

Appendix A: Glossary of the terms used in the report and limitations of the analyses

Distribution – The distribution of an attribute (e.g., ethnicity) is how the population breaks down into the different categories of that attribute (e.g., White and Black, Asian and minority ethnic).

Chi-squared test – A chi-square test is a statistical method used to determine if there's a significant difference between expected and observed results in categorical data. For example, if we assume that the reason someone is named in a report is entirely down to their performance in their role then we would expect that the breakdown of reports between ethnicities would match (or be close to) the breakdown of reports in the whole population (as long as the number of people in each ethnic group is not too low), as ethnicity would not have any impact on being named in a report.

Residual – The residual in a chi-squared test is the difference between what we would expect to observe based on the distribution of the attribute in the population, versus what we actually observe in the data. For example, assuming that ethnicity is not a determining factor in whether or not a solicitor is named in a report, then the breakdown of number of people being named in a report in the whole population should be close to the breakdown of people being named in a report within the different ethnicities (so long as the population is large). Therefore, the residual should be close to zero, and generally a value lower than plus or minus 2 is considered close enough to the expected that the difference is not significant. If, however, the residual is higher than plus or minus 2, then we would say that there is a significant difference between the observed breakdown of that attribute within the ethnicities versus what we would expect to see based on the breakdown at the population level. Where there is a significant difference, as indicated by the residual, we shaded that data in the tables and the corresponding percentage difference in the population.

Regression analysis – Regression analysis is a statistical method used to understand the relationship between variables. For example, you might do an analysis to determine if an increase in one variable produces a proportionate increase (or decrease) in another variable.

Coefficients – Coefficients (in a regression) are a numerical value that help understand the relationship between an independent variable and a predictor variable (in this case that is usually - being named in a report). The gives an indication of how much the independent variable changes with respect to a change in the predictor variable, see also odds ratio below.

P-Values – P-values are measure of statistical significance, ranging between 0 and 1. A lower p-value indicates stronger evidence against the null hypothesis which suggests that the observed result is less likely to have occurred by random chance alone.

Odds ratio – The odds ratio is a way of comparing whether the probability of a certain event is the same for two different groups. An odds ratio of 1 indicates no association between the predictor and outcome variable (i.e., the odds are the same for both groups), while an odds

ratio greater than 1 suggests that the event is more likely to occur in the first group (e.g. Black) compared to the reference group (e.g. White), and an odds ratio less than 1 suggests the opposite.

Reference category – For a given attribute or variable this is the category which the others are compared to in the analysis. For example, to assess the effect of ethnicity, the likelihood of Black, Asian and minority ethnic groups of being named in a report is compared about the White group.

(Sudo) r-squared – broadly r-squared is a measure of the amount of variation of the variable of interest in the data that can be explained by the change in another variable. For example, we are interested in how much the different attributes of people impact whether they are named in a report. A higher r-squared value would indicate that an attribute is a strong predictor of being named in a report.

Relative likelihood – Relative likelihood compares different explanations for a change in a variable. For example, if we are interested in whether someone receives a report, we might look at different variables or models and see what their relative impact is on receiving a report or not.

Limitations of the data and analyses

It should be noted that when a report is received at the SRA, an electronic record is created, and all parties are entered on that record. This includes the name of the complainant, the name of the firm against which the report is being made (if there is one), and all of the individuals that the complainant alleges are responsible for the potential misconduct.

Therefore, the data recorded by the SRA about those named in a report is a reflection of the complainant's view of who is responsible.

For example, if a client complains about the solicitor who handled their case, they may also name the supervising partner who they also hold responsible. They may not mention a more junior member of the team who they may never have met. The impact of this could be that a more senior solicitor, perhaps especially those in supervisory roles, may be named in reports more often, because of their role as the more senior person responsible for the work, even where the report may not be about work, they have carried out themselves. This might contribute to results associated with the relationship between age and post-qualification experience and the likelihood of being named in a report.

Once the SRA assesses the report, a decision will be taken about whether the matter should be taken forward for further investigation. If the SRA finds other parties are involved these individuals will be added to the report at a later stage.

The longevity of a firm could be impacted by that firm's 'age' being reset to zero due to changes in a firm's constitution type (for example where it changes from a partnership to a private limited company) this may result in the old firm being closed and a new firm being opened, which would have the effect of resetting its longevity to zero.

In terms of collected data. There are inconsistencies in the database about how missing data is recorded, this can either be nothing in the corresponding cell of the database, or some variation of 'unknown'. Sometimes there is an option to withhold information as well, which is different from 'unknown' or missing data.

Appendix B: Descriptive statistics for the main variables in the database

This appendix provides basic descriptive statistics on aspects of the population of individuals and organisations in the data provided for the study.

Figure B1 shows that the number of reports received per month remains fairly consistent during the period of the data and does not appear to be increasing. There are a couple of notable drops corresponding to periods of lockdown during the Covid-19 pandemic.

Figure B1: Number of reports received per month from October 2018 to December 2022

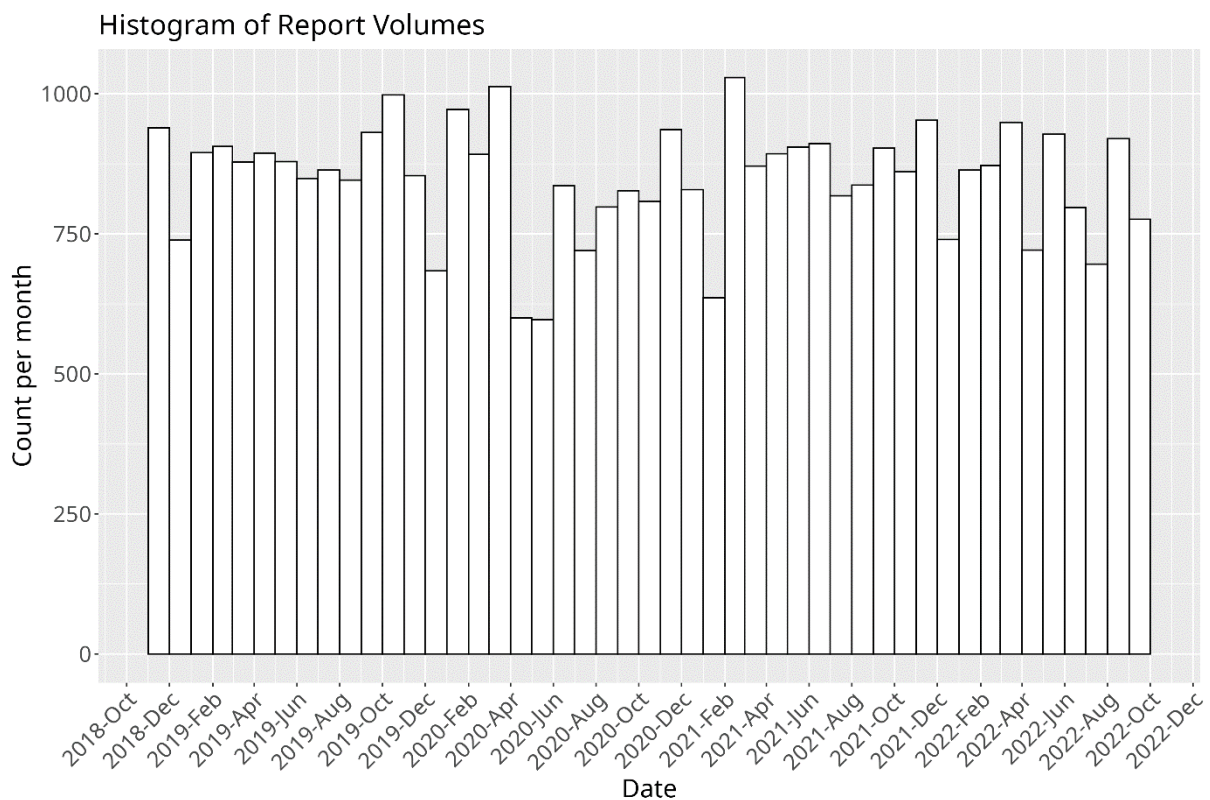


Figure B2 and Table B1 show the distribution of ethnicities across the database. White solicitors are the most represented ethnic group (61.41%), followed by Asian (8.76%) and Black (2.07%) solicitors. It should be noted that data on ethnicity is not available for around a quarter of the observations in the database.

Figure B2: Ethnicity distribution of individuals

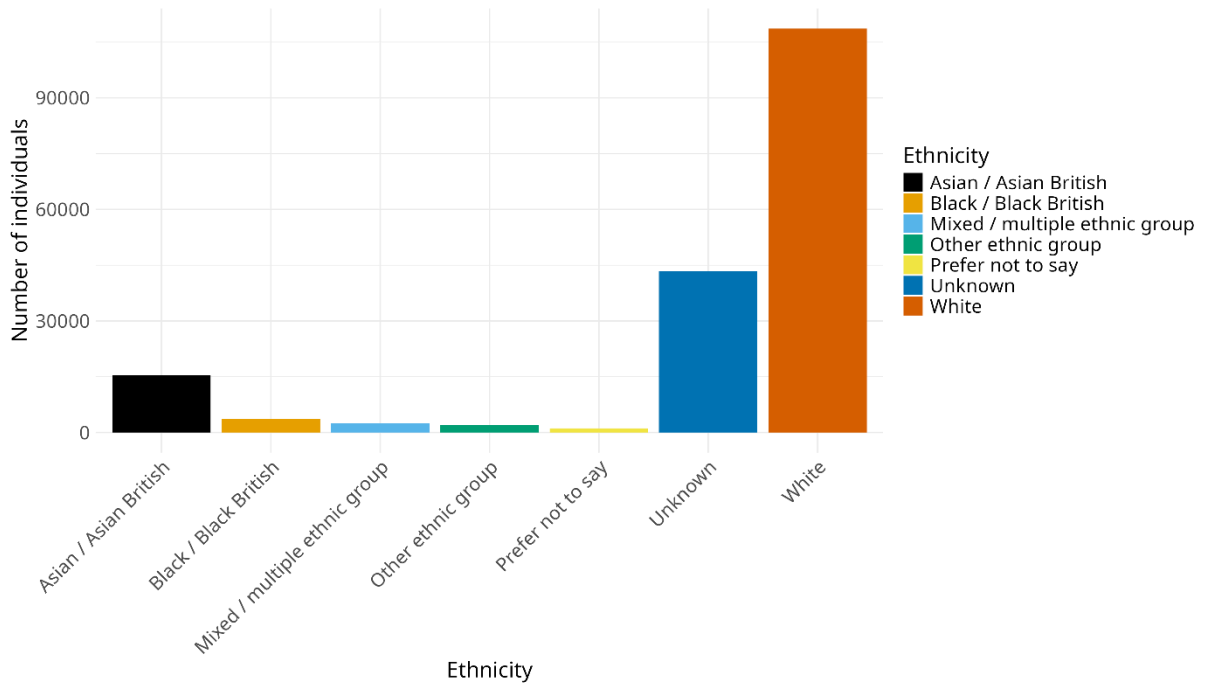
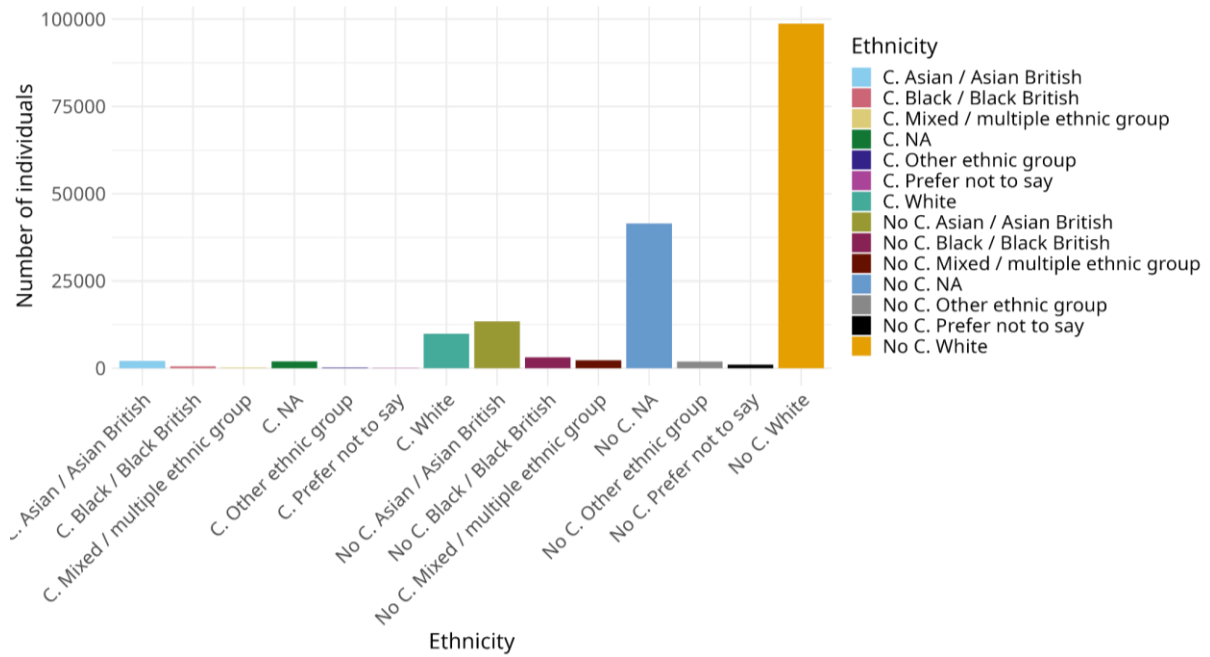


Table B1: Ethnicity distribution of individuals

Ethnicity	Count	Percentage
Asian / Asian British	15496	8.76%
Black / Black British	3660	2.07%
Mixed / multiple ethnic group	2439	1.38%
Unknown	43411	24.55%
Other ethnic group	2082	1.18%
Prefer not to say	1145	0.65%
White	108601	61.41%
Total	176,834	100.00%

Figure B3: Ethnicity distribution across the reports received by the SRA



In this Figure “C.” at the start of a variable name refers to the number of that category with reports, and “No C.” refers to the number in that category without reports.

