

October 2023

Liverpool Law

Liverpool  Law Society

THE MAGAZINE FOR THE LEGAL SECTOR IN
MERSEYSIDE AND THE NORTH WEST

LLS Committee Social Event

Photos on p.20





Discover why 1 in 3 SME law firms use LEAP

Unlike many other systems, LEAP is a true cloud solution that provides lawyers with 24/7 access to cutting-edge practice management, legal accounting, legal publishing, and document assembly and management in a single integrated solution.

Find out why over 23,000 legal professionals in the UK and Ireland are using LEAP and make the switch now.

Visit our website to find out more

<https://info.leap.co.uk/epc/journal/switch>



Strategic Partner



The Law
Society

October 2023

CONTENTS



- 4 The latest from the Editor, Jennifer Powell
- 4 Welcome to new members
- 5 From the President
- 6 LLS Meetings & events – October 2023
- 6 Consultation Papers
- 7 Astraea Linskills expands Family Team and secures Legal Aid Contract
- 7 Carpenters Group appoints Chris Dibb as Technical Lead in Defendant Department
- 8 Corporate Lawyer Robin Gill Joins Leading Commercial Law Firm Excello Law
- 8 Rebecca Ralph to Head Up Expanding Clinical Negligence Team
- 9 Donna Richards shortlisted for Lead5050 Awards
- 9 P&C Legacy group Marco Capital advances UK Motor strategy with law firm Weightmans
- 10 North West law firm drives access to industry-leading legal aid for local people, following expansion across key offices
- 11 Urgent Request
- 12 Gregory Abrams Davidson Solicitors expands their team
- 13 Justice Select Committee Report – Whiplash Reform and the OICP
- 13 Join a free event to upskill in selling your service overseas
- 13 A service to mark the beginning of the legal year
- 14 Your local Law Society: it's election time
- 15 Lead generation for law firms
- 16 Application "Without Notice" Criticised by Costs Judge
- 17 LEAP Support Free Wills Month
- 20 Social event for LLS Committee members
- 23 Cauda Equina Syndrome Awareness Day: A Q&A with Charlie Haynes
- 24 Leaseholders - Right to Manage your Block
- 26 MJLD Committee Update
- 27 Charity Spotlight: Jackson's Animal Rescue
- 30 Menopause: Nutrition, Exercise & Complementary Therapies
- 31 Liverpool Legal Walk – last chance to register
- 33 How can data transform how you do business?
- 34 Merseyside Law Centre
- 36 Regulation Update
- 38 What the best High St Law Firms do: Pt. 1
- 42 Statement of Truth? Forget it!
- 44 Risks to mental health in the workplace
- 46 Why investing in software training is good for business
- 48 Forthcoming Courses
- 52 Social Media Highlights

DEADLINES

Tue, 24th October

Mon, 27th November



Like us on Facebook [www.facebook.com/](https://www.facebook.com/LiverpoolLawSociety)

[LiverpoolLawSociety](https://www.facebook.com/LiverpoolLawSociety)

Follow us on 'X': [https://twitter.com/](https://twitter.com/LpoolLawSociety)

[LpoolLawSociety](https://twitter.com/LpoolLawSociety)

Join us on Linked In:

[https://uk.linkedin.com/company/](https://uk.linkedin.com/company/liverpool-law-society)

[liverpool-law-society](https://uk.linkedin.com/company/liverpool-law-society)



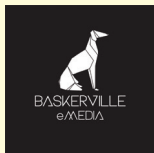
Liverpool Law Society Magazine is produced by and for Liverpool Law Society Members. This is our opportunity to share our news, events and celebrations with our friends in the legal community.

All members' contributions to Liverpool Law are warmly welcomed. Please send your article (and photo captions where possible) or request for further information, or assistance to the editor at editor@liverpoollawsociety.org.uk

Photographs should be provided in the highest resolution possible to ensure a good reproduction. Photographs must not be subject to copyright.

The views and opinions expressed in Liverpool Law are those of the individual contributed and not those of the Liverpool Law Society.

Published by Baskerville eMedia
Unit 27a, Price St. Business Centre,
Price St., Birkenhead, Wirral,
Merseyside CH41 4JQ
Tel: 0151 203 0440
simon@baskerville-e.media



Editorial Committee Dates 2023

Meetings start at 01.00 pm on a Tuesday, except where noted.

17/10/2023
21/11/2023

Welcome to the October edition of Liverpool Law



I hope you're all well. It feels strange writing October, this year seems to have just flown by. I've been back at work 12 months now since my maternity leave and it feels like the time has gone so fast, but in a good way.

It is fantastic to see so many new members this month and that we are receiving articles from them, please keep them coming. We are in the process of creating our own e-magazine social media handles following discussion with our publishers and their appointed consultants. More details to follow and I do hope you will help support these new handles with the transition to make things as smooth as possible. From this we hope to engage with you even more to see what you would like us to feature in the magazine and make it even easier for your firms to contribute.

You will see that we have a huge feature this month on firm's 'movers and shakers' with so much going on in our legal World. As members you are also able to contribute any individual articles or case law reviews etc. We are also able to assist smaller firms that may not have marketing teams etc with carrying out telephone interviews. If you are interested in featuring something or unsure about anything please do not hesitate to get in touch.

We have details of the Liverpool Law Society social this month which I unfortunately missed but plan to make the next one, it looks like a good time was had by all. There are other events this month for you to get involved with which feature in the magazine such as the opening of the legal year at the Cathedral and other associated events. I hope you are able to attend any of interest to you and as always please feed back to us how they went or, even better, provide us with a write up and any photographs.

I look forward to hearing from you.

Many thanks

Jennifer Powell, Editor
Weightmans
editor@liverpoollawsociety.org.uk

Welcome to new members

We'd like to give a warm welcome to our new members who were approved for membership at this month's General Committee meeting. There were 25 individuals from the following law firms or organisations::

- | | |
|----------------------------------|--------------------------------------|
| • Bell Lamb & Joynson | • Liverpool University Hospitals NHS |
| • Bermans (2012) Limited | Foundation Trust |
| • Bingham Solicitors | • MSB Solicitors |
| • Bond Turner | • O'Connors Legal Services |
| • Crown Prosecution Service | • Stowe Family Law |
| • Enrique Sanchez Spanish Lawyer | • Tracey Miller Family Law |
| • Fletchers Group | • Unit Chambers |
| • In-House Legal Solutions | |

Liverpool Law Society's membership now exceeds 2,520 individuals from 193 law firms, barristers' chambers, and other organisations with legal professionals in the Liverpool City Region and beyond.

From the President

The latest from the President, Jeremy Myers

The return to busy life after the holiday period has meant that there has been plenty of activity within Liverpool Law Society (LLS).

The days of 13 and 14 September saw two key events in terms of our links with The National Law Society (TLS) nationally and with our colleagues across the jurisdiction. The first of these was on afternoon of Wednesday 13 September saw the online Conference of Local Law Societies. There were plenary sessions. There were also group break-out sections – including on sponsorship and on recruiting volunteers for local Law societies – and the first plenary involved an update by national President Lubna Shuja.

Amongst other items, Lubna reported on the Society having been granted permission to pursue its Judicial Review action against the Government's Civil Legal Aid funding arrangements. The profession will be keeping a close eye on how this litigation proceeds. Lubna also took the opportunity to highlight her work on promoting ethical conduct.

It was a privilege to for me to be able to take part in the panel discussion which concluded the Conference. The topic was groupings of local Law Societies, I was able to describe the work of the Joint V group of leading provincial Law Societies. Panel members had an engaging chat about the origins, activities and geographical remits of the various groupings, the result being to encourage individual Societies to liaise.

Attendance during the course of the afternoon reached 90 people at some points. It used to be the case that this was an in-person Chancery Lane event which obviously included networking in that super venue. The move to online conferencing has put paid to that concept, although at least this helps participation and reduces costs for TLS and for the participating societies.

It was a coincidence that on the following day, the meeting of the Joint V Societies took place in Bristol, whose turn it was to host the event, some of us in person and others by the hybrid connection. In recent years, it has been LLS policy for one person to travel to attend in person and the rest of the team to appear online so as to manage funds. The four other Societies roughly follow a split of types of attendance.

Each LLS President nominates a charity for the year which is the one for which the collection at the Annual Dinner is taken. I would like to take the chance to write a little about the work of the Spinal Unit Action Group (SUAG). It is a charity established to support the patients of the North West regional Spinal Unit in Southport, and SUAG developed to establish and to help to maintain a house where paraplegic patients live in semi-independence in so far as their disabilities allow.

Taking part in fundraising and helping at events in the Unit has been part of my life since 1999. There is very little spent on administration as organisation is carried out by volunteers and the focus is almost exclusively local. I am really pleased to have this chance to highlight its role and its work. I do hope that we



can each dig deeply to make a contribution at the Dinner, and there will be scope for donating electronically.

This is the time of year when LLS focuses on its succession planning. On 22 September, I had the pleasure of talking with some of the past Presidents – plus our Vice President **Gaynor Williams** – over a sandwich lunch. The past Presidents approved the Officers' proposed nomination of the next Deputy Vice President, whose name will be placed before the General Committee – and I trust to be elected and then publicised.

