

Key Performance Measurements Report - 2024

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WELCOME TO THE SDT 2024 KEY PERFORMANCE MEASUREMENTS REPORT

At the SDT we are committed to ensuring that our processes are fair, efficient, and transparent. We continuously assess our performance against key metrics to ensure that we are operating effectively and meeting the expectations of our stakeholders.

This Key Performance Measurements (KPM) Report for 2024 provides an overview of how we have performed over the lifecycle of proceedings. It highlights areas of success, the challenges we've faced, incorporating both data and feedback as well as outlining the steps we are taking to further enhance our processes.

Over the past year, we have experienced a very significant increase in caseload; however, we have continued to ensure that cases are concluded efficiently and expeditiously. The now routine use of hybrid hearings, updates to our website functionality, and greater stakeholder engagement have all played a role in making our processes more user-friendly and transparent.

This report brings together key data and insights, reflecting on what we have achieved and areas for continuous improvement which we hope readers will find interesting. By continuously measuring our performance, we remain committed to upholding trust in the Tribunal and the wider legal profession.

KPM 1 - ISSUE OF PROCEEDINGS

Proceedings to be issued or notification of non-certification sent to the Applicant within a set number of calendar days of date of receipt of Originating Application (in the correct format) as below:

(A) Solicitors, Former Solicitors, Registered Foreign Lawyers, Registered European Lawyers, Clerks and Recognised Bodies

Target: 85% of proceedings issued within 5 working days.

(B) Restoration to the Roll, Revocation of a s.43 Order (relating to Solicitor employees), Determine of Indefinite Suspension, Application for a Re-hearing, Variation of a Condition on Practising Certificate, Appeal S44E (Appeals against SRA decisions), Costs Order and Application to Activate Suspension

Target: 85% of proceedings issued within 5 working days.

(C) Lay Applications

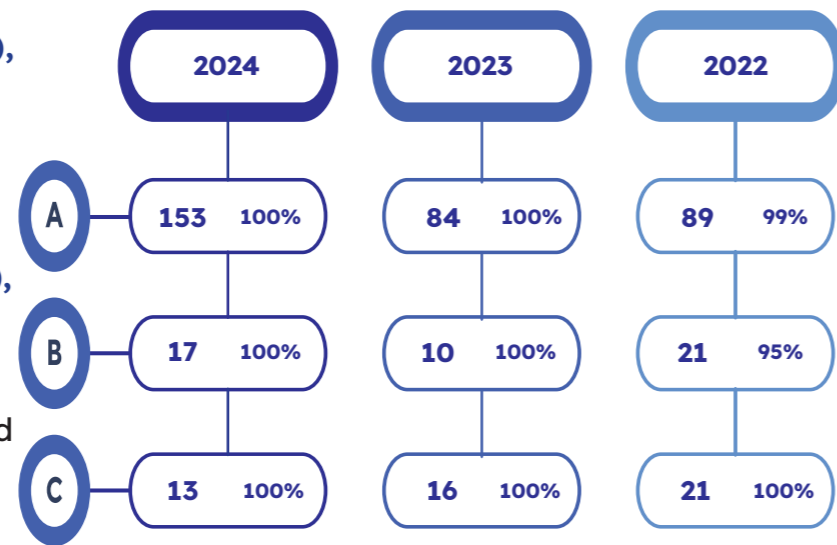
Target: 90% of lay applications to be considered by a Member of the Tribunal and, if required, a Division of the Tribunal within 8 working days.

COMMENTARY

In 2024, the Tribunal experienced a 62% increase in **overall** caseload and an 82% increase in cases referred by the Solicitors Regulation Authority (SRA) compared to 2023. This increase was primarily driven by the SRA's efforts to address a historical backlog of cases. The impact of this increase extends well into 2025, as the majority of these cases are scheduled for listing during this year.

Despite the substantial increase in applications received, the Tribunal successfully maintained its high standard, achieving KPM1 A and B with 100% of cases being issued within 5 days and KPM 1 C being issued within 8 days.

The table overleaf details the breakdown of the applications received in 2024 and provides a comparison with previous years.



BREAKDOWN OF APPLICATIONS RECEIVED

APPLICATIONS	2024	2023	2022
Rule 12 (SRA)	153	84	89
Rule 12 (Lay Application)	13	16	21
Application to remove/vary conditions	3	2	6
Rule 17 Application - Restoration/Lift Suspension	3	4	4
Remitted Appeal	0	0	4
Application for Leave to Enforce Costs Order	0	0	3
Appeals S44E/46/14C	5	3	2
Rule 19 - Review of Order of Solicitor employees	6	1	1
Rule 37 - Application for Re-Hearing	0	0	1
TOTAL	183	110	131

LAY APPLICATIONS



Whilst there was a slight decrease in the number of Lay Applications received in 2024, they continue to be submitted on a regular basis.

