

Solicitors  
Regulation  
Authority

# SRA: Corporate Pulse Study 2025

Quantitative results  
August 2025

# Objectives and methodology

# Objectives and methodology of the research

## Primary objectives:

- Deepen understanding of how the SRA can deliver on its 2023–2026 strategy
- Track changes in stakeholder views compared to the 2024 benchmark
- Monitor progress through regular tracking of Strategic Performance Indicators (SPIs)

## Methodology:

- As part of the one-year on pulse study, surveys were developed to include key tracking questions drawn from the original benchmarking study.
- A 5-minute online survey was developed for:
  - Legal Professionals
  - SMEs
  - Opinion Leaders
  - MPs and Senedd members
- A longer 10-minute online survey was created for Consumers, allowing for the inclusion of additional questions focused on public perceptions and personal experiences with legal services.
- The surveys retained key indicators from the original benchmark study, ensuring that core metrics could be tracked consistently over time.



# Key findings

## Confidence and trust:

- Overall picture is similar to 2024 benchmark.
- Confidence and trust in legal services remains fairly high and stable for most audiences.
- Only two groups where shifted significantly:
  - MPs and MSs confidence and trust is up (24pp to 76%)
  - Consumers it is down (by 6pp to 69%).

## Drop in consumer positivity:

- No clear evidence behind falling consumer positivity.
- Not due to awareness of more negative stories or news about the legal sector.
- Could reflect more general pattern – wider evidence of increasing public pessimism in general.
- Consumers generally less positive about all legal regulators and regulators in other sectors too; no evidence specific to SRA.

## Other groups:

- SMEs particularly positive about legal services and regulation.
- Rises in positivity among MPs/MSs may reflect general positivity of a new Parliament and cohort post-election.
- Opinion formers positivity has dropped in some areas – most notably that our work is increasing trust and confidence in legal services (down 13pp to 32%).

# Key findings

## SRA and regulation:

- Awareness of the SRA has increased for three out of five audiences.
- Positivity about legal regulators – and other regulators – generally falling; SRA most known and positively viewed of legal regulators.
- SRA: most groups still positive, but legal professionals' negativity has increased by 8pp to 34%:
  - SMEs (76% positive vs 3% negative)
  - Consumers (56% vs 7%)
  - Profession (51% vs 34%)
  - MPs and MSs (49% vs 4%)
  - Opinion leaders (43% vs 16%)
- MPs/MSs biggest rise in positivity vs Consumers and Legal Professionals biggest drops.
- Most believe that legal services are well regulated.

## Factors driving trust and confidence:

- Factors driving confidence and trust in legal services consistent with last year's results.
- Four main factors:
  - high standards
  - high quality training and qualifications
  - transparency of costs structures
  - clarity and timeliness of communication.
- And factors that stakeholders think we play key role remain the same:
  - high standards
  - high quality training and qualifications
  - action against malpractice
  - transparency cost structures.
- Some shifts among certain groups (see slides 29 to 32) and general rise in importance of action against malpractice.

# Key findings

## Feedback on Business Plan and budget

- Majority would pay more for legal services if regulated more effectively (57%)
  - Similar proportion (59%) also say that even if regulator thinks it needs more funding it should keep its budget the same and not risk increasing cost of legal services.
  - Views split (around 40% either way) as to whether regulator should reduce spending even if reduces protections.
- When given six reasons in business plan for budget increases, the majority agreed that these justified increasing the regulator's budget:
    - to recruit more investigators (68%)
    - to improve how use data and intelligence (67%)
    - to deal with increase in misconduct reports (66%)
    - to deal with increasing concerns about 'NWNF' (66%)
    - to deal with larger, more complex cases (65%)
    - to manage increases in inflation, increase in operational costs (59%).

# Other interesting insights

## Consumer / SME views:

- Consumers: satisfaction with legal services remains high across all types of legal professionals, particularly for those who used a solicitor – 89% report being satisfied with service.
- Consumers and SMEs: strong agreement that solicitors are a well-respected profession and offer credible advice.
- While trust, satisfaction, and confidence in legal services remain high among Consumers and SMEs, value for money is a weaker point in the overall experience.

## Regulation:

- Confidence and trust in legal services are strongly associated with views on regulation.
- Among those who say they have confidence in legal services, 83% believe the sector is well regulated.
- Recent users of legal services are more likely to agree the sector is well regulated.

## Misconduct:

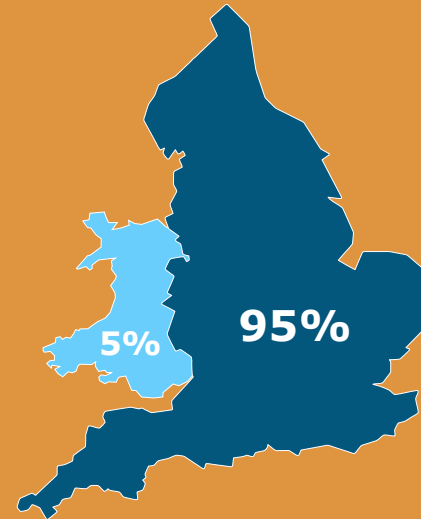
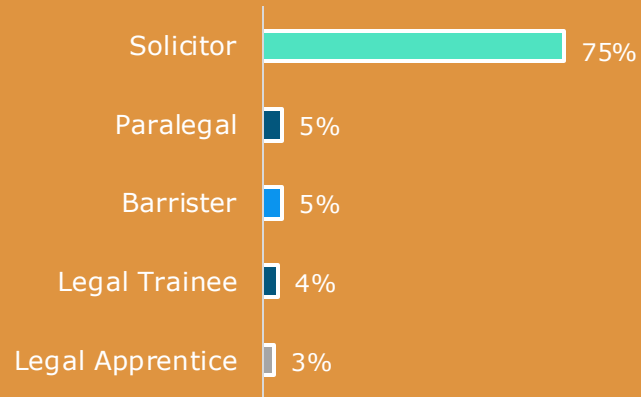
- Sizeable proportions of Consumers and SMEs report that they have experienced misconduct from legal professionals (17% and 27% respectively).
- For consumers this has increased significantly - up six percentage points since benchmarking.
- Two out of five groups ranked 'taking action against misconduct' more highly, as a key factor we should play a role in.

# Sample profile

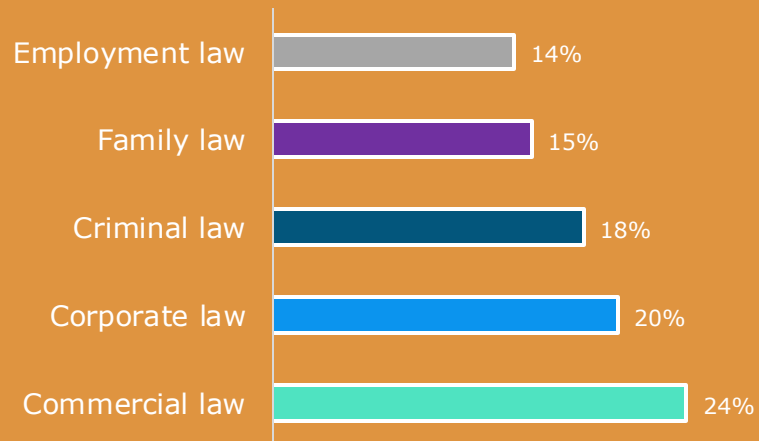


# Legal Professionals

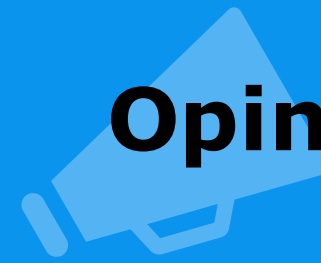
## Job Type (Top 5)



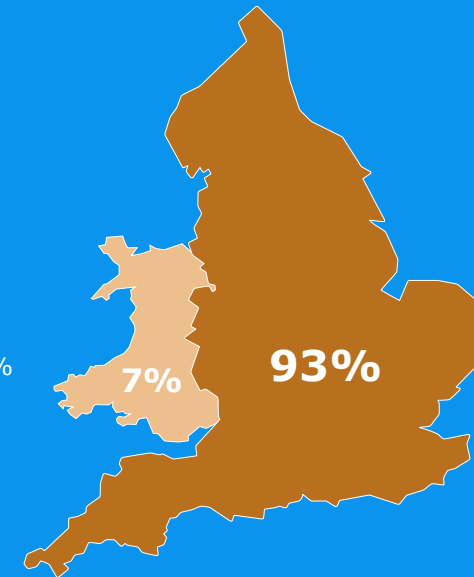
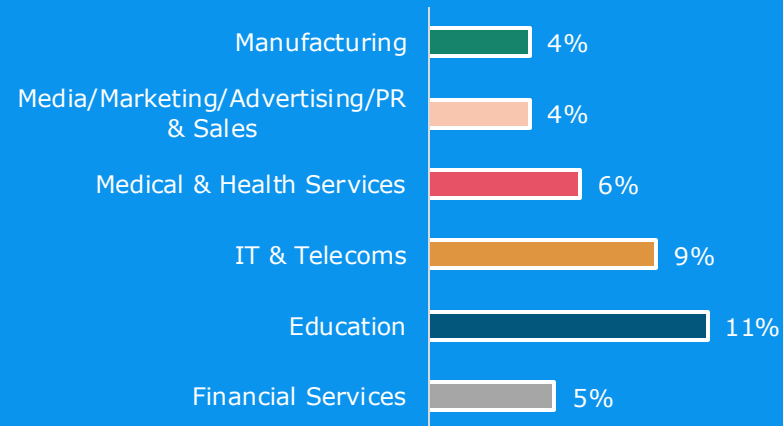
## Area of practice (top 5)



