



Solicitors  
**Regulation**  
Authority

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

June 2007

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## Headline Statistics for June 2007

- Outstanding liability against the **Compensation Fund** is currently £15.9 million. This has been declining steadily since a peak in August 2006 of £30.8 million, although the volume of outstanding applications has only begun to fall over the last five months. Claims made to the fund this year are down 53% on June last year. ▶ *see page 10*
- The average age of **Tribunal Proceedings** at issue was previously measured for those matters that had been heard during the reporting month. Changes have been made to the reporting to enable the age profile to be based on the age of those matters issued during the month. The average age of Tribunal Proceedings issued in June has fallen to 7 months, against the departmental target of 6 months. ▶ *see page 5*
- 57% of investigations concluded by the **Regulation Unit** this month found the allegations involved to be upheld. Of these, 133 (26%) resulted in referrals to the SDT. ▶ *see page 8*
- The service level for calls to **Information Services** has fallen further to just 6% against a target of 80% of calls answered within 30 seconds, while significant improvements have been seen in email and written communication. ▶ *see page 11*
- **Student enrolment** applications were significantly down on expected volumes so over 6500 reminder letters have been sent to students. The Project Team are now seeing an increased number of forms being returned. ▶ *see page 11*
- The volume of calls received by the **Ethics Guidance Service** remains high due to increased demand on the service for advice about the new code of conduct coming into force in July 2007. Despite an increase in the number of calls answered, the impact of the surge in volume of calls received can be seen in the service level, which is still reduced at 21%, and the abandoned rate of 27%. ▶ *see page 12*
- The **Practice Standards Unit** found a number of significant weaknesses and/or breaches of Practice Rules requiring corrective action in 35% of the visits made in April and May. ▶ *see page 7*
- Progress against **LSCC targets** for the first quarter of the new reporting year has been encouraging, particularly in the area of LSO referrals. This month the Ombudsman upheld our handling of the file in 88% of her reports. ▶ *see page 15*

## 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 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 to the SDT are often a combination of matters, frequently originating in different Units, brought together into one application to the Tribunal by the Intervention & Disciplinary Unit (IDU).

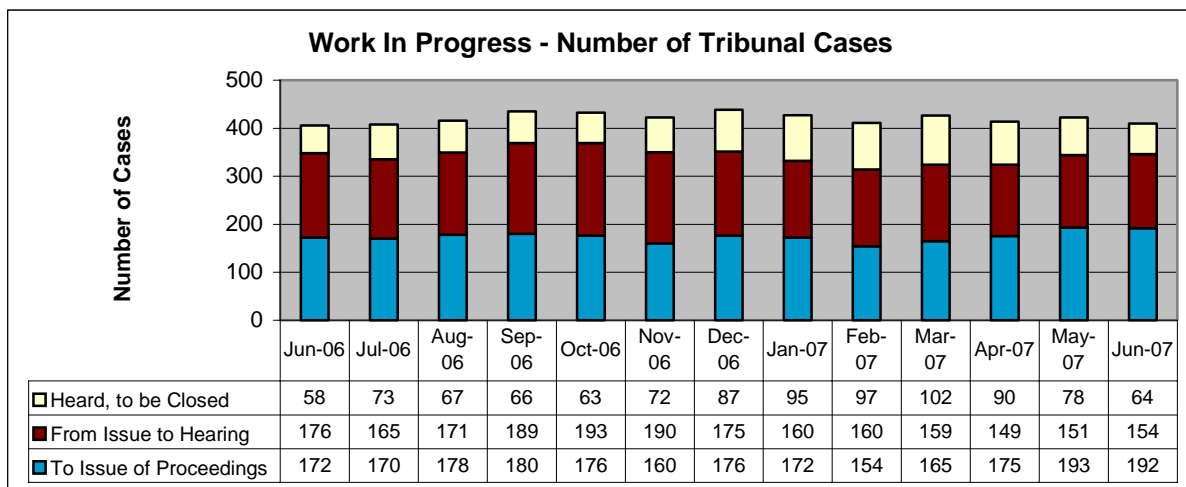
SDT Orders	12 Months to		Variance	Monthly Average 2007
	June 06	June 07		
Fined	65	89	+37%	7
Struck Off	68	73	+7%	6
Suspended	37	38	+3%	3
No Order	11	7	-36%	1
Other	61	53	-13%	4
<b>TOTAL</b>	<b>242</b>	<b>260</b>	<b>+7%</b>	<b>22</b>

Whilst the proportion of orders to Strike Off or Suspend has remained almost constant, both the number and proportion of Fines has increased significantly.

