

This summary highlights some of our achievements during 2018-2019. We are the professional body for solicitors, run by, and for, our members. We exist to be the voice of solicitors, to drive excellence in the profession and to safeguard the rule of law. We work to support a valued profession, delivering the highest quality legal services in the public interest and advancing the rule of law.

Our work influencing governments and regulators and promoting our profession is at the heart of what we do. We aim to be members' source of legal news, support practice excellence and be their career companion at all stages of their career.

## We promoted our profession

We promoted the profession at home and abroad in our ever-changing marketplace. We raised the profile of the profession through our Solicitor Brand Campaign and Excellence Awards, celebrating the best work in the profession. We encouraged the best people to join it, regardless of their background.

## We influenced for impact

We were the voice of the profession, working to protect the public, the profession and the rule of law in Westminster, Cardiff, Brussels and other governments across the world. We worked for law reform in the interest of the public and the profession.

## We kept our members up to date

We provided the latest news, information and research from the profession. Our research provided expert insights, informing the work of our boards and committees and helps influence important issues.

## We supported practice excellence

We supported you to serve your clients or firm, whether you work for yourself, in-house or a law firm. We offered helpline support and advice, new practice notes, toolkits, events and access to communities.

## We were our members' career companion

We are your career companion, giving you the tools to develop your careers, expertise and businesses. We supported your career with the resources you need as you consider and plan your next career step, like online tools, bite-sized e-learning and events.

## Operational improvements

We continued to focus on increasing efficiency alongside better management and understanding of our costs. Improvements in our technology and governance structure

have helped us work more efficiently and effectively. All of this has helped us reduce expenditure against our budget and deliver value for money for our members.

This is just a small selection of the highlights from our business review. For more information, please visit our [website](#).

## Some examples of what we achieved in 2017-2018



The Excellence Awards received a record number of **765 nominations** with **865 attendees**



The Practice Advice Service handled **27,420 enquiries** from members and employees of law firms



The Gazette website received over **17m page views** and had a **10% increase** in visitors



We were mentioned positively **332 times** in Parliament, invited **8 times** to give oral evidence and had **46 parliamentary questions** tabled



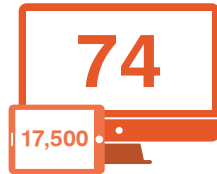
We had over **100 meetings** with firms on their Brexit contingency plans



Our lawsociety.org.uk website saw a **15% increase** in users and a **13% increase** in page views

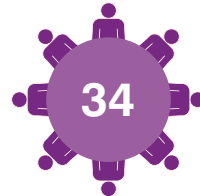
# What we achieved in 2018-2019

## Professional development



We produced **74 webinars** and over **95 podcasts**, streamed more than **17,500 times**

## Women in law



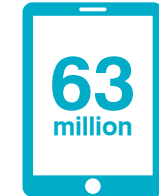
Our *Advocating for Change* report was gathered from **34 international women in law roundtables** held in **21 cities**, across **18 jurisdictions**

## Solicitor brand campaign



Our new solicitor brand campaign was seen over **87.1m times** by passengers\* across rail, tram and interior tube advertising

## Engaging digitally



Digital engagement across law society web platforms saw over **63m page views**

## Anti-money laundering guidance



Our anti-money laundering conference attracted **414 registered delegates**

## Accreditation



**4,879 applications** for individual and entity accreditations processed last year

## The Law Society library



The library team fulfilled **7,512 enquiries**, received **8,049 visitors** and our members used our books at least **9,342 times**

## Access to justice campaign



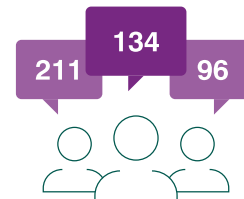
Nearly **40 parliamentary questions** tabled relating to the criminal justice campaign

## Supporting members



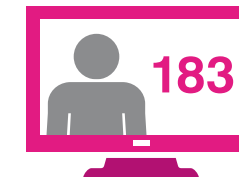
Our support centre handled **133,049 queries** from our members and the public

## Working across our regions



We visited firms **134 times**, ran **211 events** and our office holders attended **96 meetings** or events

## Influencing through the media



We expressed the views of our members in broadcast media **183 times**

\* this refers to the number of opportunities passengers had to view the adverts. A passenger refers to one journey, so the same person could see the adverts multiple times.