Table B2: Ethnicity distribution across the reports received by the SRA

Ethnicity	Report Binary	Count	Percentage
Asian / Asian British	0	13427	7.59%
Asian / Asian British	1	2069	1.17%
Black / Black British	0	3141	1.78%
Black / Black British	1	519	0.29%
Mixed / multiple ethnic group	0	2249	1.27%
Mixed / multiple ethnic group	1	190	0.11%
Unknown	0	41456	23.44%
Unknown	1	1955	1.11%
Other ethnic group	0	1901	1.08%
Other ethnic group	1	181	0.10%
Prefer not to say	0	1028	0.58%
Prefer not to say	1	117	0.07%

Ethnicity	Report Binary	Count	Percentage
White	0	98718	55.83%
White	1	9883	5.59%
Total		176834	100.00%

Figure B3 and Table B2 show the distribution of ethnicities across the reports received by the SRA in the period of the data. White solicitors receive the highest proportion of reports, followed by Asian / Asian British solicitors. The high percentage of White solicitors named in the reports received by the SRA is not surprising given that White solicitors are the largest ethnic group in the population the SRA regulates.

Figure B4: Gender distribution

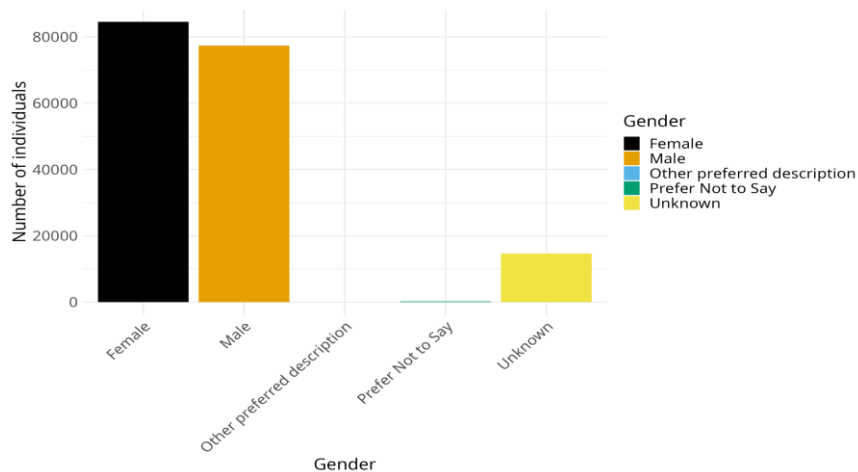
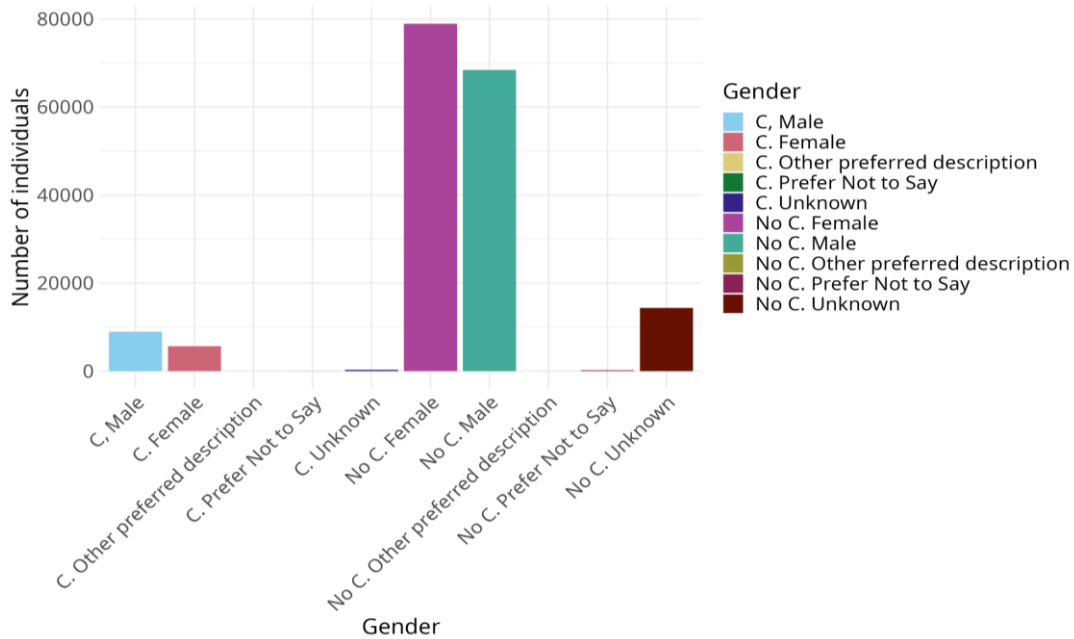


Table B3: Gender distribution

Gender	Count	Percentage
Female	84576	47.83%
Male	77373	43.75%
Unknown	14639	8.28%
Other preferred description	12	0.01%
Prefer not to say	234	0.13%
Total	176,834	100.00%

Figure B4 and Table B3 show the distribution of gender across the database. Female solicitors outnumber male solicitors (47.83% vs. 43.75%). Data on gender is not available for around 9% of the individuals in the database.

Figure B5: Gender distribution across the reports received by the SRA



In this chart 'C.' at the start of a variable name refers to the number of that category with reports, and 'No C.' refers to the number in that category without reports.

Table B4: Gender distribution across the reports received by the SRA

Gender	Report Binary	Count	Percentage
Female	0	78914	44.63%
Female	1	5662	3.20%
Male	0	68430	38.70%
Male	1	8943	5.06%
Unknown	0	14351	8.12%
Unknown	1	288	0.16%
Other preferred description	0	11	0.01%
Other preferred description	1	Too low	Too low

Gender	Report Binary	Count	Percentage
Prefer not to say	0	214	0.12%
Prefer not to say	1	20	0.01%
Total		176834	100.00%

Figure B5 and Table B4 show the distribution of gender across the reports received by the SRA. Male solicitors receive more reports than female solicitors (5.06% vs. 3.20%).

Figure B6: Age distribution

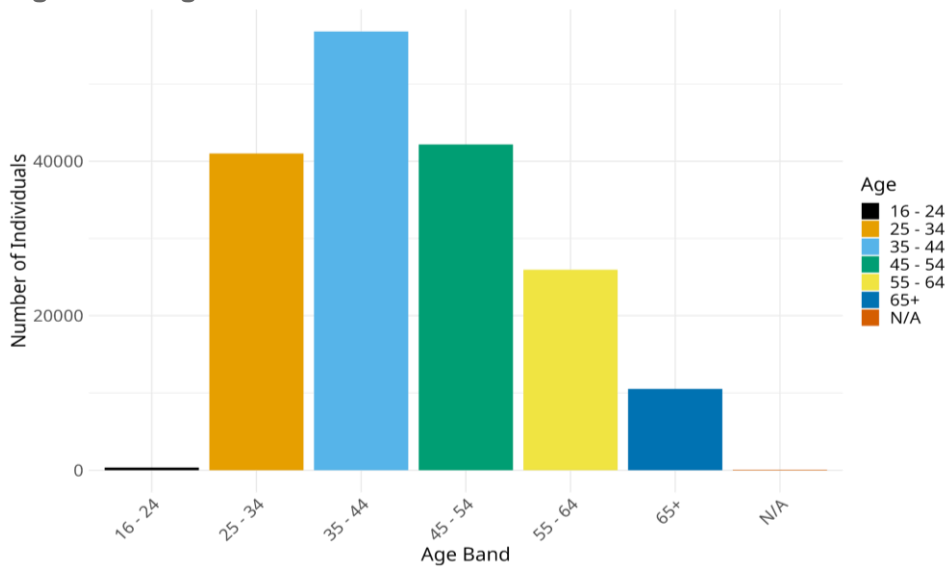
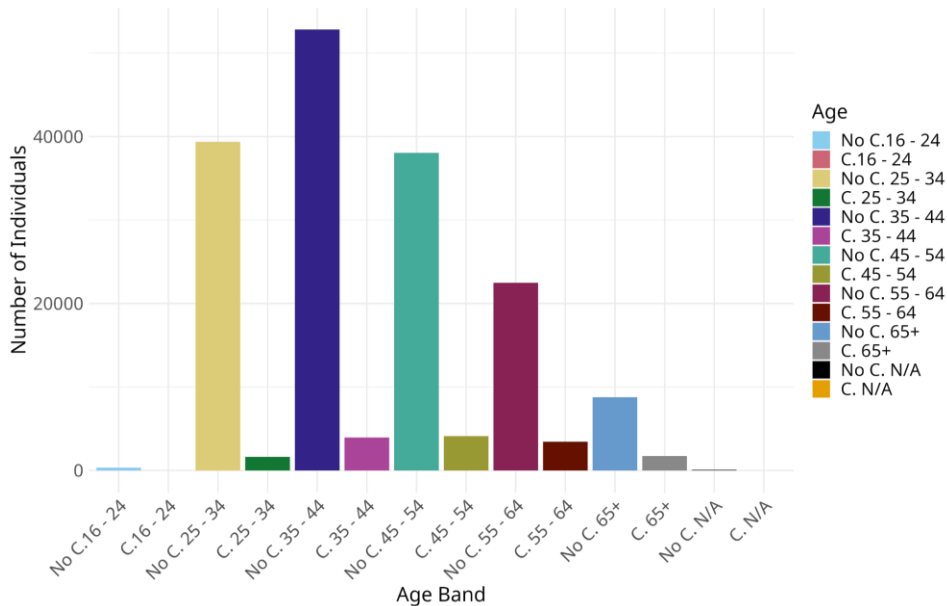


Table B5: Age distribution

Age Bands	Count	Percentage
16 - 24	353	0.20%
25 - 34	40999	23.19%
35 - 44	56778	32.11%
45 - 54	42162	23.84%
55 - 64	25942	14.67%
65+	10524	5.95%
Unknown	76	0.04%
Total	176,834	100.00%

Figure B6 and Table B5 show the distribution of age across the database. As expected, most solicitors are between 35- and 44-years-old. The second largest group is solicitors between 45- and 54-years-old. The third largest group is solicitors between 25- and 34-years-old. Solicitors over 65-years of age account for around 6% of all solicitors in the database.

Figure B7: Age distribution across the reports received by the SRA



In this chart 'C.' at the start of a variable name refers to the number of that category with reports, and 'No C.' refers to the number in that category without reports.

Table B6: Age distribution across the reports received by the SRA

Age Band	Report Binary	Count	Percentage
16 - 24	0	350	0.20%
16 - 24	1	Too low	Too low
25 - 34	0	39364	22.26%
25 - 34	1	1635	0.92%
35 - 44	0	52822	29.87%
35 - 44	1	3956	2.24%
45 - 54	0	38042	21.51%
45 - 54	1	4120	2.33%
55 - 64	0	22490	12.72%

Age Band	Report Binary	Count	Percentage
55 - 64	1	3452	1.95%
65+	0	8777	4.96%
65+	1	1747	0.99%
Unknown	0	75	0.04%
Unknown	1	Too low	Too low

Figure B7 and Table B6 show the distribution of age across the reports received by the SRA in the period of the data. Reports about solicitors aged between 45- and 54-years old, between 35- and 44-years-old, and between 55- and 64-years old account for, respectively, 2.33%, 2.24%, and 1.95% of the database.

Figure B8: Entry route distribution

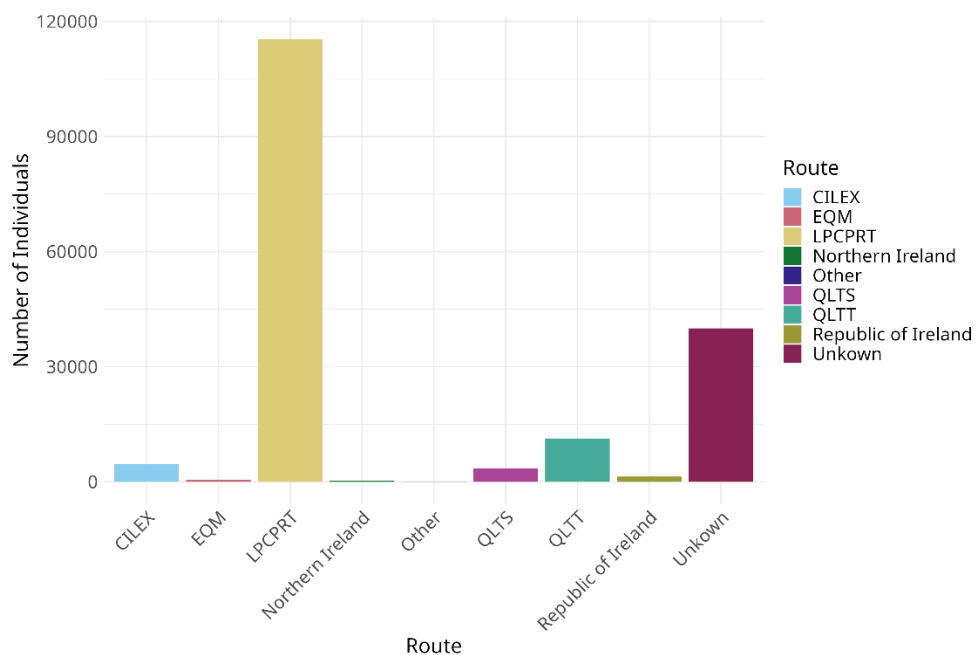
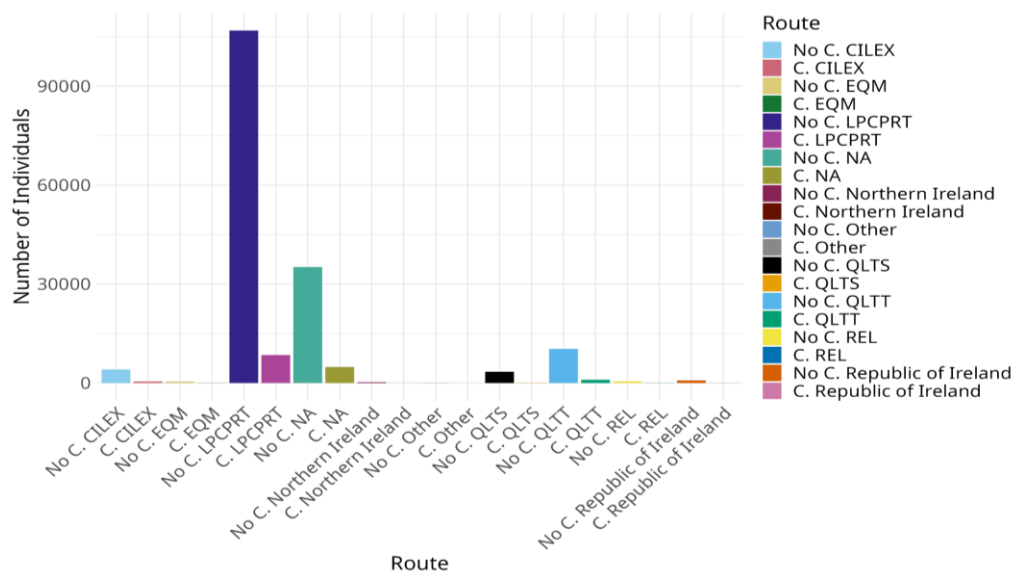


Table B7: Entry route distribution

Entry Route	Count	Percentage
CILEX	4562	2.58%
EQM (from 2014/15)	490	0.28%
LPC then PRT	115354	65.23%
Northern Ireland	274	0.15%
Other	44	0.02%
QLTS	3452	1.95%
QLTT	11309	6.40%
REL	540	0.31%
Republic of Ireland	815	0.46%
Unknown	39994	22.62%
Total	176,834	100.00%

Figure B8 and Table B7 show the distribution of entry routes across the database. As expected, the most common entry route is 'LPC then PRT'. 'QLTT' is the second most common entry route. Please note that data on entry route is not available for around 22% of the individuals in the database.

