



Solicitors  
Regulation  
Authority

# **SRA Summary of Performance Measures and Statistics**

July 2007

# Contents

<b>Headline Statistics</b>	Page 3
<b>Legal: SDT Decisions</b>	Page 4
<b>Legal: Prosecutions</b>	Page 5
<b>Investigations: Forensic Investigations</b>	Page 6
<b>Investigations: Practice Standards Unit</b>	Page 7
<b>Regulation Response: Regulation Unit</b>	Page 8
<b>Regulation Response: CAI</b>	Page 9
<b>Client Protection: Compensation Fund &amp; Interventions</b>	Page 10
<b>Information</b>	Page 11
<b>Regulation Standards: Ethics Guidance Service</b>	Page 12

---

## Appendices

Appendix 1: <b>Resources:</b> HR and E&D data	Page 13
Appendix 2: <b>Resources:</b> Budget report	Page 14
Appendix 3: Headline summary of SRA performance against LSCC strategic targets	Page 15
Appendix 4: Glossary of terms	Page 16

## Headline Statistics for July 2007

- **Solicitors Disciplinary Tribunal** orders recorded by the SRA have increased by 13% year on year. The number of solicitors suspended from practice in the last 12 months has increased by 47%. 52% of those suspensions were for an indefinite period. ▶ *see page 4*
- The average age of **Tribunal Proceedings** issued this month remained at 7 months, against the departmental target of 6 months. There are currently 193 matters in progress where proceedings have not yet been issued. ▶ *see page 5*
- The **Practice Standards Unit** found a number of significant weaknesses and/or breaches of Practice Rules requiring corrective action in just 17% of the visits made in June. ▶ *see page 7*
- Of the investigations concluded by the **Regulation Unit** in 2007, 414 (44%) found the allegations involved to be upheld and a further 141 (15%) resulted in referrals to the SDT. ▶ *see page 8*
- Outstanding liability against the **Compensation Fund** has risen slightly for the first time since January and currently stands at £17.9M. The number of outstanding applications has fallen for the fifth consecutive month. ▶ *see page 10*
- 24% of the **Interventions** effected in the last 12 months were on the grounds of suspected dishonesty ▶ *see page 10*
- Calls to **Information Services** in July were the highest since the peak in October 2006. Despite this, there has been an improvement in the service level, with 29% of calls being answered within 30 seconds. Service levels for written and email communication are now standing at 100% and 97% respectively ▶ *see page 11*
- Student enrolment applications handled by the **Registration Project team** are 1% up on the previous 12-month period.▶ *see page 11*
- The **Solicitors Code of Conduct** came into force in July and training for SRA staff is being delivered. Between May and the end of July some 47 sessions took place, comprising 1387 delegate hours. ▶ *see page 13*

## 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.

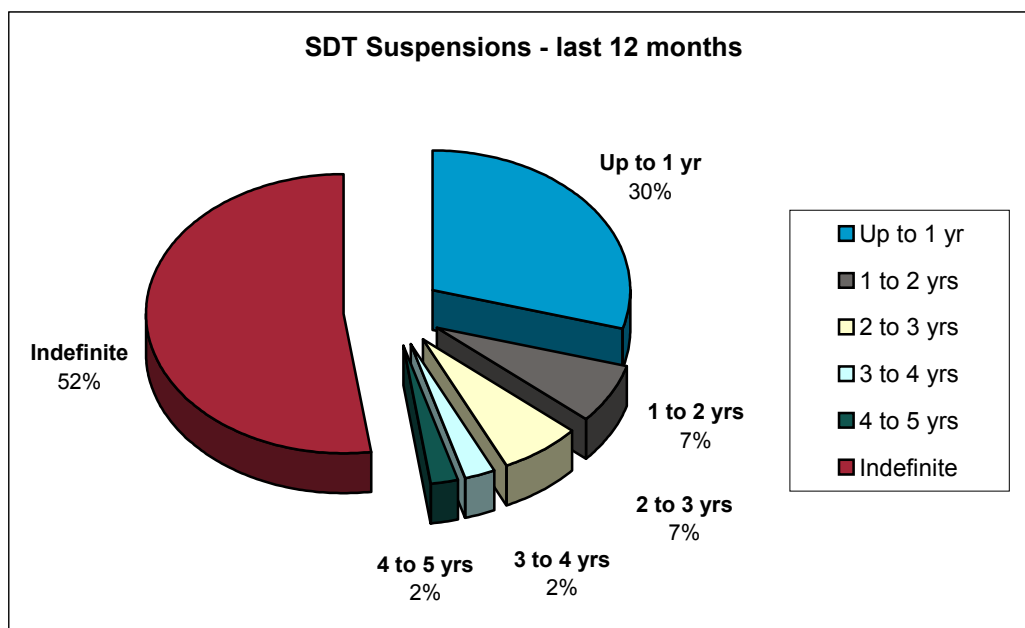
Orders made by the SDT are recorded by the SRA when they come into effect, which in most cases is immediately, but in a few cases there is a time lapse before the order comes into effect.