Recognising that Lay Applicants may be unfamiliar with the SDT's procedures, the Tribunal offers guidance to assist with the submission of lay applications. Senior Clerks and the Case Management Team are available to respond to queries on procedural matters and to support applicants in navigating CaseLines, the Tribunal's electronic document management system.

With regard to the applications received, it continues to be the case that while many Lay Applicants provide detailed accounts of their concerns about a solicitor, a firm, or a third party's solicitor, they frequently do not include sufficient supporting evidence to demonstrate alleged breaches of the Code of Conduct and/or Principles. However where concerns raised by a Lay Applicant have the potential to constitute a breach of the Code and/or Principles, the SDT will refer the matter to the SRA for investigation before making a final certification decision.

Lay Applicants are provided with a Memorandum fully outlining the Tribunal's decision.

RESPONDENT INFORMATION

In 2024, the Tribunal issued 153 sets of proceedings in relation to cases received from the SRA.

Those 153 proceedings equated to 163 individuals and 12 recognised bodies (Firms).

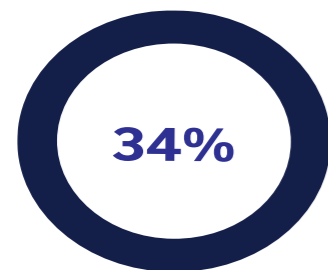
The Tribunal has collated information in relation to Respondent type and position which may be of interest.



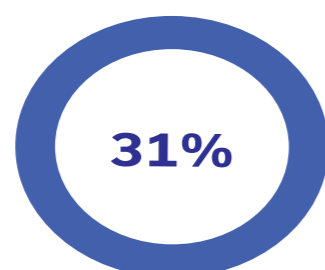
ALLEGATION THEMES

Upon receipt of an application from the SRA, we also record within our Case Management system, information in relation to the general themes of allegations brought relating to dishonesty, lack of integrity and Accounts Rules

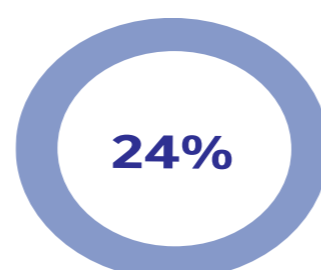
breaches. The graphic below shows the percentage of the 153 cases received containing these themes. The remaining 11% related solely to Accounts Rules breaches or did not fall within any of these categories.



DISHONESTY & LACK OF INTEGRITY



LACK OF INTEGRITY ONLY



DISHONESTY, LACK OF INTERGRITY COMBINED WITH ACCOUNTS RULES BREACHES

Additionally, we record information in relation to cases which involve sexual misconduct and criminal convictions.

Of the cases received from the SRA in 2024:

- 10** related to a criminal conviction only
- 7** related to sexual misconduct only
- 5** related to both sexual misconduct and a criminal conviction

Due to the evolving nature of cases received from the SRA, we have further adapted our Case Management System to record when cases are received relating to vexatious litigation and counter-inclusive behaviour.

The enhancement of our system to capture these cases streamlines the reporting process, facilitates the preparation of briefing notes and supports the identification of lessons learned from outcomes.

KPM 2 - DETERMINATION OF PROCEEDINGS BY HEARING

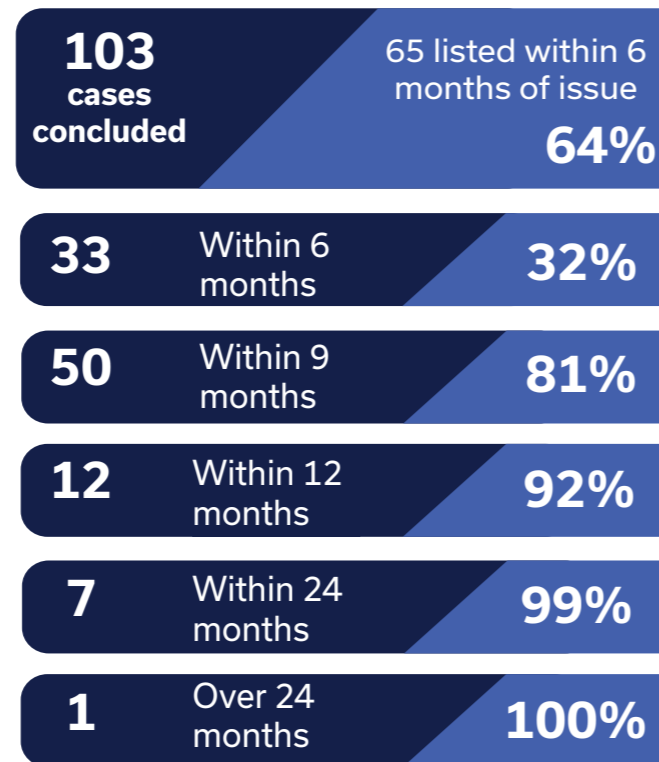
(A) Target:

75% of cases first listed for substantive hearing date within 6 months of issue

(B) Target:

Final Determination of application, by substantive hearing or other hearing format, from the date of issue of proceedings to take place within: -

- 60% 6 months of issue
- 80% 6-9 months of issue
- 95% 9-12 months of issue
- 100% 12-24 months of issue



timeframe.