The General Committee is about to fulfil its responsibility to nominate five of its nine retiring members to stand for election at the AGM on Thursday 30 November. They will be in the ballot which enables all suitably qualified members of LLS to stand for Election: please look out for the e-mail detailing the nomination process.

There should be no shortage of topics to cover when I write the column for the November edition. Especially, I am looking forward to telling you about the Services at Westminster Abbey and Liverpool Cathedral where I shall have the privilege of representing LLS in marking the start of the new legal Year. Until then, if we can do, let's keep our eyes and ears open to the world beyond legal practice.

Jeremy Myers

President

president@liverpoollawsociety.org.uk

LLS Meetings & events – October 2023

These meetings and events will be held virtually unless notified otherwise (F2F):

Start Time	Meeting/Event
06/10/2023 10:30	Joint Forum on Access to Advice
08/10/2023 18:00	The Law Society's fringe event around Labour Party Conference
10/10/2023 12:30	General Committee
10/10/2023 17:00	Liverpool Legal Walk
13/10/2023 13:00	Directors' Meeting with MPs
15/10/2023 10:30	Annual Judges' Service
17/10/2023 13:00	Editorial Sub-Committee
19/10/2023 13:00	Non-Contentious Business Sub-Committee
24/10/2023 09:00	Deadline November Liverpool Law
25/10/2023 13:00	Equality, Diversity & Inclusion Sub-Committee
26/10/2023 13:00	Education & Charities Sub-Committee
31/10/2023 12:30	Finance & Policy Sub-Committee
02/11/2023 13:00	Access to Justice Sub-Committee
07/11/2023 13:00	Employment Law Sub-Committee
08/11/2023 13:00	Family Business Sub-Committee
09/11/2023 18:15	Annual Dinner featuring the Legal Awards
14/11/2023 12:30	General Committee

Liverpool Law Society has a number of committees covering specialist areas of law which meet regularly throughout the year allowing members of Liverpool Law Society to discuss common issues, respond to consultation papers and contribute ideas towards the Society's comprehensive legal training programme.

Our committees are: Access to Justice; Civil Litigation; Criminal Practice; Employment Law; Equality, Diversity & Inclusion; Editorial; Family Business; In-House Lawyers; Non-Contentious Business and Regulatory committees, which are open to all members of Liverpool Law Society. To enquire about your membership status and/or being co-opted onto one of the above committees, please email committees@liverpoollawsociety.org.uk

Consultation Papers

Papers referred to committees:

The following sub-committees of Liverpool Law Society are considering responding to these consultation papers. If any member would like to send in a comment, please do so to committees@liverpoollawsociety.org.uk

Committee	Consultation Paper title	Closing date
Criminal Practice	Consultation on youth remand funding arrangements	08/11/23
Regulatory	Consulting on proposals to ensure that people who use legal services have access to fair and effective complaint procedures	17/11/23
Regulatory	Arrangements for SRA regulation of CILEX members	22/11/23

Astraea Linskills expands Family Team and secures Legal Aid Contract



Kendra McKinney

Astraea Linskills, one of Liverpool's fastest growing legal firms, has expanded its Family team and secured a significant new legal aid contract to further strengthen the companies growth plans. The acquisition of the new legal aid contract

will allow the expert team of lawyers to offer legal support to some of the more vulnerable members of society who find themselves in difficult positions which require professional representation.

Astraea Linskills are also delighted to announce the recent appointment of **Kendra McKinney** as Head of Family, a highly efficient and experienced Solicitor and Partner with over 13 years' experience Kendra graduated from the College of Law in Chester in 2010 and previous appointments include positions with Clyde and Co, Brown Turner Ross and John Cunningham and Associates. Specialising in high net worth Divorce and Financial remedy, Separation, Private and Public Law children work, advocacy and contested hearings, Kendra brings a wealth of knowledge to the growing Family team.

Sara Perischine, Director at Astraea Linskills said *"The award of the significant legal aid contract allows our dedicated team to assist an increasing number of clients who would otherwise remain without advice or representation and we are delighted to be able to support those people who often need it the most"*.

Sara continued *"The appointment of Kendra McKinney is further evidence of Astraea Linskills commitment to excellence and growth. Kendra is a fantastic addition to the very busy Family team and we know that she brings with her many years of knowledge and experience which will service our clients to the highest possible standard"*.

Carpenters Group appoints Chris Dibb as Technical Lead in Defendant Department

Carpenters Group, the insurer claims service and legal firm, has appointed Chris Dibb as their Technical Lead in Defendant Department.

Since qualifying as a solicitor in 2013, Chris has worked almost exclusively in RTA in defendant personal injury litigation. Chris specialises in credit hire and joined Carpenters Group as a Technical Lead in Defendant Credit Hire having held a similar position at another national law firm for a number of years. Chris focuses on devising and embedding credit hire handling processes, providing strategic advice and training support to clients as well as handling high value credit hire cases. In addition, Chris has expertise in complex PI, and particularly in fraud.



Chris Dibb

Corporate Lawyer Robin Gill Joins Leading Commercial Law Firm Excello Law



Robin Gill

Excello Law is pleased to announce that Robin Gill has joined the firm as a partner. Robin is a highly regarded corporate lawyer and trusted advisor to businesses of all sizes, from startups to enterprises involved in significant transactions. With over two decades of experience in corporate law and a specialisation in advising owner-managed and family-owned businesses, Robin brings a wealth of expertise to the firm.

"We are thrilled to welcome Robin Gill to Excello Law," said Julie Mogan, Regional Director at Excello Law. "Robin's calibre as a corporate lawyer is truly exceptional and will expand the expertise of our team in the North West. His track record of providing invaluable support to businesses aligns perfectly with our commitment to delivering a top-tier legal service for clients. Excello Law is the premier destination for experienced lawyers like Robin, and we are excited to have him on board."

When asked about his decision to join Excello Law, **Robin Gill** stated, *"While I have always been focused on my clients first and foremost, Excello truly offers something that most law firms can't: freedom to deliver exceptional service without the many additional factors and distractions that can inevitably be part of traditional law firms, and which can often compromise client service and lawyer job satisfaction. In simple terms, both the clients and the lawyer benefit from working the Excello way – clients come before billable hours and targets. Joining a stable of over 200 experienced partners with a broad range of specialisms is a huge win-win for my clients and for me."*

To learn more about **Robin Gill** and his expertise, you can view his profile on the Excello Law website [here](#).



Rebecca Ralph

Rebecca Ralph to Head Up Expanding Clinical Negligence Team

SBW Law are excited to announce the appointment of Rebecca Ralph to head up their expanding Clinical Negligence Team.

Director **Christopher Lackner** said:

"Rebecca brings with her a wealth of industry experience and we see this as a key appointment in further developing what is already a successful Clinical Negligence department. We have no doubt that Rebecca will be a key asset in the continued growth of SBW Law".

Donna Richards shortlisted for Lead5050 Awards



Donna Richards

Carpenters Group are incredibly proud to announce that their CEO, Donna Richards, has been shortlisted in the 'Contribution to Gender Diversity' category at the Lead5050 Awards!

Donna had this to say about being shortlisted: *"Being shortlisted in the Contribution to Gender Diversity category at the Lead5050 Awards is incredible. It is a privilege to sit alongside so many fantastic women in the final few who all do amazing work with Gender Diversity."*

Thank you Lead5050 and best of luck to everybody nominated."

The 2023 Lead5050 Awards celebrate, uplift and honour the leading voices in gender equality. The Awards celebrate the people changing our society, lives, and workplaces for the better.

The winners of the Lead5050 Awards will be announced on 4th November 2023 at an awards night at Hotel Intercontinental in Berlin.

P&C Legacy group Marco Capital advances UK Motor strategy with law firm Weightmans



Will Quinn

Marco Capital, P&C legacy solutions and insurance services group, is providing the market with leading edge solutions for UK Motor Legacy claims supported by Weightmans LLP and its proprietary large loss predictive analytics tool, PREDiCT.

The London-based team of Marco Capital has been working with the Liverpool-headquartered law firm for over a year and has entered into an exclusive agreement to use the augmented intelligence tool for its motor Legacy solutions.

The Weightmans technology has been

used on multiple deals to deliver real value for Marco Capital and its clients. PREDiCT, first introduced to market in 2019, has recently been relaunched following extensive development based on the learnings from its first few years in use. The tool transforms the conventional way of handling large loss claims, improving reserving accuracy, reducing the lifecycle of claims and lowering overall indemnity spend.

Developed by Weightmans' in-house data scientists, the tool delivers optimum reserving as well as actionable insights around settlement strategies and claims behaviours.

Marco Capital quickly appreciated PREDiCT's potential for gaining greater insight into long-tail Motor claims. Working with Weightman's team to fine-tune the practical application of PREDiCT for Legacy claims, Marco has a technical edge in this substantial segment of the market, which has traditionally been overlooked by Legacy consolidators.