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 July 07
	July 06	July 07		
Fined	72	94	+31%	8
Struck Off	70	75	+7%	6
Suspended	30	44	+47%	4
No Order	11	7	-36%	1
Other	60	55	-8%	5
<b>TOTAL</b>	<b>243</b>	<b>275</b>	<b>+13%</b>	<b>23</b>

A breakdown of the suspensions recorded in the last 12 months is shown below. The majority are indefinite suspensions, with the most common fixed-period suspensions lasting up to one year.

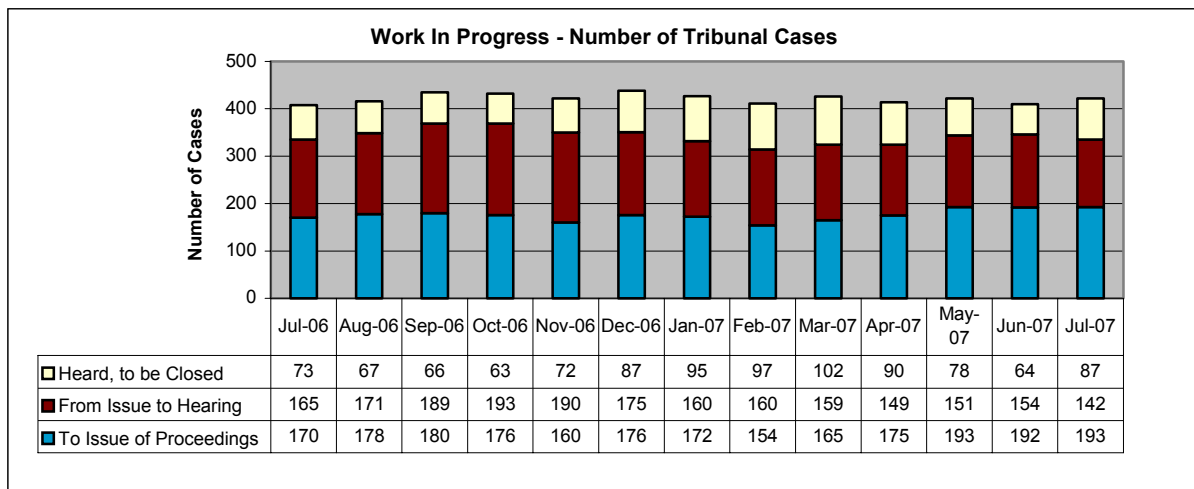
The maximum suspension period issued in the last 12 months was 5 years, against an average of 1.6 years.



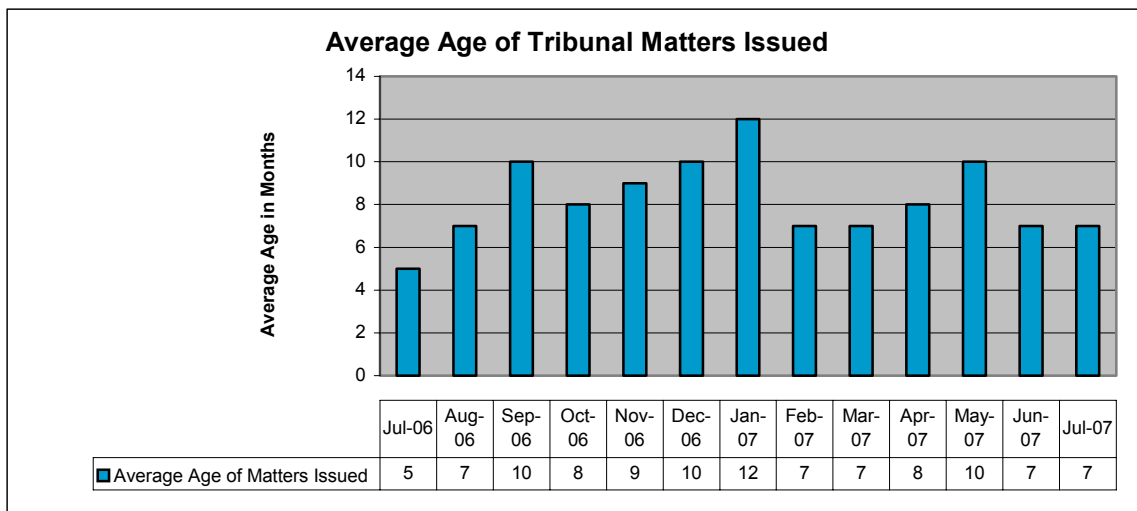
# Legal Prosecutions

The **Disciplinary 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 Jul-06	To Jul-07	Variance	Monthly Average
New Cases	275	297	+8%	25
Closed Cases	261	293	+12%	24



The chart above refers specifically to Tribunal matters against solicitors (TRI matter types). There are also 28 Section 43 applications in progress. Section 43 orders are used to prevent a solicitor from employing a person subject to the order without first obtaining the written permission of the office.

