



Corporate Strategy 2017–2020 Consultation

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We have achieved a great deal over the last three years.

We have reformed our regulation and how we work, cutting bureaucracy, improving our customer service and setting out a path for real change in our sector. Members of the public and the profession worked with us as we reviewed arrangements for becoming a solicitor, freed up law firms to run other businesses, launched a new register of law firms, produced new, simple, targeted codes for those we regulate and took steps towards a clear, short handbook.

Our operational work is faster and more efficient, and our staff have developed new corporate values with fairness and inclusion at their heart. Importantly, we

have absorbed inflationary pressures and kept costs for law firms and solicitors steady.

Now, it is time to look ahead. This draft strategy sets out what we want to achieve between now and 2020.

To draw up our strategy, we have looked at what is coming down the line – what is happening in the legal sector that would or could impact on what we do.

We are seeing change in how legal services are delivered, change in people's expectations of those services and how they can find the information they need, and change in how the profession is made up and its aspirations.



And, of course, we have the backcloth of changes in the UK-EU relationship and what that could mean for relationships between England, Wales, Scotland and Northern Ireland.

The challenge of widening access to legal services continues. We know that the vast majority of members of the public and small businesses do not use legal services. Diversity in law firms is improving, but there is much more for the profession to do and we will play our part in supporting its work. And, concerns about risks such as money laundering and cybercrime will not go away over the next three years.

We have a role, working with others, to address these and other issues.

Over the past three years, we have begun a major transformation of our approach to regulation and of ourselves as an organisation. We are working to make both fit for the future and fit to meet the

complex challenges we face. We are also working to improve access to high quality legal services for the people who need them.

Our aim for 2017–20 is to continue that work in collaboration with the public, those we regulate, the justice system and other regulators. That will help us to better understand and meet the needs of everyone we serve.



Strategic aim one

We will set and apply consistently high professional standards for the individuals and firms we regulate and make sure they are appropriate to meet the challenges of today and the future.

Strategic aim two

We will make sure our regulatory requirements are proportionate, providing solicitors and firms the flexibility to innovate and better meet the needs of members of the public and businesses, while maintaining appropriate levels of public protection.

Strategic aim three

We will increase the availability of relevant and timely information to help people make informed choices in the legal services market.

Strategic aim four

We will make sure that our regulatory arrangements work as effectively as possible for the public, businesses, solicitors and firms in the context of constitutional developments within the UK and any new relationship with the EU.

Strategic aim five

We will work better together and with others to improve our overall effectiveness, our responsiveness and the delivery of our regulatory functions.

We would welcome your views on our proposals. In particular:

- Do you have any comments on the key factors we have identified in the legal services market and wider environment?
- What should be our key priorities over the next three years?
- Do you have any comments on our proposed programme of work?
- What in our Corporate Strategy 2017–20 do you think will make the greatest impact?
- What have we missed?

Please send your responses to: consultation@sra.org.uk by 21 September.

Get in touch



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