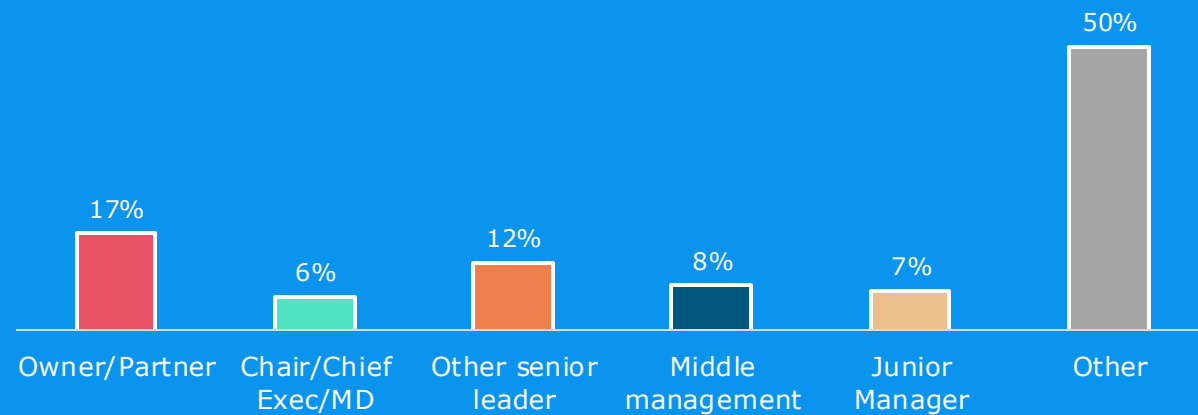
# Opinion Leaders



## Business Sector (Top 7)

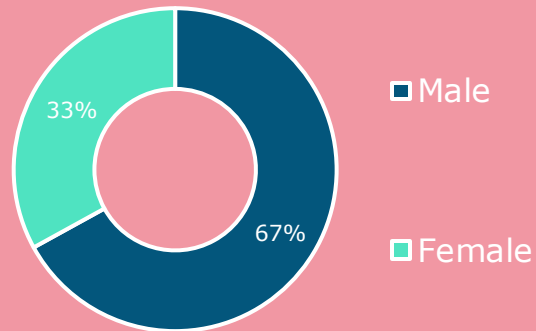


## Seniority Level

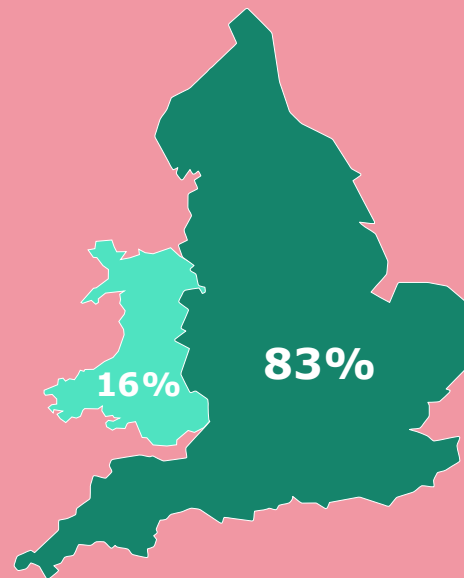
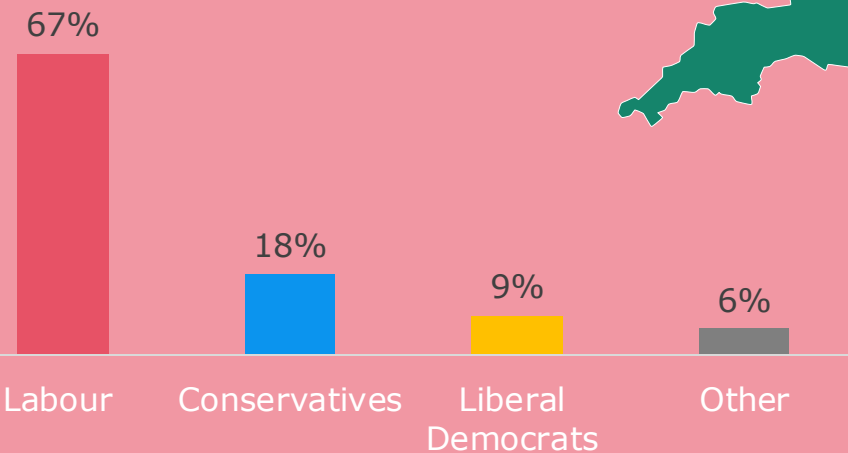


# MPs / Senedd

## Gender

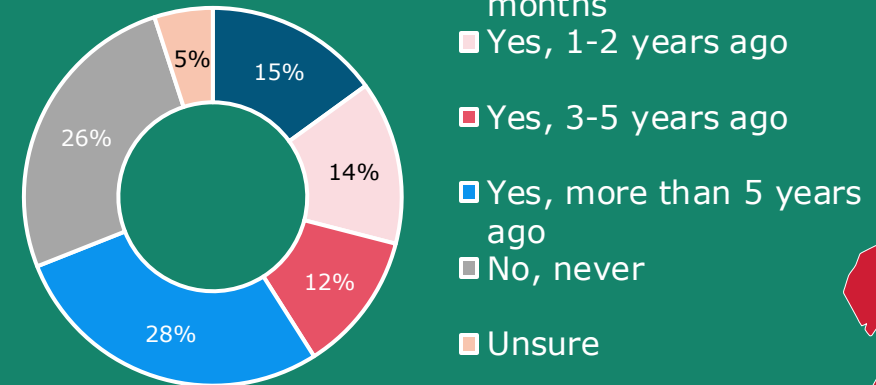


## Political party

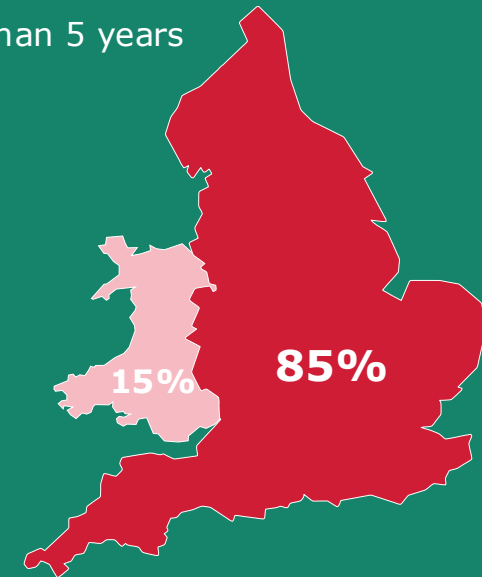
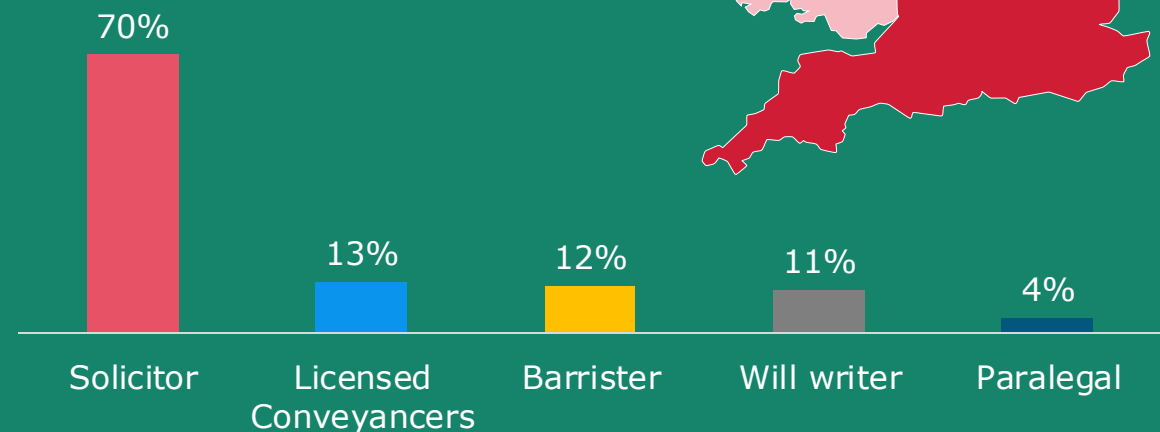