Cumulatively this reduced our ability to meet the KPM. However, despite these challenges, we adapted our processes and the majority of cases were concluded within nine months.

COMMENTARY

Performance in this area has faced significant challenges in 2024.

With regard to KPM2A, 64% of cases were listed within six months of issue in 2024, compared to 100% in 2023.

This decline is primarily attributed to the substantial 82% increase in cases received from the SRA in 2024, as previously noted in relation to KPM1.

When scheduling cases for substantive hearings, multiple factors must be considered, including courtroom capacity and clerking resources.

The significant rise in case volume in 2024 placed additional pressure on Tribunal resources, impacting our ability to meet previous listing timelines.

In relation to KPM2A, this area has also encountered challenges during the 2024 reporting period. A combination of the significant increase in caseload and fluctuations in staffing levels throughout the year impacted our ability to conclude cases within the standard six-month

ADJOURNMENTS DATA

Adjournment applications remained largely consistent with 2023, with 51 being received, one fewer compared to the previous year.

The table below shows the breakdown of adjournment applications received by party.

Application by	Total	Granted	Refused
Appellant*	1	1	0
Applicant	15	13	2
Joint	6	6	0
Ordered by SDT	5	5	0
Respondent	24	19	5
TOTAL	51	44	7

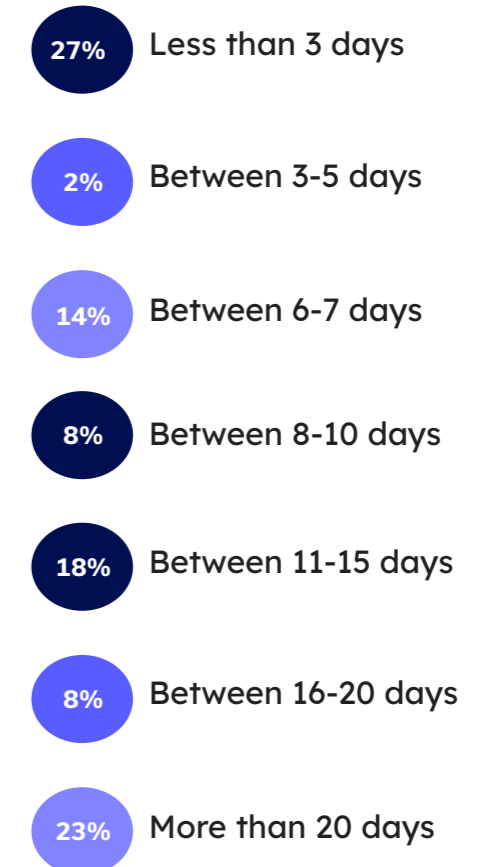
The primary reason for requesting an adjournment of proceedings was the ill-health of respondents, which accounted for 33% of all adjournment applications.

This was closely followed by the Applicant being unprepared for the hearing (16%), the Respondent being unprepared for the hearing (14%), and the Agreed outcome negotiations (6%). Some other reasons for adjournment include unavailability of legal representatives (6%), insufficient time estimates (4%) and other proceedings pending (4%).

Although the number of adjournment applications remained largely consistent with the previous year, the granted applications resulted in a loss of 119.5 hearing days, reflecting a 51% increase compared to 2023, when 79 days were lost.

This rise in lost hearing days is attributed to the receipt of more complex cases from the SRA, which typically have longer hearing estimates.

In terms of receipt of applications for adjournment, the highest proportion of applications were submitted less than 3 days before the hearing, the breakdown is detailed below:



The late submission (and subsequent granting) of adjournment applications create challenges in listing further cases at short notice to backfill lost hearing days.

Rescheduling is further complicated by the need to consider witness availability and the availability of the parties involved.

AGREED OUTCOMES

There was a modest 5% increase in the number of Agreed Outcomes received in 2024. However, this was accompanied by a small decrease in the number of approvals compared to 2023. As can be shown from the data below, there was also an increase in the number of applications rejected.