Will Quinn, PREDiCT lead partner at Weightmans, said: *"Put simply, PREDiCT helps insurers settle cases*

faster, and for less. It was a natural next step in the development of PREDiCT for a Legacy group like the Motor team at Marco Capital to use its power to inform its acquisition strategy – which is not only improving return on investment but is also viewed as a significant differentiator in a crowded market."

Will Quinn added: *"We are committed to continual improvement and model refinement to further expand PREDiCT's functionality and reach. We are taking the learnings from PREDiCT to deliver a predictive analytics solution in the volume claims space. Our PREDiCT Volume tool will launch to the market in the final quarter of 2023 and is intended to capitalise on the opportunities flowing from the new Fixed Recoverable Costs regime which comes into force on 1 October 2023."*

Simon Minshall, Marco Capital CEO, said: *"We value our partnership with Weightmans in the practical application of PREDiCT for Legacy claims. Marco's risk appetite for PPOs is substantial and PREDiCT provides an important element of our competitive advantage in this substantial market segment"*.

North West law firm drives access to industry-leading legal aid for local people, following expansion across key offices

- A number of key senior legal appointments made to manage expected demand
- Free legal training to be offered to relevant businesses and services

MSB Solicitors, a leading North West legal firm, has acquired a significant new family legal aid contract for its Manchester and Widnes-based practices.



The new contract follows a well-publicised increase in demand for legal aid services across the UK.

The value-led firm has also announced highly experienced new legal hires across its family law teams to support and drive forward its latest expansion.

MSB is also offering free legal training to local services to help them improve access to and awareness of legal aid for eligible members of the public.

Emma Palmer, director at MSB said: 'We are delighted to win this contract and support families looking for quality legal aid. We are also looking forward to providing training for organisations who can help signpost the public to family legal aid services.'

This win has come at the perfect time for us as we have significantly invested in our family law department with notable and highly experienced hires and have plans to expand it even further.'

She continues: 'We have a solid track record in family law – we have been providing this to private clients for more than 18 months in our Manchester office, and for many years across our other North West offices.'

We are excited to offer our legal aid services to clients across the North West, building on our position as the region's leading legal firm.

As part of the contract win, the firm will extend its family law expertise further to provide free legal training to local services or organisations who need it. The training will provide them with the knowledge to signpost local people towards the legal aid they are eligible for.

The new contract also follows the appointment of Katie Jackson as a Senior

Associate in Manchester. Katie brings many years of experience to the family law team representing children in family court proceedings. Katie will play a key role in driving delivery of the new contract forward.

Joining to play a key role in the Manchester family law team is experienced solicitor Lucy Eatogh, with over 15 years of experience who joins from Higgins Miller Solicitors.

As a further significant boost to services, the firm is also adding a senior level family law expert with 20 year's of experience to its office in Widnes, Cheshire. And solicitor Anna Streather is also announced to be joining the Cheshire team from AFG solicitors.

In addition, trainee legal executive Rebecca De Stefano has joined the firm's Wavertree office in September from Morecrofts Solicitors. Rebecca is a fluent Spanish speaker and has been supporting with the firm's Spanish cases.

MSB looks forward to delivering this expansion of its services which will benefit communities and drive justice across Manchester, Widnes and beyond.

For further information, please contact Anna Wharton anna@helloagent.co.uk

Domestic Abuse?
Non Molestation Order?
Social Services?
Separation?
Divorce?
Injunction?
Urgent?

Your invitation to free family law training

In celebration of MSB's legal aid contract expansion to Manchester and Cheshire, MSB are providing bespoke training free of charge! Available training could include:

- Learn how to identify a family law issue
- Learn when and where to signpost to legal services

- Identify when a service user could qualify for legal aid
- Expand knowledge of domestic abuse, children issues and separation.
- Other training on request.

Contact Emma Palmer to arrange for a member of MSB to deliver free training to your organisation

EmmaPalmer@msbsolicitors.co.uk

URGENT REQUEST

Need to find a Will from 1978 in the name of Joyce Rowan, possibly filed with husband Howard Alexander Rowan (old address 40 Buttermere Road Liverpool 16), 4 Bembridge Close WA8 9AA (last address).

As an incentive to look in your old, maybe paper archives, I will be willing to reward the finder of said Will £500.

**Please contact Colin Mutch
07947712688**

Gregory Abrams Davidson Solicitors expands their team



Emma Clayburn

Leading law firm, Gregory Abrams Davidson Solicitors, welcomes experienced property solicitor Emma Clayburn to head up their conveyancing department at their newly opened Wirral based office in the heart of West Kirby.

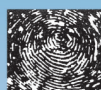
Emma has worked in conveyancing for over 20 years, having completed her training contract with a local firm, where she remained for 16 years, becoming Partner and Deputy Money Laundering Officer.

Emma is experienced in residential and commercial conveyancing, including purchases and sales of both freehold and leasehold properties, new build, release of covenants, transfers of equity, re-mortgages, deeds of easement, high value transactions and land acquisition. With an impressive background and a wealth of experience Emma is set to enhance the team's capabilities and provide exceptional service to valued clients.

Emma's enjoyment of helping people, problem solving and attention to detail have enabled her to become a highly skilled and respected expert in her field.

Emma is thrilled to be joining the practice and says "I'm so pleased to be joining Gregory Abrams Davidson Solicitors at such an exciting time. We share the same commitment to client service and providing the highest quality legal services and I'm looking forward to delivering this at the new Wirral office."

Tracey Parry, Chief Operating Officer at Gregory Abrams Davidson Solicitors says "Emma is an experienced solicitor and we are delighted to welcome her to the Firm, to further enhance our property team in the new Wirral office".



FINGERPRINT ANALYSIS



Peter M Swann FAE FFS MCSFS

*Independent Consultant to the Legal Profession
Established 1987*

A FORMER HOME OFFICE ADVISER WITH CONSIDERABLE EXPERIENCE IN ALL ASPECTS OF FINGERPRINT WORK

An Accredited Expert and Fellow of the Academy of Experts, a Fellow of the Fingerprint Society, A Member of the International Association for Identification and Member of its European Division, a Member of the Chartered Society of Forensic Sciences and listed in the UK Register of Expert Witnesses.

The Consultant now provides a full independent fingerprint service to the legal profession, industry and other agencies.

**EXAMINATION
DEVELOPMENT**

**ASSESSMENT
REPORT**

**BRIEFING
EXPERT WITNESS**

Tel: Wakefield 01924 264900 (Office) 01924 276986 (Home)

Email: peterswann@btconnect.com

www.fingerprint-analysis.co.uk



Justice Select Committee Report – Whiplash Reform and the OICP

The Justice Select Committee has published its report into the impact of the whiplash reforms, and the performance of the OICP.

The Committee has expressed concern in relation to the following areas:

1. The low number of individuals using the Portal.
2. Reported difficulties experienced by claimant representatives in integrating with the OIC.
3. The high number of unresolved claims.
4. The time taken to resolve claims, which is anticipated to increase.

The Committee has called on the MOJ to investigate and set out what steps are

being taken to address these concerns, and to publish their response by the 20th November 2023. The Committee will return to these issues next year, to include the position on mixed injuries after the appeals in Rabot and Briggs have been decided.

Carpenters Group has been at the forefront of highlighting issues with the technology, the detriment caused to consumers, and the delay and lack of visibility suffered by insurers. We have invested significant time and expense in integrating with the OICP, to provide the best available service. It is pleasing that we now have independent recognition of these industry wide problems. We can only hope that the MOJ will take note, and now focus on reducing

the delays that consumers and insurers continue to face.

The committee also acknowledged the difficulty in demonstrating premium savings generated by the reforms, given the other pressures on claims costs, and urges full transparency to assist in demonstrating that injury savings have been passed to consumers.

We will continue to keep you updated and share any further detail provided during the MOJ's review.

Please see the link for more information - <https://publications.parliament.uk/pa/cm5803/cmselect/cmjust/1140/summary.html#>

Join a free event to upskill in selling your service overseas

Registration is open for the [Department for Business and Trade's](#) "Growing International Trade in Services Roadshow" in Liverpool on Wednesday, 8th November 2023. If your company provides legal services or marketing, did you know that they are in high demand abroad? Often UK service-based businesses don't realise that working for international customers is exporting and would not class themselves as "exporters". Whether you are an accidental exporter, or are just looking to get started, join the Department for Business & Trade at their free roadshow to learn how to take advantage of the opportunities available, explore new trends, and get top tips on winning business.

Find out more and register your place here: <https://www.events.great.gov.uk/website/8865/>

A service to mark the beginning of the legal year

Sunday 15th October 2023 at 10.30am at Liverpool Cathedral, St James Mount

Members of Liverpool Law Society, their family and guests are invited to the annual Legal Service to celebrate the beginning of the new Legal Year. The High Sheriff of Merseyside, Dr Ruth Hussey CB OBE DL, has invited our

President Jeremy Myers who will be in the procession.

Preacher: Professor Dame Carol Black DEB, FRCP, AcMedSci

This service is open to anyone in the legal profession and their guests.