# Legal Prosecutions and Interventions

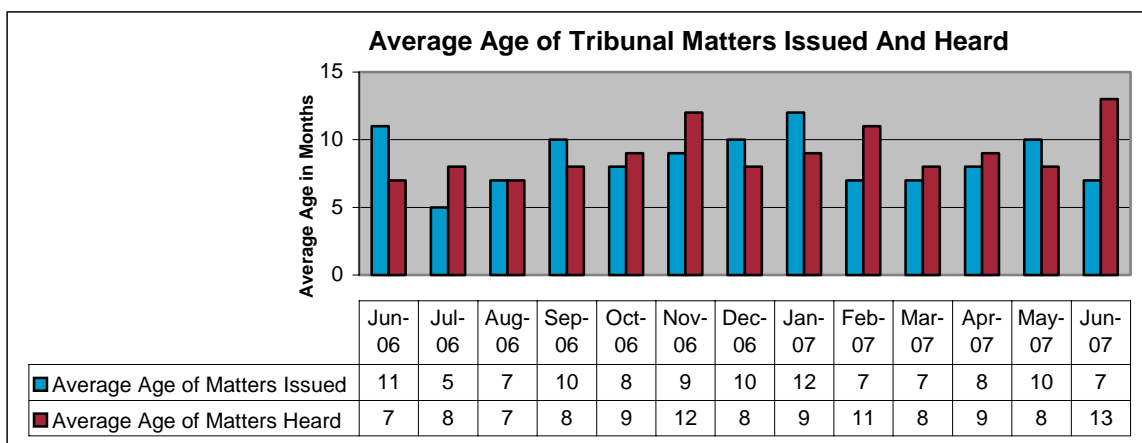
The **Intervention & Disciplinary Unit (IDU)** undertakes a number of important regulatory functions. These include conducting interventions into solicitors' practices, the prosecution of solicitors before the Solicitors' Disciplinary Tribunal (SDT), the conduct of litigation in respect of the exercise of the Society's regulatory powers, recovery of client papers under paragraph 3 of Schedule 1 or section 44B of the Solicitors Act 1974 and the recovery of costs associated with the activities above.

SDT Cases	12 Months			
	To June 06	To June 07	Variance	Monthly Average
New Cases	283	314	+11%	26
Closed Cases	277	307	+11%	26



The chart above refers specifically to Tribunal matters against solicitors (TRI matter types). There are also 29 Section 43 applications in progress with IDU. 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.

Four interventions were effected June, none of which were on the grounds of suspected dishonesty. All 4 were effected within the target.



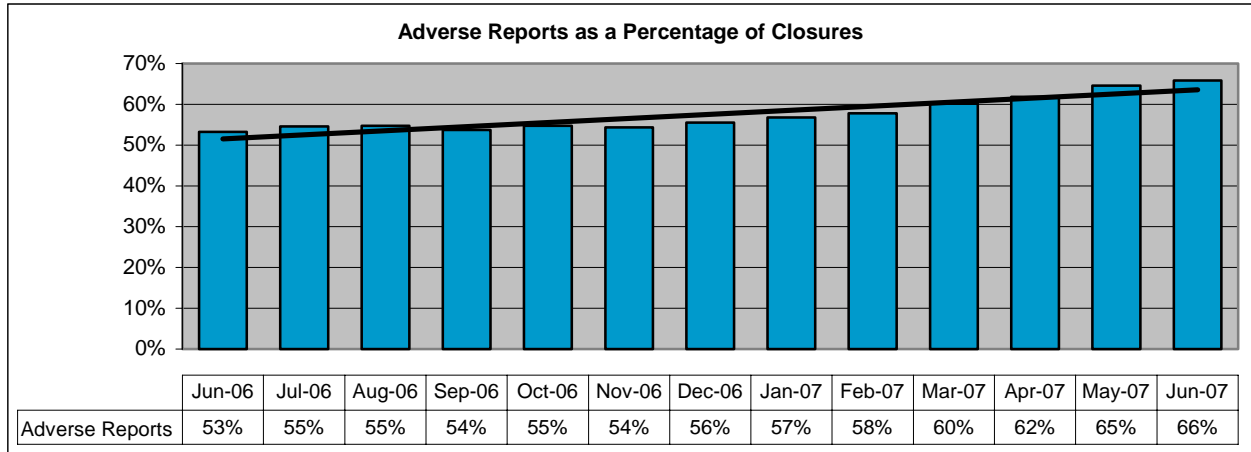
IDU's target is to issue proceedings within 6 months of creation of the matter. Previous reporting measured the age at issue of just those matters that had been heard in the reporting month. Data collection has been reviewed and the chart above now shows the age of those matters issued in the reporting month, as this measure is more reflective of the current work of the unit.