# Consumers

## Use of legal services

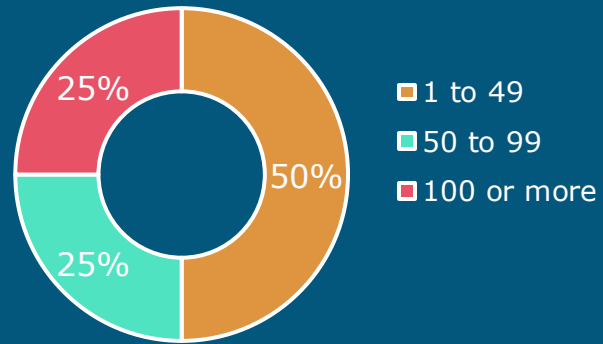


## Legal professional engaged with (Top 5)

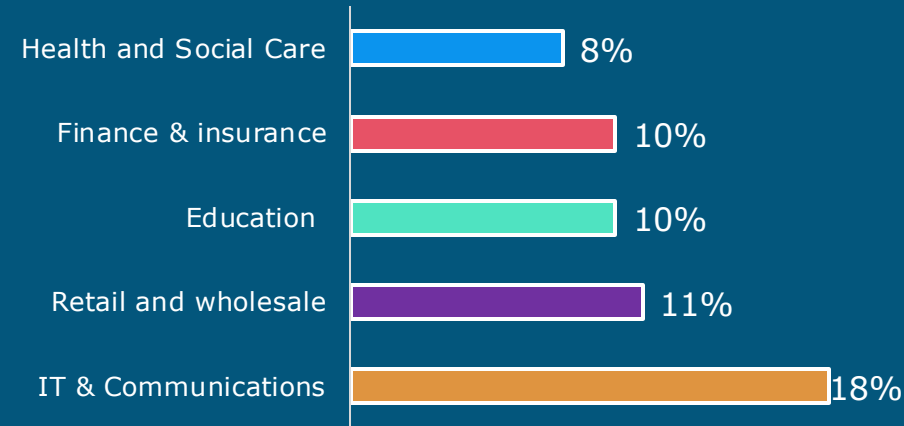




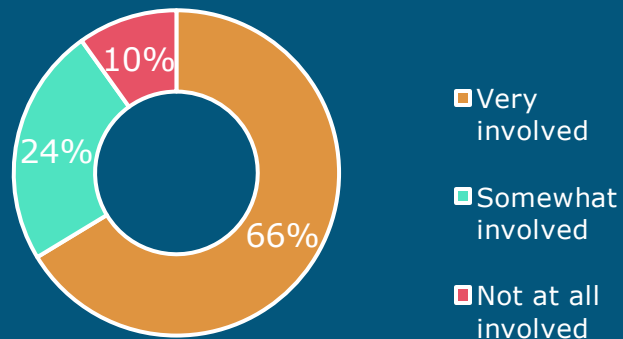
## Size of business



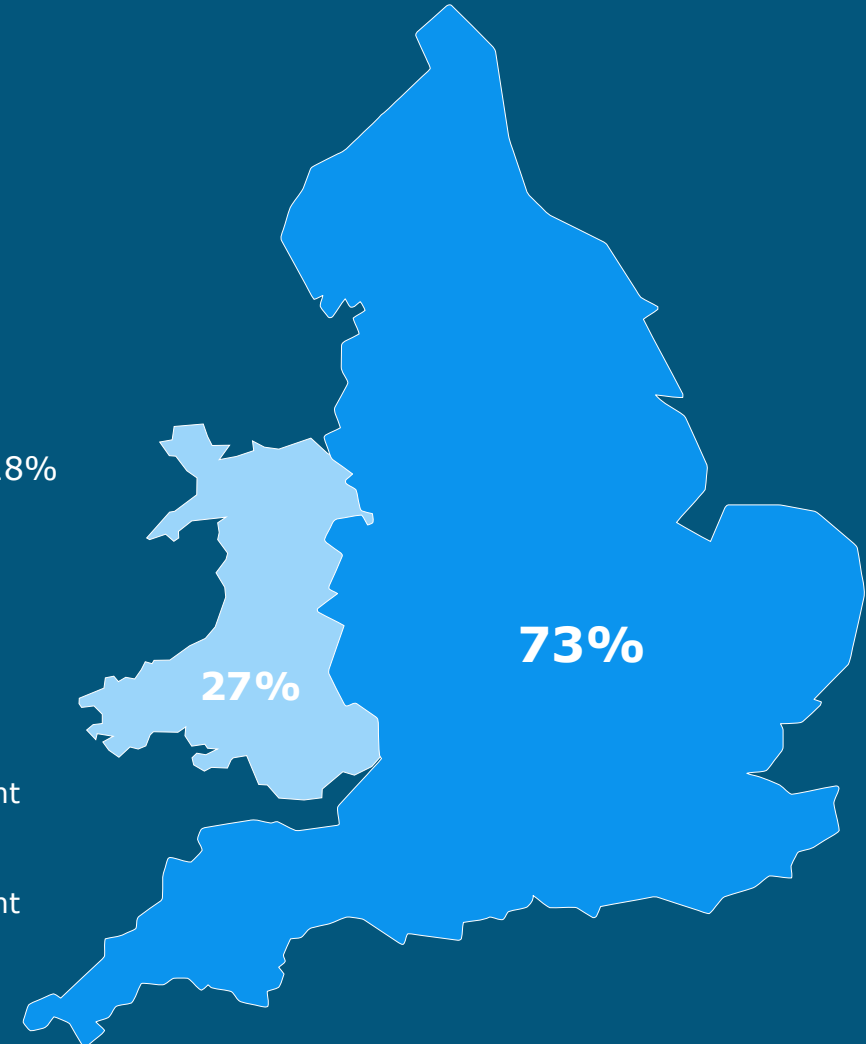
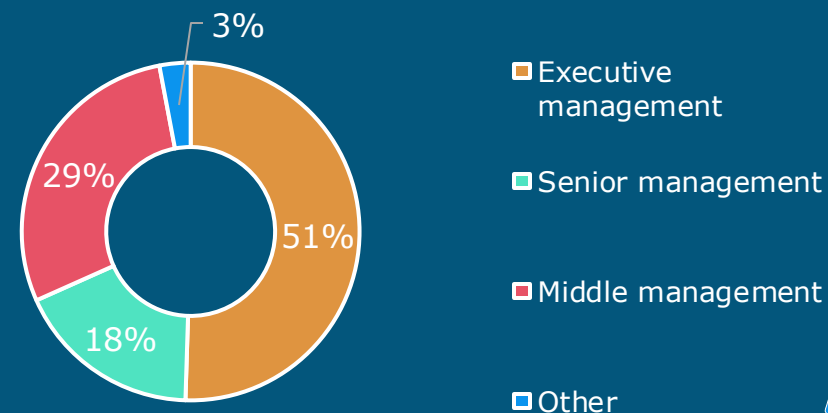
## Business sector (top 5)



## Involvement in choosing legal services



## Job role





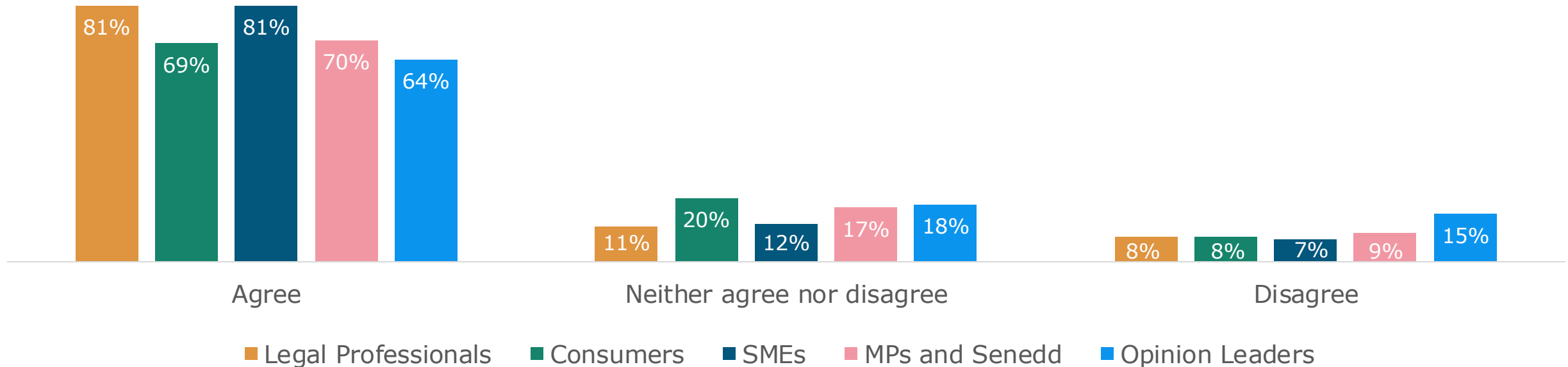
# Strategic Performance Indicators (SPIs)

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# Confidence levels remain high since 2024 with some movement across audiences

## SPI: I have confidence in legal services

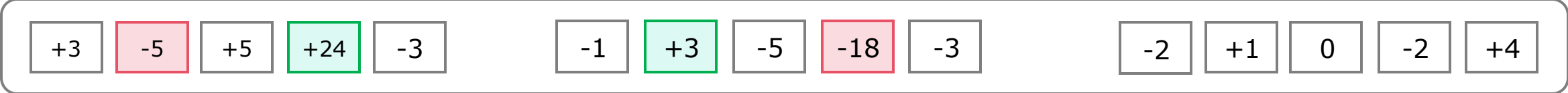
Percentage difference since 2024 benchmarking study (with red indicating a statistically significant decline and green indicating a statistically significant increase)