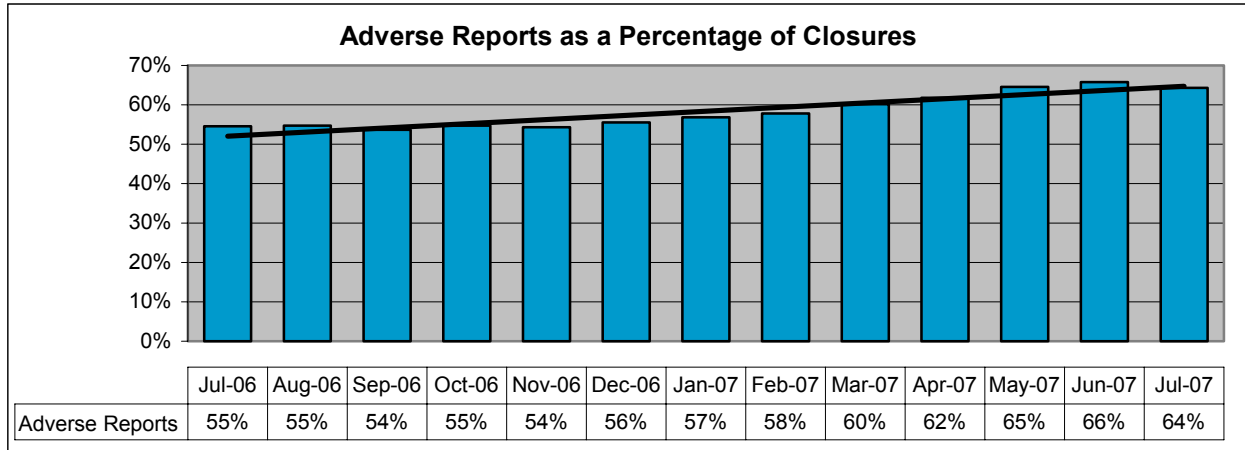


A new TRI matter is created when the decision is made to refer the matter to the SDT. The Disciplinary Team's target is to issue proceedings within 6 months of creation of that TRI matter. Previous reporting measured the age at issue of just those matters that had been heard in the reporting month. Data 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.

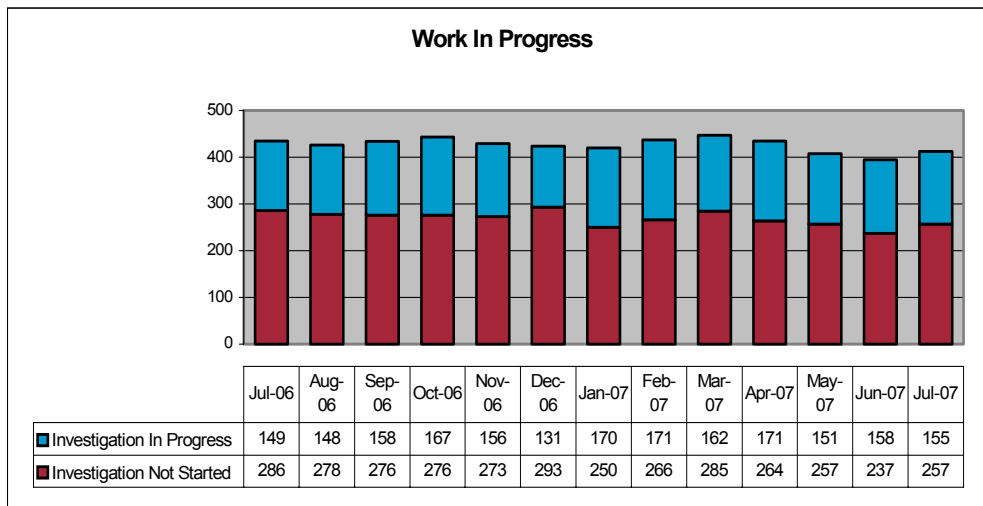
# Investigations

## 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.



	12 Months			
	To Jul-06	To Jul-07	Variance	Monthly Average
New Investigation Files Created	450	445	-1%	37
Closed or Rescinded	487	461	-5%	38



The proportion of adverse reports remains high, 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.

## Investigations 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.

<b>PERFORMANCE MEASURES Year to Date</b>	To Jul-06	To Jul-07	To Jul-07 Target	Variance to Target
Full Risk Profiles Completed	703	727	676	8%
Total Visits Completed	671	505	578	-13%
Client Care Seminars	8	1	1	0%

Total visits completed are 13% down on target due to the programme of Referral Arrangement Compliance Project (RACP) visits which were being completed by the Unit. Profiles in July are up by 141% on last July due to a large number of random profiles being completed. Client Care seminar programme is due to commence in late summer in order to reflect the new code and the new SRA status.

Firms receiving a monitoring visit by PSU generate between 15% and 20% less complaints than prior to a visit. Firms that have not received a monitoring visit generate between 1% and 7% more complaints in the same analysis period.