The SDT aims to hear matters within 6 months of proceedings being issued by the Law Society. The chart shows the average age of matters heard during each of the reporting months.

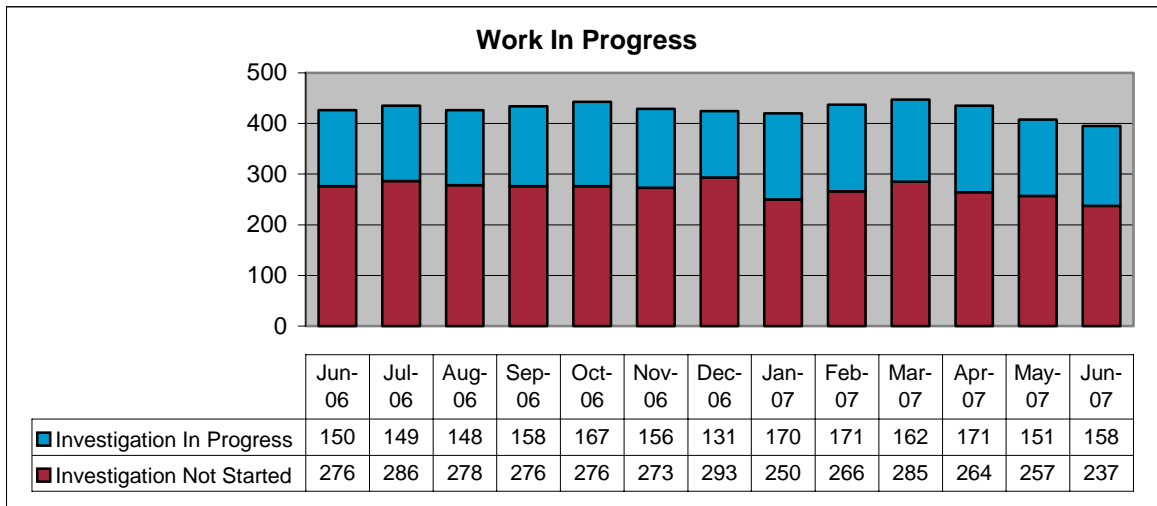
# Investigations

## Forensic Investigations

Forensic Investigations (FI) carries out targeted investigations of firms following the risk assessment of referrals from within Compliance, PSU and casework units. 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 Jun-06	To Jun-07	Variance	Monthly Average
New Investigation Files Created	462	437	-5%	36
Closed or Rescinded	506	461	-9%	38



The proportion of adverse reports continues to rise, 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 Jun-06	To Jun-07	To Jun-07 Target	Variance to Target
Full Risk Profiles Completed	639	548	602	-9%
Total Visits Completed	582	425	496	-14%
Client Care Seminars	8	1	1	0%

Total visits completed are 14% down on target due to the programme of Referral Arrangement Compliance Project (RACP) visits being completed by the Unit. A 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 6% more complaints in the same analysis period.

<b>Visit Outcome Grade</b>	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07
<b>A</b>	7	4	10	7	6	11	2	5	4	4	3	7
<b>B</b>	63	61	54	53	66	50	15	60	52	33	28	24
<b>C</b>	13	22	26	30	29	26	9	20	15	11	14	17
<b>D</b>	3	2	6	4	7	3	3	3	1	2	4	3
<b>No Grade</b>	0	0	0	0	0	0	0	0	0	9	8	10
<b>Awaiting Grade</b>	0	0	0	0	0	0	0	0	0	1	2	6
<b>% of Graded Firms with Grade C or D</b>	19%	27%	33%	36%	33%	32%	41%	26%	22%	25%	35%	35%

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>												
	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07
<b>Formal Referrals as % of Visited Firms</b>	2 2%	4 4%	7 7%	5 5%	6 6%	3 3%	4 14%	3 3%	6 8%	3 5%	5 8%	4 6%
<b>Intelligence Referrals as % of Visited Firms</b>	9 10%	4 4%	8 8%	8 9%	10 9%	9 10%	3 10%	4 5%	8 11%	4 7%	7 12%	1 1%

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 makes 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 5.5%.