# Trust levels remain high since 2024 with some movement across audiences

## SPI: I have trust in legal services

Percentage difference since 2024 benchmarking study (with red indicating a statistically significant decline and green indicating a statistically significant increase)



Agree

Neither agree nor disagree

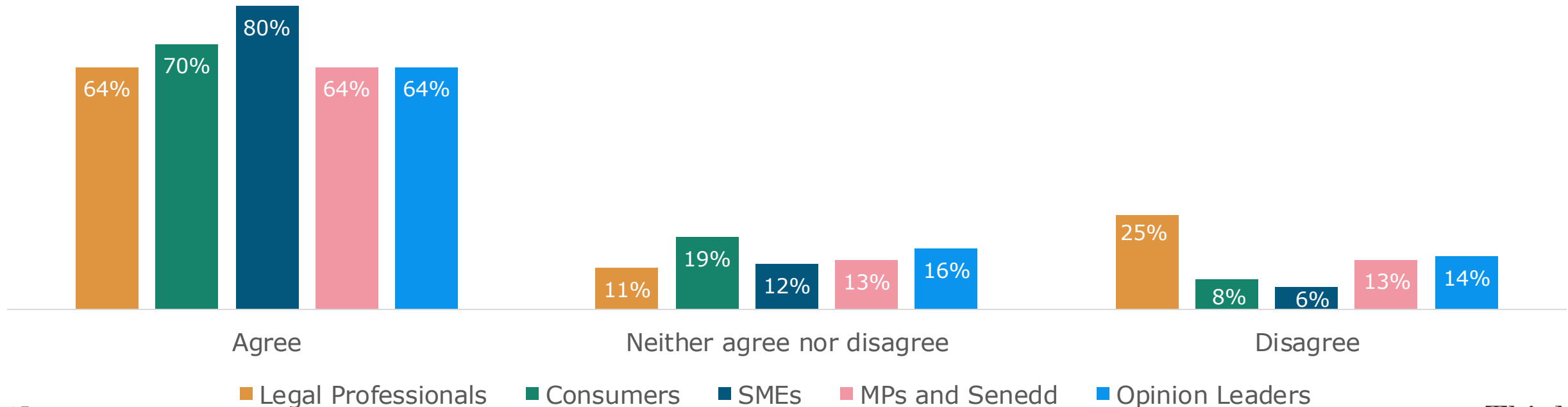
Disagree

■ Legal Professionals 
 ■ Consumers 
 ■ SMEs 
 ■ MPs and Senedd 
 ■ Opinion Leaders

# Belief that legal services are well regulated remains fairly high

## SPI: I believe legal services are well regulated

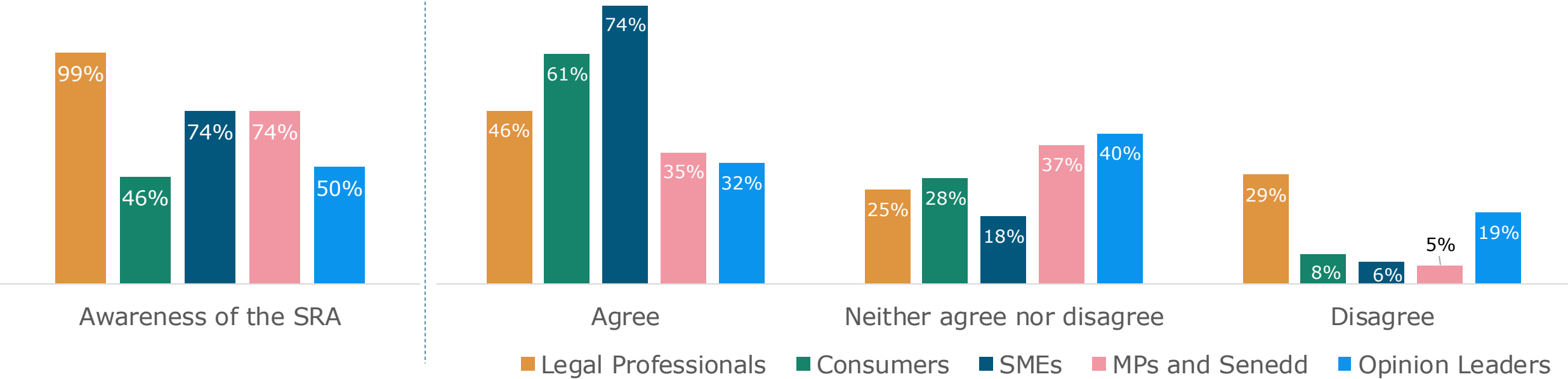
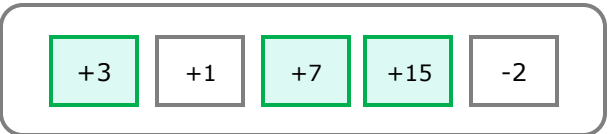
Percentage difference since 2024 benchmarking study (with red indicating a statistically significant decline and green indicating a statistically significant increase)



# Awareness of the SRA is up, with the positive impact of its activity decreasing for some audiences

## SPI: The SRA activity has increased my confidence and trust in legal services

Percentage difference since 2024 benchmarking study (with red indicating a statistically significant decline and green indicating a statistically significant increase)

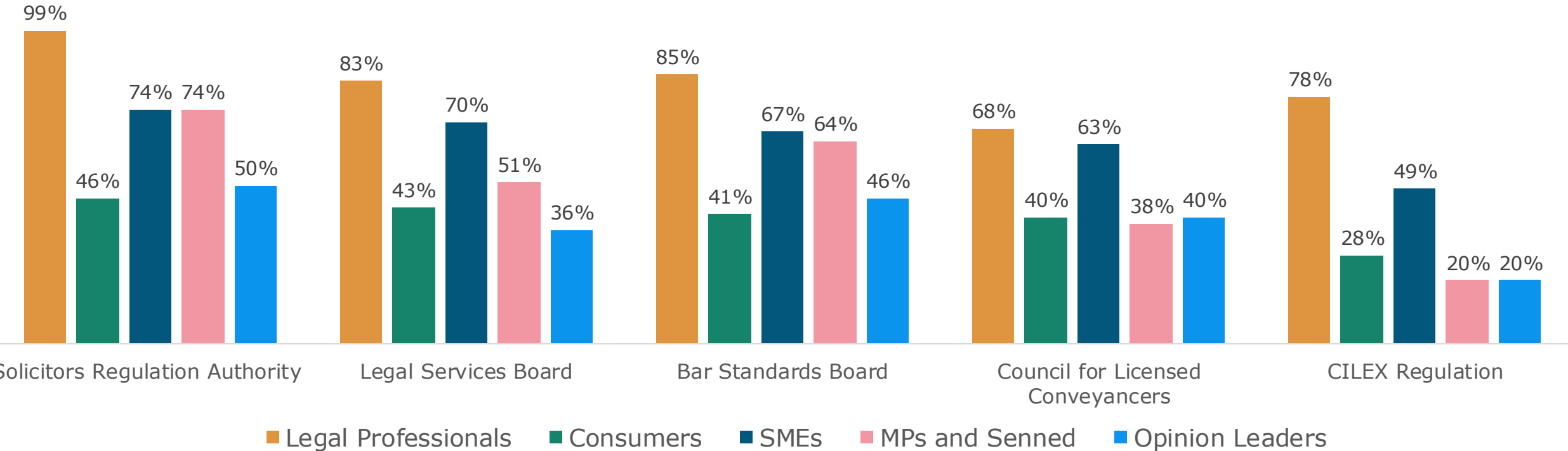
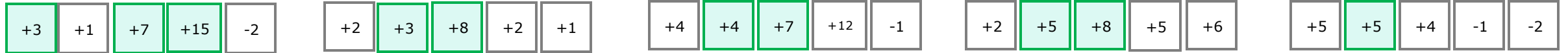


