

SRA BOARD
9 September 2025

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Programme timeline June 2025 – December 2026

The timeline below provides a high-level outline of timings for SRA-centric work through the policy programme.

Timings	Area	Activities	Progress	Outputs
Ongoing	Investigations	Operational activity to investigate concerns about firms doing bulk litigation.	Ongoing	Taking enforcement action where appropriate Internal insight to feed into policy review.
Throughout summer/autumn 2025	Internal policy development - guidance and advice for firms External communications with firms and consumers	Review market developments and intelligence to identify where guidance and advice to profession is needed. Work with other government departments and regulators to develop consistent advice and guidance. Publish advice to the profession and to consumers. Particular focus on sectors includes: <u>Housing Disrepair:</u>	Bilateral working level meetings with government departments: <ul style="list-style-type: none"> MoJ MHCLG DESNZ And other regulators and bodies: <ul style="list-style-type: none"> FCA FOS ICO LeO RICS National Housing Federation Housing Ombudsman 	Recent comms to profession and consumers: 25/06: SRA referenced in Angela Rayner's statement ' <i>Health and Safety Hazards in Social Housing: 'Awaab's Law' and Electrical Safety Requirements</i> ' 03/07: July: SRA Update on ' <i>Claims management activity, car finance and compensation schemes</i> ' 31/07: Joint statement with FCA to Law firms and CMCs: ' <i>SRA and FCA warn law firms and</i>

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		<p>Action Plan approved. Working with stakeholders to explore issues around inappropriate marketing/cold calling.</p> <p><u>Motor Finance:</u> Extensive engagement with FCA in response to the Supreme Court ruling on motor finance claims and the FCA's plan to consult on a redress scheme.</p>		<p><i>claims management companies over poor practices in motor finance commission claims'</i></p> <p>05/08: SRA Update: '<i>Motor finance commission claims – the Supreme Court judgment and what we expect from law firms</i>'</p> <p>08//08: Published for consumers: '<i>Motor finance commission compensation claims: A guide for consumers</i>'</p>
Ongoing to summer 2025	Thematic Review	Thematic review to better understand the high-volume consumer claims work being undertaken by solicitors	Thematic Report published 22/08	Report – complete
August to October 2025	Proactive investigation	<p>Declaration exercise</p> <p>Following SRA Board review of the Discussion Paper, it was decided to precede the planned engagement with a targeted campaign to seek assurances from firms carrying out high-volume consumer claims work.</p>	<p>22/08: Issued letter to Managing Partner (or equivalent) and online declaration form to 554 firms believed to be working in high-volume claims.</p> <p>Firms are required to complete the declaration, providing data on their high-volume claims work by Friday 3rd October.</p>	22/08: Email to firms, Online declaration, Web page with guidance, FAQ's, Press notice.

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			A second tranche of firms is being identified. Timing of declaration issue and response is to be decided.	
Ongoing from October 2025	Proactive investigation	Data assessment A significant volume of data will be collected from firms through the declaration. To ensure consistency and proportionality of triage and regulatory response, a risk assessment model to evaluate the data is being developed	Initial approach agreed, and will be refined	Internal insights
Ongoing to September 2025	Policy development - discussion paper	Collation of policy issues and development of discussion paper that reflects early thinking options and invites wider debate on areas for improvement.	Discussion Paper publication deferred to follow declaration exercise Now scheduled to be published in September.	Discussion Paper
September – November 2025	External engagement	Stakeholder engagement for the discussion paper has been rescheduled, and will now take place from September to November and will include virtual roundtable events aligned with topics raised in the discussion	Virtual roundtable events planned. Higher-profile senior / ministerial level event, being arranged by Re:State (formerly the Reform organisation).	Potential for publishing short output from roundtables

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		paper and stakeholders pertinent to those topics, including the profession, consumer representatives, and other regulators and agencies and third parties.		
Ongoing – December 2025	Consumer research	Research into consumer impacts, with focus on where high-volume claims can work well, as well as looking at the impacts on more vulnerable groups.	Exercise underway with supplier YouGov, scheduled to complete in December.	Publication of research
September – November 2025	Comparative research	Comparative analysis of SRA and FCA approach to claims regulation	Tender exercise being planned, six research firms approached.	Publication of research
January 2026	Governance	Feedback from discussion paper	Not yet started	N/A
March 2026 – April 2026	Engagement, Governance	Public consultation(s) on policy options	Not yet started	Consultation EIA
May 2026 - June 2026	Policy development	Post consultation analysis, including equality impacts.	Not yet started	Consultation response (potential for further targeted consultations at this stage)
June 2026	Governance	Proposals to SRA Board	Not yet started	Potential rule changes
July 2026 – September 2026	LSB engagement	LSB engagement / approval(s) process	Not yet started – depends on outcome of consultation	Potential rule changes

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October 2026 – March 2027	Implementation	Implementation (allow for internal resourcing and LSB engagement)	Not yet started	TBC
Post implementation	Evaluation	Evaluate impacts	Not yet started	TBC