



SRA Update

Issue 141 - July 2025

- [General updates](#) [#tab_de6a1]
- [Compliance updates](#) [#tab_de6a2]

Welcome to the latest SRA Update. You might have heard by now that my successor has been appointed. Sarah Rapson, currently the Executive Director of Supervision at the Financial Reporting Council, will take over from me before the end of the year when I retire. I'm sure you will join me in welcoming her to the post. Read more about Sarah in this issue. Also, dates for this year's renewal period have been confirmed and we have information and guidance for those of you who like to be prepared. And there's still time to have your say on changes to our rules on first-tier complaints – we are consulting on some amendments that should help firms and clients alike.

Paul Philip

Chief Executive

New Chief Executive to take over by the end of the year

[\[https://indemnity.sra.org.uk/sra/news/press/new-chief-executive-named-june-2025/\]](https://indemnity.sra.org.uk/sra/news/press/new-chief-executive-named-june-2025/)

Sarah Rapson, Executive Director of Supervision at the Financial Reporting Council, has been named as our next Chief Executive. She will replace Paul Philip, who will be leaving before the end of the year.

[Read more about: New Chief Executive to take over by the end of the year](https://indemnity.sra.org.uk/sra/news/press/new-chief-executive-named-june-2025/)
[https://indemnity.sra.org.uk/sra/news/press/new-chief-executive-named-june-2025/]

Renew your authorisation, dates confirmed

[\[https://indemnity.sra.org.uk/mysra/updates/\]](https://indemnity.sra.org.uk/mysra/updates/)

This year's renewal period will run from 1 to 31 October. As well as renewing authorisation for the practising year, we also obtain other information from you, such as your declaration of continuing competence. We make the questions available for those that renew on behalf of their whole firm.

[Read more about: Renew your authorisation, dates confirmed](https://indemnity.sra.org.uk/mysra/updates/)
[https://indemnity.sra.org.uk/mysra/updates/]

First-tier complaints - proposed rule changes

[\[https://indemnity.sra.org.uk/sra/news/press/first-tier-complaints-consultation/\]](https://indemnity.sra.org.uk/sra/news/press/first-tier-complaints-consultation/)



All firms will receive complaints from clients. Although sometimes challenging, if handled constructively, how you deal with such issues can actually present opportunities to build relationships and improve how you do business. We are consulting on rule amendments that change when you might give your clients complaints information, and which define what a complaint is.

[Read more about: First-tier complaints - proposed rule changes](https://indemnity.sra.org.uk/sra/news/press/first-tier-complaints-consultation/)
[<https://indemnity.sra.org.uk/sra/news/press/first-tier-complaints-consultation/>]

Introduction of varying publication periods for decisions [<https://indemnity.sra.org.uk/sra/news/sra-update-140-publication-policy/>]

A new approach to how long details of regulatory and disciplinary outcomes about solicitors and law firms are published, with publication lengths varying based on seriousness, has come into effect as of 2 June 2025. The changes are designed to deliver a considered approach which is fair, proportionate and best serves the public interest.

[Read more about: Introduction of varying publication periods for decisions](https://indemnity.sra.org.uk/sra/news/sra-update-140-publication-policy/)
[<https://indemnity.sra.org.uk/sra/news/sra-update-140-publication-policy/>]

Lost in the maze of technology adoption? You're not alone [<https://publications.sra.org.uk/lawtech-insight-june-2025/>]

In this latest issue of Lawtech Insight, reporter Jane Wakefield talks to the Technology in Professional Services accelerator programme on how it has supported firms to quicken their adoption of technology. Also, find out how many people would be happy to have a robot lawyer.

[Read more about: Lost in the maze of technology adoption? You're not alone](https://publications.sra.org.uk/lawtech-insight-june-2025/)
[<https://publications.sra.org.uk/lawtech-insight-june-2025/>]

Research examines barriers to tech adoption [<https://publications.sra.org.uk/sole-practitioners-and-small-firms-use-of-technology/>]

Our latest research has revealed important insights into how sole practitioners and small law firms use and think about technology and innovation.

[Read more about: Research examines barriers to tech adoption](https://publications.sra.org.uk/sole-practitioners-and-small-firms-use-of-technology/)
[<https://publications.sra.org.uk/sole-practitioners-and-small-firms-use-of-technology/>]

Read all about our SQE Conference highlights [<https://www.linkedin.com/pulse/qwe-ensuring-positive->]



[candidate-experience-insights-from-williams-vn4ye/](https://www.linkedin.com/pulse/qwe-ensuring-positive-candidate-experience-insights-from-williams-vn4ye/)

If you couldn't join us for our conference, you can now read a blog from Policy Manager, Richard Williams showcasing the key topics covered around qualifying work experience (QWE). For example, find out about the learnings from a solicitor who took the SQE route and his approach to logging QWE.