Visit Outcome Grade	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07
<b>A</b>	4	10	7	6	11	2	5	4	4	3	7	5
<b>B</b>	61	54	53	66	50	15	60	52	34	30	25	46
<b>C</b>	22	26	30	29	26	9	20	15	11	14	18	12
<b>D</b>	2	6	4	7	3	3	2	2	2	4	3	1
<b>No Grade</b>	0	0	0	0	0	0	0	0	9	8	10	3
<b>Awaiting Grade</b>	0	0	0	0	0	0	0	0	0	0	2	12
<b>% of Graded Firms with Grade C or D</b>	<b>27%</b>	<b>33%</b>	<b>36%</b>	<b>33%</b>	<b>32%</b>	<b>41%</b>	<b>25%</b>	<b>23%</b>	<b>25%</b>	<b>35%</b>	<b>38%</b>	<b>17%</b>

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 = RACP visits completed by PSU which are not graded.

Following visits to firms, a visit outcome grading for internal purposes only is made based on the findings and areas of weakness. Significant weaknesses were identified in an average of 29% of firms over the last 12 months. These are shown above as visits with outcome grade C or D.

<b>No. of Visited Firms where Referrals Have Been Made to Other Units</b>												
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07
<b>Formal Referrals as % of Visited Firms</b>	4 4%	7 7%	5 5%	6 6%	3 3%	4 14%	2 2%	7 10%	3 5%	5 8%	4 6%	5 6%
<b>Intelligence Referrals as % of Visited Firms</b>	4 4%	8 8%	8 9%	10 9%	9 10%	3 10%	4 5%	8 11%	4 7%	7 12%	1 2%	5 6%

As PSU makes site visits, it is well placed to judge whether firms should be formally referred to Regulation Response or Inspections & Investigations for further disciplinary action where they are not responsive to PSU's supportive approach, or in cases of suspected dishonesty or serious regulatory breaches. PSU also make intelligence referrals to Regulation Response or Inspections & Investigations for consideration of issues which may not require disciplinary action but of which they need to be aware. The average percentage in the last 12 months of those firms being formally referred is 5.9%.

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 Regulation Unit

The **Regulation Unit** imposes Practising Certificate controls, deals with applications for approvals by solicitors and unadmitted persons, investigates information about regulatory breaches and deals with FI reports. A minority of cases (c. 5%) are generated from information received from the public.

REGULATION MATTER DECISIONS IN THE LAST 12 MONTHS	To July 2006	To July 2007	Variance	Monthly Average To Jul-07
PC Conditions	1356	1847	+36%	154
Intervention	122	83	-32%	7
Referral for Disciplinary Proceedings	333	371	+11%	31
Vest Discretion	249	223	-10%	19
Accountants Reporting Issues	339	218	-36%	18
Finding/Warning/Rebuke/Reprimand	683	778	+14%	65
No Action	333	341	+2%	28
Other	362	314	-13%	26
Costs Directions	438	362	-17%	30
<b>TOTAL</b>	<b>3777</b>	<b>4175</b>	<b>+11%</b>	<b>348</b>

Note: Although there has been a significant increase in decisions relating to PC conditions in the 12 months to July 2007, approximately 40% of the additional applications were in respect of 2 large multi-partner firms. In an exceptional occurrence, 2 large firms failed to comply with the regulations in respect of delivery of accountants reports. Consequently the SRA can exercise discretion in respect of the Practising Certificate of each partner within those firms, and a Regulatory decision was required for each one.

In the last 6 months, the Regulation Unit have finalised 1251 applications and concluded 934 investigations. Of those applications:

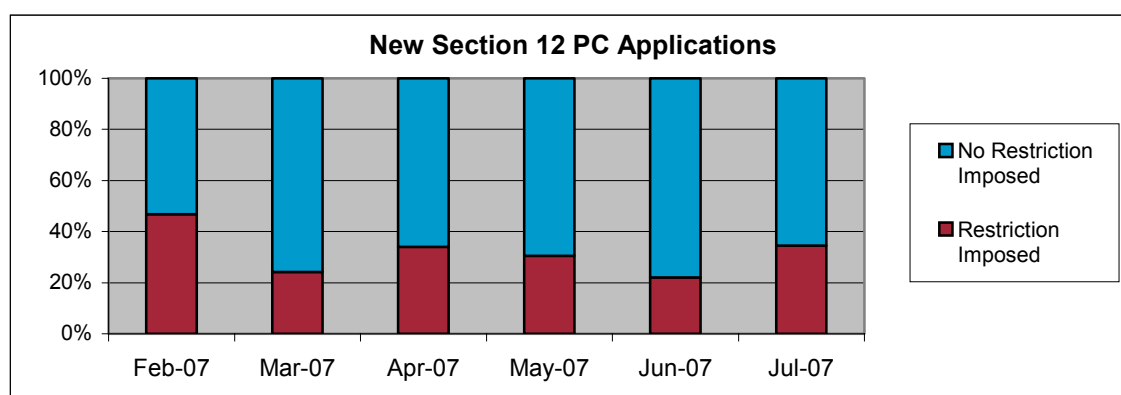
**394 (32%)** were non-Section 12 applications. This includes Section 41 and 43 applications relating to employment, and Accountants' reporting issues.