Figure B9: Entry route distribution across the reports received by the SRA



In this chart 'C.' at the start of a variable name refers to the number of that category with reports, and 'No C.' refers to the number in that category without reports.

Table B8: Entry route distribution across the reports received by the SRA

Entry Route	Report Binary	Count	Percentage
CILEX	0	4094	2.32%
EQM (from 2014/15)	0	456	0.26%
LPC then PRT	0	106882	60.44%
Northern Ireland	0	264	0.15%
Other	0	40	0.02%
QLTS	0	3401	1.92%
QLTT	0	10338	5.85%
REL	0	508	0.29%
Republic of Ireland	0	779	0.44%
Unknown	0	35158	19.88%
CILEX	1	468	0.26%
EQM (from 2014/15)	1	34	0.02%
LPC then PRT	1	8472	4.79%
NA	1	135	0.08%
Northern Ireland	1	10	0.01%
Other	1	Too low	Too low
QLTS	1	51	0.03%
QLTT	1	971	0.55%
REL	1	32	0.02%
Republic of Ireland	1	36	0.02%
Unknown	1	4836	2.74%

Figure B9 and Table B8 show the distribution of entry routes across the reports received by the SRA in the period of the data. As expected, most of the reports the SRA receive are about solicitors who qualified through 'LPC then PRT'. Solicitors who qualified through QLTT receive the second highest number of reports.

Appendix C: Ethnicity distribution across individual and organisational factors

In this Appendix we present additional chi-squared tests that show the distribution of different attributes of either individuals or firms in the population. These are useful contextual information as they provide a sense of how the relative likelihood that an attribute has on receiving a report related to the proportions of that attribute in the population.

Table C1: Chi-square test of entry route and Ethnicity (Black, Asian and minority ethnic) at level 1

Entry Route	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
LPC then PRT	White	69315	71114.53	-6.75	-2.53
CILEX	White	2921	2880.93	0.75	1.39
QLTT	White	5011	6572.9	-19.27	-23.76
Unknown	White	28586	25015.48	22.57	14.27
QLTS	White	958	1252.29	-8.32	-23.5
EQM (from 2014/15)	White	133	202.14	-4.86	-34.2
Republic of Ireland	White	345	290.89	3.17	18.6
REL	White	340	292.53	2.78	16.23
Northern Ireland	White	116	96.96	1.93	19.63
Other	White	29	35.33	-1.07	-17.93
LPC then PRT	Black, Asian and minority ethnic	17229	15429.47	14.49	11.66
CILEX	Black, Asian and minority ethnic	585	625.07	-1.6	-6.41
QLTT	Black, Asian and minority ethnic	2988	1426.1	41.36	109.52
Unknown	Black, Asian and minority ethnic	1857	5427.52	-48.47	-65.79
QLTS	Black, Asian and minority ethnic	566	271.71	17.85	108.31

Entry Route	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
EQM (from 2014/15)	Black, Asian and minority ethnic	113	43.86	10.44	157.65
Republic of Ireland	Black, Asian and minority ethnic	9	63.11	-6.81	-85.74
REL	Black, Asian and minority ethnic	16	63.47	-5.96	-74.79
Northern Ireland	Black, Asian and minority ethnic	Too low	Too low	Too low	Too low
Other	Black, Asian and minority ethnic	14	7.67	2.29	82.62

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C1 shows the distribution of White and Black, Asian and minority ethnic solicitors across the different entry routes in the profession. The residuals highlighted in grey show where there is a significant deviation from the expected numbers for that entry route and level one ethnicity.

Table C2: Chi-square Test of Entry Route and Ethnicity at level 2

Entry Route	Ethnicity	Observed	Expected	Residual	Percentage diff (%)
CILEX	White	2921	2,883.85	0.69	1.27%
EQM (from 2014/15)	White	133	204.53	-5	-53.78%
LPC then PRT	White	69321	71,072.83	-6.57	-2.53%
Northern Ireland	White	116	97.79	1.84	15.70%
Other	White	Too low	Too low	Too low	Too low
QLTS	White	971	1,299.73	-9.12	-33.85%
QLTT	White	5012	6,576.06	-19.29	-31.21%
REL	White	340	295.8	2.57	13.00%
Republic of Ireland	White	347	292.54	3.18	15.69%
Unknown	White	28589	25,020.82	22.56	12.48%
CILEX	Asian	357	410.37	-2.63	-14.95%
EQM (from 2014/15)	Asian	70	29.11	7.58	58.41%

Entry Route	Ethnicity	Observed	Expected	Residual	Percentage diff (%)
LPC then PRT	Asian	11340	10,113.70	12.19	10.81%
Northern Ireland	Asian	Too low	Too low	Too low	Too low
Other	Asian	Too low	Too low	Too low	Too low
QLTS	Asian	372	184.95	13.75	50.28%
QLTT	Asian	2013	935.78	35.21	53.51%
REL	Asian	Too low	Too low	Too low	Too low
Republic of Ireland	Asian	Too low	Too low	Too low	Too low
Unknown	Asian	1169	3,560.47	-40.08	-204.57%
CILEX	Black	128	97.05	3.14	24.18%
EQM (from 2014/15)	Black	Too low	Too low	Too low	Too low
LPC then PRT	Black	2485	2,391.76	1.91	3.75%
Northern Ireland	Black	Too low	Too low	Too low	Too low
Other	Black	Too low	Too low	Too low	Too low
QLTS	Black	64	43.74	3.06	31.66%
QLTT	Black	640	221.3	28.15	65.42%
REL	Black	Too low	Too low	Too low	Too low
Republic of Ireland	Black	Too low	Too low	Too low	Too low
Unknown	Black	276	842.01	-19.51	-205.08%
CILEX	Mixed	61	64.89	-0.48	-6.38%
EQM (from 2014/15)	Mixed	Too low	Too low	Too low	Too low
LPC then PRT	Mixed	1940	1,599.12	8.52	17.57%
Northern Ireland	Mixed	Too low	Too low	Too low	Too low
Other	Mixed	Too low	Too low	Too low	Too low
QLTS	Mixed	45	29.24	2.91	35.02%
QLTT	Mixed	203	147.96	4.52	27.11%
REL	Mixed	Too low	Too low	Too low	Too low

Entry Route	Ethnicity	Observed	Expected	Residual	Percentage diff (%)
Republic of Ireland	Mixed	Too low	Too low	Too low	Too low
Unknown	Mixed	164	562.96	-16.81	-243.27%
CILEX	Other	Too low	Too low	Too low	Too low
EQM (from 2014/15)	Other	Too low	Too low	Too low	Too low
LPC then PRT	Other	1465	1,317.54	4.06	10.07%
Northern Ireland	Other	Too low	Too low	Too low	Too low
Other	Other	Too low	Too low	Too low	Too low
QLTS	Other	92	24.09	13.83	73.82%
QLTT	Other	132	121.91	0.91	7.64%
REL	Other	Too low	Too low	Too low	Too low
Republic of Ireland	Other	Too low	Too low	Too low	Too low
Unknown	Other	248	463.83	-10.02	-87.03%
CILEX	Prefer not to say	Too low	Too low	Too low	Too low
EQM (from 2014/15)	Prefer not to say	Too low	Too low	Too low	Too low
LPC then PRT	Prefer not to say	668	724.06	-2.08	-8.39%
Northern Ireland	Prefer not to say	Too low	Too low	Too low	Too low
Other	Prefer not to say	Too low	Too low	Too low	Too low
QLTS	Prefer not to say	51	13.24	10.38	74.04%
QLTT	Prefer not to say	70	66.99	0.37	4.30%
REL	Prefer not to say	Too low	Too low	Too low	Too low
Republic of Ireland	Prefer not to say	Too low	Too low	Too low	Too low
Unknown	Prefer not to say	259	254.9	0.26	1.58%

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Similarly to Table C1, Table C2 shows the distribution of the specific ethnicities across the different entry routes into the profession. The residuals highlighted in grey show where there is a significant deviation from the expected numbers for that entry route and ethnicity.

Table C3: Chi-square Test of Gender and Ethnicity (Black, Asian and minority ethnic) at level 1

Gender	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Female	White	54732	56095.52	-5.76	-2.43
Male	White	53812	52441.92	5.98	2.61
Female	Black, Asian and minority ethnic	13591	12227.48	12.33	11.15
Male	Black, Asian and minority ethnic	10061	11431.08	-12.81	-11.99

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C3 shows the distribution of White and Black, Asian and minority ethnic solicitors across genders. The residuals highlighted in grey show where there is a significant deviation from the expected numbers for that gender and ethnicity.

Table C4: Chi-square Test of Gender and Ethnicity at level 2

Gender	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Female	White	54732	55914.76	-5	-2.12
Male	White	53812	52455.25	5.92	2.59
Other preferred description	White	11	9.77	0.39	12.61
Prefer not to say	White	12	187.22	-12.81	-93.59
Female	Asian	8659	7977.74	7.63	8.54
Male	Asian	6829	7484.15	-7.57	-8.75
Other preferred description	Asian	Too low	Too low	Too low	Too low
Prefer not to say	Asian	Too low	Too low	Too low	Too low
Female	Black	2276	1884.48	9.02	20.78
Male	Black	1383	1767.88	-9.15	-21.77
Other preferred description	Black	Too low	Too low	Too low	Too low
Prefer not to say	Black	Too low	Too low	Too low	Too low

Gender	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Female	Mixed	1484	1255.63	6.44	18.19
Male	Mixed	951	1177.94	-6.61	-19.27
Other preferred description	Mixed	Too low	Too low	Too low	Too low
Prefer not to say	Mixed	Too low	Too low	Too low	Too low
Female	Other	1172	1070.22	3.11	9.51
Male	Other	898	1004.01	-3.35	-10.56
Other preferred description	Other	Too low	Too low	Too low	Too low
Prefer not to say	Other	Too low	Too low	Too low	Too low
Female	Prefer not to say	368	588.16	-9.08	-37.43
Male	Prefer not to say	568	551.77	0.69	2.94
Other preferred description	Prefer not to say	Too low	Too low	Too low	Too low
Prefer not to say	Prefer not to say	206	1.97	145.39	10360.31

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C4 shows the distribution of the specific ethnicities of solicitors across genders. The residuals highlighted in grey show where there is a significant deviation from the expected numbers for that gender and ethnicity.

Table C5: Chi-square test of age and Ethnicity (Black, Asian and minority ethnic) at level 1

Age Band	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
16 – 24	White	20	23.81	-0.78	-16
25 – 34	White	12584	13558.56	-8.37	-7.19

35 – 44	White	38385	40091.92	-8.52	-4.26
45 – 54	White	29067	29000.57	0.39	0.23
55 – 64	White	19805	18338.62	10.83	8
65+	White	8706	7553.52	13.26	15.26
16 – 24	Black, Asian and minority ethnic	9	5.19	1.67	73.41
25 – 34	Black, Asian and minority ethnic	3930	2955.44	17.93	32.98
35 – 44	Black, Asian and minority ethnic	10446	8739.08	18.26	19.53
45 – 54	Black, Asian and minority ethnic	6255	6321.43	-0.84	-1.05
55 – 64	Black, Asian and minority ethnic	2531	3997.38	-23.19	-36.68
65+	Black, Asian and minority ethnic	494	1646.48	-28.4	-70

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C5 shows the distribution of White and Black, Asian and minority ethnic solicitors across age bands. The residuals highlighted in grey show where there is a significant deviation from the expected numbers for that age band and ethnicity.

Table C6: Chi-square test of age and ethnicity at level 2

Age Band	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
16 - 24	White	20	23.61	-0.74	-15.28
25 - 34	White	12584	13682.6	-9.39	-8.03
35 - 44	White	38385	39979.82	-7.98	-3.99
45 - 54	White	29067	28959.83	0.63	0.37
55 - 64	White	19805	18359.05	10.67	7.88
65+	White	8706	7562.1	13.15	15.13
16 - 24	Asian	7	3.37	1.98	107.84

Age Band	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
25 - 34	Asian	2677	1952.19	16.4	37.13
35 - 44	Asian	7194	5704.2	19.73	26.12
45 - 54	Asian	4061	4131.9	-1.1	-1.72
55 - 64	Asian	1259	2619.41	-26.58	-51.94
65+	Asian	292	1078.94	-23.96	-72.94
16 - 24	Black	Too low	Too low	Too low	Too low
25 - 34	Black	390	461.14	-3.31	-15.43
35 - 44	Black	1179	1347.43	-4.59	-12.5
45 - 54	Black	1152	976.02	5.63	18.03
55 - 64	Black	832	618.75	8.57	34.46
65+	Black	106	254.86	-9.32	-58.41
16 - 24	Mixed	Too low	Too low	Too low	Too low
25 - 34	Mixed	597	307.26	16.53	94.3
35 - 44	Mixed	1201	897.79	10.12	33.77
45 - 54	Mixed	437	650.33	-8.37	-32.8
55 - 64	Mixed	172	412.27	-11.83	-58.28
65+	Mixed	30	169.82	-10.73	-82.33
16 - 24	Other	Too low	Too low	Too low	Too low
25 - 34	Other	266	261.89	0.25	1.57
35 - 44	Other	872	765.22	3.86	13.95
45 - 54	Other	605	554.3	2.15	9.15
55 - 64	Other	268	351.4	-4.45	-23.73
65+	Other	66	144.74	-6.54	-54.4
16 - 24	Prefer not to say	Too low	Too low	Too low	Too low
25 - 34	Prefer not to say	295	143.93	12.59	104.97
35 - 44	Prefer not to say	284	420.54	-6.66	-32.47

Age Band	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
45 - 54	Prefer not to say	255	304.62	-2.84	-16.29
55 - 64	Prefer not to say	218	193.12	1.79	12.89
65+	Prefer not to say	90	79.54	1.17	13.14

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C6 shows the distribution of specific ethnicities of solicitors across age bands. The residuals highlighted in grey show where there is a significant deviation from the expected numbers for that age band and ethnicity.