For details about the venue, please see <https://www.liverpoolcathedral.org.uk/>



Your local Law Society: it's election time

We would like to have a Committee which is as representative as possible of the wide membership the Society enjoys. Becoming a director and member of General Committee is an opportunity to shape the future of one of the most active local Law Societies in England and Wales. You will make professional contacts and friends, learn from other's best practice and work shoulder to shoulder with other legal professionals, regardless of status and seniority.

All members of the Society will shortly be receiving an email inviting you to nominate a Full member of the Society to become a director at the AGM in November. Only full members of the Society are eligible for election to the General Committee. You must be nominated by three members of the Society and serve a three-year term. The nomination form must be completed and returned to the Society by **1.00pm on Monday 23rd October 2023**. Elections will then take place at the AGM in November.

The General Committee consists of up to 27 members, who each serve a three-year term. Every year, nine members of the General Committee retire by rotation at the Annual General Meeting; up to five of those due to retire may be nominated by the Committee for re-election, and the others are not eligible for re-election until the next Annual General Meeting.

The Society's Annual General Meeting will be held at **1.00pm** on Thursday, **30th November 2023** at The Racquet Club, Liverpool city centre. It will finish by 1:45 pm.

Please feel free to attend the AGM if you are not standing for election. It would be good to meet you and I am sure that you would find it worthwhile to have a chat with a few of the officers and staff team plus some of members attending.

If you would like further information about the Society and the work of the General Committee and sub-committees please visit <https://www.liverpoollawsociety.org.uk/about-the-society/committees>. For any queries relating to the AGM or standing for election, please email committees@liverpoollawsociety.org.uk and we will get back to you.

Jeremy Myers
President

*Full member

The following persons practising or working in the Area (Area means the City of Liverpool, the Metropolitan Boroughs of Wirral, Knowsley, St. Helens and Sefton; and Widnes and Neston in the County of Cheshire;) (with the exception of the persons referred to in Article 27.1.2 who are not required to be practising or working in the Area but shall have been so practising or working immediately prior to his or her retirement) shall be eligible to be Full Members of the Society:

- 27.1.1 any solicitor who holds a current practising certificate;
- 27.1.2 any solicitor on the Roll who has retired from practice;
- 27.1.3 any barrister;
- 27.1.4 any Fellow of the Chartered Institute of Legal Executives;
- 27.1.5 any registered foreign or European lawyer who is regulated by an Approved Regulator;
- 27.1.6 any person holding a judicial appointment or teaching law;
- 27.1.7 any trainee solicitor;
- 27.1.8 any patent attorney;
- 27.1.9 any licensed conveyancer;
- 27.1.10 any notary public;
- 27.1.11 any trade mark attorney;
- 27.1.12 pupil barristers; and
- 27.1.13 subject to Article 29, any person who is in a senior position at an organisation providing legal services which is subject to supervision by an Approved Regulator and who is approved by the Committee.

Lead generation for law firms

Lead generation for law firms refers to the process of identifying and attracting potential clients who are interested in legal services and converting them into leads or prospective clients.

In other words, it involves finding individuals or businesses that have a need for legal assistance and generating their interest in the services offered by a law firm.

Many law firms rely heavily on claims management companies and external introducers for leads. The trouble with relying on this type of marketing is that you have less control over the quality and relevance of the leads generated. Introducers may not fully understand your specific target audience or the nuances of your legal practice areas. This can result in leads that are not a good fit for your firm or leads that are not genuinely interested in your services.

Furthermore, a heavy reliance on expensive introducers will mean that you are likely to invest less in your own firm's

marketing. Less marketing for your firm means reduced brand recognition and clients are less likely to develop a trust in your brand.

If no one is aware of your law firm's brand, it is likely that you will continue to pay high fees to external introducers for a very long time.

Investing in your law firm's website, social media channels and overall brand will lead to more potential clients coming directly to you for your services.

A well-planned marketing a lead generation campaign will help your firm generate their own leads and cut out the middleman when it comes to getting high quality clients for your firm.

How can BSD Legal assist with lead generation for law firms?

Lead generation for law firms is what we do on a daily basis. We are a team of [legal marketing specialists](#) who can help you get your law firm noticed online.

Our client portfolio consists of personal injury, commercial law, family law and legal costs firms.

We understand that when it comes to digital marketing for law firms, one size does not fit all, which is why we offer bespoke packages to suit each business' needs at competitive prices. Some of the services we provide include:

- [Law firm web design](#) and development
- [Search engine optimisation](#) (SEO) for law firms
- [SEO optimised content](#) for law firm websites
- Social media marketing for law firms
- PPC/Paid advertising
- Email marketing

To find out more, contact us via our website or contact stacey@barkstreetdigital.co.uk.



BSD | Bark Street Digital Legal

Is your law firm struggling to generate leads?

We can help

Application “Without Notice” Criticised by Costs Judge

ARC Costs recently assisted a Receiving Party Claimant on a case whereby a [Nil assessment Order was received](#), stating that the Claimant had failed to request a Provisional Assessment following an Unless Order. We were successful in having the Nil Order set aside, as well as the Unless Order stating that the Claimant was compelled to set down for Detailed Assessment under [CPR 47.14](#).

The case involved a [housing disrepair](#) matter that was resolved through a Consent Order, awarding £6,000 plus repair costs and reasonable fees. ARC Costs was instructed by the Claimant Solicitors to handle the [Bill of Costs](#) and assist in Detailed Assessment proceedings.

ARC Costs submitted the Bill of Costs with a Notice of Commencement, setting a 21-day deadline for Points of Dispute. The paying party requested three extensions, all of which were granted. Eventually, Points of Dispute were received via email.

Despite continued efforts to negotiate and obtain a response to an offer, the Paying Party applied for an Unless Order to strike out the Bill of Costs for failure to apply for assessment. The Order demanded the Claimant to request a provisional assessment within 21 days.

The application was made without notifying ARC Costs or the Claimant Solicitors, breaching CPR 23.4. ARC Costs were not provided with a copy of the Unless Order. Unaware of this development, ARC Costs proceeded to submit Points of Reply and subsequently lodged the matter for provisional assessment.

The Defendant subsequently shared a copy of an Unless Order obtained unilaterally debarring the Claimant from proceeding to detailed assessment, several weeks after its issuance. It was the first time the Receiving Party was informed of it. The Defendant had also written to the Court multiple times prior to the Receiving Party having

lodged for assessment, requesting dismissal of the Bill of Costs and Detailed Assessment, but had failed to copy in the Receiving Party or ARC Costs, violating CPR 39.8.

Despite attempts to negotiate, the Claimant received an Order dismissing the detailed assessment proceedings, awarding nil costs, and instructing the Claimant to pay the Defendant’s costs.

After extensive communication with the Paying Party’s representatives, it was revealed that they had made an “*application without notice*” without providing a clear justification. Even then, full disclosure was delayed.

ARC Costs sought to set aside the Unless Order, but consent was not granted, leading to a contested application, and the Receiving Party argued that the application was made without notice, contrary to CPR rules. The Paying Party’s application, once it had been disclosed, explicitly stated that no other party should be served with it.



ARC COSTS

Legal Costs Experts

Housing Disrepair, Clinical Negligence & Legal Aid Specialists



Ultimately, the Judge agreed that the Paying Party had acted inappropriately and unreasonably, breaching several CPR rules. Relief from sanctions was granted, and the Receiving Party was allowed to recover application costs on the indemnity basis.

Hours before the contested hearing, a subpar offer on the Bill of Costs was received. Despite potential success in setting aside the Unless Order, the offer was rejected. The Judge's decision favoured the Receiving Party, critiquing the Defendant Solicitors' actions and ultimately the matter awaits the outcome of a costs assessment.

To find out about how we may be able to help you, please speak to one of the team by calling us at **01204 397302** or email one of our experts at info@arccosts.co.uk.

LEAP and WillSuite support Free Wills Month with free subscription offer

In support of Free Wills Month this October, **LEAP**, the forward-thinking legal practice management software provider, and its integration partner **WillSuite**, are offering a free month's subscription to WillSuite's will writing software*. This offer will enable LEAP's existing estate planning customers to take part in Free Wills Month and draft wills quickly and easily.

Working seamlessly with LEAP, the WillSuite solution enables solicitors, will writers and estate planners to draft wills easily in plain English with clauses maintained by a panel of TEP-qualified lawyers. Using data held in LEAP and guided by questionnaires, LEAP customers can utilise the WillSuite integration to produce wills, lasting power of attorneys and supporting documents quickly and efficiently.

Free Wills Month takes place twice a year and was launched by a group of charities, including the National Trust, British Heart Foundation and Marie Curie, to offer members of the public aged 55 and over the opportunity to have their simple Wills written or updated free of charge by using participating solicitors in selected locations across England and Scotland.

"We're very pleased to be working with the team at WillSuite to help our clients support the Free Wills Month initiative this October," explains **Craig Matthews**, Director of Lifetime planning at LEAP. "Free Wills Month offers a fantastic



opportunity for members of the public to ensure their Wills are up to date and their wishes are respected. Our integration with WillSuite greatly streamlines the will writing process, which saves both the solicitors and their clients a huge amount of valuable time."

Further benefits of WillSuite include:

Mirror Wills with ease: Once the first version has been completed, user create the mirrored will in seconds using the mirror function.