**301 (24%)** were existing Section 12 applications.

**490 (39%)** were new Section 12 applications.

(66 applications were withdrawn)

The allegations under investigation were upheld in **414 (44%)** cases. **141 (15%)** resulted in a referral to the SDT. **269 (29%)** were not upheld.



In December 2006 improvements were made to enable better data recording in respect of the outcome of Regulatory Applications. The chart above shows the outcome of all new Section 12 applications.

Over the last 6 months, 30% have resulted in a restriction on practice.

The figures shown in the chart specifically exclude the 2 bulk applications referred to above.

## Regulation Response CAI

The **Conduct Assessment and Investigation Unit (CAI)** 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 CAI to LCS on 1<sup>st</sup> June 2006. The majority of CAI's workload consists of assessing and closing complaints where there is no issue or evidence of misconduct. CAI 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.

Outcomes	12 Months			
	To July 06	To July 07	Variance	Monthly Average To July 07 *
<b>Not Upheld</b>	<b>5268</b>	<b>4130</b>	<b>-22%</b>	<b>344</b>
Excluded matters	1092	455	-58%	38
Required no regulatory action	3911	3650	-7%	304
Conciliated (service)	265	25	-91%	2
<b>Upheld</b>	<b>579</b>	<b>669</b>	<b>+16%</b>	<b>56</b>
Letter of Advice	134	193	+44%	16
Formal decision made	445	476	+7%	40
<b>Referred to SDT</b>	<b>0</b>	<b>69</b>	<b>n/a</b>	<b>6</b>
<b>Other</b>	<b>3</b>	<b>15</b>	<b>+400%</b>	<b>1</b>
<b>TOTAL</b>	<b>5850</b>	<b>4883</b>	<b>-17%</b>	<b>407</b>

\*Monthly average based on January '07 to date

There has been a 44% 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 focus on risk based and proportionate responses to the reports of misconduct we receive.

Apparent 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, where they used to be included under 'Upheld - Formal Decision Made' (see note below). Overall there has been a 27% increase in the number of files where allegations were upheld or referred to the SDT on closure.

See Appendix 3 on page 15 for performance against current LSCC targets.

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

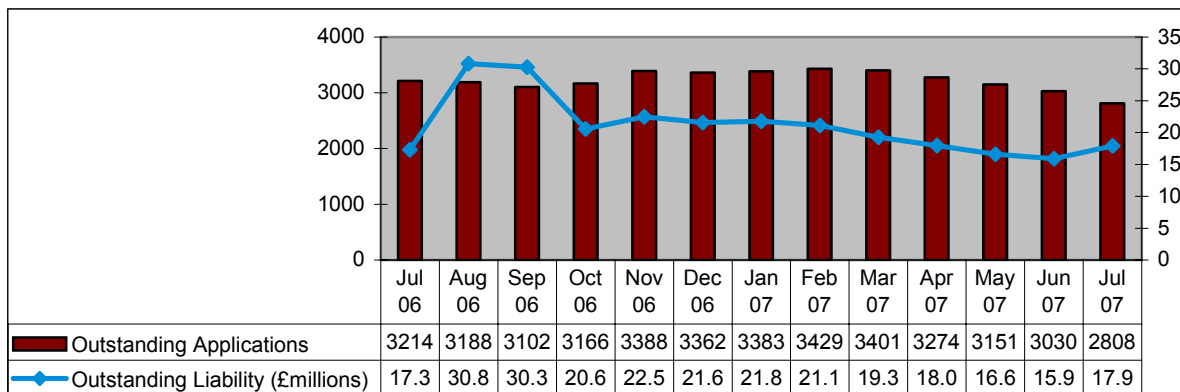
Amounts in £ million	YTD	
	CLAIMED YTD	PAID YTD
<b>July 07</b>	<b>£6.3M</b>	<b>£6.1M</b>
July 06	£12.2M	£6.1M
Variation	-48%	0%

## Ongoing Claims

Amounts in £ million	VALUE OF OPEN CLAIMS	REJECTED	REVISED CLAIM *
<b>July 07</b>	<b>£22.5M</b>	<b>£1.1M</b>	<b>£23.0M</b>
July 06	£28.7M	£0.5M	£31.6M
Variation	-22%	120%	-27%

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

## Outstanding Liability



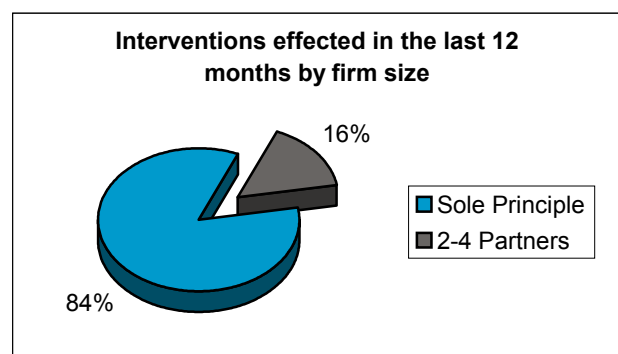
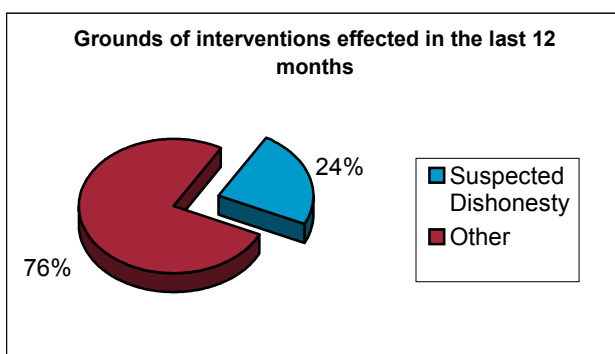
Following a sustained and steady increase over the twelve months prior to November 2006, the number of outstanding applications is continuing to decline. Outstanding liability against the fund has risen, following a steady decline over the previous 8 months.