Only asked to those aware of the SRA

# The SRA is the most well recognised legal regulator

## Awareness of legal regulators

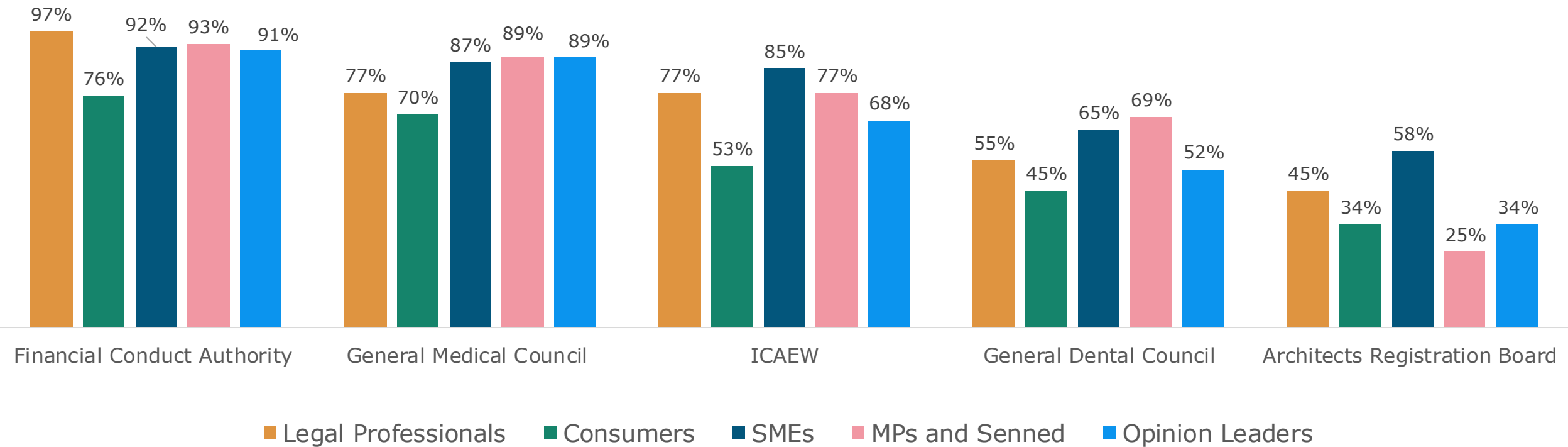
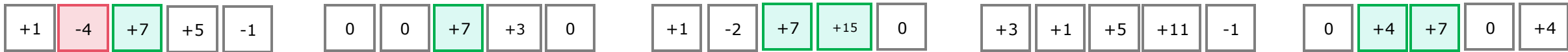
Percentage difference since 2024 benchmarking study (with red indicating a statistically significant decline and green indicating a statistically significant increase)



# In line with the benchmarking study, the FCA is the most widely recognised regulator

## Awareness of other regulators

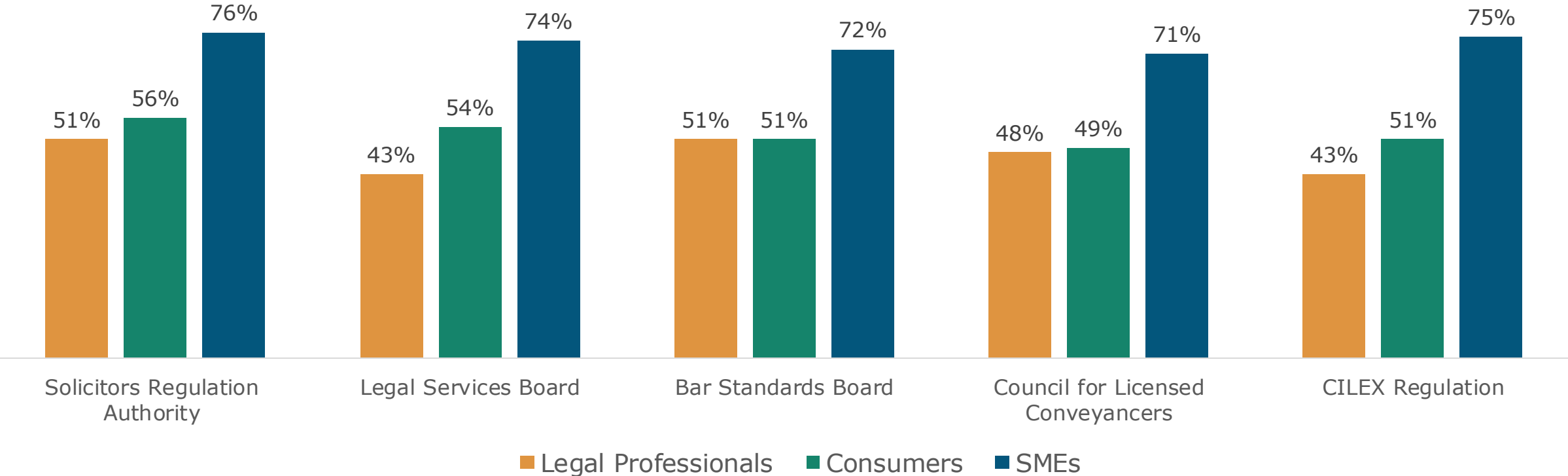
Percentage difference since 2024 benchmarking study (with red indicating a statistically significant decline and green indicating a statistically significant increase)



# Among those aware, audiences feel most positively towards the SRA compared to other legal regulators

## Reputation of legal regulators (% who feel positive)

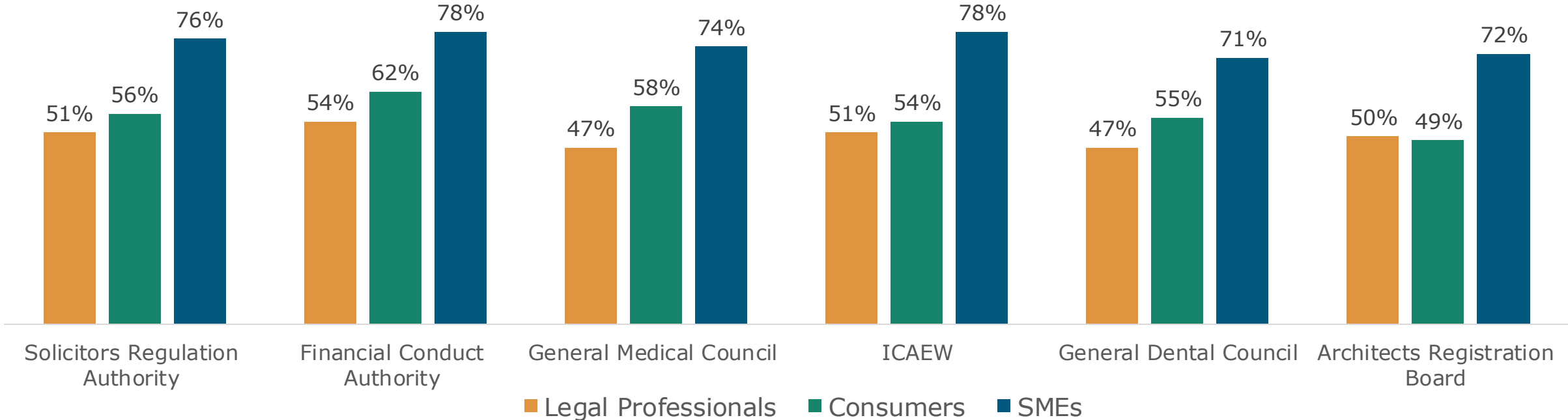
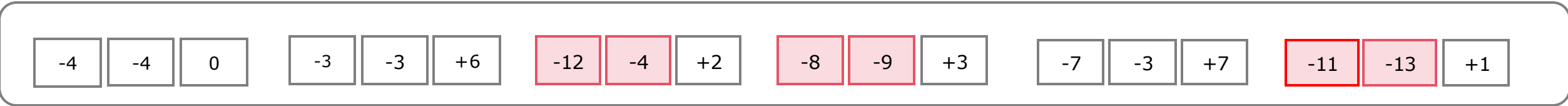
Percentage difference since 2024 benchmarking study (with red indicating a statistically significant decline and green indicating a statistically significant increase)



# There is a consistent downward trend in perceptions of regulators among Legal Professionals and Consumers

## Reputation of legal regulators (% who feel positive)

Percentage difference since 2024 benchmarking study (with red indicating a statistically significant decline and green indicating a statistically significant increase)