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 June 06	To June 07	Variance	Monthly Average To Jun-07
PC Conditions	1231	1900	+54%	158
Intervention	120	88	-27%	7
Referral for Disciplinary Proceedings	330	360	+9%	30
Vest Discretion	248	229	-8%	19
Accountants Reporting Issues	369	233	-37%	19
Finding/Warning/Rebuke/Reprimand	636	832	+31%	69
No Action	349	351	+1%	29
Other	380	309	-19%	26
Costs Directions	478	375	-22%	31
<b>TOTAL</b>	<b>3663</b>	<b>4302</b>	<b>+17%</b>	<b>359</b>

Note: Although there has been a significant increase in decisions relating to PC conditions in the 12 months to June 2007, approximately 23% 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 Law Society 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 1421 applications and concluded 902 investigations. Of those applications:

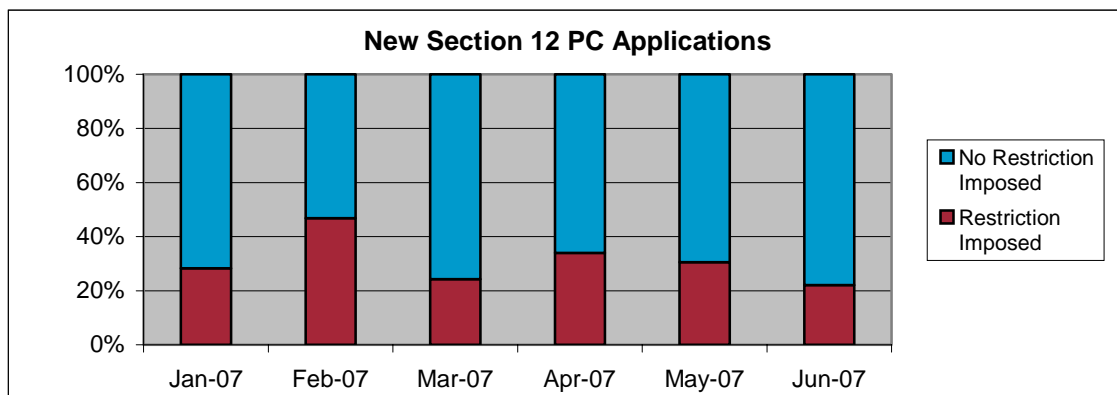
**414 (29%)** were non-Section 12 applications. This includes Section 41 and 43 applications relating to employment, and Accountants' reporting issues.

**319 (22%)** were existing Section 12 applications.

**634 (45%)** were new Section 12 applications.

(54 applications were withdrawn)

The allegations under investigation were upheld in **518 (57%)** cases, of which **133 (26%)** resulted in a referral to the SDT. **256 (28%)** 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, less than 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 June 06	To June 07	Variance	Monthly Average To June 07 *
<b>Not Upheld</b>	<b>5336</b>	<b>4191</b>	<b>-21%</b>	<b>349</b>
Excluded matters	1113	477	-57%	40
Required no regulatory action	3932	3688	-6%	307
Conciliated (service)	291	26	-91%	2
<b>Upheld</b>	<b>578</b>	<b>664</b>	<b>+15%</b>	<b>55</b>
Letter of Advice	130	189	+45%	16
Formal decision made	448	475	+6%	40
<b>Referred to SDT</b>	<b>0</b>	<b>59</b>	<b>n/a</b>	<b>5</b>
<b>Other</b>	<b>6</b>	<b>14</b>	<b>+133%</b>	<b>1</b>
<b>TOTAL</b>	<b>5920</b>	<b>4928</b>	<b>-17%</b>	<b>411</b>

\*Monthly average based on January '07 to date

There has been a 45% 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 25% 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

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 sums above this.