Consumer claims continue to be prioritised. In the 12 months to July 2007, 57% of applications by private individuals have been completed within 6 months, and 73% within 12 months. This compares to the overall rate of 46% closed within 6 months and 68% within 12.

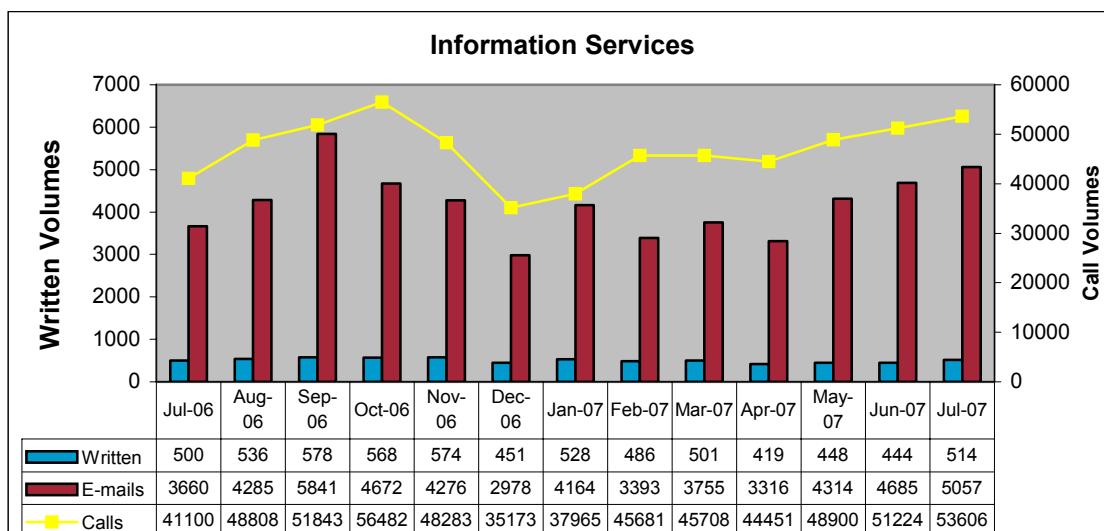
## Interventions

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

2 Interventions were effected this month, one on the grounds of suspected dishonesty. Both were effected within target.



# Information

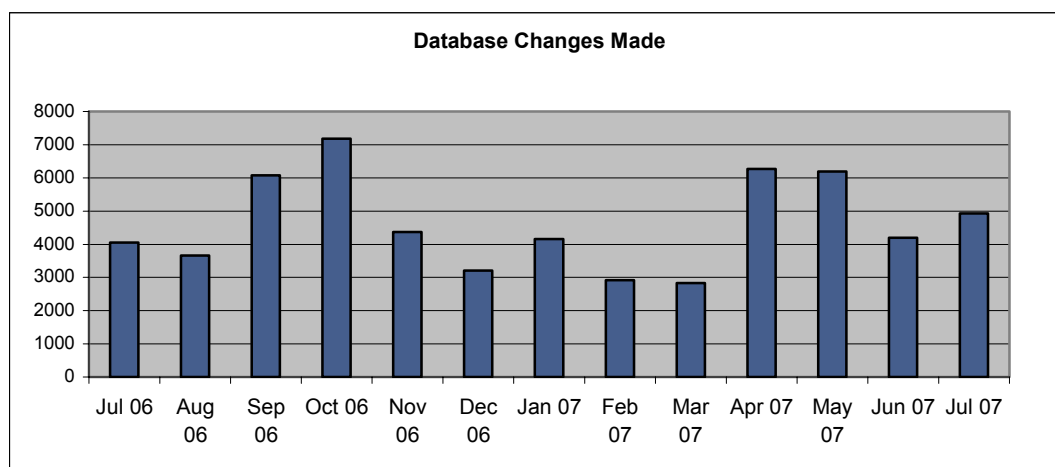


**Information Services (IS)** have seen a steady increase in both calls and e-mail correspondence received since December. Call volumes in July were the highest since the peak in October 2006. Despite this, there has been an improvement in the service level, with 29% of calls being answered within 30 seconds. Although this is still well below the target of 80%, it is expected to continue to improve following the recent recruitment.

Service levels for written and email communication are now standing at 100% and 97% respectively.