To provide further context to the graphic below, while a total of 40 Agreed Outcome applications were received in 2024, these related to only 33 cases. The discrepancy arises due to Agreed Outcome applications being submitted in cases involving multiple respondents and a separate application being submitted for each.

	2024	2023	2022
Total Received	40	38	50
Approved	34	36	46
Rejected	6	2	4

Upon receipt of an Agreed Outcome, 68% were considered by a Panel within 7 days.

Of the Agreed Outcome applications received, 52% were submitted more than 28 days in advance of the substantive hearing, while 48% were received within 28 days of the hearing.

The impact on court time lost resulting from the receipt of Agreed Outcomes amounted to 117 days, representing a 41% increase compared to 2023.

This increase is attributable to parties reaching agreements in more complex cases, which were associated with longer hearing estimates.

Associated Sanctions

The 34 agreed outcomes approved in 2024 resulted in 37 sanctions.

19 of the Respondents who entered into an Agreed Outcome were legally represented.

The sanctions can be categorised as follows:

- 18** Struck off
- 9** Fine
- 9** Fixed Period Suspension
- 1** Section 43 Clerk Order

In relation to the sums of fines ordered, these ranged from £3,500 at the lowest to £27,500 at the highest.

KPM3 - COST PER COURT

	2024	2023	2022
No of Court sitting days	209	212.5	174.25
Member Fees & Expenses	£692,697	£614,098	£441,354
Administrative Expenses	£1,752,036	£1,987,699	£2,658,802
Total Spend	£2,444,715	£2,601,797	£3,100,156
Average Cost per Court	£11,697	£12,244	£17,791

As shown above, the average cost per court in 2024 was £11,697, marking a reduction of around 4.5% in comparison to 2023.

When submitting the 2024 budget to the Legal Services Board, we estimated that the Tribunal would sit for 208 days. As demonstrated above, this projection was highly accurate, with the actual figure exceeding the estimate by just one additional day. The funding for this extra sitting day has been allocated from the Tribunal's Designated Reserves.

The increase in member fees and expenses in 2024 compared to 2023 is attributed to the return to a higher number of in-person hearings and the introduction of cancellation fees in August 2024, capped at a maximum cancellation payment of 2 days. This was brought in due to the high volume of late submissions for an agreed outcome or adjournment. While there has been an increase in this specific area, it is important to note that the overall expenditure for 2024 has decreased significantly compared to previous years.

The loss of hearing days due to agreed outcomes or last-minute adjournments has

a direct impact on the cost per court, as cases being removed from the list at short notice lead to underutilised court resources and inefficiencies. This issue increases the average cost per court, as fixed expenses remain unchanged despite reduced activity.

Following a consultation with the User Group Committee in October 2024, the Tribunal has revised its listing approach and implemented new processes in relation to its Standard Directions designed to mitigate this challenge. These changes aim to enhance the efficiency of hearing scheduling and ultimately improve the cost per court, ensuring that resources are used more efficiently and cost-effectively moving forward.

The impact of these changes, however, are not expected to become fully apparent until 2026, as the majority of cases scheduled for 2025 were received in 2024 and therefore listed under the previous system. This means that the benefits of the revised listing approach will take time to materialise.

KPM 4 - PRODUCTION OF JUDGMENT

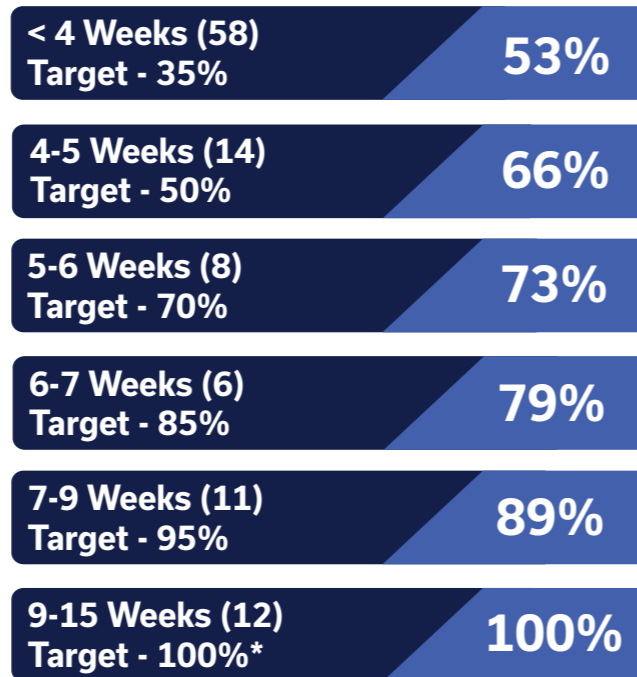
In total in 2024, there were 109 Judgments issued. While we exceeded the Key Performance Measure (KPM) overall, with 54% of judgments issued to the parties within seven weeks, this represents a decline compared to 2023, when 72% were sent out within four weeks.