### Claims and payments

Amounts in £ million	YTD		CLOSURES FOR THE MONTH		
	CLAIMED YTD	PAID YTD	Total CLAIM for Closures	Total PAID on these matters	% PAID out of amount claimed
<b>June 07</b>	<b>£4.7M</b>	<b>£5.2M</b>	<b>£2.48M</b>	<b>£0.47M</b>	<b>19%</b>
June 06	£10.1M	£6.2M	£4.19M	£1.2M	29%
Variation	-53%	-16%	-41%	-61%	-10%

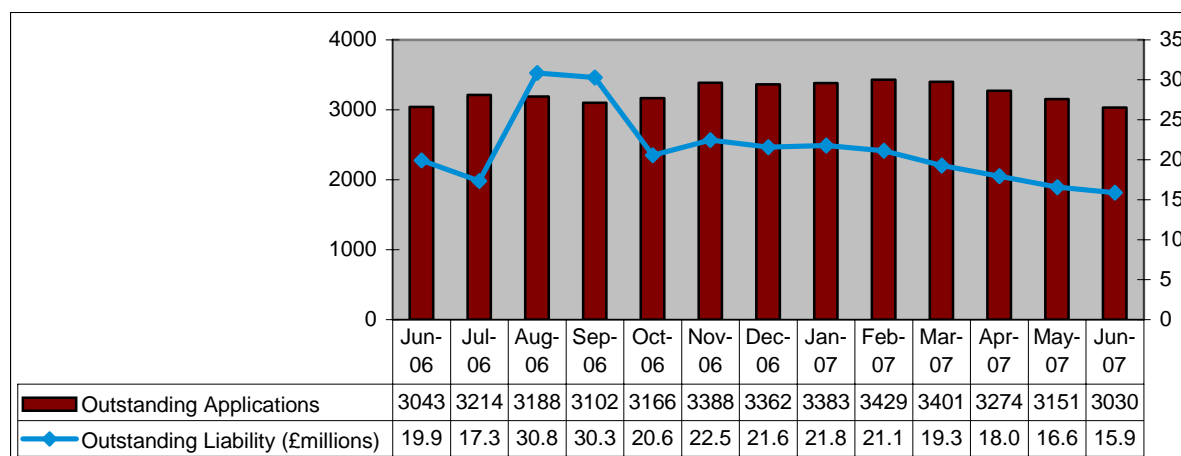
### Ongoing Claims

Amounts in £ million	VALUE OF OPEN CLAIMS	REJECTED	REVISED CLAIM *
<b>June 07</b>	<b>£21.8M</b>	<b>£1.2M</b>	<b>£22.3M</b>
June 06	£32.4M	£0.4M	£34.7M
Variation	-33%	200%	-36%

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

Claims made to the fund this year are down 53% on last June.

### Outstanding Liability

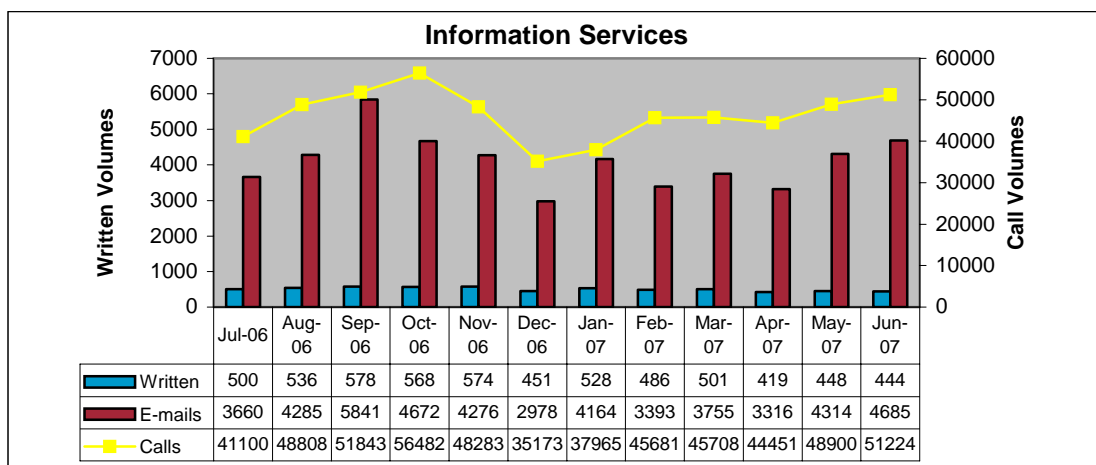


Following a sustained and steady increase over the twelve months prior to November 2006, the number of outstanding applications has begun to decline in the last five months.