There were 9 new members of staff in Information Services, who underwent 350 hours of training and shadowing.

8884 student enrolment applications have been received by the **Registration Project Team** in the past 12 months. This is 115 (1%) more than the total for the previous 12 months.



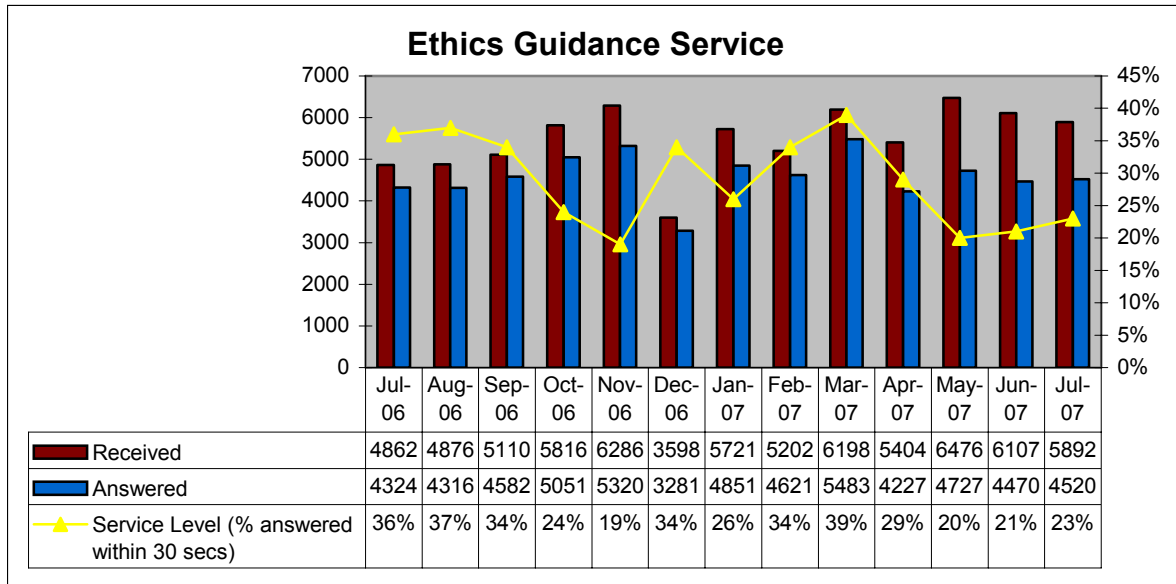
The **Customer Records Team** ensures that the corporate database is kept up to date with any amendments like address changes, movement of the solicitors within organisations and setting up new organisations. The impact of the reduced number of student enrolment applications can be seen in the volume of changes made by the team. Although there is a peak for April and May, that peak is significantly lower than in 2006.

In the last 12 months, 55979 changes have been made to the corporate database by CRT.

The **Professional Competence Team** are looking in detail at their available data with a view to reporting the outcome of the Team's work and its impact. It is hoped to report this information in future months.

# Regulation Standards

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



The Ethics Guidance Helpline saw a 4% decrease in calls compared to last month, but a 21% increase compared to July 2006.

There has been a slight improvement in the percentage of calls answered within 30 seconds and a reduction in the number of customers who abandon their calls.

There continues to be a high number of calls relating to the new code of conduct.

## Appendix 1: Resources

### HRD and E&D data

#### Monthly HRD Update

- As at 31st July 2007, the FTE for the SRA was 502.34 with 97.02 vacancies. (There are 4 fixed-term temps and 43.53 FTE agency and contractors sitting against those vacancies).
- The budget FTE is 599.36.
- 21.5 days were spent on training in July.
- In addition, the Solicitors' Code of Conduct came into force in July and training for SRA staff is being delivered. Between May and the end of July some 47 sessions took place, comprising 1387 delegate hours.

A system for recording time spent on technical training is being developed.

#### Monthly E & D Update

Subject individuals of Regulation and Tribunal matters closed in July 2007 compared with the overall population of solicitors.

	Population	Regulation/Tribunal Matters
Asian/Asian British	5%	9%
Black or black British	2%	5%
Chinese or other Asian group	1%	1%
Mixed or unknown	14%	19%
White/European	78%	65%
F	43%	24%
M	57%	76%
30 or below	18%	4%
31 - 40	35%	23%
41 - 50	25%	35%
51 - 60	16%	26%
61 or over	5%	9%
Unknown	1%	2%