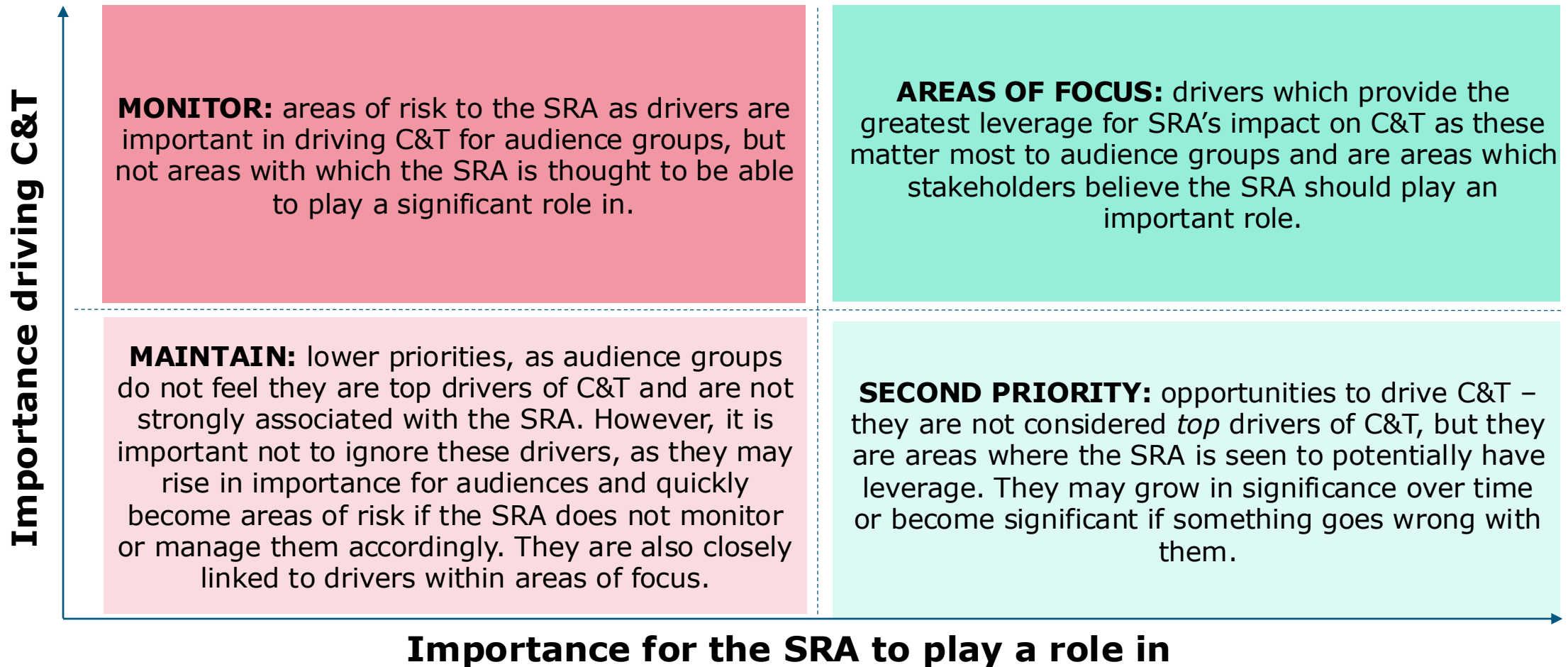




# Confidence and trust drivers

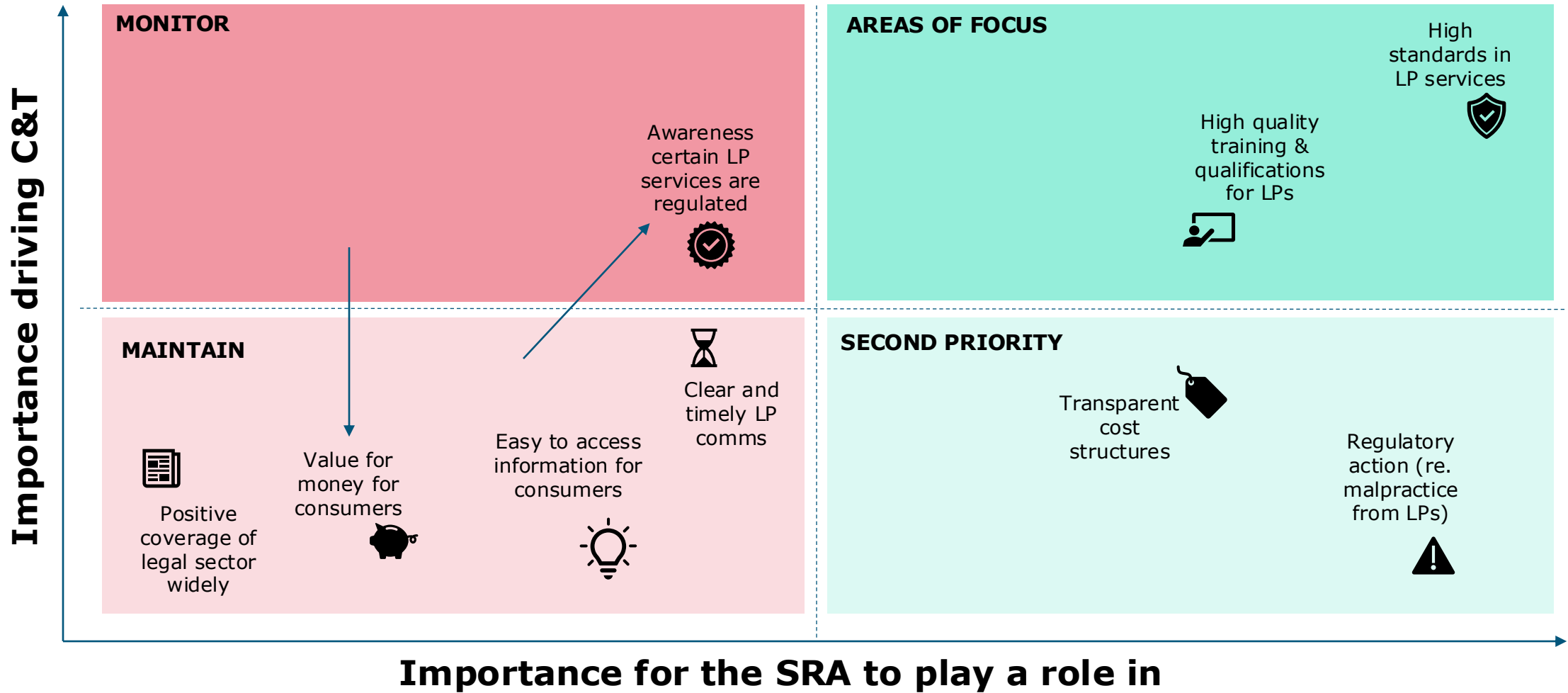
# Nine drivers are arranged in a matrix based on their importance to audience groups, and the strength of their association with SRA

After exploring the impact of nine factors in relation to driving confidence and trust in legal services, we then explored this alongside which factors audiences believe are most important for the SRA to play a role in supporting confidence and trust. Results have been plotted on the below matrix.



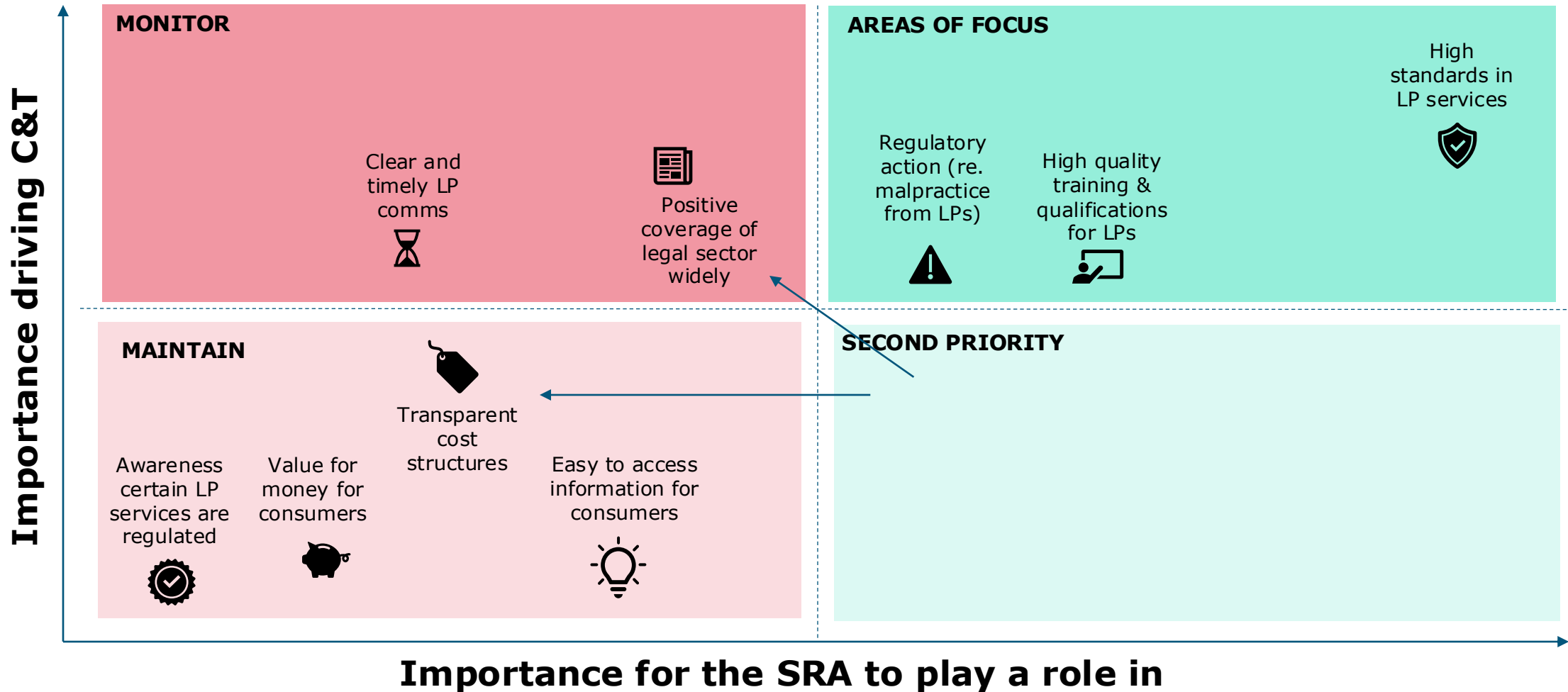
# Confidence and trust matrix: all audiences

Using an average 'all audience' ranking developed through a sum of ranks, we have plotted the nine drivers to illustrate which factors the SRA should consider strategic priorities in order to increase confidence and trust in legal services. Arrows show the movement of these factors since the benchmarking study.



