Solicitors Regulation Authority

SRA Update

Issue 143 - September 2025

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Welcome to our September update. When it works well, the high-volume claims model can be a good route for consumers to enforce their rights. However, regular readers will know our concerns have been increasing about how the market is operating, and the significant risks this poses to the public. The findings of our recent thematic review have only heightened these concerns. It includes key areas where some firms are falling short and resources to support firms working in this area alongside important reminders of your obligations.

It is in everyone’s interest that we support a diverse legal profession. All solicitors have a duty to act in a way that encourages equality, diversity and inclusion (EDI). To help explain what that duty means in practice, we have expanded our EDI guidance.

With just a few weeks until you need to renew your practising certificate, please take time to check your mySRA login and check on your continuing competence obligations. Finally, there are a number of events coming up in the next two months, online and face-to-face, and we hope to see you there.

Paul Philip

Chief Executive

Supporting you in delivering claims work [https://beta.sra.org.uk/sra/research-publications/high-volume-consumer-claims-thematic-review/]

Do you work in the claims sector? If so, our recently published thematic review provides a range of useful information and support materials. These practical resources will help you comply with all your obligations and provide consumers with the high-quality services they deserve.

Read more about: Supporting you in delivering claims work [https://beta.sra.org.uk/sra/research-publications/high-volume-consumer-claims-thematic-review/]

Updated guidance on encouraging equality, diversity and inclusion [https://beta.sra.org.uk/news/news/complying-principle-6-encouraging-equality-diversity-inclusion/]

All solicitors have a duty to act in a way that encourages equality, diversity and inclusion. To help explain what Principle 6 means in practice, we have expanded our guidance to cover examples of misconduct, terminating a retainer when faced with discriminatory behaviour by clients, and more detail on when and how we will take regulatory action.

Read more about: Updated guidance on encouraging equality, diversity and inclusion [https://beta.sra.org.uk/news/news/complying-principle-6-encouraging-equality-diversity-inclusion/]

Sign up for the high-volume consumer claims webinar [https://events.sra.org.uk/sra/757/home]

When they work well, high-volume consumer claims (HVCCs) can provide vital access to justice, particularly for those who might otherwise struggle to obtain legal support. However, we are concerned that this market is not working as well as it should, with widespread issues that may be causing harm to consumers. Join as we discuss some of the concerns we are seeing, alongside how to manage risks and protect consumers.

Read more about: Sign up for the high-volume consumer claims webinar [https://events.sra.org.uk/sra/757/home]

New approach to verifying your identity in mySRA [https://beta.sra.org.uk/mysra/updates/verifying-mysra-account/]

We have further improved the security of mySRA by switching to app-based verification. This means that you will now need to use an authentication app to generate a verification code when logging in to your account. Codes will no longer be sent by text message. We have updated supporting information and published video guides to help with this change.

Read more about: New approach to verifying your identity in mySRA [https://beta.sra.org.uk/mysra/updates/verifying-mysra-account/]

Renew your practising certificate in October [https://beta.sra.org.uk/mysra/updates/practising-certificate-registration-renewals/]

All practising and registration certificates expire at the end of October each year so you must renew yours next month. Applications open on 1 October and close on 31 October. To help you prepare, we have published information on what questions we ask both individuals and firms in the application. We also recommend checking all your information is up to date in mySRA before you renew.

Read more about: Renew your practising certificate in October [https://beta.sra.org.uk/mysra/updates/practising-certificate-registration-renewals/]

Is your continuing competence up to date? [https://beta.sra.org.uk/solicitors/resources/continuing-competence/understanding-continuing-competence/]

When renewing your practising certificate, you are required to confirm that you are taking the required steps to remain competent and keep your knowledge and skills up to date. This includes any legal, ethical and regulatory obligations relevant to your role. We have a range of resources online to help you consider this, including guidance on the steps you need to take and a template for recording your learning.

Read more about: Is your continuing competence up to date? [https://beta.sra.org.uk/solicitors/resources/continuing-competence/understanding-continuing-competence/]

Updating your diversity details in mySRA [https://beta.sra.org.uk/mysra/updates/updating-diversity-details/]

It is essential that we have the most up-to-date information about the profession in order for us to support a diverse, inclusive legal sector. To allow this to happen we rely on you to check and update your personal diversity information in mySRA.

Read more about: Updating your diversity details in mySRA [https://beta.sra.org.uk/mysra/updates/updating-diversity-details/]

Ethnicity pay gap reporting webinar [https://events.sra.org.uk/sra/756/home]

This free webinar is for legal professionals wanting to understand more about ethnicity pay gaps. Find out more about the current reporting landscape, hear about examples of good practice from law firms and put your questions to the panel.