We did not reach the target for the issuing of judgments within the 6-7 and 7-9 week periods with 79% of judgments issued within 6-7 weeks (against a target of 85%) and 89% issued within 7-9 weeks (against a target of 95%). A review of the data indicates that these delays primarily occurred during quarters 3 and 4 which coincided with a period of staff shortages and training, as outlined below.

During this period, we had cause to place reliance on temporary resources whilst a recruitment exercise was being undertaken for two Deputy Clerks and we faced a shortage of staff within the existing clerking team throughout the year for various reasons.

Additionally, once the recruitment exercise was complete, the requirement to train the two new Deputy Clerks, who joined the Tribunal in quarter 3, along with the increased length and complexity of cases, further contributed to delays in the timelines for issuing judgments.

There is a discrepancy in the figures between KPM2 and 4 - this is due to more than one Judgment being produced in some cases with multiple respondents where they have been dealt with separately.



In terms of improvements to accessibility of Judgments, we undertook modifications to our website to include the publication of the executive summary within the judgment link. This change was implemented to provide users with a brief overview of the judgment allowing them to understand the decision without having to read the entire document, thereby providing a concise summary of the judgment's content at a glance.

In Q4 of 2024, the Tribunal commenced the implementation of announcing summary findings at the conclusion of proceedings for appropriate cases. The objective was to provide parties and the public with a clear overview of the Tribunal's reasoning behind its decisions in order to enhance transparency and understanding of the outcomes. The rollout of this practice will continue throughout 2025, with ongoing refinements where necessary.

*1 judgment is presently being signed off by the Panel however will be issued within the 9-15 week window.

KPM 5 - APPEALS



APPEALS RECEIVED

Decisions of the SDT are subject to appeal to the Administrative Court.

Any party subject to an SDT order may appeal the decision if they believe there has been an error in law, fact, or procedure.

The Solicitors Regulation Authority (SRA) also has the right to appeal a decision if it considers that the outcome is unduly lenient or that an error has been made.

Lay Applicants who have had their applications refused may also appeal the decision to the Administrative Court.

Appeals must be filed within 21 days of the SDT's written decision being issued.



APPEALS OUTSTANDING



APPEALS LODGED BY RESPONDENT



APPEALS LODGED BY APPLICANT

In 2024, the Tribunal received a total of five appeals. Of these, four related to cases concluded in 2024, while one concerned historical proceedings from 2017. The four appeals related to 103 matters concluded in 2024 represent an appeal rate of 3.9%.

The appeals received in 2024 remain pending. Of the five appeals, the stated grounds include two appeals relating to findings, one asserting that the Tribunal was wrong in law, one appealing the sanction imposed, and one concerning the 2011 Appeal Rules.

Update in relation to appeals from 2023:

Of the 12 appeals received in 2023 (four of which related to cases concluded in 2022), eight remain pending, two were dismissed, and two were upheld.

The Tribunal continues to publish full reasons for its decisions within its judgments so that all parties and the public can understand the rationale behind them. Any significant points arising from an appeal are shared with the membership through a briefing note prepared by the clerking team as part of an education/lessons learned process.

KPM 6 - TRIBUNAL STAFF & MEMBERSHIP

Ensure that the diversity profile of the SDT's staff team and its membership reflect the diversity of the population it serves, and the solicitors' profession (of England and Wales) in particular.

COMMENTARY

During this reporting period, changes to the staffing team at the SDT have resulted in a shift in the demographic data for KPM6 compared to 2023.

Notable changes include 16% of the team now being under the age of 25, along with an increase in staff representation from Black and Asian backgrounds.

Additionally, there has been an increase in religious diversity within the team. The composition of the Tribunal's membership has changed from 2023 due to the resignation of a solicitor member.

The demographic data relating to practising population has been compiled via the SRA Diversity data tool.

	Practising Population	SDT Members	SDT Staff
No Disability	90%	85%	100%
Disability	6%	11%	0%
Prefer not to say	4%	4%	0%

	Practising Population	SDT Members	SDT Staff
Buddhist	1%	0%	8%
Christian	41%	50%	67%
Hindu	2%	4%	8%
Jewish	2%	4%	0%
Muslim	6%	4%	0%
Sikh	2%	0%	0%
Other religion/belief	2%	0%	0%
No religion/belief	36%	34%	17%
Prefer not to say	8%	4%	0%

	Practising Population	SDT Members	SDT Staff
Asian	12%	9%	16%
Black	3%	2%	16%
Mixed/Multiple Ethnic Groups	3%	0%	10%
Other Ethnic Group	1%	0%	0%
White	77%	89%	58%
Prefer not to say	4%	0%	0%

