2,919	18.22%
INCOME	(6,030)	(6,030)	(8,345)	2,315	-38.40%
Net Expenditure	24,600	24,600	21,154	3,445	14.01%
Total Departmental Charge	24,600	24,600	21,154	3,445	14.01%
Breakdown of Net Expenditure by Business Area					
Chief Executive's Office	1,646	1,646	1,314	332	20.17%
Information	963	963	85	878	91.13%
Standards	941	941	(325)	1,266	134.58%
Regulation Response	4,373	4,373	3,981	392	8.96%
Investigation	5,731	5,731	5,578	152	2.66%
Legal	1,065	1,065	1,312	(247)	-23.15%
Client Protection	2,819	2,819	4,601	(1,782)	-63.22%
Resources	826	826	934	(108)	-13.09%
Policy	3,726	3,726	2,796	930	24.96%
SRA Change Programme	2,510	2,510	878	1,632	65.01%
Total SRA	24,600	24,600	21,154	3,445	14.01%

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				
	78	N/A	By 31 March 2008 no more than 65 RDC cases open	28 (There were 50 RDC matters)
Target T2 Cases closed within 3 months of receipt				
Within 3 months	83%	77%	76%	1%
Strategic priority 2 : improving the quality of complaints handling				
Target Q6: Percentage of referrals to the LSO that are upheld				
	79%	79%	76%	3%

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	-9.5%	-9.5%	-5% to 0%
Target P2: All resources to support the delivery of the plan			
Target P2	-7.5%	-7.5%	-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