Read more about: Ethnicity pay gap reporting webinar [https://events.sra.org.uk/sra/756/home]

Are you looking for a new challenge? [https://sra.tal.net/vx/appcentre-SolicitorsRegulationAuthority/candidate/jobboard/vacancy/2/adv/]

We are currently recruiting for qualified roles in our Authorisation team. We also have non-qualified roles in Client Protection and Investigations across all levels.

Read more about: Are you looking for a new challenge? [https://sra.tal.net/vx/appcentre-SolicitorsRegulationAuthority/candidate/jobboard/vacancy/2/adv/]

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Welcome to the September edition. This month there's a reminder to firms working in high-volume consumer claims to complete a mandatory declaration. This has been emailed directly to Compliance Officers with a link for the managing partner, CEO or equivalent to complete the declaration online.

Thank you to all those firms who completed the money laundering data collection in July. We are now directly contacting the small proportion of in-scope firms who haven't responded. Please take time to read the latest anti-money laundering updates and sectoral risk assessment in this issue. Finally, we are almost fully booked for this year's Compliance Officers Conference in Birmingham, but you can register for the virtual event in November if you prefer to access the various conference sessions online.

Paul Philip

Chief Executive

Return your high-volume claims declaration [https://beta.sra.org.uk/home/hot-topics/high-volume-consumer-claims/q-a-high-volume-claims-declaration/]

If your firm carries out work in the high-volume consumer claims sector, you are likely to have been contacted to complete a declaration confirming that you understand and are following our rules. Returning your declaration is a mandatory requirement. All responses must be submitted by Friday 3 October 2025.

Read more about: Return your high-volume claims declaration [https://beta.sra.org.uk/home/hot-topics/high-volume-consumer-claims/q-a-high-volume-claims-declaration/]

Sharing intelligence to combat financial crime [https://beta.sra.org.uk/news/news/sra-update-143-combat-financial-crime/]

We are actively working as part of the Legal Sector's Intelligence Sharing Expert Working Group (ISEWG) to detect, disrupt and prevent money laundering and terrorist financing. As part of this we will be issuing non-public alerts based on intelligence from the National Crime Agency to support frontline action. Links to these alerts will be sent directly to Money Laundering Reporting Officers, who will need to log into their mySRA account to view the full details securely.

Read more about: Sharing intelligence to combat financial crime [https://beta.sra.org.uk/news/news/sra-update-143-combat-financial-crime/]

Guidance updated to help combat money launderers [https://beta.sra.org.uk/news/news/sra-update-

143-guidance-money-launderers/]

We have updated our risk assessment on money laundering, following the publication of HM Government's National Risk Assessment (NRA). This assessment continues to rate legal services as being at high risk of money laundering. You must take this into account when making your own assessment of money laundering risk.

Read more about: Guidance updated to help combat money launderers [https://beta.sra.org.uk/news/news/sra-update-143-guidance-money-launderers/]

Give your views on draft money laundering provisions [https://beta.sra.org.uk/news/news/sra-update-143-aml-draft-statutory-instrument/]

HM Treasury is inviting feedback from regulated firms, supervisors, and stakeholders on the draft Money Laundering and Terrorist Financing (Amendment and Miscellaneous Provision) Regulations 2025. The consultation runs until the end of September.

Read more about: Give your views on draft money laundering provisions [https://beta.sra.org.uk/news/news/sra-update-143-aml-draft-statutory-instrument/]

Are you confident reporting suspicious activity? [https://beta.sra.org.uk/news/news/sra-update-143-reporting-suspicious-activity/]

Suspicious Activity Reports (SARs) are a vital source of intelligence on economic crime and a wide range of criminal activity. Watch the suite of new videos produced by The UK Financial Intelligence Unit sharing best practice on completing and submitting SARs.

Read more about: Are you confident reporting suspicious activity? [https://beta.sra.org.uk/news/news/sra-update-143-reporting-suspicious-activity/]

Register for our virtual conference now [https://beta.sra.org.uk/news/events/]

Unable to come to our Compliance Conference in October? Register now for our virtual Compliance Conference, with sessions running from 3 to 6 November. Featuring a packed agenda of live webinars and Q&As, the event is open to all. It also provides an opportunity for you to join sessions you may have missed at the face-to-face event. Limited spots are also still available for the in-person event in Birmingham.

Read more about: Register for our virtual conference now [https://beta.sra.org.uk/news/events/]

Subscription

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If you are regulated by the SRA

As a regulated individual, please **simply ensure that the SRA has your current contact email address on record**.

To ensure we have your current email address, log in to mySRA [https://beta.sra.org.uk/mySRA] and check your profile.

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