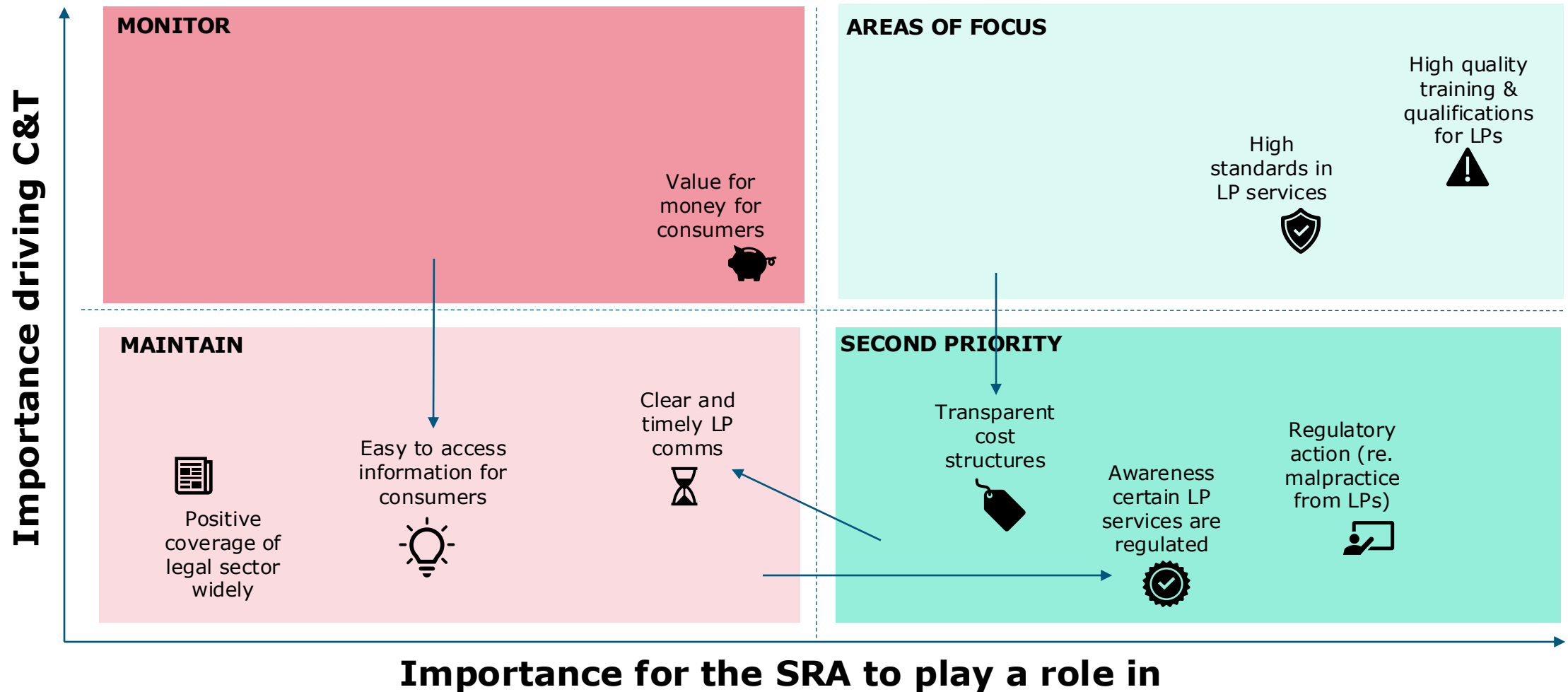
# Confidence and trust matrix: Legal Professionals

Based on rankings of factors by Legal Professionals, we have plotted the nine drivers to illustrate which factors the SRA should consider strategic priorities in order to increase confidence and trust in legal services.



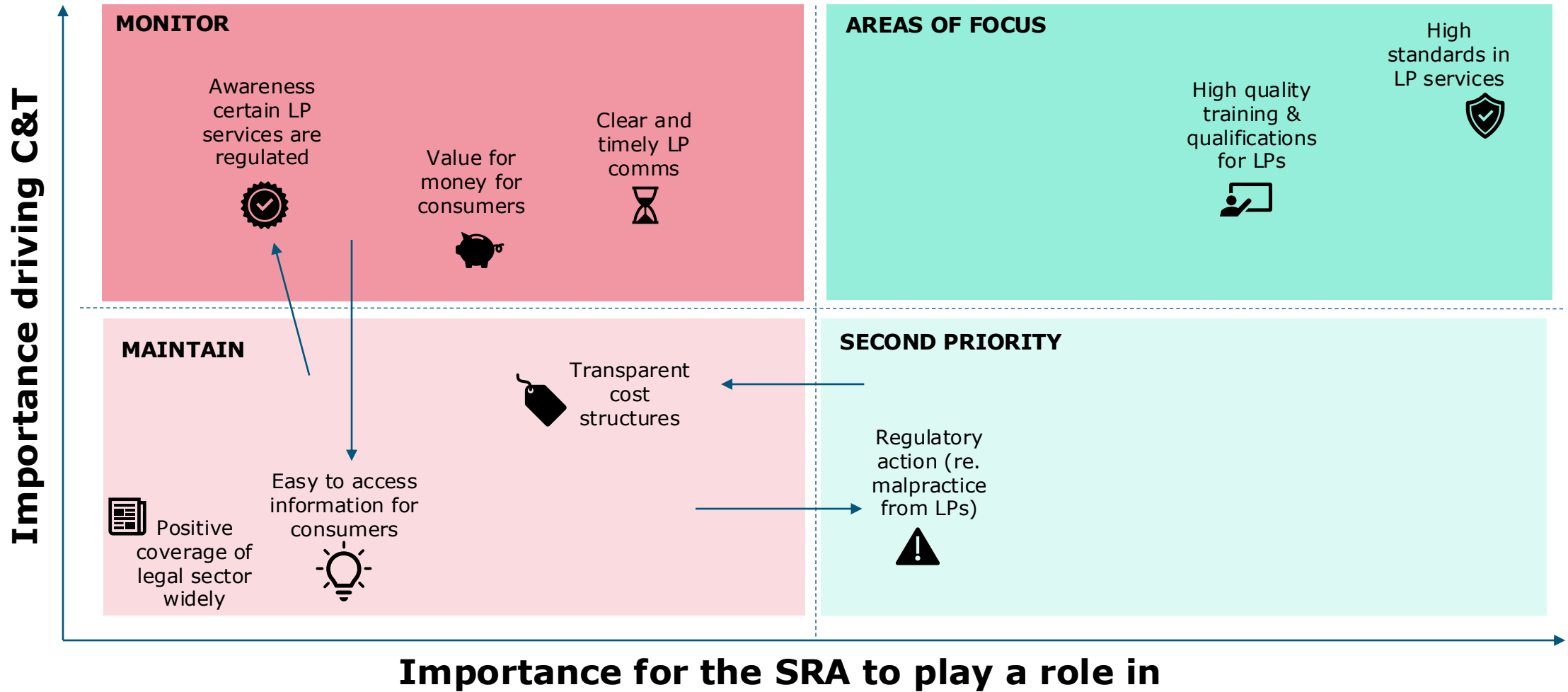
# Confidence and trust matrix: Consumers

Based on rankings of factors by Consumers, we have plotted the nine drivers to illustrate which factors the SRA should consider strategic priorities in order to increase confidence and trust in legal services.