	Practising Population	SDT Members	SDT Staff
Female	53%	48%	75%
Male	45%	52%	25%
Prefer not to say	2%	0%	0%

	Practising Population	SDT Members	SDT Staff
Other	0%	0%	0%
Bi-sexual	1%	2%	0%
Gay-Lesbian	3%	0%	0%
Heterosexual	89%	93%	100%
Prefer not to say	6%	5%	0%

	Practising Population	SDT Members	SDT Staff
Under 25	0%	0%	16%
25-34	30%	2%	0%
35-44	29%	8%	25%
45-54	22%	17%	25%
55-64	13%	43%	34%
65+	4%	30%	0%
Prefer not to say	2%	0%	0%

KPM 7-10 USER SATISFACTION

Performance Measures 7-10 aim to monitor user satisfaction in 4 key areas:

- Response of the SDT administrative team;
- Access to hearings;
- Experience of using the SDT website;
- Time and opportunity for parties and advocates to present their case.

Data in respect of these measures is gathered via a user feedback survey which is sent out 3 times during the year, each covering a 4-month period. Surveys were sent to participants in cases are categorised as follows:-

- Respondents (Non-SRA)
- Applicants (Non-SRA)
- Legal representatives (SRA)
- Legal representatives (Non-SRA)

We work with a third-party provider to maximise efficiency and ensure anonymity of data, and to encourage participation. Recipients of the survey are asked 4 questions:

- If you contacted the Tribunal’s administrative team, did you feel they listened to and understood your needs?
- Were you able to access/attend the hearing effectively?
- If you visited our website, was it useful and/or did it help you prepare for your hearing/case?
- During the hearing did you have sufficient time and opportunity to present your case/evidence to the Tribunal?

In 2024, out of 131 questionnaires distributed, 22 were completed and returned, resulting in an overall completion

rate of 17%. In 2023, 164 questionnaires were distributed, with 34 responses received, leading to a completion rate of 21%.

However, direct year-on-year comparison is not possible, as the number of questionnaires circulated each year varies depending on the number of cases concluded and the number of parties involved in each case. This fluctuation impacts the response rate and makes it difficult to draw direct statistical comparisons between the two years.

The table below shows the number of questionnaires sent and received in 2024 and the response rates broken down by feedback group.

Group	Sent	Returned
Respondent (Non SRA)	49	9
Applicants (Non-SRA)	8	2
Legal Representative (Non SRA)	24	6
Legal Representative (SRA)	50	5

We are engaging with the third party provider to consider if there are way to improve data collection in this area as it remains low, albeit recognising that Respondents in particular may not wish to engage with the Tribunal at the conclusion of the process.

KPM 7 & 8

The table below shows how different feedback groups responded to the question: ‘If you contacted the Tribunal’s administrative team, did you feel they listened to and understood your needs?’

Group	Total Responses Received	Answered Yes (Target 70%)	Answered No	Answered N/A (not included in % calculation)
Respondent (Non SRA)	9	4 (100%)	0	5
Applicants (Non-SRA)	2	1 (100%)		1
Legal Representative (Non SRA)	6	6 (100%)		
Legal Representative (SRA)	5	5 (100%)		
Total				

The table below shows how different feedback groups responded to the question: ‘Were you able to access/attend the hearing effectively?’

Group	Total Responses Received	Answered Yes (Target 90%)	Answered No	Answered N/A (not included in % calculation)
Respondent (Non SRA)	9	3 (60%)	2 (40%)	4
Applicants (Non-SRA)	2	1 (100%)		1
Legal Representative (Non SRA)	6	6 (100%)		
Legal Representative (SRA)	5	4 (80%)	1 (20%)	
Total				

KPM 9 & 10

The table below shows how different feedback groups responded to the question: 'If you visited our website, was it useful and/or did it help you prepare for your hearing/case?'

Group	Total Responses Received	Answered Yes (Target 70%)	Answered No	Answered N/A (not included in % calculation)
Respondent (Non SRA)	9	6 (86%)	1 (14%)	2
Applicants (Non-SRA)	2	1 (50%)	1 (50%)	
Legal Representative (Non SRA)	6	6 (100%)		
Legal Representative (SRA)	5	3 (100%)		2
Total				

The table below shows how different feedback groups responded to the question: 'During the hearing did you have sufficient time and opportunity to present your case/evidence to the Tribunal?'

Group	Total Responses Received	Answered Yes (Target 70%)	Answered No	Answered N/A (not included in % calculation)
Respondent (Non SRA)	9	6 (86%)	1 (14%)	2
Applicants (Non-SRA)	2	2 (100%)		
Legal Representative (Non SRA)	6	5 (83%)	1 (17%)	
Legal Representative (SRA)	5	5 (100%)		
Total				

COMMENTARY

The Tribunal's administrative team continues to receive positive feedback regarding the assistance they provide, maintaining the trend observed in previous years.