Copy LPAs saving time: If creating a Health and Wealth and Financial LPA at the same time, for the same parties, users can create one then copy the data across to create the other.

Combine the above: WillSuite's powerful mirror and copy functionality means two wills and four LPAs can be drafted by completing just two

questionnaires.

LEAP customers can sign up to WillSuite this September by enabling the WillSuite App on [LEAP Marketplace](#) and benefit from the offer in October.

**On registration to WillSuite, the first month's subscription is free. This offer is available to existing LEAP customers that do not currently have a WillSuite subscription.*

About LEAP

LEAP Legal Software has been helping small to mid-sized law firms to become more efficient and profitable globally for more than 25 years. LEAP is committed to consistently providing world-class legal practice productivity solutions and has innovation at the heart of its research and development so that users continually have the best possible experience.

Occupying a unique position in the legal software market, LEAP includes legal case management, legal accounting, document assembly, document management and legal publishing assets in one solution. Its software is designed to streamline tasks such as matter management, time recording document management, email management, automated forms, client accounting, billing, reporting and remote working.



For more information, please visit www.leap.co.uk.

ADILA

Annual Dinner featuring Legal Awards

Annual Dinner 2023

Join President **Jeremy Myers** at the region's premier event for the legal sector.

Hear from guest speaker
the Lord-Lieutenant of Merseyside
Mr Mark Blundell



The Legal Awards ceremony will take place after Dinner.
There will be an envelope collection for the President's chosen charity,
the Spinal Unit Action Group charity (Reg no. 1101507)

9 NOVEMBER 2023

6.15PM FOR 6.45PM

CROWNE PLAZA, LIVERPOOL CITY CENTRE

MEMBERS £990+VAT FOR A TABLE OF 10

NON-MEMBERS £1,350+VAT FOR A TABLE OF 10

Bookings will close 20 October or sooner if sold out **BOOK NOW**

S P O N S O R E D B Y

ADILA

Annual Dinner featuring Legal Awards

Liverpool Law Society is delighted by the number of nominations received for the 2023 Legal Awards from individuals, teams and firms across the membership. The competition has been fierce, the independent judging panel have met and the shortlist has been decided.

Legal Awards 2023 Shortlist

Rising Star Award sponsored by University of Law

- Alex McGlade, CG Professional
- Danielle Stevens-Green, Maria Fogg Family Law
- Harriet Hansen, Peter Edwards Law
- Megan Tyrer, Fletchers Solicitors
- Nawal Belkalem, In-House Legal Solution

Outstanding Team Award (Non-Contentious)

- Bell Lamb & Joynson Solicitors
- Brabners
- O'Connors

Outstanding Team Award (Dispute Resolution & Litigation)

- Brabners
- MSB Solicitors (Social Housing & Regeneration)
- The Keith Jones Partnership

Outstanding Team Award (Family) sponsored by Document Direct

- JMW Solicitors (Liverpool Family Team)
- LJMU Legal Advice Centre (Elizabeth Jones & Mary Mullin)
- Maria Fogg Family Law
- Morecrofts

Legal Awards 2023 Shortlist

Equality Diversity & Inclusion Award sponsored by LJMU

- Brabners
- Jackson Lees Group - Inclusion & Wellbeing Team
- Taylor Wessing

Outstanding Lawyer Award sponsored by Miller Insurance

- Emma Charnock, Provenio Litigation
- Kevin Donoghue, Donoghue Solicitors
- Lisa Edmunds, Unit Chambers
- Matthew Taylor, Stowe Family Law
- Thomas Prince, CG Professional

Law Firm Award (1-99 employees) sponsored by Index PI

- Bell Lamb & Joynson Solicitors
- Maria Fogg Family Law
- O'Connors
- Provenio Litigation

Law Firm Award (100+ employees) sponsored by Landmark Information

- Brabners
- Morecrofts Solicitors
- Weightmans

The awards ceremony will be taking place at the Society's Annual Dinner which is taking place on Thursday, 9th November 2023.

[Bookings can be made here](#)

S P O N S O R E D B Y



Social event for LLS Committee members

On 14th September our LLS committees had the opportunity to meet up at The Tempest for our committee social event. I would like to say a big thank you to all those who attended and all those that assisted in the organisation of the event. It was a lovely evening and so good to catch up with committee members old and new and see how everybody was getting on and hear about any recent developments in our committees.

I would say that a good time was had by all – so much so we planned our next social on 23rd November!

Haley Farrell
Family Business Sub-Committee Chair
Liverpool Law &
Deputy Managing Director & Head of Family Law
Jackson Lees Group





Be part of Pro Bono Week 2023!

Pro Bono Week takes place across the UK this year from 6 to 10 November. Through events and comms it is an opportunity to recognise, showcase and discuss the voluntary contribution of the legal profession in giving free legal help to those in need.

For the latest updates follow @ProBonoWeekUK on [X \(Twitter\)](#) and [LinkedIn](#).

Arrange an event

Pro Bono Week is a great time to arrange an event to promote or discuss pro bono. Many events are external occasions organised in partnership with others, while others are internal events for colleagues at an organisation. There are three suggested themes this year:

- Changing lives through pro bono
- Maximising the impact of pro bono
- Pro bono within ESG: from climate to sustainable development

For help planning an event visit probonoweb.org.uk/event-plans

Share content on social media

Pro Bono Week is a perfect time to post on social media or your website about your commitment to pro bono, or to thank your volunteers, or to showcase a particular pro bono lawyer or project. #ProBonoWeek

For a toolkit & resources such as #IDoProBono posters visit probonoweb.org.uk/media-resources

Attend events in Pro Bono Week

Events you can attend will be added closer to the time at probonoweb.org.uk/events

Sign up to do pro bono

For lawyers or organisations not yet involved in a pro bono scheme, Pro Bono Week is an opportunity to sign up, see probonoweb.org.uk/volunteering

And finally, raise dough!

Get baking with the [Great Legal Bake](#) and raise money for local advice charities.



Cauda Equina Syndrome Awareness Day: A Q&A with Charlie Haynes

“Better understanding of CES would have prevented the damage I now live with”

In 2015, Charlie Haynes, 48, suffered a delay in diagnosis of his [CES](#). This had catastrophic consequences for both his work and personal life. Specialist cauda equina solicitor at [JMW Solicitors](#), Sally Leonards has supported Charlie and helped him to build a new life.

To support Cauda Equina Syndrome Awareness Day 2023, Charlie explains why awareness is so important to him personally.

Why is awareness of cauda equina syndrome so important?

Awareness is key to both professionals and patients alike. Professionals have only a limited understanding, especially in non neuro specialist roles. An understanding of the full range of symptoms is vital to ensure correct diagnosis and the subsequent urgent treatment needed. Many professionals only focus on incontinence and dismiss other urinary problems, which are equally indicative of CES. Patients need to understand the full range of red flags and acknowledge the urgency of these. They can only do this through awareness of CES and the red flags that indicate immediate medical attention is required.

What difference would more awareness of the red flags have made in your case?

I was aware of the red flags in my case but the medical professionals I encountered at numerous levels were dismissive, and I innocently trusted professional medical doctors and surgeons. A better understanding on my part and theirs could have resulted in immediate medical intervention and thus prevented the permanent damage that I now live with.



What do you think needs to change to improve medical professionals' understanding of CES and the red flags?

I think this issue is far more complicated than individual understanding of CES. I have met some fantastic doctors who have a good knowledge of CES and follow the correct paths. However, their colleagues then dismiss previous observations and instructions, either down to ignorance or internal pressures from the NHS trusts involved, for example a reluctance to recommend MRI scans as the trust is struggling to staff that department, or lack of beds etc. I have encountered both of these as excuses. I understand the NHS is under immense pressure regarding demand and resources, however I feel that once a medical professional has identified potential CES, then the process that exists needs to be streamlined and enforced far better than the NHS is currently doing.

What have you been able to put in place to manage your CES?

This is difficult to put into words. Living with CES is an evolving rollercoaster and different tools are needed to manage the array of challenges CES bring about daily. I would say though that having a support network via the CES charity outside of the family helps massively. These are people who also live with CES and understand what you are living through. The family knowing and understanding CES is also massive. It took them years to fully accept

the changes in my life and theirs but the key to this is talking. Sounds simple but it is difficult to do sometimes, and it is important just to take time for yourself.

What message would you give to your past self while you were going through the trauma of being misdiagnosed?

In the early days following my accident which led to CES, I would say, with no disrespect or malice, not to accept what medical professionals say readily. Listen to your body and don't be afraid to challenge the professionals if you don't agree or feel they are wrong. I wish I was aware of the CES support group during my early days as they have an abundance of knowledge and advice. For me, all this came too late after the damage was done.

After my operation, if I could give my past self a message, I would say be patient. Nerve damage takes a long time to repair or adapt to. Don't be hard on yourself or push yourself. Take one day at a time. Finally, and probably most importantly, I would tell myself to talk. Talk to family and others who live with CES. They can help, give advice or simply be there to listen to you offload your frustrations and fears.



For more information about the Cauda Equina Champions Charity Charlie was helped by visit their [website](#).