[Read more about: Read all about our SQE Conference highlights](https://www.linkedin.com/pulse/qwe-ensuring-positive-candidate-experience-insights-from-williams-vn4ye/)

[<https://www.linkedin.com/pulse/qwe-ensuring-positive-candidate-experience-insights-from-williams-vn4ye/>]

[Webinar - Studying for the SQE](https://indemnity.sra.org.uk/sra/news/events/on-demand-events/studying-sqe/)

[<https://indemnity.sra.org.uk/sra/news/events/on-demand-events/studying-sqe/>]

Our webinar, Studying for the SQE, offered key insights from aspiring and qualified solicitors, with personal experiences and valuable advice into how candidates prepared for the assessments. Catch up via our watch again facility.

[Read more about: Webinar - Studying for the SQE](https://indemnity.sra.org.uk/sra/news/events/on-demand-events/studying-sqe/)

[<https://indemnity.sra.org.uk/sra/news/events/on-demand-events/studying-sqe/>]

[AML for sole practitioners - watch on-demand](https://indemnity.sra.org.uk/sra/news/events/on-demand-events/aml-sole-practitioners/)

[<https://indemnity.sra.org.uk/sra/news/events/on-demand-events/aml-sole-practitioners/>]

This webinar aimed specifically at sole practitioners provides practical hints and tips for managing AML compliance. Check out the additional resources for answers to questions we didn't get to cover in the session.

[Read more about: AML for sole practitioners - watch on-demand](https://indemnity.sra.org.uk/sra/news/events/on-demand-events/aml-sole-practitioners/)

[<https://indemnity.sra.org.uk/sra/news/events/on-demand-events/aml-sole-practitioners/>]

[Catch-up with Innovate](https://indemnity.sra.org.uk/sra/news/events/on-demand-events/innovation-2025/)

[<https://indemnity.sra.org.uk/sra/news/events/on-demand-events/innovation-2025/>]

Want to know how to choose the right technology for your firm, and what are the latest developments involving AI and legal services? And how can consumers remain protected? Get practical tips from legal innovators by watching our on-demand SRA Innovate conference, which took place in Leeds last month.

[Read more about: Catch-up with Innovate](https://indemnity.sra.org.uk/sra/news/events/on-demand-events/innovation-2025/)

[<https://indemnity.sra.org.uk/sra/news/events/on-demand-events/innovation-2025/>]

[How do you note your professional development?](#)



[\[https://survey.alchemer.eu/s3/90844816/Expression-of-interest-form-Continuing-competence-case-studies-2025\]](https://survey.alchemer.eu/s3/90844816/Expression-of-interest-form-Continuing-competence-case-studies-2025)

We are always improving and there are many different ways to achieve this. We are looking to capture the innovative processes some of you have to capture your continuing competence. Let us know via our survey.

[Read more about: How do you note your professional development?
\[https://survey.alchemer.eu/s3/90844816/Expression-of-interest-form-Continuing-competence-case-studies-2025\]](https://survey.alchemer.eu/s3/90844816/Expression-of-interest-form-Continuing-competence-case-studies-2025)

Ombudsman on third-party delays

[\[https://indemnity.sra.org.uk/sra/news/sra-update-140-leo-blogs/\]](https://indemnity.sra.org.uk/sra/news/sra-update-140-leo-blogs/)

The Legal Ombudsman is publishing a series of blogs to provide insights for firms on common problems, with the aim of reducing complaints being made by clients. The second article has just been published and looks at third-party delays.

[Read more about: Ombudsman on third-party delays
\[https://indemnity.sra.org.uk/sra/news/sra-update-140-leo-blogs/\]](https://indemnity.sra.org.uk/sra/news/sra-update-140-leo-blogs/)

Have you thought about working for us?

[\[https://sra.tal.net/vx/appcentre-SolicitorsRegulationAuthority/candidate/jobboard/vacancy/2/adv/\]](https://sra.tal.net/vx/appcentre-SolicitorsRegulationAuthority/candidate/jobboard/vacancy/2/adv/)

We are currently recruiting for a wide range of roles. These include qualified roles in our Adjudication and Quality Assurance teams. We also have non-qualified roles in HR, Corporate Complaints and Legal.

[Read more about: Have you thought about working for us?
\[https://sra.tal.net/vx/appcentre-SolicitorsRegulationAuthority/candidate/jobboard/vacancy/2/adv/\]](https://sra.tal.net/vx/appcentre-SolicitorsRegulationAuthority/candidate/jobboard/vacancy/2/adv/)

Your health, your career

[\[https://indemnity.sra.org.uk/solicitors/resources/all-other-topics/your-health-your-career/\]](https://indemnity.sra.org.uk/solicitors/resources/all-other-topics/your-health-your-career/)

Are you worried about your health affecting your work? Life as a solicitor can be challenging, and the demands and pressures can easily build. We can signpost you to sources of help and make adjustments for you if you are in difficulty

[Read more about: Your health, your career
\[https://indemnity.sra.org.uk/solicitors/resources/all-other-topics/your-health-your-career/\]](https://indemnity.sra.org.uk/solicitors/resources/all-other-topics/your-health-your-career/)

Welcome to the latest issue of Compliance News. We have had reports from the Advisory Board for the Post Office Horizon compensation scheme that some solicitors representing sub-postmasters are potentially involved in



inappropriate charging practices. We set out our position on this issue. We also have an update for those working on claims where there is – or may be – an option of a redress scheme. Also this month, catch up on information on sanctions against those in restricted jurisdictions, and save the date for this year's Compliance Officer Conference.