Table C7: Chi-square test of firm size and Ethnicity (Black, Asian and minority ethnic) at level 1

Size Band	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Partners					
Large	White	34522	35560.1	-5.51	-2.92
Medium	White	7932	7079.01	10.14	12.05
One Partner	White	3751	4454.48	-10.54	-15.79
Small	White	16932	16043.41	7.02	5.54
Large	Black, Asian and minority ethnic	4420	7138.27	-32.17	-38.08
Medium	Black, Asian and minority ethnic	1340	1421.03	-2.15	-5.7
One Partner	Black, Asian and minority ethnic	2384	894.18	49.82	166.61
Small	Black, Asian and minority ethnic	4530	3220.52	23.07	40.66
Large	Prefer not to say	296	392.57	-4.87	-24.6
Medium	Prefer not to say	93	78.15	1.68	19
One Partner	Prefer not to say	94	49.18	6.39	91.15
Small	Prefer not to say	214	177.11	2.77	20.83

Size Band	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Partners					
Large	Unknown	18495	14642.06	31.84	26.31
Medium	Unknown	2128	2914.82	-14.57	-26.99
One Partner	Unknown	1003	1834.16	-19.41	-45.32
Small	Unknown	4371	6605.96	-27.5	-33.83

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C7 shows the distribution of White and Black, Asian and minority ethnic solicitors across firm size (banded by number of partners). The residuals highlighted in grey show where there is a significant deviation from the expected numbers for that firm size and ethnicity.

Table C8: Chi-square test of firm size and ethnicity at level 2

Size Band Partners	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Large	White	34522	35560.1	-5.51	-2.92
Medium	White	7932	7079.01	10.14	12.05
One Partner	White	3751	4454.48	-10.54	-15.79
Small	White	16932	16043.41	7.02	5.54
Large	Asian	2797	4896.08	-30	-42.87
Medium	Asian	920	974.67	-1.75	-5.61
One Partner	Asian	1648	613.31	41.78	168.7
Small	Asian	3328	2208.93	23.81	50.66
Large	Black	451	969.3	-16.65	-53.47
Medium	Black	175	192.96	-1.29	-9.31
One Partner	Black	508	121.42	35.08	318.38
Small	Black	587	437.31	7.16	34.23
Large	Mixed	722	716.98	0.19	0.7
Medium	Mixed	147	142.73	0.36	2.99

Size Band Partners	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
One Partner	Mixed	106	89.81	1.71	18.02
Small	Mixed	298	323.48	-1.42	-7.88
Large	Other	450	555.9	-4.49	-19.05
Medium	Other	98	110.66	-1.2	-11.44
One Partner	Other	122	69.64	6.28	75.2
Small	Other	317	250.8	4.18	26.39
Large	Prefer not to say	296	392.57	-4.87	-24.6
Medium	Prefer not to say	93	78.15	1.68	19
One Partner	Prefer not to say	94	49.18	6.39	91.15
Small	Prefer not to say	214	177.11	2.77	20.83
Large	Unknown	18495	14642.06	31.84	26.31
Medium	Unknown	2128	2914.82	-14.57	-26.99
One Partner	Unknown	1003	1834.16	-19.41	-45.32
Small	Unknown	4371	6605.96	-27.5	-33.83

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C8 shows the distribution of the specific ethnicities of solicitors across firm size (banded by number of partners). The residuals highlighted in grey show where there is a significant deviation from the expected numbers for that firm size and ethnicity.

Table C9: Chi-square test of one partner firm and Ethnicity (Black, Asian and minority ethnic) at level 1

One Partner	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
No	White	59386	58682.52	2.9	1.2
Yes	White	3751	4454.48	-10.54	-15.79
No	Black, Asian and minority ethnic	10290	11779.82	-13.73	-12.65
Yes	Black, Asian and minority ethnic	2384	894.18	49.82	166.61

No	Prefer not to say	603	647.82	-1.76	-6.92
Yes	Prefer not to say	94	49.18	6.39	91.15
No	Unknown	24994	24162.84	5.35	3.44
Yes	Unknown	1003	1834.16	-19.41	-45.32

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C9 shows the distribution of White and Black, Asian and minority ethnic solicitors between single partner firms and multi-partner firms. The residuals highlighted in grey show where there is a significant deviation from the expected numbers for ethnicity and single or multi-partner firms.

Table C10: Chi-square test of one partner firm and ethnicity at level 2

One Partner	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
No	White	59386	58682.52	2.9	1.2
Yes	White	3751	4454.48	-10.54	-15.79
No	Asian	7045	8079.69	-11.51	-12.81
Yes	Asian	1648	613.31	41.78	168.7
No	Black	1213	1599.58	-9.67	-24.17
Yes	Black	508	121.42	35.08	318.38
No	Mixed	1167	1183.19	-0.47	-1.37
Yes	Mixed	106	89.81	1.71	18.02
No	Other	865	917.36	-1.73	-5.71
Yes	Other	122	69.64	6.28	75.2
No	Prefer not to say	603	647.82	-1.76	-6.92
Yes	Prefer not to say	94	49.18	6.39	91.15
No	Unknown	24994	24162.84	5.35	3.44
Yes	Unknown	1003	1834.16	-19.41	-45.32

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C10 shows the distribution of the specific ethnicities of solicitors between single partner firms and multi-partner firms. The residuals highlighted in grey show where there is a significant deviation from the expected numbers for ethnicity and one partner or multi-partner firms.

Table C11: Chi-square test of specialist firm and Ethnicity (Black, Asian and minority ethnic) at level 1

Specialist	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
No	White	59234	59392.54	-0.65	-0.27
Yes	White	3106	2947.46	2.92	5.38
No	Black, Asian and minority ethnic	11505	11825.16	-2.94	-2.71
Yes	Black, Asian and minority ethnic	907	586.84	13.22	54.56
No	Prefer not to say	644	652.61	-0.34	-1.32
Yes	Prefer not to say	41	32.39	1.51	26.59
No	Unknown	24795	24307.69	3.13	2
Yes	Unknown	719	1206.31	-14.03	-40.4

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C11 shows the distribution of White and Black, Asian and minority ethnic solicitors between specialist and non-specialist firms (where specialist is defined as a firm that generates more than 50% of its revenue in any practice area). The residuals highlighted in grey show where there is a significant deviation from the expected numbers ethnicity and for specialist and non-specialist firms.

Table C12: Chi-square test of specialist firm and ethnicity at level 2

Specialist	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
No	White	59234	59392.54	-0.65	-0.27
Yes	White	3106	2947.46	2.92	5.38
No	Asian	7867	8102.88	-2.62	-2.91
Yes	Asian	638	402.12	11.76	58.66
No	Black	1565	1605.33	-1.01	-2.51
Yes	Black	120	79.67	4.52	50.63

Specialist	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
No	Mixed	1176	1190.9	-0.43	-1.25
Yes	Mixed	74	59.1	1.94	25.21
No	Other	897	926.04	-0.95	-3.14
Yes	Other	75	45.96	4.28	63.2
No	Prefer not to say	644	652.61	-0.34	-1.32
Yes	Prefer not to say	41	32.39	1.51	26.59
No	Unknown	24795	24307.69	3.13	2
Yes	Unknown	719	1206.31	-14.03	-40.4

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C12 shows the distribution of specific ethnicities between specialist and non-specialist firms (where specialist is defined as a firm that generates more than 50% of its revenue in any revenue area). The residuals highlighted in grey show where there is a significant deviation from the expected numbers for ethnicity and specialist or non-specialist firms.

Table C13: Chi-square test of legal aid and Ethnicity (Black, Asian and minority ethnic) at level 1

Legal Aid	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
No	White	73337	74204.03	-3.18	-1.17
Yes	White	13714	12846.97	7.65	6.75
No	Black, Asian and minority ethnic	15384	15787.67	-3.21	-2.56
Yes	Black, Asian and minority ethnic	3137	2733.33	7.72	14.77
No	Prefer not to say	800	782.52	0.62	2.23
Yes	Prefer not to say	118	135.48	-1.5	-12.9
No	Unknown	30533	29279.78	7.32	4.28
Yes	Unknown	3816	5069.22	-17.6	-24.72

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C13 shows the distribution of Black, Asian and minority ethnic solicitors between firms that carry out legal aid work and those that do not (where this is true if the firm has reported any revenue from legal aid work). The residuals highlighted in grey show where there is a significant deviation from the expected numbers for ethnicity and firms doing legal aid work and those that do not.

Table C14: Chi-square test of legal aid and ethnicity at level 2

Legal Aid	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
No	White	73337	74204.03	-3.18	-1.17
Yes	White	13714	12846.97	7.65	6.75
No	Asian	10202	10483.06	-2.75	-2.68
Yes	Asian	2096	1814.94	6.6	15.49
No	Black	2085	2294.72	-4.38	-9.14
Yes	Black	607	397.28	10.52	52.79
No	Mixed	1719	1675.01	1.07	2.63
Yes	Mixed	246	289.99	-2.58	-15.17
No	Other	1378	1334.89	1.18	3.23
Yes	Other	188	231.11	-2.84	-18.65
No	Prefer not to say	800	782.52	0.62	2.23
Yes	Prefer not to say	118	135.48	-1.5	-12.9
No	Unknown	30533	29279.78	7.32	4.28
Yes	Unknown	3816	5069.22	-17.6	-24.72

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C14 shows the distribution of the specific ethnicities solicitors between firms that carry out legal aid work and those that do not (where this is true if the firm has reported any revenue from legal aid work). The residuals highlighted in grey show where there is a significant deviation from the expected numbers for ethnicity and firms doing legal aid work and those that do not.

Table C15: Chi-square test of areas of law and Ethnicity (Black, Asian and minority ethnic) at level 1

Area of Law Specialism	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Planning	White	76	62.22	1.75	22.14
Arbitration and alternative dispute resolution	White	284	248.9	2.22	14.1
Children	White	549	546.02	0.13	0.55
Commercial/corporate work for listed companies	White	2012	1840.29	4	9.33
Commercial/corporate work for non-listed companies	White	1427	1309.04	3.26	9.01
Criminal	White	2017	2298.41	-5.87	-12.24
Employment	White	625	555.35	2.96	12.54
Family/matrimonial	White	836	783.25	1.88	6.73
Financial advice and services (Regulated by the SRA)	White	152	140	1.01	8.57
Immigration	White	292	1101.37	-24.39	-73.49
Intellectual property	White	122	108.11	1.34	12.84
Landlord and tenant (Commercial and Domestic)	White	122	126	-0.36	-3.18
Litigation - other	White	3579	3216.22	6.4	11.28
Mental health	White	75	97.23	-2.25	-22.86
Non-litigation (other)	White	190	169.56	1.57	12.05
Other	White	189	168.01	1.62	12.5
Personal injury	White	3557	3493.12	1.08	1.83
Probate and estate administration	White	238	204.56	2.34	16.35
Property commercial	White	172	174.23	-0.17	-1.28
Property - residential	White	2641	2521.64	2.38	4.73
Wills, trusts and tax planning	White	160	136.12	2.05	17.55

Area of Law Specialism	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Children	Black, Asian and minority ethnic	153	155.98	-0.24	-1.91
Commercial/corporate work for listed companies	Black, Asian and minority ethnic	354	525.71	-7.49	-32.66
Commercial/corporate work for non-listed companies	Black, Asian and minority ethnic	256	373.96	-6.1	-31.54
Criminal	Black, Asian and minority ethnic	938	656.59	10.98	42.86
Employment	Black, Asian and minority ethnic	89	158.65	-5.53	-43.9
Family/matrimonial	Black, Asian and minority ethnic	171	223.75	-3.53	-23.58
Immigration	Black, Asian and minority ethnic	1124	314.63	45.63	257.25
Litigation - other	Black, Asian and minority ethnic	556	918.78	-11.97	-39.48
Mental health	Black, Asian and minority ethnic	50	27.77	4.22	80.02
Personal injury	Black, Asian and minority ethnic	934	997.88	-2.02	-6.4
Property commercial	Black, Asian and minority ethnic	52	49.77	0.32	4.48
Property - residential	Black, Asian and minority ethnic	601	720.36	-4.45	-16.57

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C15 shows the distribution of White and Black, Asian and minority ethnic solicitors across firm specialism (where a firm is given a specialism if that firm generates more than 50% of its revenue in a revenue area). The residuals highlighted in grey show where there is a significant deviation from the expected numbers for ethnicity and the firm specialisms. Areas of law with less than 50 observations have been removed.