Leaseholders - Right to Manage your Block



Megan Bedwell

Many Leaseholders are finding that their service charge demands are increasing but the level of service is not improved because of those increased charges.

Most leaseholders are aware they have a statutory right to collectively purchase their freehold but there is another and much cheaper route to consider if they wish to take control of the management of their block, without having to find the funds to buy the freehold.

Right to manage is available to leaseholders in a building which enables them to take over management responsibilities of the freeholder. There are a number of qualifying factors which allows the leaseholders to exercise their right:

1. The building must be made up of flats (houses don't qualify).
2. At least two-thirds of the flats in the building must be leasehold - with leases that were for more than 21 years when they were granted.
3. at least 75% of the building must be residential - for example, if there's a shop in the building, it can't take up more than 25% of the total floor area.

4. They must live somewhere else if there are less than 4 flats in the block - unless the block was purpose-built as flats, rather than converted from another type of building.
5. There is no requirement (unlike collective enfranchisement) to hold no more than two leasehold properties so one person owning all the flats can still exercise their right to manage their block.
6. Any number of owners can set up an RTM company - but at least half of the flats in the building must be members of the company before it can actually take over management.

The tenant who wishes to be part of the right to manage must be a long leaseholder (has a lease of 21 years or more) and the lease must not be a business tenancy. The leaseholder does not have to reside in the property, and they can hold more than two flats and still be involved, unlike the enfranchisement route.

There are many benefits to pursuing the right to manage route as opposed to enfranchisement.

Right to manage is a procedure which leaseholders can pursue without permission or authority from the Landlord or Management Company. If the requirements above are satisfied, then the right to manage can proceed.

In the event that leaseholders are frustrated by their landlord's actions of poor management or upkeep of the building, there is no requirement for the leaseholders to prove that this is the case and therefore no requirement to justify their application of a right to manage. This provides a substantial benefit for leaseholders in that they can proceed down the right to manage route without needing to gather evidence to support their decision. It provides ease for all leaseholders

pursuing this route.

The right to manage is cheap and cost-effective route in comparison to looking to acquire the freehold. Legal costs will still be involved however this will not involve the leaseholders covering the costs to purchase the freehold. The right to manage process is also quick, especially if it is not disputed with a counter-notice.

The leases do not need to be varied when the transfer of management takes place. The management responsibilities are acquired once the acquisition date is provided.

Another advantage has been shown in the recent case of *Eastpoint Block A RTM Company Ltd v Otubaga* [2023]. The Court of Appeal held that a right to manage has a right to enforce untransferred covenants 'in the same manner' as the landlord and they can commence an action for damages for breach of covenant or for an injunction restraining breach (in the county court) or a claim for section 168(4) determination (in the First Tier Tribunal). This allows the right to manage company the opportunity to recover losses where they have experienced a breach of a covenant, which provides members of the company with more confidence and reassurance in pursuing the process.

The overall process of right to manage is fairly straightforward and can save money in the long run. It provides control over the building, enabling decisions to be made mutual between parties who hold the same interests. It can help maintain a positive relationship with neighbours and allows discussions to take place that are in each others best interests in establishing the best way forward on crucial management matters for the building.

Megan Bedwell
Paralegal,
Cullimore Dutton

LEGAL ROLES IN LIVERPOOL



CLAYTON
LEGAL

Head of Private Client

Wirral

Leading firm seeks experienced Private Client Solicitor or current head of department looking to take on a new challenge; handling own diverse caseload, supervising team, and working with management to grow the business. Min. 5yrs PQE in Private Client law.

Contact: Justine - j.forshaw@clayton-legal.co.uk

Dispute Resolution Solicitor

Liverpool/Wirral

Multi service firm looking for a full time Dispute Resolution (Civil/Commercial) Solicitor/Legal Executive to join their well-established department, focusing on a range of Litigation matters. Ideally 1-2 yrs PQE. Excellent training and development opportunity.

Contact: Chris - c.orrell@clayton-legal.co.uk

Housing Disrepair Fee Earner

Liverpool

Leading city-centre law firm, looking to expand their Housing Disrepair department, seeks applications from Qualified Solicitors/Legal Executives who can confidently handle a caseload. Competitive salary & benefits + bonus scheme on offer.

Contact: Chris - c.orrell@clayton-legal.co.uk

Criminal Solicitor

Liverpool

Legal 500 firm in heart of the city seeks Solicitor to join highly-regarded Criminal team due to continued growth. Successful candidate will handle their own busy case load of criminal and POCA matters from instruction to conclusion. Competitive salary & benefits.

Contact: Leanne - l.byrne@clayton-legal.co.uk

Senior Associate Private Client Solicitor

Liverpool

Top 45 firm with established Private Client department focusing on Wills, Trusts & Probate, is looking for a senior solicitor (6 yrs PQE, ideally STEP qualified) as part of expansion. Full time (part time considered), generous salary and benefits + hybrid package on offer.

Contact: Justine - j.forshaw@clayton-legal.co.uk

EL/PL Litigator

Wirral

Dedicated Personal Injury Law firm seeks EL/PL Litigation Fee Earner/Solicitor with experience working in a fast-paced, cost-driven environment. A range of excellent benefits on offer including WFH schedule, health & wellbeing programme + bonus scheme.

Contact: Chris - c.orrell@clayton-legal.co.uk



CLAYTON
LEGAL

LIVERPOOL LEGAL PROFESSIONALS WE WANT TO HEAR FROM YOU!

Our annual Salary Survey is now OPEN! Take part today and enter our prize draw where we're giving away a **£200 voucher** of your choice*

Just click the button or scan the QR code below

start survey



*T&Cs apply



0151 2301 208



enquiries@clayton-legal.co.uk



Merseyside Junior Lawyers Division Committee Update

August and September are always exciting months for the MJLD as the new committee is elected and announced for the following year.

As we look forward to hosting our first event of the year, we would firstly like to take the opportunity to thank last years members for their hard work and dedication! Without further ado we are delighted to introduce our 2023/2024 Committee Members!

Jemma Castell (Pinsent Masons) has moved from her position as vice-chair and will continue to lead the committee within her new role, supported by our new vice-chair **Beth Walker** (Jackson Lees).

Kelsey Faulkner (BLJ Solicitors) and **Lucy Morphy-Morris** (Morecrofts) are continuing on in their roles as Press and Publicity Representatives and are being joined by **Dan Pearson** (Mills & Reeve) who is moving from his very successful tenure as Social Representative last year. Kelsey will continue to manage the MJLD newsletter with Lucy heading up developing our website. Dan will take over the running of our social media channels and designing promotional material for our events.

Faye Morris (Weightmans) is staying on the committee as this years Careers and Education representative and is being joined by **Zita Kiszko** (Jackson Lees). **Laura Keane** (In-House Legal Solutions) is also returning to the committee as this years Equality, Diversity and Inclusion Representative. The careers and education team have already started the year off strong attending the University of Law's Welcome Fair on Thursday 29th September 2023 and are looking forward to continuing to work with the local universities and firms to support access to the profession and supporting our members at the outset of their careers.

Lauren Cave (Clearly & Co Solicitors) is moving from her role as Charity Representative to become one of this years three Social Representatives and will be joined by **Callum Waterhouse** (Fletchers Group) and **Eve Stott** (National Legal Service Solicitors). After a hugely successful year for our social team last year, the new team will continue on this strong path and are already busy organising our first event of the year! The Social Representatives will be working closely with **Krysztie Zakrzewska** (Clyde & Co) who is returning in her role as Sponsorship Representative this year and will be responsible for fundraising and sponsorship of our MJLD events and socials.

We welcome a new Treasurer in **Samuel Johnson** (Bond Turner) who will be working closely with our newly

appointed Secretary, **Georgia Drohan** (Jackson Lees). Also new to the committee this year are our Charity Representatives, **Megan Brady** (CEL Solicitors) and **Beth Jones** (Weightmans). The committee will shortly be accepting nominations to apply to be the MJLD's charity for the year!

Our new committee will be delighted to welcome our members to our first event on 11 October 2023 at BoBo on Castle Street for our annual Autumn Link Up sponsored by G2 Legal. Details can be found on our flyer below and tickets can be purchased on our website at www.merseysidejld.com

Jemma Castell
MJLD



MJLD AUTUMN LINK-UP FIESTA

PLEASE JOIN US IN A SPANISH NIGHT OF WINE AND TAPAS FOR OUR FIRST EVENT OF THE YEAR 2023/2024!

BOBO
46 CASTLE ST, LIVERPOOL, L2 7LA
WEDNESDAY 11TH OCTOBER 2023

- TICKETS £2.00 FOR MEMBERS
- SIGN-UP VIA MJLD WEBSITE
- TWO DRINKS PER GUEST
- EVENT 6PM - LATE
- NIBBLES AND TAPAS SERVED
- LIMITED TICKETS AVAILABLE!

KINDLY SPONSORED BY:

g2 legal



Liverpool  Law Society

RIBA 
Architecture.com

NETWORKING EVENT

in conjunction with the Royal Institute
of British Architects (**RIBA**)

Date: Thursday 30th November
Time: 6pm - 8.30pm
Venue: RIBA North, Liverpool

Join us for a networking event held in association with the Royal Institute of British Architects. Catch up with colleagues or make new acquaintances whilst enjoying drinks and canapés.