Paul Philip

Chief Executive

Legal help with compensation claims

[\[https://indemnity.sra.org.uk/sra/news/sra-update-141-post-office-claims/\]](https://indemnity.sra.org.uk/sra/news/sra-update-141-post-office-claims/)

Claiming for compensation can be complex and members of the public often need legal help when submitting applications. We have heard concerns from the Post Office Horizon scandal's advisory board about potential inappropriate charging practices by solicitors when working for sub postmasters. Any concerns will be investigated, and if we believe solicitors have fallen below the standards expected of them, we will take action.

[Read more about: Legal help with compensation claims](https://indemnity.sra.org.uk/sra/news/sra-update-141-post-office-claims/)

[\[https://indemnity.sra.org.uk/sra/news/sra-update-141-post-office-claims/\]](https://indemnity.sra.org.uk/sra/news/sra-update-141-post-office-claims/)

Claims management activity, car finance and compensation schemes

[\[https://indemnity.sra.org.uk/sra/news/car-finance-compensation-schemes/\]](https://indemnity.sra.org.uk/sra/news/car-finance-compensation-schemes/)

Some of the issues that lead to compensation claims can in time have formal redress schemes. Motor finance commission is a claims area where the introduction of an industry-wide redress scheme is a possibility. Our guidance on claims management activity outlines your obligations to clients, including explaining other potential routes that might be available for them.

[Read more about: Claims management activity, car finance and compensation schemes](https://indemnity.sra.org.uk/sra/news/car-finance-compensation-schemes/)

[\[https://indemnity.sra.org.uk/sra/news/car-finance-compensation-schemes/\]](https://indemnity.sra.org.uk/sra/news/car-finance-compensation-schemes/)

Updates to UK sanctions regime

[\[https://indemnity.sra.org.uk/sra/news/sra-update-140-sanctions-regime/\]](https://indemnity.sra.org.uk/sra/news/sra-update-140-sanctions-regime/)

The UK government has implemented further sanctions under the Russia (Sanctions) (EU Exit) Regulations 2019. These updates are part of coordinated international efforts to restrict activities that undermine Ukraine's sovereignty and territorial integrity.



[Read more about: Updates to UK sanctions regime](https://indemnity.sra.org.uk/sra/news/sra-update-140-sanctions-regime/)

[<https://indemnity.sra.org.uk/sra/news/sra-update-140-sanctions-regime/>]

Annual AML and sanction data collection

[<https://indemnity.sra.org.uk/sra/news/firm-anti-money-laundering-sanctions-data-requirements/>]

This year's anti-money laundering (AML) and sanction data collection will start next week. You will need to provide information about AML and financial sanctions activity and how you manage this. We will contact compliance officers with more information about what to expect and when. A sample questionnaire is now available to help you prepare.

[Read more about: Annual AML and sanction data collection](https://indemnity.sra.org.uk/sra/news/firm-anti-money-laundering-sanctions-data-requirements/)

[<https://indemnity.sra.org.uk/sra/news/firm-anti-money-laundering-sanctions-data-requirements/>]

Legal services sanctions risks

[<https://indemnity.sra.org.uk/sra/news/sra-update-140-sanctions-risks/>]

The Office of Financial Sanctions Implementation (OFSI) has released its first-ever Legal Services Threat Assessment, setting out the main sanctions compliance risks facing the legal sector. We welcome this report and encourage all firms to consider its findings.

[Read more about: Legal services sanctions risks](https://indemnity.sra.org.uk/sra/news/sra-update-140-sanctions-risks/)

[<https://indemnity.sra.org.uk/sra/news/sra-update-140-sanctions-risks/>]

Anti-money laundering guidance for legal sector

[https://indemnity.sra.org.uk/solicitors/resources/money-laundering/guidance-support/#collapse_0de8]

In case you missed it, the Legal Sector Affinity Group (LSAG) anti-money laundering (AML) guidance was updated in April. LSAG is made up of all the legal AML supervisory bodies. Updates include changes to the proceeds of crime regime, a revised approach to due diligence on bodies corporate, and further guidance on source of funds checks.

[Read more about: Anti-money laundering guidance for legal sector](https://indemnity.sra.org.uk/solicitors/resources/money-laundering/guidance-support/#collapse_0de8)

[https://indemnity.sra.org.uk/solicitors/resources/money-laundering/guidance-support/#collapse_0de8]

Compliance Officers Conference 2025 - save the date!

[<https://indemnity.sra.org.uk/sra/news/events/on-demand-events/compliance-conference-2024/>]



Our highly successful conference will be returning on 21 October in Birmingham. Bookings will open in July. The accompanying virtual conference will run November 3-6. For those of you who missed last year's sessions, you can catch up via our on-demand facility.

[Read more about: Compliance Officers Conference 2025 - save the date!](https://indemnity.sra.org.uk/sra/news/events/on-demand-events/compliance-conference-2024/)
[<https://indemnity.sra.org.uk/sra/news/events/on-demand-events/compliance-conference-2024/>]

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