## Appendix 2: Resources

### Budget report

Direct Costs Summary for the seven months ending 31 July 2007

Account Description	Approved Budget £'000	YTD Budget £'000	YTD Actual £'000	YTD Variance £'000	Variance %
<b>Gross and Net Expenditure</b>					
<b>Gross Expenditure</b>	<b>30,679</b>	<b>16,486</b>	<b>15,349</b>	<b>1,136</b>	<b>6.9%</b>
Total Staff Expenditure	26,373	15,297	14,247	1,050	8.5%
Paybill	24,758	14,371	13,426	945	6.6%
Other Staff Costs	1,615	927	822	105	11.3%
Staff & Admin Recoveries	-11,716	-6,776	-5,315	-1,461	21.6%
Total Non-Staff Expenditure	16,023	7,965	6,417	1,548	19.4%
<b>Income</b>	<b>-6,030</b>	<b>-3,909</b>	<b>-4,809</b>	<b>900</b>	<b>-23.0%</b>
<b>Net Expenditure</b>	<b>24,649</b>	<b>12,577</b>	<b>10,540</b>	<b>2,036</b>	<b>16.2%</b>
<b>Total Departmental Charge</b>	<b>24,649</b>	<b>12,577</b>	<b>10,540</b>	<b>2,036</b>	<b>16.2%</b>
<b>Breakdown of Net Expenditure by Business Area</b>					
Chief Executive's Office	1,696	966	435	531	55.0%
Information	963	283	-764	1,047	369.8%
Standards	941	427	260	166	39.0%
Regulation Response	4,358	2,519	2,230	290	11.5%
Investigation	5,731	3,336	3,151	186	5.6%
Legal	1,065	600	641	-42	-6.9%
Client Protection	2,819	1,570	2,303	-733	-46.7%
Resources	891	407	372	35	8.6%
Policy	3,676	2,141	1,654	487	22.8%
SRA Change Programme	2,510	328	259	69	21.2%
<b>Total SRA</b>	<b>24,649</b>	<b>12,577</b>	<b>10,540</b>	<b>2,036</b>	<b>16.2%</b>

NB: Budget centres are under review following the creation of new directorates within the SRA.

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

## Appendix 3: 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 SRA and LCS towards the overall targets. The headline performance shown here is the SRA contribution.

	Current month	Year to date	LSCC Target	Variance from target
<b>Strategic priority 1 : improving the speed with which complaints are handled</b>				
<b>Target T1 Number of live cases open for 12 months or more</b>				
	103	N/A	By 31 March 2008 no more than 65 RDC cases open	66 (37 RDC)
<b>Target T2 Cases closed within 3 months of receipt</b>				
<b>Within 3 months</b>	77%	76%	76%	0%
<b>Strategic priority 2 : improving the quality of complaints handling</b>				
<b>Target Q6: Percentage of referrals to the LSO that are upheld</b>				
	90%	85%	76%	9%

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

	Current month	Year to date	LSCC Target
<b>Strategic priority 3 : implementing the plan for complaints handling</b>			
<b>Target P1: The total budget to support the delivery of the plan.</b>			
<b>Target P1</b>	-12.6%	-12.6%	-5% to 0%
<b>Target P2: All resources to support the delivery of the plan</b>			
<b>Target P2</b>	-12.1%	-12.1%	-5% to 0%
<b>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.</b>			
<b>Target P3</b>	100%	100%	
<b>Target P4: Progress against the plan, targets and supporting KPIs, will be reported in line with the timescales agreed.</b>			
<b>Target P4</b>	100%	100%	

## Appendix 4: Glossary of terms

Terms used in this document:

<b>CAI</b>	Conduct Assessment & Investigation Unit
<b>CCS</b>	Consumer Complaints Service
<b>CDT</b>	Conduct complaint
<b>Compliance Directorate</b>	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
<b>Conduct and Service</b>	Normally referring to the work of CAI, but also ICT. This is the distinction made by the SRA between complaints of <i>poor service</i> , for which redress can be offered (handled by the LCS), and complaints of misconduct
<b>CRB</b>	Criminal Records Bureau
<b>CRO</b>	A service complaint
<b>Decisions</b>	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
<b>ENQ</b>	An enquiry or an initial request for details of the remuneration certificate process
<b>FTE</b>	“Full-time equivalent”, a measure of the number of staff. The budget FTE - actual FTE equals the number of vacancies
<b>KPI</b>	Key Performance Indicator
<b>Intervention</b>	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
<b>Inspections</b>	Term normally used in connection with Accounts Inspections by the Forensic Investigation department
<b>LCS</b>	Legal Complaints Service (formerly CCS)
<b>LSCC</b>	Legal Services Complaints Commissioner
<b>LSO</b>	Legal Services Ombudsman
<b>PC</b>	Practising Certificate
<b>PSU</b>	Practice Standards Unit
<b>QLTT</b>	Qualified Lawyers Transfer Test
<b>RCA</b>	Remuneration Certificate Application
<b>RDC</b>	Redress Conduct - conduct issues arising from a redress matter handled by the LCS.
<b>Regulatory</b>	In this report, refers to the work of the Regulation Unit
<b>REL</b>	Registered European Lawyer
<b>RFL</b>	Registered Foreign Lawyer
<b>SDT</b>	Solicitors Disciplinary Tribunal
<b>SRA</b>	Solicitors Regulatory Authority
<b>Throughput</b>	The volume of cases passing through the SRA from creation to completion
<b>Tribunal</b>	The independent Solicitors Disciplinary Tribunal (SDT)
<b>WIP</b>	Acronym for “Work In Progress”, cases not concluded during the month, carried over from one month to another

### 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	