[For more information and to book, click here](#)

Charity Spotlight: Jackson's Animal Rescue



Jackson's Animal Rescue was founded in 2015, starting with simply an idea to help animals, and £50! That £50 was invested into a website, and fundraising materials. It's safe to say that things escalated from there. A charity shop in Birkenhead was opened, followed quickly by a shop in Hoylake. Animals started arriving and they were cared for in foster homes. The first foster animal to come into the rescue was Hercules, a bearded dragon who was found

wandering alone in Birkenhead Park. He was not reclaimed, and he eventually found a lovely home.

In 2016, Jackson's Animal Rescue opened a hedgehog specific rescue after being inundated with requests to help sick or injured hedgehogs. "The Hog Centre" in Hoylake was very quickly full with 75 hedgehogs all receiving care and treatment for various illnesses and injuries, and awaiting release. In 2018,



The Hog Centre became The Wildlife Centre and moved to Larton Liveries, Frankby to have more space and a better facility for the various animals needing help. This rescue is currently home to over 100 hedgehogs, and also occasionally helps small mammals such as wild rabbits. All staff are trained, knowledgeable and experienced in rehabilitating wildlife. On busy days, The Wildlife Centre can see more than ten hedgehog admissions a day, and the vet bills can escalate to thousands of pounds a month.



In 2020, Jackson's Animal Rescue took residence at a derelict animal rescue in Padeswood Mold. For the past 3 years, this site has undergone huge amounts of renovation work done to build catteries, rabbit enclosures, and safe fields for rescued farm animals. Sadly, the current



Dion & Dotty

facilities are always at capacity, with waiting lists of up to one year to bring an animal in for rescue. In 2022, 493 domestic animals including cats, rabbits, ferrets, guinea pigs and farm animals were rescued and rehomed from this site, and 2023 is currently on track to surpass these figures. All animals are neutered, vaccinated, microchipped and parasite treated prior to being rehomed to pre-approved adoptive families. The vet bills for this site alone average £4000 per month, and are entirely funded by public donations, fundraising event, and charity shop income.

Sadly, with the cost of living crisis, the need for animal rescue has never been so high. With people unable to afford to neuter their pets, animals are multiplying and unwanted. Pet owners are unable to afford high vet bills if their pets become poorly, leading them to dump them, or need to surrender them to animal rescue. We are seeing record numbers of friendly, but stray cats, unneutered and coming to us heavily pregnant

Jackson's Animal Rescue are also passionate about education, visiting many residential homes, schools, and social clubs to give educational talks about hedgehogs and how the public can help them, animal welfare in general, and charity history. It's hoped that by getting out into the community and speaking to the public, we can teach people to neuter their animals, to adopt don't shop, and to care more about animal welfare.

There's huge plans lined up for the future of Jackson's Animal Rescue, with hopes of expansion at the Padeswood rescue including renovating the derelict kennels, building more catteries, building a rodent rescue unit, a reptile rescue unit, and a wildlife rescue on site. Sadly, while vet bills are so high and public donations falling due to the cost of living crisis,



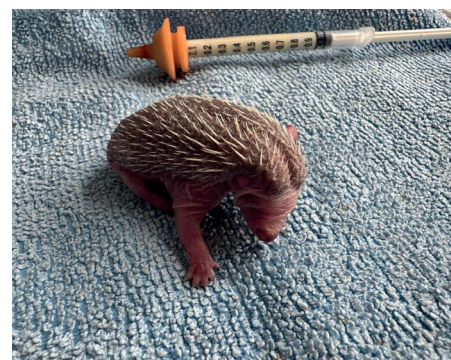
Bowie



Callista & Wesley

these are just dreams and hopes. There are four charity shops to support the charity, however with escalating utility bills, the profits are not high, meaning that the charity is constantly short of funds.

We rely on amount of volunteers, approximately 250 volunteers contribute to the running of both rescue sites and four charity shops, with only 9 members of staff across the charity. We utilise veterinary student placements, work placements, and school work experience to try to keep staff costs low, ensuring that donations are put directly to the animals as much as possible.



HOW TO HELP OUR CAUSE

Our Charity Shops

Please consider donating your pre-loved items to our charity's shops. We have branches in Hoylake, Moreton, Shotton and Wrexham. Please see our website for full addresses and Look on our Facebook page for updates on recruitment.

Collection Tins

Are you a local business who would like one of our collection tins? Please contact the team today and we can drop one off to you!

CONTACT

The Wildlife Centre

CH48 1PL

0151 625 5464

wildlifecentre@jacksonanimalrescue.co.uk

Tel: 0151 625 5464

Jackson's Place

Padeswood Lake Road

CH7 4HZ

Tel: 01244 552168

contact@jacksonanimalrescue.co.uk

www.jacksonsanimalrescue.co.uk

Registered Charity Number 1165330

We are not open to the general public, but please check out our Facebook page for an up-to-date list of animals up for adoption.

www.facebook.com/jacksonsanimalrescue/



www.jacksonsanimalrescue.co.uk

Menopause: Nutrition, Exercise & Complementary Therapies



Date: Tuesday 17th October 2023

Location: Virtual webinar – via GoToWebinar

Time: 12:00pm – 1:00pm.

In this event to mark World Menopause Day 2023, DWF will bring together colleagues and experts to share their experiences of complementary and alternative therapies for managing symptoms of the menopause. Please feel free to circulate to your clients, colleagues or even family, everyone is welcome. We would love to have everyone join us.

For many HRT (Hormone Replacement Therapy) can provide relief from and assistance in managing the symptoms of the menopause and women's health.

HRT it may not be an option for everyone. For example:

- Where HRT is not available
- When HRT it is not affordable
- When an individual cannot take HRT for medical reasons
- When an individual cannot take certain hormones, i.e. athletes; or
- When an individual simply does not want to take HRT.

To support our diverse colleagues across our global organisations, in this session experts will share information on the alternatives to HRT and we will hear personal success stories from individuals who have found these methods helpful. If you would like to boost your knowledge of the menopause and the alternative therapies that can be used to manage symptoms please join us on 17 October at 12pm (GMT) for this special panel event.

[Click here to register](#)

After registering, you will receive a confirmation email containing information about joining the webinar.

[If you have any questions you can submit anonymously in advance by clicking here.](#)

Panellist Bios

- Jewels Chamberlain is the lead for the DWF Menopause Group and an Insurance Services Partner at the Liverpool office.
- Reshma Punjabi is member of the DWF Menopause Group and a Program Manager at the DWF office in Pune, India.
- Gayna Altreed is a personal trainer, yoga teacher and nutritionist.
- Rachel Purdey is a professionally qualified registered medical herbalist based in West Yorkshire who is passionate about empowering people to regain control of their health and wellbeing.

We hope to see you there.

Best Wishes

Jewels Chamberlain

(She / Her / Hers)

Partner

DWF Foundation Trustee

DWF Diversity and Inclusion Committee Member

Liverpool Law Society EDI Committee Member

MANDERSTAM INTERNATIONAL GROUP



Founded in 1941

CONSULTING ENGINEERS IN PROCESS AND INDUSTRIAL ENGINEERING

Principals: Eur. Ing. P. D. Lumley, B.Sc., C. Eng., I. Mech. E.
Dr. J. A. Rakestraw, B.Sc., ARCS, PhD, DIC

EXPERT WITNESSES FOR:

- Mechanical and Process Engineering
- Manufacturing Industries
- Oil and Gas Industries
- Petrochemicals and Chemicals
- Fertilizers and Pesticides
- Metallurgical Industries
- Safety and Environmental






10 Greycoat Place
Westminster, London SW1P 1SB
Tel: 020 7730 9224 Fax: 020 7823 3056
email: plumley@manderstam.com
www.manderstam.com

Liverpool Legal Walk – last chance to register!

Date: Tuesday 10th October, 2023

Time: 5.30pm for 6.00pm

Start: The Queen Elizabeth II Law Courts, Derby Square, Liverpool, L2 1XA

End Venue: Lady of Mann (Pub), 19 Dale Steet, Liverpool, L2 2EZ

The Liverpool Legal Walk gathers the local legal community and supporters of access to justice together to walk 5K to raise funds for the advice sector.

This is a great opportunity for colleagues to come together and take part in this outdoor event after work. Organised by the Access to Justice Foundation, supported by Liverpool Law Society and sponsored by the University of Law, the money you raise goes towards the most vulnerable in society to access justice and legal advice. The organisations the Access to Justice Foundation supports help:

- Prevent families being made homeless
- Prevent destitution
- Allow older people gain the support to which they are entitled

- Support women and children who have been trafficked for domestic servitude or prostitution.