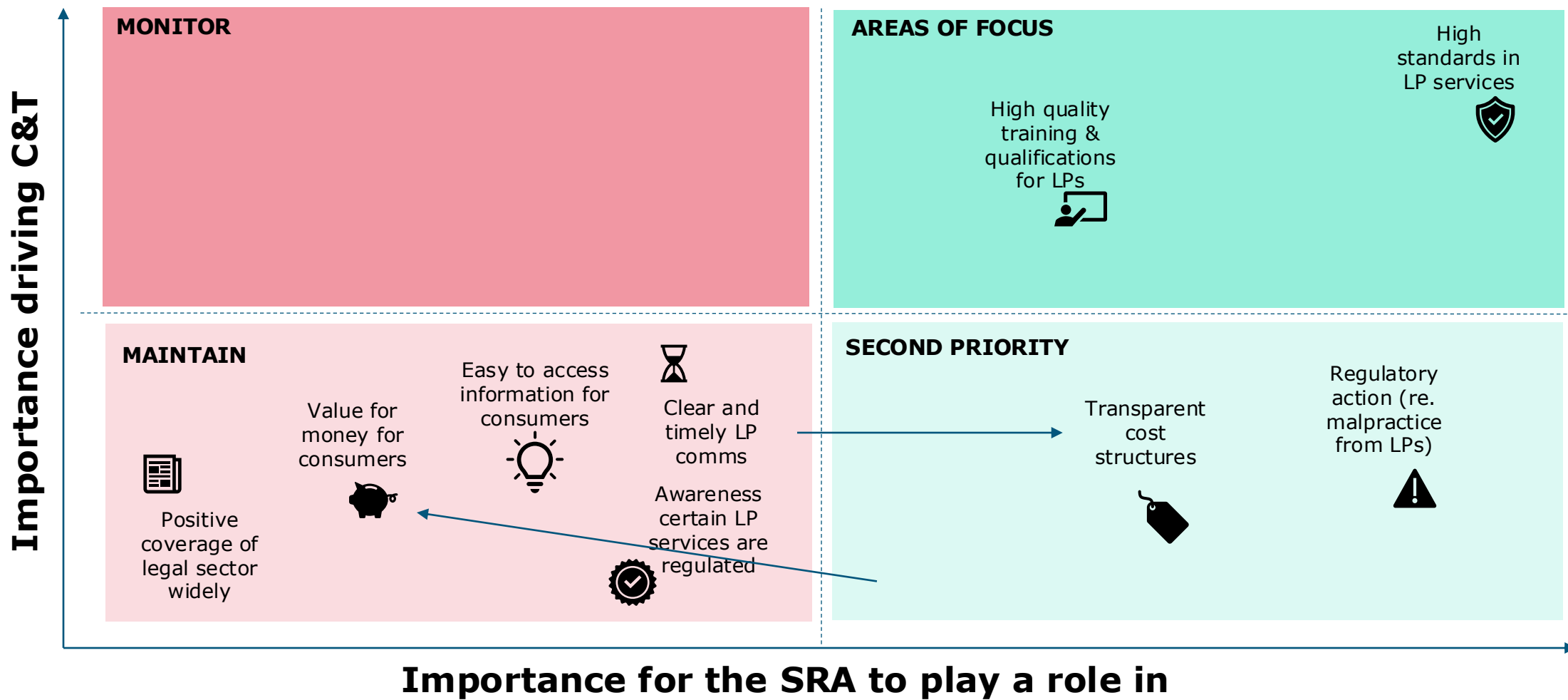
# Confidence and trust matrix: SMEs

Based on rankings of factors by SMEs, we have plotted the nine drivers to illustrate which factors the SRA should consider strategic priorities in order to increase confidence and trust in legal services.



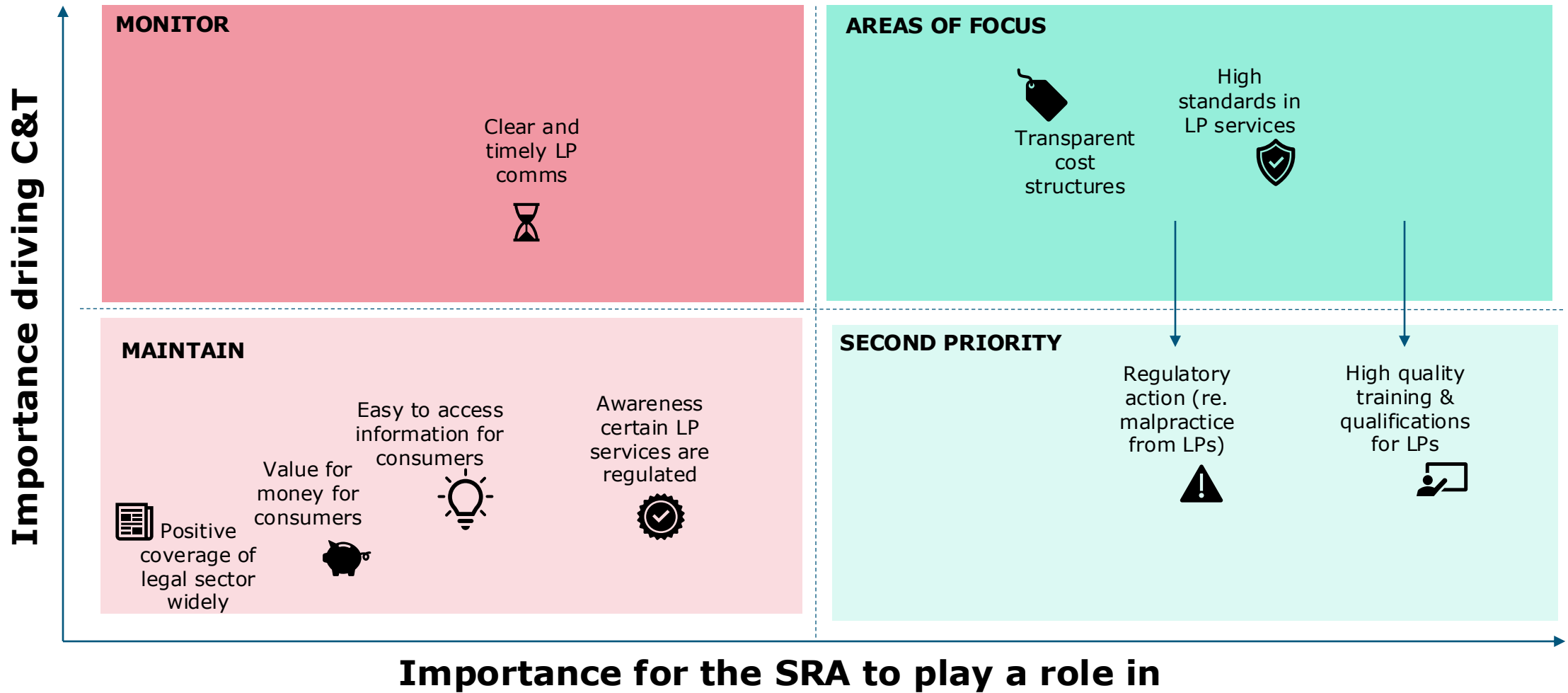
# Confidence and trust matrix: MPs/Senedd

Based on rankings of factors by MPs/Senedd, we have plotted the nine drivers to illustrate which factors the SRA should consider strategic priorities in order to increase confidence and trust in legal services.



# Confidence and trust matrix: Opinion Leaders

Based on rankings of factors by Opinion Leaders, we have plotted the nine drivers to illustrate which factors the SRA should consider strategic priorities in order to increase confidence and trust in legal services.



# 2024 rankings – factors impacting C&T

Audiences were asked to rate the impact they believe each factor has on confidence and trust in legal services.

An average 'all audience' ranking has been calculated, using a sum of ranks.

## The top three areas on average are:

1. High standards in legal professional services
2. Transparent cost structures for consumers
3. Legal professionals who have undertaken high quality training and qualifications

	Average ranking	LPs	Consumers	SMEs	MPs/Senedd	OLs
High standards	1st	1	1	1	1	5
Transparent cost structures	2nd	3	3	2	2	1
LPs' training and qualifications	3rd	4	2	3	3	2
Clarity and timeliness of client comms	4th	2	4	4	7	4
Action against malpractice	5th	8	7	5	4	3
Value for money for clients	6th	5	5	8	5	8
Easy access to information for consumers	7th	6	8	7	6	7
Awareness that certain LPs are regulated	8th	9	6	6	8	6
Positive media coverage	9th	7	9	9	9	9

# 2025 rankings – factors impacting C&T

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	Average ranking	LPs	Consumers	SMEs	MPs/Senedd	OLs
High standards	1st	1	2	1	1	2
Transparent cost structures	3rd	6	3	5	2	1
LPs' training and qualifications	2nd	3	1	2	3	4
Clarity and timeliness of client comms	4th	2	7	=3	7	3
Action against malpractice	5th	4	6	6	4	5
Value for money for clients	=7th	8	4	7	8	8
Easy access to information for consumers	=7th	7	8	8	6	7
Awareness that certain LPs are regulated	6th	9	5	=3	5	6
Positive media coverage	9th	5	9	9	9	9

# 2024 rankings - factors the SRA should play a role in

Audiences were asked to rank which factors the SRA should play a role in to support confidence and trust. An average 'all audience' ranking has been calculated, using a sum of ranks.

## The top three areas on average are:

1. Upholding high professional standards in legal services
2. Making sure solicitors have met high qualification standards and continue to be well trained
3. Regulatory action in the face of malpractice from legal professionals

	Confidence and trust driver ranking	Average SRA ranking	LPs	Consumers	SMEs	MPs/Senedd	OLs
High standards	1	1	1	1	1	1	2
LPs' training and qualifications	3	2	2	2	3	2	4
Action against malpractice	5	3	4	4	5	3	1
Transparent cost structures	2	4	5	3	2	5	3
Easy access to information for consumers	7	5	9	5	4	4	5
Clarity and timeliness of client comms	4	6	6	7	6	7	7
Positive media coverage	9	7	3	8	9	8	6
Value for money for clients	6	8	7	6	8	6	9
Awareness that certain LPs are regulated	8	9	8	9	7	9	8

# 2025 rankings - factors the SRA should play a role in

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## The top three areas on average are:

1. Upholding high professional standards in legal services
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3. Regulatory action in the face of malpractice from legal professionals

	Confidence and trust driver ranking	Average SRA ranking	LPs	Consumers	SMEs	MPs/ Senedd	OLs
High standards	<b>1</b>	<b>1</b>	1	2	2	1	2
LPs' training and qualifications	<b>2</b>	<b>2</b>	2	1	1	2	3
Action against malpractice	<b>5</b>	<b>3</b>	4	3	3	3	1
Transparent cost structures	<b>3</b>	<b>4</b>	7	4	4	4	4
Easy access to information for consumers	<b>=7</b>	<b>5</b>	5	5	5	5	5
Clarity and timeliness of client comms	<b>4</b>	<b>7</b>	6	8	=6	=8	=6
Positive media coverage	<b>9</b>	<b>6</b>	3	7	=6	=8	=6
Value for money for clients	<b>=7</b>	<b>8</b>	9	5	8	=6	8
Awareness that certain LPs are regulated	<b>6</b>	<b>9</b>	8	9	9	=6	9



# Thank you

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