Overall, feedback on access to hearings remains largely positive. However, four participants in this feedback group marked this question as not applicable, which has impacted the statistical analysis, as these responses are not included in the final calculations. However, responses do suggest that there are further opportunities to enhance accessibility and support for this group.

Regarding the Tribunal's website, while the target for user satisfaction was met, feedback from those who did not respond positively highlights areas for improvement and further refinement.

Encouragingly, the target indicating that feedback groups felt they had adequate time and opportunity to present their case before the Tribunal has been achieved.

We recognise that response rates remain relatively low in comparison to the number of feedback requests circulated. Given the nature of the work of the Tribunal, securing feedback can be challenging, particularly when Respondents have faced outcomes that may significantly impact their professional careers.

In addition to multiple-choice responses, survey participants are invited to share open-ended comments on their experience, highlighting both strengths and areas for improvement. A selection of this feedback is outlined below:

What went well:

'Initially I was representing myself and I struggled with tasks like uploading documents - I really appreciated the help offered by the admin team'

'Everything runs to plan and queries dealt with'

'Very good reception staff - understood what a horrible experience being taken to the SDT is even if the defence succeeds as it did in my case'

'Hearing was effective and the Tribunal clearly tried to engage in the issues.'

Even better if:

'Panel members drawn from a wider section of the public.'

'The standard directions were less prescriptive and more relevant.'

'Sometimes there are unexplained delays, for example if an application is being considered, if that happens it would be helpful to have a brief update and expected timescale for resolution.'

This mechanism serves as a valuable tool for gaining insight into stakeholder experiences at the Tribunal.

The summary above provides a snapshot of the feedback received. However, some participants also provided feedback on the Tribunal's decision, which falls outside the scope of the feedback sought, as well as feedback on their interactions with the SRA.

We have carefully considered the feedback regarding Standard Directions and as referenced in KPM3, have engaged with the User Group Committee to implement enhancements to our processes and Standard Directions.

We are exploring the integration of an active feedback mechanism into our website, similar to our approach with EDI data collection, to enhance the quality and depth of feedback received and reduce reliance on feedback being gathered solely at the conclusion of proceedings.

Our website now allows us to track user analytics and identify the areas users engage with most frequently. In 2024, the website attracted 48,580 users, generating 487,488 page views, with each visit averaging approximately 4.5 pages viewed.

Additionally, we can monitor outbound link activity. For example, in December 2024, a Substantive hearing listed resulted in the Zoom link for the proceedings being accessed 1,459 times.

This high level of engagement underscores the value of hybrid hearings in enhancing accessibility and facilitating greater public participation in proceedings.

By analysing the analytics data referenced above with insights from the feedback questionnaire, we will utilise this information to enhance the website's functionality, ensuring it delivers greater value to visitors.

Additionally, we will assess which areas require increased visibility and prominence.

EDI DATA COLLECTION RESPONDENT DATA

For the first time, we are able to report on the demographics of respondents appearing before the Tribunal in conjunction with the sanctions imposed. Historically, this information has been challenging to capture; however, we have successfully addressed this gap through a revised approach.

By integrating an Equality, Diversity, and Inclusion (EDI) form into our website and amending our data collection process, we have seen an improvement in responses enabling us to better analyse this information.

As a result, we are now able to present demographic data for a number of individuals who appeared before the Tribunal in 2024 marking a significant step forward in our commitment to transparency.

For some sections, given the small number of individuals involved, we have intentionally generalised the demographic data and not included the number of individuals to which the data relates to protect the anonymity of respondents and avoid inadvertent identification.

As we continue to collect more data in the future, we aim to build upon this foundation, providing a clearer and more comprehensive picture over time.

STRIKE OFF

43 Respondents struck off in 2024, demographic data available for 5.

Ethnicity

4 identified as White British.
1 identified as Filipino.

Disability

1 reported having a disability.
2 reported no disability.
2 preferred not to disclose.

Gender

3 were male.
2 were female.

Age

1 was aged 36-45.
3 were aged 45-55.
1 was aged 56-65.

Sexual Orientation

All 5 identified as heterosexual.

Religion

All 5 identified as Christian.

FINE

26 fines handed down in 2024, demographic data available for 8.

Ethnicity

5 identified as White.
3 identified as Asian.

Disability

1 reported having a disability.
5 reported no disability.
2 preferred not to disclose.

Gender

5 were male.
3 were female.

Age

2 were aged 36-45.
4 were aged 46-55.
1 was aged 56-65.
1 was aged over 65.

Sexual Orientation

All 8 identified as heterosexual.