Consumer claims continue to be prioritised. In the 12 months to June 2007, 59% of applications by private individuals have been completed within 6 months, and 75% within 12 months. This compares to the overall rate of 48% closed within 6 months and 69% within 12.

Outstanding liability against the fund continues to reduce.

# Information

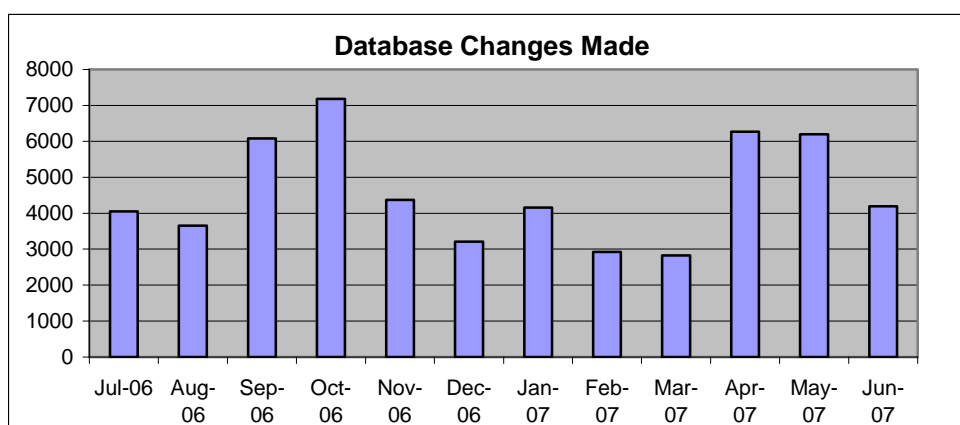


**Information Services (IS)** received the most calls of any month this year in June, 31% higher than June 2006. This volume of work is usually only seen around October when PC renewals take place. With this significant rise in call volumes, the service level has decreased further to just 6% of calls being answered within 30 seconds. The service level has also been impacted badly by customers calling in on multiple telephone lines, causing an increase in the number of calls abandoned. IS are in talks with the customers involved to try to address this issue.

Service levels for written and email communication are much improved this month at 87% and 88% respectively.

All 14 staff appointed as a result of May's recruitment have now taken up their posts. This month, 48 hours were spent on training.

The **Registration Project Team** sent out over 6500 reminder letters to students. Student enrolment applications received year to date have consequently increased to 65% of last year's levels from just 46% last month.



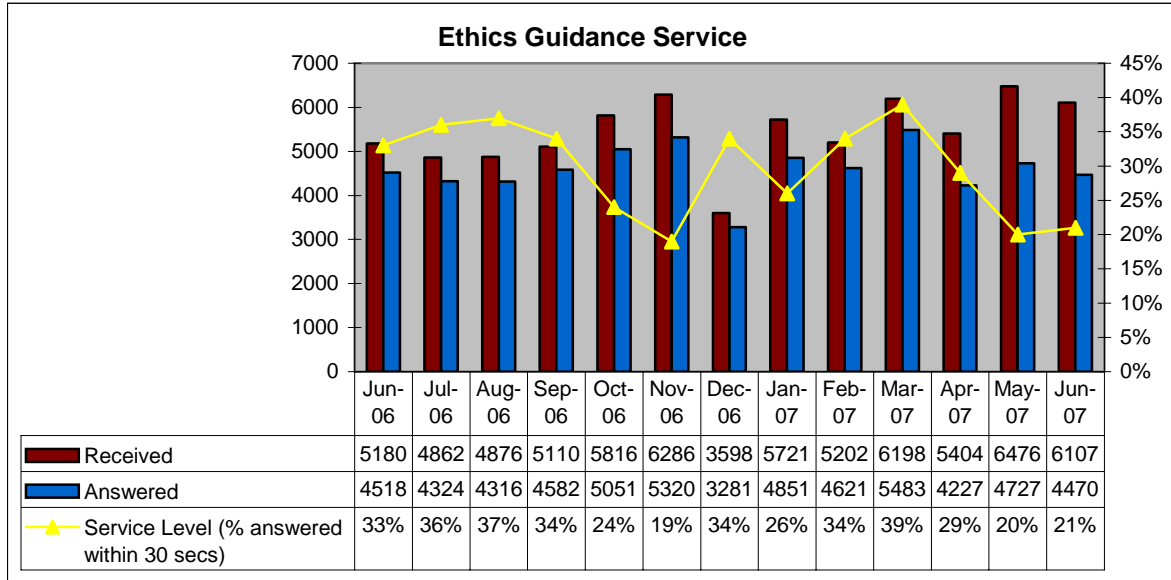
The **Customer Records Team** ensures that the corporate database is kept up to date with any amendments like address changes, movement of the solicitors within organisations and setting up new organisations. The impact of the reduced number of student enrolment applications can be seen in the volume 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, 55101 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.