Table C16: Chi-square test of specialist firm and ethnicity at level 2

Area of Law Specialism	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Planning	White	76	62.22	1.75	22.14
Arbitration and alternative dispute resolution	White	284	248.9	2.22	14.1
Children	White	549	546.02	0.13	0.55
Commercial/corporate work for listed companies	White	2012	1840.29	4	9.33
Commercial/corporate work for non-listed companies	White	1427	1309.04	3.26	9.01
Criminal	White	2017	2298.41	-5.87	-12.24
Employment	White	625	555.35	2.96	12.54
Family/matrimonial	White	836	783.25	1.88	6.73
Financial advice and services (Regulated by the SRA)	White	152	140	1.01	8.57
Immigration	White	292	1101.37	-24.39	-73.49
Intellectual property	White	122	108.11	1.34	12.84
Landlord and tenant (Commercial and Domestic)	White	122	126	-0.36	-3.18
Litigation – other	White	3579	3216.22	6.4	11.28
Mental health	White	75	97.23	-2.25	-22.86
Non-litigation (other)	White	190	169.56	1.57	12.05
Other	White	189	168.01	1.62	12.5
Personal injury	White	3557	3493.12	1.08	1.83
Probate and estate administration	White	238	204.56	2.34	16.35

Area of Law Specialism	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Property commercial	White	172	174.23	-0.17	-1.28
Property – residential	White	2641	2521.64	2.38	4.73
Wills, trusts and tax planning	White	160	136.12	2.05	17.55
Children	Asian	92	110.36	-1.75	-16.64
Commercial/corporate work for listed companies	Asian	225	371.96	-7.62	-39.51
Commercial/corporate work for non-listed companies	Asian	157	264.59	-6.61	-40.66
Criminal	Asian	650	464.56	8.6	39.92
Employment	Asian	59	112.25	-5.03	-47.44
Family/matrimonial	Asian	120	158.31	-3.04	-24.2
Immigration	Asian	800	222.61	38.7	259.37
Litigation – other	Asian	371	650.07	-10.95	-42.93
Personal injury	Asian	778	706.04	2.71	10.19
Property – residential	Asian	444	509.68	-2.91	-12.89
Criminal	Black	169	91.87	8.05	83.96
Immigration	Black	239	44.02	29.39	442.9
Litigation – other	Black	52	128.56	-6.75	-59.55
Personal injury	Black	62	139.62	-6.57	-55.6
Property – residential	Black	80	100.79	-2.07	-20.63
Commercial/corporate work for listed companies	Mixed	57	42.28	2.26	34.82
Criminal	Mixed	55	52.8	0.3	4.16
Litigation – other	Mixed	71	73.89	-0.34	-3.91
Personal injury	Mixed	56	80.25	-2.71	-30.22
Criminal	Other	64	47.36	2.42	35.15
Immigration	Other	56	22.69	6.99	146.78

Area of Law Specialism	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Litigation – other	Other	62	66.27	-0.52	-6.44

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C16 shows the distribution of the specific ethnicities' solicitors across firm specialism (where a firm is given a specialism if that firm generates more than 50% of its revenue in a revenue area). The residuals highlighted in grey show where there is a significant deviation from the expected numbers for ethnicity and the firm specialisms. Areas of law with less than 50 observations have been removed.

Table C17: Chi-square test of report source and Ethnicity (Black, Asian and minority ethnic) at level 1

Report Source	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Non-regulated Individual	White	16668	16313.77	2.77	2.17
Non-regulated Organisation	White	2011	2203.72	-4.11	-8.75
Regulated Individual	White	1329	1437.73	-2.87	-7.56
Regulated Organisation	White	3628	3680.79	-0.87	-1.43
Non-regulated Individual	Black, Asian and minority ethnic	5311	5665.23	-4.71	-6.25
Non-regulated Organisation	Black, Asian and minority ethnic	958	765.28	6.97	25.18
Regulated Individual	Black, Asian and minority ethnic	608	499.27	4.87	21.78
Regulated Organisation	Black, Asian and minority ethnic	1331	1278.21	1.48	4.13

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C17 shows the distribution of White and Black, Asian and minority ethnic solicitors between and the source of the report: SRA regulated and non-regulated individuals and SRA regulated and non-regulated organisations. The residuals highlighted in grey show where there is a significant deviation from the expected numbers for ethnicity and the different levels of regulation.

Table C18: Chi-square of case categorisation and ethnicity at level 1

Case categorisation	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Accounts Rules Concerns	White	338	346.7	-0.47	-2.51
Bogus solicitors and/or law firm	White	182	175.96	0.46	3.43
Client information and publicity	White	198	219.2	-1.43	-9.67
Co-operation and notification	White	195	211.75	-1.15	-7.91
Compliance and business systems	White	37	38.03	-0.17	-2.7
Concerns about fraudulent activity	White	448	554.72	-4.53	-19.24
Concerns about the provision of specialist services	White	Too low	Too low	Too low	Too low
Concerns around leasehold ground rent	White	Too low	Too low	Too low	Too low
Conflict, confidentiality and disclosure	White	960	875.32	2.86	9.67
Criminal justice process	White	68	75.3	-0.84	-9.7
Cyber crime	White	16	12.68	0.93	26.23
Equality and Diversity	White	263	246.79	1.03	6.57
Financial dishonesty	White	202	230.39	-1.87	-12.32
Financial Stability	White	117	151.35	-2.79	-22.7
Firm / practice management	White	132	150.61	-1.52	-12.36
Indemnity insurance	White	43	51.45	-1.18	-16.42
Maintaining trust and acting fairly	White	5009	4864.97	2.06	2.96
Managers and Compliance officers	White	Too low	Too low	Too low	Too low
Money laundering concerns	White	309	325.82	-0.93	-5.16
Non Disclosure Agreements	White	11	8.95	0.69	22.95
Other business	White	Too low	Too low	Too low	Too low
Poor advocacy	White	7	5.22	0.78	34.12

Case categorisation	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Practising and employment arrangements	White	166	225.17	-3.94	-26.28
Proceedings before court	White	241	250.52	-0.6	-3.8
Provision of service	White	135	115.57	1.81	16.82
Referrals introductions and separate businesses	White	26	26.84	-0.16	-3.13
Service and competence	White	2487	2429.13	1.17	2.38
Sexual misconduct	White	61	56.66	0.58	7.65
Accounts Rules Concerns	Black, Asian and minority ethnic	127	118.3	0.8	7.35
Bogus solicitors and/or law firm	Black, Asian and minority ethnic	54	60.04	-0.78	-10.06
Client information and publicity	Black, Asian and minority ethnic	96	74.8	2.45	28.35
Co-operation and notification	Black, Asian and minority ethnic	89	72.25	1.97	23.18
Compliance and business systems	Black, Asian and minority ethnic	14	12.97	0.28	7.9
Concerns about fraudulent activity	Black, Asian and minority ethnic	296	189.28	7.76	56.38
Concerns about the provision of specialist services	Black, Asian and minority ethnic	Too low	Too low	Too low	Too low
Concerns around leasehold ground rent	Black, Asian and minority ethnic	Too low	Too low	Too low	Too low
Conflict, confidentiality and disclosure	Black, Asian and minority ethnic	214	298.68	-4.9	-28.35
Criminal justice process	Black, Asian and minority ethnic	33	25.7	1.44	28.43
Cyber crime	Black, Asian and minority ethnic	Too low	Too low	Too low	Too low
Equality and Diversity	Black, Asian and minority ethnic	68	84.21	-1.77	-19.25
Financial dishonesty	Black, Asian and minority ethnic	107	78.61	3.2	36.11

Case categorisation	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Financial Stability	Black, Asian and minority ethnic	86	51.65	4.78	66.52
Firm / practice management	Black, Asian and minority ethnic	70	51.39	2.6	36.21
Indemnity insurance	Black, Asian and minority ethnic	26	17.55	2.02	48.11
Maintaining trust and acting fairly	Black, Asian and minority ethnic	1516	1660.03	-3.54	-8.68
Managers and Compliance officers	Black, Asian and minority ethnic	Too low	Too low	Too low	Too low
Money laundering concerns	Black, Asian and minority ethnic	128	111.18	1.6	15.13
Non Disclosure Agreements	Black, Asian and minority ethnic	Too low	Too low	Too low	Too low
Other business	Black, Asian and minority ethnic	Too low	Too low	Too low	Too low
Poor advocacy	Black, Asian and minority ethnic	Too low	Too low	Too low	Too low
Practising and employment arrangements	Black, Asian and minority ethnic	136	76.83	6.75	77.01
Proceedings before court	Black, Asian and minority ethnic	95	85.48	1.03	11.13
Provision of service	Black, Asian and minority ethnic	20	39.43	-3.09	-49.28
Referrals introductions and separate businesses	Black, Asian and minority ethnic	10	9.16	0.28	9.18
Service and competence	Black, Asian and minority ethnic	771	828.87	-2.01	-6.98
Sexual misconduct	Black, Asian and minority ethnic	15	19.34	-0.99	-22.42

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C17 shows the distribution of reports by case categorisation between Black, Asian and Minority ethnic and white solicitors. Where there are less than 50 observations the data has not been shown.

Table C18: Chi-square of case categorisation and ethnicity at level 2

Case categorisation	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Accounts Rules Concerns	White	338	346.7	-0.47	-2.51
Bogus solicitors and/or law firm	White	182	175.96	0.46	3.43
Client information and publicity	White	198	219.2	-1.43	-9.67
Co-operation and notification	White	195	211.75	-1.15	-7.91
Compliance and business systems	White	37	38.03	-0.17	-2.7
Concerns about fraudulent activity	White	448	554.72	-4.53	-19.24
Concerns about the provision of specialist services	White	Too low	Too low	Too low	Too low
Concerns around leasehold ground rent	White	Too low	Too low	Too low	Too low
Conflict, confidentiality and disclosure	White	960	875.32	2.86	9.67
Criminal justice process	White	68	75.3	-0.84	-9.7
Cyber crime	White	16	12.68	0.93	26.23
Equality and Diversity	White	263	246.79	1.03	6.57
Financial dishonesty	White	202	230.39	-1.87	-12.32
Financial Stability	White	117	151.35	-2.79	-22.7
Firm / practice management	White	132	150.61	-1.52	-12.36
Indemnity insurance	White	43	51.45	-1.18	-16.42
Maintaining trust and acting fairly	White	5009	4864.97	2.06	2.96
Managers and Compliance officers	White	5	7.46	-0.9	-32.94
Money laundering concerns	White	309	325.82	-0.93	-5.16
Non Disclosure Agreements	White	11	8.95	0.69	22.95
Other business	White	Too low	Too low	Too low	Too low
Poor advocacy	White	7	5.22	0.78	34.12
Practising and employment arrangements	White	166	225.17	-3.94	-26.28
Proceedings before court	White	241	250.52	-0.6	-3.8

Case categorisation	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Provision of service	White	135	115.57	1.81	16.82
Referrals introductions and separate businesses	White	26	26.84	-0.16	-3.13
Service and competence	White	2487	2429.13	1.17	2.38
Sexual misconduct	White	61	56.66	0.58	7.65
Accounts Rules Concerns	Asian	97	87.69	0.99	10.62
Bogus solicitors and/or law firm	Asian	37	44.5	-1.12	-16.86
Client information and publicity	Asian	72	55.44	2.22	29.87
Co-operation and notification	Asian	65	53.55	1.56	21.37
Compliance and business systems	Asian	9	9.62	-0.2	-6.42
Concerns about fraudulent activity	Asian	239	140.3	8.33	70.35
Concerns about the provision of specialist services	Asian	Too low	Too low	Too low	Too low
Concerns around leasehold ground rent	Asian	Too low	Too low	Too low	Too low
Conflict, confidentiality and disclosure	Asian	161	221.38	-4.06	-27.28
Criminal justice process	Asian	24	19.05	1.14	26.01
Cyber crime	Asian	Too low	Too low	Too low	Too low
Equality and Diversity	Asian	45	62.42	-2.2	-27.9
Financial dishonesty	Asian	75	58.27	2.19	28.71
Financial Stability	Asian	65	38.28	4.32	69.8
Firm / practice management	Asian	53	38.09	2.42	39.14
Indemnity insurance	Asian	23	13.01	2.77	76.77
Maintaining trust and acting fairly	Asian	1091	1230.42	-3.97	-11.33
Managers and Compliance officers	Asian	Too low	Too low	Too low	Too low
Money laundering concerns	Asian	114	82.41	3.48	38.34
Non Disclosure Agreements	Asian	Too low	Too low	Too low	Too low
Other business	Asian	Too low	Too low	Too low	Too low
Poor advocacy	Asian	Too low	Too low	Too low	Too low

Case categorisation	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Practising and employment arrangements	Asian	105	56.95	6.37	84.38
Proceedings before court	Asian	66	63.36	0.33	4.17
Provision of service	Asian	15	29.23	-2.63	-48.68
Referrals introductions and separate businesses	Asian	6	6.79	-0.3	-11.62
Service and competence	Asian	568	614.36	-1.87	-7.55
Sexual misconduct	Asian	13	14.33	-0.35	-9.29
Accounts Rules Concerns	Black	15	16.76	-0.43	-10.52
Bogus solicitors and/or law firm	Black	9	8.51	0.17	5.78
Client information and publicity	Black	19	10.6	2.58	79.26
Co-operation and notification	Black	15	10.24	1.49	46.5
Compliance and business systems	Black	Too low	Too low	Too low	Too low
Concerns about fraudulent activity	Black	35	26.82	1.58	30.49
Concerns about the provision of specialist services	Black	Too low	Too low	Too low	Too low
Concerns around leasehold ground rent	Black	Too low	Too low	Too low	Too low
Conflict, confidentiality and disclosure	Black	26	42.33	-2.51	-38.57
Criminal justice process	Black	Too low	Too low	Too low	Too low
Cyber crime	Black	Too low	Too low	Too low	Too low
Equality and Diversity	Black	12	11.93	0.02	0.56
Financial dishonesty	Black	24	11.14	3.85	115.44
Financial Stability	Black	12	7.32	1.73	63.97
Firm / practice management	Black	8	7.28	0.27	9.85
Indemnity insurance	Black	Too low	Too low	Too low	Too low
Maintaining trust and acting fairly	Black	227	235.24	-0.54	-3.5
Managers and Compliance officers	Black	Too low	Too low	Too low	Too low
Money laundering concerns	Black	7	15.75	-2.21	-55.57

Case categorisation	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Non Disclosure Agreements	Black	Too low	Too low	Too low	Too low
Other business	Black	Too low	Too low	Too low	Too low
Poor advocacy	Black	Too low	Too low	Too low	Too low
Practising and employment arrangements	Black	19	10.89	2.46	74.51
Proceedings before court	Black	15	12.11	0.83	23.83
Provision of service	Black	Too low	Too low	Too low	Too low
Referrals introductions and separate businesses	Black	Too low	Too low	Too low	Too low
Service and competence	Black	111	117.46	-0.6	-5.5
Sexual misconduct	Black	Too low	Too low	Too low	Too low
Accounts Rules Concerns	Mixed	6	6.24	-0.1	-3.88
Bogus solicitors and/or law firm	Mixed	Too low	Too low	Too low	Too low
Client information and publicity	Mixed	Too low	Too low	Too low	Too low
Co-operation and notification	Mixed	Too low	Too low	Too low	Too low
Compliance and business systems	Mixed	Too low	Too low	Too low	Too low
Concerns about fraudulent activity	Mixed	6	9.99	-1.26	-39.92
Concerns about the provision of specialist services	Mixed	Too low	Too low	Too low	Too low
Concerns around leasehold ground rent	Mixed	Too low	Too low	Too low	Too low
Conflict, confidentiality and disclosure	Mixed	13	15.76	-0.7	-17.51
Criminal justice process	Mixed	Too low	Too low	Too low	Too low
Cyber crime	Mixed	Too low	Too low	Too low	Too low
Equality and Diversity	Mixed	Too low	Too low	Too low	Too low
Financial dishonesty	Mixed	Too low	Too low	Too low	Too low
Financial Stability	Mixed	6	2.73	1.98	120.18
Firm / practice management	Mixed	Too low	Too low	Too low	Too low
Indemnity insurance	Mixed	Too low	Too low	Too low	Too low