Religion

2 identified as Christian.
1 identified as Hindi.
3 identified as Muslim.
2 identified as having no religion.

SUSPENSION

13 Respondents were made subject of a suspension in 2024 however the demographic data received has been intentionally generalised to avoid inadvertent identification.

Among those who chose to provide demographic information, individuals represented a range of ethnic backgrounds, including those from minority ethnic groups, while some preferred not to disclose.

Age representation was primarily within the 46-55 range, though some individuals preferred not to disclose this information. Most respondents who disclosed their sexual orientation identified as heterosexual, with others opting not to disclose.

Religious beliefs varied, with respondents identifying with a range of faiths, while a notable proportion chose not to disclose their religion.

We also retain demographic data for Respondents whose allegations were found not proved and individuals who submitted applications to the Tribunal under Rules 17-19 of the Solicitors Disciplinary Proceedings Rules 2019 or appeals against internal decisions of the SRA.

However, due to the limited volume of this data, there is a risk of inadvertent identification.

At this stage, the dataset is not sufficiently robust to allow for meaningful reporting however we hope to present more sufficient data in these areas in 2025.

DATA SHARING WITH THE SRA

For a number of years we have collaborated with the Solicitors Regulation Authority (SRA) to verify the sanction data included in their Diversity Monitoring Reports. The most recent report for the period 2022/2023 (from 1 November 2022 to 31 October 2023), was published on [20 December 2024](#). By working with the SRA, we assist in verifying the accuracy of the sanction data for a specified period, ensuring the information presented in their report is correct.

In terms of the findings in the SRA report, they were able to present data relating to 111 individuals who appeared before the Tribunal however there were limitations on what could be reported in order to avoid the risk of identification.

Key takeaways from the report included:

- During the specified period, the gender distribution of cases concluded by the Tribunal was 78% male and 22% female, with gender data available for 110 out of 111 individuals.
- The ethnicity breakdown for concluded cases was 59% White and 41% Black, Asian, and minority ethnic, with

ethnicity recorded for 102 of the 111 individuals.

- Regarding sanctions by ethnicity, 62% of individuals struck off were White, while 38% were from Black, Asian, and minority ethnic backgrounds, with ethnicity known for 58 of the 63 individuals struck off.
- Similarly, among those fined, 59% were White and 41% were from Black, Asian, and minority ethnic backgrounds, with ethnicity recorded for 22 of the 23 individuals fined.
- The SRA also provided a breakdown by age of individuals who were struck off as follows: 25% (16-44), 32% (45-54), 25% (55-64) and 17% (65+).

Additionally, the report featured a section on the demographic data of Respondents whose cases were concluded by Agreed Outcome during the specified period. Again, in order to avoid identification, there were limitations on what information could be published. However their findings included:-

Sex: 54% of women and 41% of men reached an agreed outcome rather than proceed to a hearing.

Ethnicity: A smaller percentage of Black, Asian, and minority ethnic individuals reached an agreed outcome in their cases (36%). In contrast, 53% of White individuals concluded their case via an agreed outcome.

Age: A larger proportion of individuals aged 64 and under concluded their cases through a hearing rather than an agreed outcome:

58% for those aged 25-44
71% for those aged 45-54
60% for those aged 55-64

In contrast, for the 65+ age group, a smaller percentage concluded their case through a hearing (30%) compared to those who reached an agreed outcome.

The full report can be found on the SRA website via the link opposite.

THE YEAR AHEAD

As we continue to enhance our processes, the year ahead will see the SDT focusing on several key areas to improve efficiency, transparency, and stakeholder engagement.

One of our primary areas of refinement will be the summary findings provided at the conclusion of hearings. We will ensure the clarity and conciseness of these findings, making key points well-structured and easily accessible to all relevant parties.

Additionally, we will explore ways to shorten our judgments without compromising their integrity. This will involve evaluating opportunities to streamline content, enhance the use of relevant linked documents, and refine the layout, all while upholding the highest standards.

Furthering our commitment to transparency, we will take steps to enhance stakeholder understanding of our processes. This includes improving the way we communicate procedural updates and decision-making frameworks, ensuring that all those who interact with the Tribunal have a clear view of our operations.

Recognising the increasing role of technology in legal services, we will also explore innovative ways to utilise our website to provide better access to information, deliver greater value for money and enhance user experience. This may include improvements to digital accessibility and interactive guidance for those engaging with the Tribunal.

Moreover, we will be closely monitoring the implementation of new procedural changes to assess their impact on operational efficiency and cost-effectiveness. This will include an evaluation of how these

refinements influence the cost per court sitting.

Through these efforts, we aim to make meaningful improvements to the way we operate, providing a more efficient, transparent, and accessible Tribunal for the public and profession.