There was a small reduction in calls received into the Ethics Guidance Helpline in June 2007 compared to May 2007, although it is still up 18% compared to June last year when only 5180 calls were received.

The increase is related to the launch of the new Solicitors Code of Conduct 2007 which has generated a number of enquiries.

Our abandoned rate and service level have remained static.

We are currently recruiting for extra part-time staff to help improve the accessibility of the Helpline to our customers.

## Appendix 1: Resources

### HR and E&D data

#### Monthly HR Update

- As at 30th June 2007, the FTE for the SRA was 484.20 with 110.16 vacancies. (There are 3 fixed-term temps and 44.53 FTE agency and contractors sitting against those vacancies).
- The budget FTE is 594.36.
- 22 days were spent on training in June.

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 June 2007 compared with the overall population of solicitors.

	Population	Regulation / Tribunal Matters
Asian/Asian British	5%	11%
Black or black British	2%	6%
Chinese or other Asian group	1%	1%
Mixed or unknown	14%	18%
White/European	78%	65%
F	43%	24%
M	57%	76%
30 or below	18%	2%
31 - 40	35%	23%
41 - 50	25%	32%
51 - 60	16%	31%
61 or over	5%	11%
Unknown	1%	2%

## Appendix 2: Resources

### Budget report

Direct Costs Summary for the six months ending 30 June 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>30,333</b>	<b>13,756</b>	<b>12,675</b>	<b>1,081</b>	<b>7.86%</b>
Total Staff Expenditure	26,027	12,869	12,155	714	5.55%
Paybill	24,412	12,064	11,440	624	5.17%
Other Staff Costs	1,615	805	715	90	11.16%
Staff & Admin Recoveries	(11,716)	(5,808)	(4,613)	(1,195)	20.57%
Total Non-Staff Expenditure	16,023	6,694	5,133	1,561	23.32%
<b>Income</b>	<b>(6,030)</b>	<b>(3,015)</b>	<b>(4,058)</b>	<b>1,043</b>	<b>-34.57%</b>
<b>Net Expenditure</b>	<b>24,303</b>	<b>10,740</b>	<b>8,617</b>	<b>2,123</b>	<b>19.77%</b>
<b>Total Departmental Charge</b>	<b>24,303</b>	<b>10,740</b>	<b>8,617</b>	<b>2,123</b>	<b>19.77%</b>
<b>Breakdown of Net Expenditure by Business Area</b>					
CEO Group	2,110	968	368	600	61.98%
Information Group	486	269	(584)	853	316.98%
Standards Group	1,039	394	65	329	83.39%
Reg Response Group	4,303	2,132	1,904	228	10.71%
Investigation Group	5,731	2,845	2,682	163	5.74%
Legal Group	990	494	545	(51)	-10.42%
Client Protection Group	2,894	1,156	1,717	(562)	-48.59%
Resources Group	511	256	282	(26)	-10.26%
Policy Group	3,730	1,819	1,452	367	20.20%
SRA Change	2,510	408	186	222	54.33%
<b>Total SRA</b>	<b>24,303</b>	<b>10,740</b>	<b>8,617</b>	<b>2,123</b>	<b>19.77%</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>				
	107	N/A	By 31 March 2008, no more than 65 RDC cases open	71 (non RDC)
<b>Target T2 Cases closed within 3 months of receipt</b>				
<b>Within 3 months</b>	75%	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>				
	88%	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
<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>	-17.2%	-17.2%	-5% to 0%
<b>Target P2: All resources to support the delivery of the plan</b>			
<b>Target P2</b>	-8.9%	-8.9%	-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	