Case categorisation	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Maintaining trust and acting fairly	Mixed	91	87.59	0.36	3.89
Managers and Compliance officers	Mixed	Too low	Too low	Too low	Too low
Money laundering concerns	Mixed	Too low	Too low	Too low	Too low
Non Disclosure Agreements	Mixed	Too low	Too low	Too low	Too low
Other business	Mixed	Too low	Too low	Too low	Too low
Poor advocacy	Mixed	Too low	Too low	Too low	Too low
Practising and employment arrangements	Mixed	6	4.05	0.97	48
Proceedings before court	Mixed	6	4.51	0.7	33.03
Provision of service	Mixed	Too low	Too low	Too low	Too low
Referrals introductions and separate businesses	Mixed	Too low	Too low	Too low	Too low
Service and competence	Mixed	45	43.73	0.19	2.89
Sexual misconduct	Mixed	Too low	Too low	Too low	Too low
Accounts Rules Concerns	Other	9	7.61	0.5	18.28
Bogus solicitors and/or law firm	Other	6	3.86	1.09	55.36
Client information and publicity	Other	Too low	Too low	Too low	Too low
Co-operation and notification	Other	Too low	Too low	Too low	Too low
Compliance and business systems	Other	Too low	Too low	Too low	Too low
Concerns about fraudulent activity	Other	16	12.17	1.1	31.42
Concerns about the provision of specialist services	Other	Too low	Too low	Too low	Too low
Concerns around leasehold ground rent	Other	Too low	Too low	Too low	Too low
Conflict, confidentiality and disclosure	Other	14	19.21	-1.19	-27.13
Criminal justice process	Other	Too low	Too low	Too low	Too low
Cyber crime	Other	Too low	Too low	Too low	Too low
Equality and Diversity	Other	6	5.42	0.25	10.77
Financial dishonesty	Other	Too low	Too low	Too low	Too low

Case categorisation	Ethnicity	Observed	Expected	Residuals	Percentage diff (%)
Financial Stability	Other	Too low	Too low	Too low	Too low
Firm / practice management	Other	Too low	Too low	Too low	Too low
Indemnity insurance	Other	Too low	Too low	Too low	Too low
Maintaining trust and acting fairly	Other	107	106.78	0.02	0.21
Managers and Compliance officers	Other	Too low	Too low	Too low	Too low
Money laundering concerns	Other	Too low	Too low	Too low	Too low
Non Disclosure Agreements	Other	Too low	Too low	Too low	Too low
Other business	Other	Too low	Too low	Too low	Too low
Poor advocacy	Other	Too low	Too low	Too low	Too low
Practising and employment arrangements	Other	6	4.94	0.48	21.41
Proceedings before court	Other	8	5.5	1.07	45.5
Provision of service	Other	Too low	Too low	Too low	Too low
Referrals introductions and separate businesses	Other	Too low	Too low	Too low	Too low
Service and competence	Other	47	53.31	-0.86	-11.84
Sexual misconduct	Other	Too low	Too low	Too low	Too low

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C18 shows the distribution of reports by case categorisation between different specific ethnicities. Where there are less than 50 observations the data has not been shown.

Table C19: Chi-square of case categorisation and firm size banded by partner count

Case categorisation	Size Bands Partner Count	Observed	Expected	Residuals	Percentage diff (%)
Accounts Rules Concerns	Large	63	109.48	-4.44	-42.46
Bogus solicitors and/or law firm	Large	82	65.23	2.08	25.71
Client information and publicity	Large	51	73.75	-2.65	-30.85
Concerns about fraudulent activity	Large	120	179.55	-4.44	-33.17

Case categorisation	Size Bands Partner Count	Observed	Expected	Residuals	Percentage diff (%)
Conflict, confidentiality and disclosure	Large	388	298.71	5.17	29.89
Equality and Diversity	Large	80	73.06	0.81	9.49
Financial dishonesty	Large	50	73.06	-2.7	-31.57
Maintaining trust and acting fairly	Large	1891	1598.41	7.32	18.31
Money laundering concerns	Large	100	112.02	-1.14	-10.73
Practising and employment arrangements	Large	67	76.06	-1.04	-11.91
Proceedings before court	Large	95	76.52	2.11	24.15
Service and competence	Large	629	833.43	-7.08	-24.53
Sexual misconduct	Large	59	22.59	7.66	161.21
Accounts Rules Concerns	Medium	53	63.7	-1.34	-16.8
Concerns about fraudulent activity	Medium	80	104.48	-2.39	-23.43
Conflict, confidentiality and disclosure	Medium	233	173.81	4.49	34.05
Equality and Diversity	Medium	51	42.51	1.3	19.96
Maintaining trust and acting fairly	Medium	926	930.09	-0.13	-0.44
Money laundering concerns	Medium	51	65.18	-1.76	-21.75
Service and competence	Medium	582	484.96	4.41	20.01
Accounts Rules Concerns	One Partner	104	87.91	1.72	18.3
Bogus solicitors and/or law firm	One Partner	66	52.38	1.88	26.01
Client information and publicity	One Partner	114	59.23	7.12	92.48
Co-operation and notification	One Partner	108	51.27	7.92	110.66
Concerns about fraudulent activity	One Partner	169	144.18	2.07	17.22
Conflict, confidentiality and disclosure	One Partner	176	239.87	-4.12	-26.63
Financial dishonesty	One Partner	64	58.67	0.7	9.08

Case categorisation	Size Bands Partner Count	Observed	Expected	Residuals	Percentage diff (%)
Financial Stability	One Partner	82	37.76	7.2	117.18
Firm / practice management	One Partner	74	35.17	6.55	110.43
Maintaining trust and acting fairly	One Partner	1068	1283.54	-6.02	-16.79
Money laundering concerns	One Partner	138	89.95	5.07	53.42
Practising and employment arrangements	One Partner	100	61.08	4.98	63.73
Proceedings before court	One Partner	67	61.45	0.71	9.04
Service and competence	One Partner	618	669.25	-1.98	-7.66
Accounts Rules Concerns	Small	255	213.9	2.81	19.21
Bogus solicitors and/or law firm	Small	105	127.44	-1.99	-17.61
Client information and publicity	Small	123	144.1	-1.76	-14.64
Co-operation and notification	Small	121	124.74	-0.33	-3
Concerns about fraudulent activity	Small	410	350.8	3.16	16.88
Conflict, confidentiality and disclosure	Small	499	583.61	-3.5	-14.5
Equality and Diversity	Small	138	142.75	-0.4	-3.33
Financial dishonesty	Small	169	142.75	2.2	18.39
Financial Stability	Small	99	91.87	0.74	7.77
Firm / practice management	Small	79	85.56	-0.71	-7.67
Maintaining trust and acting fairly	Small	3050	3122.97	-1.31	-2.34
Money laundering concerns	Small	197	218.86	-1.48	-9.99
Practising and employment arrangements	Small	138	148.61	-0.87	-7.14
Proceedings before court	Small	135	149.51	-1.19	-9.7
Provision of service	Small	85	73.85	1.3	15.09
Service and competence	Small	1787	1628.36	3.93	9.74

Shading indicates that the expected number deviates significantly from the observed number for that attribute in the data. For further explanation see Appendix A.

Table C19 shows the distribution of reports by case categorisation between different firm sizes by partner count. Where there are less than 50 observations the data has not been shown.

Appendix D: Additional interaction regressions

In this Appendix we provide the data for the regressions that report the interactions between variables such as gender and ethnicity. The controls and main effects are also reported for these regressions. The results for the mains effects may vary from no interaction regressions, this could be for a number of reasons. One is that the regression model is just different and therefore the allocation of the variance in the dependent variable will be different. Some interaction variables are probably also correlated with each other, e.g. firm size and ethnicity are correlated as demonstrated in the relevant chi-square test.

Table D1: The effect of the interaction between a solicitor being a Black, Asian, or minority ethnic solicitor and firm size on receiving a report

Black, Asian and minority ethnic and Firm Size Bands Partner Count	Odds ratio	P values significance	Relative likelihood of receiving a report	Reference category (Ratio: 1.00)
(Intercept)	1.0249	<0.001	2% more likely	
White-One Partner Firm	1.3966	<0.001	40% more likely	Large/White
White-Small Firm	1.2028	<0.001	20% more likely	Large/White
White-Medium Firm	1.1296	<0.001	13% more likely	Large/White
Black, Asian and minority ethnic - One Partner Firm	1.1492	<0.001	15% more likely	Large/White
Black, Asian and minority ethnic - Small Firm	1.1282	<0.001	13% more likely	Large/White

Black, Asian and minority ethnic – Medium Firm	1.0004	Not Significant	0	Large/White
Black, Asian and minority ethnic - Large	1.0157	Not Significant	2% more likely	Large/White
Gender Male	1.1196	<0.001	12% more likely	Female

Predicted Relative Likelihood:

Black, Asian and minority ethnic, Male, Large 11% more likely

* Black, Asian and minority ethnic, Female, Large 71% less likely

*probably sensitive to low numbers of Females in large firms.

Table D1 shows the results of a regression of the effect of the interaction between Black, Asian and minority ethnic solicitors and the size of the firm (banded by number of partners) on receiving a report. The reference category is White and large firms. This regression was used to predict the relative likelihood of male Black, Asian and minority ethnic solicitors being named in a report compared with White male solicitors in large firms, and female Black, Asian and minority ethnic solicitors being named in a report compared with White male solicitors in large firms.

Table D2: The effect of the interaction between being a Black, Asian, or minority ethnic solicitor and entry route into the profession on receiving a report

Ethnicity and Entry Route - Level 1	Odds ratio	P values significance	Relative likelihood of receiving a report	Reference category (Ratio: 1.00)
(Intercept)	1.0782	<0.001	8% more likely	
White-CILEX	1.0676	<0.001	7% more likely	White/LPC PRT
White-QLTT	1.0009	Not Significant	0%	White/LPC PRT

Ethnicity and Entry Route - Level 1	Odds ratio	P values significance	Relative likelihood of receiving a report	Reference category (Ratio: 1.00)
White-QLTS	0.9116	<0.05	9% less likely	White/LPC PRT
White-EQM (from 2014/15)	0.9894	Not Significant	1% less likely	White/LPC PRT
White-Republic of Ireland	0.9819	Not Significant	2% less likely	White/LPC PRT
White-REL	0.9172	Not Significant	8% less likely	White/LPC PRT
White-Northern Ireland	0.9552	Not Significant	4% less likely	White/LPC PRT
White-Other	1.1544	Not Significant	15% more likely	White/LPC PRT
Black, Asian and minority ethnic-LPC PRT	1.1283	<0.001	13% more likely	White/LPC PRT
Black, Asian and minority ethnic-Entry Route	0.9071	<0.05	9% less likely	White/LPC PRT
Black, Asian and minority ethnic-Entry Route QLTT	1.0185	Not Significant	2% more likely	White/LPC PRT
Black, Asian and minority ethnic-Entry Route QLTS	0.9365	Not Significant	6% less likely	White/LPC PRT
Black, Asian and minority ethnic-Entry Route EQM (from 2014/15)	0.9678	Not Significant	3% less likely	White/LPC PRT
Black, Asian and minority ethnic-Entry Route Republic of Ireland	0.8372	Not Significant	16% less likely	White/LPC PRT
Black, Asian and minority ethnic-Entry Route REL	0.9459	Not Significant	5% less likely	White/LPC PRT
Black, Asian and minority ethnic-Entry Route Northern Ireland	0.8605	Not Significant	14% less likely	White/LPC PRT
Black, Asian and minority ethnic-Entry Route Other	0.6956	Not Significant	30% less likely	White/LPC PRT
Gender Male	1.0978	<0.001	10% more likely	Female

Ethnicity and Entry Route - Level 1	Odds ratio	P values significance	Relative likelihood of receiving a report	Reference category (Ratio: 1.00)
One Partner Firm	1.3339	<0.001	33% more likely	Multi partner

Table D2 shows the results of a regression of the effect of the interaction between Black, Asian and minority ethnic solicitors and the entry route into the profession on being named in a report. The reference category is White and LPC then PRT.

Table D3: The effect of the interaction between specific solicitor ethnicities and entry route into the profession on receiving a report

Ethnicity and Entry Route - Level 2	Odds ratio	P values significance	Relative likelihood of receiving a report	Reference category (Ratio: 1.00)
(Intercept)	1.0788	<0.001	8% more likely	0
Black-LPC PRT	1.0945	<0.001	9% more likely	White/LPC PRT
Mixed-LPC PRT	0.9949	Not Significant	1% less likely	White/LPC PRT
Other-LPC PRT	1.0807	<0.01	8% more likely	White/LPC PRT
Asian-LPC PRT	1.1642	<0.001	16% more likely	White/LPC PRT
Asian-CILEX	0.8754	<0.05	12% less likely	White/LPC PRT
Black-CILEX	1.064	Not Significant	6% more likely	White/LPC PRT
Mixed-CILEX	0.9578	Not Significant	4% less likely	White/LPC PRT
Other-CILEX	0.8164	Not Significant	18% less likely	White/LPC PRT
White-CILEX	1.0676	<0.001	7% more likely	White/LPC PRT
Asian-QLTT	1.0144	Not Significant	1% more likely	White/LPC PRT
Black-QLTT	1.0336	Not Significant	3% more likely	White/LPC PRT
Mixed-QLTT	1.0388	Not Significant	4% more likely	White/LPC

Ethnicity and Entry Route - Level 2	Odds ratio	P values significance	Relative likelihood of receiving a report	Reference category (Ratio: 1.00)
				PRT
Other-QLTT	0.7992	<0.05	20% less likely	White/LPC PRT
White-QLTT	1.0011	Not Significant	0.00%	White/LPC PRT
Asian-QLTS	0.9104	Not Significant	9% less likely	White/LPC PRT
Black-QLTS	1.0554	Not Significant	6% more likely	White/LPC PRT
Mixed-QLTS	0.9816	Not Significant	2% less likely	White/LPC PRT
Other-QLTS	0.9108	Not Significant	9% less likely	White/LPC PRT
White- QLTS	0.9116	<0.05	9% less likely	White/LPC PRT
Asian-EQM (from 2014/15)	0.863	Not Significant	14% less likely	White/LPC PRT
Black-EQM (from 2014/15)	1.0126	Not Significant	1% more likely	White/LPC PRT
Mixed-EQM (from 2014/15)	1.4822	Not Significant	48% more likely	White/LPC PRT
Other-EQM (from 2014/15)	1.3013	Not Significant	30% more likely	White/LPC PRT
White-EQM (from 2014/15)	0.9896	Not Significant	1% less likely	White/LPC PRT
Asian-Republic of Ireland	0.8111	Not Significant	19% less likely	White/LPC PRT
White-Republic of Ireland	0.9817	Not Significant	2% less likely	White/LPC PRT
Asian-REL	0.791	Not Significant	21% less likely	White/LPC PRT
Mixed-REL	1.1866	Not Significant	19% more likely	White/LPC PRT
Other-REL	0.9063	Not Significant	9% less likely	White/LPC PRT

Ethnicity and Entry Route - Level 2	Odds ratio	P values significance	Relative likelihood of receiving a report	Reference category (Ratio: 1.00)
White-REL	0.9176	Not Significant	8% less likely	White/LPC PRT
Black-Northern Ireland	0.8869	Not Significant	11% less likely	White/LPC PRT
White-Northern Ireland	0.955	Not Significant	5% less likely	White/LPC PRT
White- Other	1.1541	Not Significant	15% more likely	White/LPC PRT
Asian-Other	0.6741	Not Significant	33% less likely	White/LPC PRT
Gender Male	1.0969	<0.001	10% more likely	Female
One Partner Firm	1.3287	<0.001	33% more likely	Multi partner

Table D3 shows the results of a regression of the effect of specific ethnicities of solicitors and entry route into the profession on being named in a report. The reference category is White and LPC then PRT.

Table D4: The effect of the interaction between a solicitor being a Black, Asian, or minority ethnic and firm specialism on receiving a report

Black, Asian and minority ethnic and Specialisms	Odds Ratio	Std Error	P values Sig	Relative Likelihood (%)	Reference Category
(Intercept)	1.2968	0.016	<0.001	30% more likely	
Black, Asian and minority ethnic	1.0346	0.0345	Not Sig.	3% more likely	White
Arbitration and alternative dispute resolution	0.7465	0.0559	<0.001	25% less likely	Property residential/White
Children	0.9194	0.0358	<0.05	8% less likely	Property residential/White
Commercial/corporate work for listed companies	0.7146	0.0255	<0.001	29% less likely	Property residential/White
Commercial/corporate work for	0.7279	0.0263	<0.001	27% less	Property

Black, Asian and minority ethnic and Specialisms	Odds Ratio	Std Error	P values Sig	Relative Likelihood (%)	Reference Category
non-listed companies				likely	residential/White
Consumer	1.5184	0.172	<0.05	52% more likely	Property residential/White
Criminal	0.8689	0.0231	<0.001	13% less likely	Property residential/White
Discrimination/civil liberties/human rights	0.9326	0.1254	Not Sig.	7% less likely	Property residential/White
Employment	0.7701	0.0339	<0.001	23% less likely	Property residential/White
Family/matrimonial	0.9799	0.0311	Not Sig.	2% less likely	Property residential/White
Financial advice and services (Regulated by the SRA)	0.7218	0.0624	<0.001	28% less likely	Property residential/White
Immigration	0.8386	0.0463	<0.001	16% less likely	Property residential/White
Intellectual property	0.7121	0.0735	<0.001	29% less likely	Property residential/White
Landlord and tenant (Commercial and Domestic)	1.0351	0.0694	Not Sig.	4% more likely	Property residential/White
Litigation - other	0.8282	0.0211	<0.001	17% less likely	Property residential/White
Mental health	0.8338	0.0879	<0.05	17% less likely	Property residential/White
Non-litigation (other)	0.8363	0.06	<0.01	16% less likely	Property residential/White
Other	0.8515	0.0564	<0.01	15% less likely	Property

Black, Asian and minority ethnic and Specialisms	Odds Ratio	Std Error	P values Sig	Relative Likelihood (%)	Reference Category
					residential/White
Personal injury	0.8404	0.0197	<0.001	16% less likely	Property residential/White
Planning	0.6643	0.1239	<0.01	34% less likely	Property residential/White
Probate and estate administration	0.9986	0.0508	Not Sig.	0%	Property residential/White
Property commercial	0.8087	0.059	<0.001	19% less likely	Property residential/White
Social welfare	0.9195	0.172	Not Sig.	8% less likely	Property residential/White
Wills, trusts and tax planning	0.8138	0.061	<0.001	1% less likely	Property residential/White
Claims management	0.7966	0.172	Not Sig.	20% less likely	Property residential/White
Payment protection insurance	0.9066	0.3054	Not Sig.	9% less likely	Property residential/White
Male	1.1698	0.0103	<0.001	17% more likely	Female
One Partner	1.2046	0.0138	<0.001	20% more likely	Multi-partner
Black, Asian and minority ethnic: Arbitration and alternative dispute resolution	1.154	0.1625	Not Sig.	15% more likely	Property residential/White
Black, Asian and minority ethnic: Children	0.9357	0.0769	Not Sig.	6% less likely	Property residential/White
Black, Asian and minority ethnic: Commercial/corporate work for	0.9732	0.0598	Not Sig.	3% less likely	Property residential/White

Black, Asian and minority ethnic and Specialisms	Odds Ratio	Std Error	P values Sig	Relative Likelihood (%)	Reference Category
listed companies					
Black, Asian and minority ethnic: Commercial/corporate work for non-listed companies	0.9664	0.065	Not Sig.	3% less likely	Property residential/White
Black, Asian and minority ethnic: Consumer	0.5598	0.377	Not Sig.	44% less likely	Property residential/White
Black, Asian and minority ethnic: Criminal	1.1153	0.0459	<0.05	12% more likely	Property residential/White
Black, Asian and minority ethnic: Discrimination/civil liberties/human rights	3.7033	0.2321	<0.001	270% more likely	Property residential/White
Black, Asian and minority ethnic: Employment	1.0196	0.0918	Not Sig.	2% more likely	Property residential/White
Black, Asian and minority ethnic: Family/matrimonial	1.2461	0.0722	<0.01	25% more likely	Property residential/White
Black, Asian and minority ethnic: Financial advice and services (Regulated by the SRA)	0.9369	0.1574	Not Sig.	6% less likely	Property residential/White
Black, Asian and minority ethnic: Immigration	1.1132	0.0601	<0.1	11% more likely	Property residential/White
Black, Asian and minority ethnic: Intellectual property	1.1538	0.2031	Not Sig.	15% more likely	Property residential/White
Black, Asian and minority ethnic: Landlord and tenant (Commercial and Domestic)	0.7926	0.1404	<0.1	21% less likely	Property residential/White
Black, Asian and minority ethnic: Litigation - other	1.0316	0.0527	Not Sig.	3% more likely	Property residential/White
Black, Asian and minority ethnic: Mental health	0.8882	0.1407	Not Sig.	11% less likely	Property residential/White

Black, Asian and minority ethnic and Specialisms	Odds Ratio	Std Error	P values Sig	Relative Likelihood (%)	Reference Category
Black, Asian and minority ethnic: Non-litigation (other)	0.9108	0.164	Not Sig.	9% less likely	Property residential/White
Black, Asian and minority ethnic: Other	1.0972	0.1575	Not Sig.	10% more likely	Property residential/White
Black, Asian and minority ethnic: Personal injury	1.104	0.0444	<0.05	10% more likely	Property residential/White
Black, Asian and minority ethnic: Probate and estate administration	1.0385	0.1608	Not Sig.	4% more likely	Property residential/White
Black, Asian and minority ethnic: Property commercial	0.8174	0.1231	Not Sig.	18% less likely	Property residential/White
Black, Asian and minority ethnic: Social welfare	0.8547	0.2939	Not Sig.	15% less likely	Property residential/White
Black, Asian and minority ethnic: Wills, trusts and tax planning	1.0737	0.2047	Not Sig.	7% more likely	Property residential/White
Black, Asian and minority ethnic: Claims management	1.0061	0.2603	Not Sig.	1% more likely	Property residential/White
Black, Asian and minority ethnic: Payment protection insurance	1.8553	0.5294	Not Sig.	86% more likely	Property residential/White

Table D4 shows the results of a regression of the effect of the interaction between Black, Asian and minority ethnic solicitors and firm specialisms (where a firm has a specialism if it generates 50% or more of its revenue from a single revenue stream). The reference category is White and Property Residential. If a specialism is missing this will be due to very low numbers of solicitors of that ethnicity in that area.

Table D5: The effect of the interaction between solicitor ethnicities and firm specialism on receiving a report

Ethnicity and Specialisms	Odds ratio	P values significance	Relative likelihood of receiving a report	Reference category (Ratio: 1.00)
(Intercept)	1.2984	<0.001	30% more likely	
Black-Arbitration and alternative dispute resolution	0.8828	Not Significant	12% less likely	Property Residential/White
Mixed-Arbitration and alternative dispute resolution	0.833	Not Significant	17% less likely	Property Residential/White
Other-Arbitration and alternative dispute resolution	0.8804	Not Significant	12% less likely	Property Residential/White
Asian-Arbitration and alternative dispute resolution	1.4757	<0.1	48% more likely	Property Residential/White
White-Arbitration and alternative dispute resolution	0.7468	<0.001	25% less likely	Property Residential/White
Black-Children	1.0969	Not Significant	10% more likely	Property Residential/White
Mixed-Children	1.0454	Not Significant	5% more likely	Property Residential/White
Other-Children	1.1508	Not Significant	15% more likely	Property Residential/White
Asian-Children	0.8524	<0.1	15% less likely	Property Residential/White
White-Children	0.9188	<0.05	8% less likely	Property Residential/White
Black-Commercial/corporate work for listed companies	0.9962	Not Significant	0.00%	Property Residential/White
Mixed-Commercial/corporate work for listed companies	0.8947	Not Significant	11% less likely	Property Residential/White

Ethnicity and Specialisms	Odds ratio	P values significance	Relative likelihood of receiving a report	Reference category (Ratio: 1.00)
Other-Commercial/corporate work for listed companies	0.95	Not Significant	5% less likely	Property Residential/White
Asian-Commercial/corporate work for listed companies	0.9787	Not Significant	2% less likely	Property Residential/White
White-Commercial/corporate work for listed companies	0.7147	<0.001	29% less likely	Property Residential/White
Black-Commercial/corporate work for non-listed companies	1.0695	Not Significant	7% more likely	Property Residential/White
Mixed-Commercial/corporate work for non-listed companies	0.8661	Not Significant	13% less likely	Property Residential/White
Other-Commercial/corporate work for non-listed companies	0.9207	Not Significant	8% less likely	Property Residential/White
Asian-Commercial/corporate work for non-listed companies	0.9756	Not Significant	2% less likely	Property Residential/White
White-Commercial/corporate work for non-listed companies	0.728	<0.001	27% less likely	Property Residential/White
Black-Consumer	0.4251	Not Significant	57% less likely	Property Residential/White
Mixed-Consumer	0.4542	Not Significant	55% less likely	Property Residential/White
Asian-Consumer	0.6508	Not Significant	35% less likely	Property Residential/White

Ethnicity and Specialisms	Odds ratio	P values significance	Relative likelihood of receiving a report	Reference category (Ratio: 1.00)
White-Consumer	1.5183	<0.05	52% more likely	Property Residential/White
Black-Criminal	1.0344	Not Significant	3% more likely	Property Residential/White
Mixed-Criminal	1.1502	Not Significant	15% more likely	Property Residential/White
Other-Criminal	0.8894	Not Significant	11% less likely	Property Residential/White
Asian-Criminal	1.1654	<0.01	17% more likely	Property Residential/White
White-Criminal	0.8691	<0.001	13% less likely	Property Residential/White
Black-Discrimination/civil liberties/human rights	0.8342	Not Significant	17% less likely	Property Residential/White
Mixed-Discrimination/civil liberties/human rights	0.9215	Not Significant	8% less likely	Property Residential/White
Other-Discrimination/civil liberties/human rights	0.7818	Not Significant	22% less likely	Property Residential/White
Asian-Discrimination/civil liberties/human rights	19.4786	<0.001	1848% more likely	Property Residential/White
White-Discrimination/civil liberties/human rights	0.9322	Not Significant	7% less likely	Property Residential/White
Black-Employment	1.3829	Not Significant	38% more likely	Property Residential/White
Mixed-Employment	0.7949	Not Significant	21% less likely	Property Residential/White
Other-Employment	0.8056	Not Significant	19% less likely	Property Residential/White
Asian-Employment	1.0246	Not Significant	2% more likely	Property Residential/White
White-Employment	0.7698	<0.001	23% less likely	Property Residential/White
Black-Family/matrimonial	0.9479	Not Significant	5% less likely	Property Residential/White
Mixed-	0.7148	Not Significant	29% less likely	Property

Ethnicity and Specialisms	Odds ratio	P values significance	Relative likelihood of receiving a report	Reference category (Ratio: 1.00)
Family/matrimonial				Residential/White
Other-Family/matrimonial	2.1277	<0.01	113% more likely	Property Residential/White
Asian-Family/matrimonial	1.3457	<0.001	35% more likely	Property Residential/White
White-Family/matrimonial	0.9792	Not Significant	2% less likely	Property Residential/White
Black-Financial advice and services (Regulated by the SRA)	1.0772	Not Significant	8% more likely	Property Residential/White
Mixed-Financial advice and services (Regulated by the SRA)	0.8507	Not Significant	15% less likely	Property Residential/White
Other-Financial advice and services (Regulated by the SRA)	0.9345	Not Significant	7% less likely	Property Residential/White
Asian-Financial advice and services (Regulated by the SRA)	0.9334	Not Significant	7% less likely	Property Residential/White
White-Financial advice and services (Regulated by the SRA)	0.722	<0.001	28% less likely	Property Residential/White
Black-Immigration	1.1011	Not Significant	10% more likely	Property Residential/White
Mixed-Immigration	1.1825	Not Significant	18% more likely	Property Residential/White
Other-Immigration	1.0834	Not Significant	8% more likely	Property Residential/White
Asian-Immigration	1.1286	<0.1	13% more likely	Property Residential/White
White-Immigration	0.8383	<0.001	16% less likely	Property Residential/White
Black-Intellectual property	1.0107	Not Significant	1% more likely	Property Residential/White
Mixed-Intellectual property	0.867	Not Significant	13% less likely	Property Residential/White

Ethnicity and Specialisms	Odds ratio	P values significance	Relative likelihood of receiving a report	Reference category (Ratio: 1.00)
Other-Intellectual property	1.893	Not Significant	89% more likely	Property Residential/White
Asian-Intellectual property	1.234	Not Significant	23% more likely	Property Residential/White
White-Intellectual property	0.7123	<0.001	29% less likely	Property Residential/White
Black-Landlord and tenant (Commercial and Domestic)	0.771	Not Significant	23% less likely	Property Residential/White
Mixed-Landlord and tenant (Commercial and Domestic)	1.0007	Not Significant	0.00%	Property Residential/White
Other-Landlord and tenant (Commercial and Domestic)	0.5844	Not Significant	42% less likely	Property Residential/White
Asian-Landlord and tenant (Commercial and Domestic)	0.8023	Not Significant	20% less likely	Property Residential/White
White-Landlord and tenant (Commercial and Domestic)	1.0349	Not Significant	3% more likely	Property Residential/White
Black-Litigation - other	0.9404	Not Significant	6% less likely	Property Residential/White
Mixed-Litigation - other	0.8695	Not Significant	13% less likely	Property Residential/White
Other-Litigation - other	0.8774	Not Significant	12% less likely	Property Residential/White
Asian-Litigation - other	1.0977	Not Significant	10% more likely	Property Residential/White
White-Litigation - other	0.8282	<0.001	17% less likely	Property Residential/White
Black-Mental health	0.9313	Not Significant	7% less likely	Property Residential/White
Mixed-Mental health	1.7559	Not Significant	76% more likely	Property Residential/White
Other-Mental health	0.7967	Not Significant	20% less likely	Property

Ethnicity and Specialisms	Odds ratio	P values significance	Relative likelihood of receiving a report	Reference category (Ratio: 1.00)
				Residential/White
Asian-Mental health	0.8519	Not Significant	15% less likely	Property Residential/White
White-Mental health	0.8333	<0.05	17% less likely	Property Residential/White
Black-Non-litigation (other)	0.8152	Not Significant	18% less likely	Property Residential/White
Mixed-Non-litigation (other)	0.6642	Not Significant	34% less likely	Property Residential/White
Other-Non-litigation (other)	0.7016	Not Significant	30% less likely	Property Residential/White
Asian-Non-litigation (other)	1.2206	Not Significant	22% more likely	Property Residential/White
White-Non-litigation (other)	0.8361	<0.01	16% less likely	Property Residential/White
Black-Other	1.1569	Not Significant	16% more likely	Property Residential/White
Mixed-Other	0.7112	Not Significant	29% less likely	Property Residential/White
Other-Other	14.7335	<0.001	1373% more likely	Property Residential/White
Asian-Other	1.0504	Not Significant	5% more likely	Property Residential/White
White-Other	0.8514	<0.01	15% less likely	Property Residential/White
Black-Personal injury	1.1409	Not Significant	14% more likely	Property Residential/White
Mixed-Personal injury	0.8256	Not Significant	17% less likely	Property Residential/White
Other-Personal injury	1.0705	Not Significant	7% more likely	Property Residential/White
Asian-Personal injury	1.1242	<0.05	12% more likely	Property Residential/White
White-Personal injury	0.8402	<0.001	16% less likely	Property Residential/White

Ethnicity and Specialisms	Odds ratio	P values significance	Relative likelihood of receiving a report	Reference category (Ratio: 1.00)
White-Planning	0.6644	<0.001	34% less likely	Property Residential/White
Black-Probate and estate administration	1.1698	Not Significant	17% more likely	Property Residential/White
Mixed-Probate and estate administration	0.6292	Not Significant	37% less likely	Property Residential/White
Other-Probate and estate administration	1.2035	Not Significant	20% more likely	Property Residential/White
Asian-Probate and estate administration	1.0516	Not Significant	5% more likely	Property Residential/White
White-Probate and estate administration	0.9985	Not Significant	0.00%	Property Residential/White
Black-Property commercial	0.9614	Not Significant	4% less likely	Property Residential/White
Mixed-Property commercial	0.7366	Not Significant	26% less likely	Property Residential/White
Other-Property commercial	0.7445	Not Significant	26% less likely	Property Residential/White
Asian-Property commercial	0.8291	Not Significant	17% less likely	Property Residential/White
White-Property commercial	0.8089	<0.001	19% less likely	Property Residential/White
Black-Property Residential	0.9904	Not Significant	1% less likely	Property Residential/White
Mixed-Property Residential	1.1169	Not Significant	12% more likely	Property Residential/White
Other-Property Residential	1.0567	Not Significant	6% more likely	Property Residential/White
Asian-Property Residential	1.0332	Not Significant	3% more likely	Property Residential/White
Mixed-Social welfare	0.6945	Not Significant	31% less likely	Property Residential/White
Asian-Social welfare	0.8842	Not Significant	12% less likely	Property Residential/White
White-Social welfare	0.9191	Not Significant	8% less likely	Property

Ethnicity and Specialisms	Odds ratio	P values significance	Relative likelihood of receiving a report	Reference category (Ratio: 1.00)
				Residential/White
Black-Wills, trusts and tax planning	3.6127	<0.05	261% more likely	Property Residential/White
Mixed-Wills, trusts and tax planning	1.4579	Not Significant	46% more likely	Property Residential/White
Other-Wills, trusts and tax planning	0.7595	Not Significant	24% less likely	Property Residential/White
Asian-Wills, trusts and tax planning	0.7507	Not Significant	25% less likely	Property Residential/White
White-Wills, trusts and tax planning	0.8135	<0.001	19% less likely	Property Residential/White
Other-Claims management	0.8465	Not Significant	15% less likely	Property Residential/White
Asian-Claims management	1.0312	Not Significant	3% more likely	Property Residential/White
White-Claims management	0.797	Not Significant	20% less likely	Property Residential/White
Asian-Payment protection insurance	1.8552	Not Significant	86% more likely	Property Residential/White
White-Payment protection insurance	0.9064	Not Significant	9% less likely	Property Residential/White
Male	1.167	<0.001	17% more likely	Female
One Partner	1.205	<0.001	20% more likely	Multi-partner

Table D5 shows the results of a regression of the effect of the interaction between specific ethnicities and firm specialisms (where a firm has a specialism if it generates 50% or more of its revenue from a single revenue stream). The reference category is White and 'Property Residential'. If a specialism is missing this will be due to very low numbers of solicitors of that ethnicity in that area.

Appendix E: A methodological primer on sentiment analysis attempts of complaint documents

Introduction

One of the aims of this research project was to undertake sentiment analysis of client complaint reports. This is a key gap in such research, mostly due to lack of suitable data capturing complainants' voices. Sentiment analysis refers to systematic use of [natural language processing](#), [computational linguistics](#) and qualitative [text analysis](#) approaches to identify, extract, quantify, and study affective states (emotions) and other subjective information not captured by available quantitative measurements. Sentiment analysis has been widely applied to studies in other contexts, especially marketing, e.g., studies of online and social media reviews by customers.

To conduct sentiment analysis the SRA provided about thirteen thousand complaint documents, which included all the cases where the SRA could realistically identify text specific to the complainant. In our research we tried three different approaches to conduct sentiment analysis on this dataset, two computational approaches and one manual:

- a machine learning Tool called topic modelling
- dictionary-based approach called Linguistic Inquiry and Word Count (LIWC) to identify particular words used and
- manual coding of a small sample of documents.

As the first two computational approaches – topic modelling and LIWC - failed to provide relevant meaningful results, we attempted manual coding as a last resort to gain some sense of semantic structures – use of affective words (emotions) - in complaint documents.

Methodological Approach 1: Topic Modelling

To analyse the dataset of about thirteen thousand complaint documents we chose a computational machine-learning approach – topic modelling. Topic modelling is a state-of-the-art machine learning tool which allows us to examine themes inherent in a large set of reports, without any a priori assumptions about the themes present in the data. Our choice of topic modelling was also driven by the fact that it has been used extensively in legal services research to examine, e.g., shifts in the content of case laws in international courts over time (Panagis et al 2016), key themes in judgements made on personal injury compensation cases (Wu et al 2021), the influence of media coverage of constitutional issues on constitutional amendments (Young, 2012). Hence, we decided to use topic modelling to make sense of reports of potential misconduct by identifying key themes within the complaint text, and potentially focus on those which would reveal the client's voice (e.g. expressing emotions). Specifically, we used Latent Dirichlet Allocation (LDA), a type of topic

modelling algorithm. LDA is a well-established method for conducting computational inductive text analysis. Topic modelling algorithms are statistical methods that compare the vocabulary of texts and uncover latent patterns (Blei, Ng, and Jordan, 2003). These patterns, called topics, are represented as clusters of words that co-occur frequently throughout the data corpus, that is, complaint documents in our case. We used a topic modelling package called Mallet (McCallum, 2002) to conduct the analysis on our data.

In line with established methodological practices, we ran several topic models on our data - from 50 to 100 topics (50, 60, 70, 80, 90, 100). Next, we used 'logic of fit' to qualitatively assess each of the models by comparing the topics generated and reading text examples from the documents. However, while trying to make sense of the topics, that is, combinations of co-occurring words generated, we realised that the topics generated were essentially devoid of meaning and represented probabilistically co-occurring 'bag of words' (Wallach, 2006) with no overall inherent meaning. For example, one of the dominant topics generated had the following top five words – firm, trust, solicitor, injury and London. A superficial reading of these co-occurring words may suggest a theme about complainant trust issues regarding solicitors in personal injury firms in London. However, a closer reading of the documents in which this topic dominated showed that the usage of these words was not related to each other, and they just happened to be in the same document. For example, the words firm and solicitor were generically represented in addresses and other meta text included in the document, the word 'trust' was used in different ways in different documents (trust as a verb versus as an organisational type) and the word London represented location mentioned in the document and not necessarily location of the complainant or the law firm.

Our analysis of all the topic models showed this to be the case and we could not meaningfully interpret any of the topic models generated. This led us to look closely at our dataset to assess why machine learning was not able to provide meaningful results. It seems that the data has too much variation in size, content and quality to provide any meaningful topic modelling solution. First, almost half of the document files have almost no text in them (typically 1 to 3 sentences, including generic text, such as, salutations and addresses). Second, another substantial proportion did include some text, but mostly supporting material. Finally, about a thousand document files are large files (over ten pages) containing a lot of text, which is predominantly supporting information and other meta-text. In these cases, despite the amount of text, it is impossible to separate 'complaint' from 'other text'. Overall, these three factors make the dataset inappropriate for the use of computational machine learning tools in a meaningful manner to identify complainant's voice.

After realising that the dataset available was not appropriate for running computational machine learning tools to examine complainants' voice, we decided to apply an alternative computational approach - Linguistic Inquiry and Word Count (LIWC).

Methodological Approach 2: LIWC dictionary

Linguistic Inquiry and Word Count (LIWC) approach is based on scientific research demonstrating that people's language can provide extremely rich insights into their psychological states, including their emotions, thinking styles, and social concerns. Research using LIWC as a scientific instrument provides us with specialised ways of understanding, explaining, and quantifying psychological, social, and behavioural phenomena. LIWC reads a given text and compares each word in the text to the list of dictionary words and calculates the percentage of total words in the text that match each of the dictionary categories. For example, if LIWC analysed a single speech containing 1,000 words using the built-in LIWC dictionary, it might find that 20 of those words are related to

positive emotions and 10 words related to negative emotions. LIWC would convert these numbers to percentages: 2.0% positive emotion and 1.0% negative emotions.

For our purpose, we used the 2015 LIWC dictionary, specifically words representing 16 affective responses —six positive emotions (happiness, self-assurance, excitement, attentiveness, hope and joviality), six negative emotions (fear, anger, anxiety, frustration, sadness, and guilt) and four other emotions (relief, surprise, serenity, and fatigue). We used the LIWC dictionary tool to highlight all the words representing these emotions in a sample of the top thousand largest documents in our dataset, assuming large text in each document would allow us to examine the presence of these key words, if any. This choice was also made because a substantial part of the documents in our dataset had very little text and didn't include any direct complaint statement as such. As our dataset included text provided during complainant's initial contact with the SRA, it is likely that many initial complaints didn't include much text and detailed textual material followed initial complaint.

However, the LIWC dictionary approach also failed to present any relevant findings. The results, that is, the count and proportion of the key words expressing emotions, showed that such words were used in miniscule proportion. The words representing all three emotional categories – positive emotions, negative emotions and other emotions – had a presence of less than 0.1% for the dataset, making any analysis impossible. Further, a close reading of some of the documents showed that even when these words were used, they were mainly used as a filler, and not to express emotions, for example, common use of words 'great' and 'okay/ok'. It seemed to us that the key issue is that even when the documents include substantial text, direct complaint statements tend to be a very small proportion of it, with the majority being supporting texts.

Methodological Approach 3: Manual Qualitative Analysis

After realising that the application of neither of the computational approaches – topic modelling and LIWC – provided any meaningful analysis of complainants' voice, we decided to undertake manual qualitative analysis of a small sample of fifty complaint documents. We chose the fifty largest documents in our sample, assuming that manual reading will allow us to identify any direct customer complaint text.

However, even though we identified some mention of emotionally relevant words with respect to complaints, for example, complainants saying how upset they were with their lawyer, particularly about delays, overcharging and incorrect advice, it was practically impossible to undertake this analysis in a systematic manner. First, such direct statements were very difficult to find in large complaint documents, typically over twenty-five pages and very long. Second, it was impossible to find separate complaint statements in word files wherein all relevant documents with respect to each had been merged. Hence, manual reading was extremely time consuming and inefficient, as it provided very little relevant information which could be used to link complainants' voice, if identified, to any other relevant factor (e.g. ethnicity).

Conclusion

Overall, despite provision of as much complaint data as possible by the SRA and substantial efforts by the researchers to analyse the dataset provided, using two different computational

Tools – topic modelling and LIWC – and manual reading, we have not been able to meaningfully examine the complainant’s voice. The key issue seems to be the lack of exclusive capture of the complaint voice itself (as separate from supporting and other documents), wherein the complainant has expressed themselves. Without such capture of the direct complainant’s voice, it will be difficult to examine any affective issue which may be driving complaints about specific groups.

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