2023 Lead Walkers

We are delighted the following are supporting the Liverpool Legal Walk as Lead Walkers:

- Dr Ruth Hussey CB, OBE, DL, High Sheriff of Merseyside
- Mr Mark Blundell, Lord-Lieutenant of Merseyside
- HHJ Wood KC, Designated Civil Judge for Cheshire & Merseyside
- HHJ Menary KC, Honorary Recorder of Liverpool
- HHJ Hodge KC, Specialist Chancery Judge
- Jeremy Myers, President of Liverpool Law Society

At the end of the 5K fundraising walk, each walker will have a chance to relax, mingle and network at our post complimentary drinks reception kindly sponsored by the University of Law. A wonderful £16000 was raised by the 2022 Liverpool Legal Walk fundraisers so a big thank you to all who took part last year and let's match and do even better this year!

[Register your team now!](https://atjf.enthouse.com/cf/2023-liverpool-legal-walk)



Register Now <https://atjf.enthouse.com/cf/2023-liverpool-legal-walk>



Liverpool Law Society

Supported by

THE LIVERPOOL LEGAL WALK





Walk with us this year to support access to justice!

Tuesday 10th October 2023 5.30 for 6.00pm

Sponsored by:






OUR SPONSORSHIP OPPORTUNITIES

Liverpool Law Society



Reach
—
2400
members of
the legal
profession



We offer sponsors



- AVENUES TO SHOWCASE THEIR PRODUCT ATTRIBUTES IN A TARGETED MARKET AREA.
- OPPORTUNITY TO CROSS BORDERS & SHARE COMMON VALUES.
- TO INTEGRATE YOUR PRODUCT OR SERVICE INTO THE ACTIVITIES OF LIVERPOOL LAW SOCIETY.
- POSITIVE PUBLICITY WHICH HELPS CREATE HEIGHTENED VISIBILITY OF PRODUCTS & SERVICES.

“Liverpool Law Society has always been a pleasure to work with. The team always go above and beyond to help sponsors achieve their objectives in supporting the Society, always keeping the members at the centre of everything they do.”

<https://www.liverpoollawsociety.org.uk/services/sponsorship/> **ENQUIRE**



There are over 10 million people in the UK living with arthritis. No two people experience arthritis in the same way.

Arthritis Action has worked tirelessly for over 75 years to ensure people living with arthritis gain the knowledge and confidence to self-manage their condition and live life to the full. Whether that's a warm welcome at one of our local groups; someone at the end of the phone to provide advice; a tailored nutritional plan; or a consultation with one of our clinicians.

Gifts in wills have been critical to our work and are the only way we will be able to reach the increasing number of people living with arthritis.



T: 020 3781 7120
E: fundraising@arthritisaction.org.uk
www.arthritisaction.org.uk
Registered Charity No. 292569

**IF YOU'D LIKE TO LEAVE A LEGACY OF HOPE,
PLEASE CONSIDER A GIFT IN YOUR WILL TO
ARTHRITIS ACTION TODAY.**

How can data transform how you do business?



Our regular update from Julie Johnson, partner at Morecrofts Solicitors and chair of Liverpool BID Company's Commercial District BID operating board



Julie Johnson

For those within the professional services sector who are part of the Civil Service, you may be aware of a new initiative that has been introduced to enhance working practice. One Big Thing is an annual initiative that encourages civil servants to take a shared action each year to reform priority. This Autumn, the focus is on data upskilling and encouraging members of staff to undertake a day's worth of data training.

At Liverpool BID Company, data has become a major ingredient in how we understand the city centre. Our dedicated online data hub helps to determine our strategic and decision making process. The insights delivered inform how we share and shape the service we offer to levy payers throughout the BID.

The data we publish includes live footfall data, allowing businesses to understand how many people are in the city centre and what time they travel. This is crucial for those who are public and consumer facing, wanting to understand when their customers might want to engage with them. For professional services, this data helps to map how people use the public realm around them and how their staff

engage with the city centre. This is critical for those who want to engage with the city, want to grow their team and want to enable their staff to have a rich life within Liverpool. It is vital for those who want to develop and want to map the ebb and flow of movement within the city so they can harness it as best they can.

The spend data we publish in the data hub includes total spend each quarter, the average transaction and the spend difference. Understanding how the Liverpool economy works is of central importance for all layers of business and industry. The more we know how Liverpool is performing the more we are able to benchmark our own services and investment.

Liverpool BID publishes a regular Business Insights report, allowing for a more nuanced and narrative insight into how Liverpool city centre is performing. Designed to give levy payers an illustration of the wider performance of the city centre economy, this allows for business planning decisions and can sit

alongside an internal report into business capability and operations.

The Vacancy Rate report allows for businesses to see how many ground floor units are occupied or empty in Liverpool city centre, and what industries are performing well. Within the BID Areas, the vacancy rate is currently half that of the national average.

Through the Accommodation BID, we publish data that analyses and understands how the sector is performing. This is a vital part of understanding not simply the hotel and serviced accommodation industry, but also the wider tourism and visitor economy and the levels of development within the city centre.

Data enables us to make decisions with insight and understanding. For our businesses, we want to be able to empower them with this data so that they, in turn, can help to make valuable decisions about their own business performance and the city centre economy.





The latest news from Merseyside Law Centre, providers of free specialist legal advice and assistance for the Liverpool City Region. Access to Justice for all.

Our Housing Team Expands

We were delighted to welcome a new member of staff to our team last month, **Lisa Griffiths**. Lisa will be working in our housing team as a caseworker and will play a major role in delivering our new IOTLS project, increasing positive early intervention outcomes for clients. Lisa has a wealth of experience in the third sector and housing sector, having recently been employed by a social housing provider and we are looking forward to having her skills and experience contribute to the team.


It was an emotional moment in court when justice was served after such a long battle for recognition for the client. We would like to thank **Jonathan Holt** from Garden Court North Chambers for his amazing advice, advocacy and support of our work. It was an honour to work with him and together win this case for our client.

Immigration Focus

We have seen a large number of domestic abuse cases within our immigration work. Clients in abusive relationships face difficult decisions and need clear & urgent advice. As with all areas of immigration work there is a shortage of advice and because these cases are serious and urgent, we have prioritised them in our immigration practice.

Our client was in a difficult position when she first approached Merseyside Law Centre. She was a victim of domestic abuse and had little knowledge as to her options. Having gained lawful residence in the UK through a spouse visa, her immigration status was tied to her abusive partner, and she feared that walking away would leave her in an even more vulnerable position. We were able to step in and offer our advice, assuring her that this was not the case.

We began by helping her to make a Destitution Domestic Violence Concession (DDVC) application. If granted, our client would be given access to public funds so that she could access immediate support such as alternative accommodation. The DDVC would also notify the Home Office of her intention to make a claim for indefinite leave to remain as a victim of domestic violence. The client's DDVC application was successful, and she was able to benefit from protection when she needed it most. When the time came, we submitted her application for indefinite leave to remain to the Home Office and she has since received a grant of indefinite leave and is no longer tied to her abusive spouse.



Succession of Tenancy Case Success

Our client wished to succeed on a 40+ years tenancy after her Mother had passed away. Only her mother had signed the tenancy agreement but both her parents (both unfortunately now passed away) names were on the tenancy agreement. The father had never lived in the house but our client had lived in the property for at least 7 years. When our client's mother passed away, they were refused succeeding tenancy based on the HA believing it had already been succeeded by her father. Well known private solicitors in the city told her the case had no merit and an additional 16 solicitors refused the case.

MLC agreed to take on the case after our trainee solicitor Tracy carried out the relevant research and we won the case.

“
Thank you Tracy, for recognising this case had merit. This is why we need Law Centres.
”

Client's Barrister

www.merseysidelawcentre.co.uk

The Importance of Law Centres & The Invaluable Work We Do.

After a succession of rejections from other solicitors in the city, our trainee solicitor **Tracy** recognised the merit in the above case and took it on, ultimately winning the case this month. Without access to justice, cases like these go unheard throughout the country on a regular basis and this is why Law Centres are so important. They empower people to know and engage with their legal rights, challenging injustices and improving lives.

Solicitor Qualification for our Housing Caseworker, Mark.

It is now possible to qualify as a Solicitor by completing a graduate apprenticeship which is an alternative to the traditional route to qualification. The standards expected of apprentice solicitors are the same as those expected of all Solicitors. As an apprentice **Mark** spends 20% of the working week studying and the rest of it working in his role as a Housing Caseworker.

He will be assessed by the Solicitors Qualifying Exam (SQE) which is split into two parts. If Mark passes these exams he should qualify as a Solicitor in 2026.

"I am finding the academic content of the apprenticeship demanding particularly as I haven't got a law degree, and it's also been a long time since I was at University! Hopefully working at Merseyside Law Centre will give me an opportunity to apply some of the academic content into practice over the next three years. Overall, I think the apprenticeship is an ideal opportunity if you are looking for an alternative to University or seeking a change in career."

We are so pleased **Mark** is able to apply his extensive experience in housing law to working towards such a valuable qualification and to further develop his skills. Schemes like these are so important to ensure the diversity of the workforce in the legal profession and allow people with experience and passion who have not gone down the traditional qualification route, to contribute their skills to the legal landscape.

Volunteer & Donation Opportunities

Volunteers are the backbone of Merseyside Law Centre. We are looking for like-minded individuals and organisations to get involved with the valuable work we do in the Merseyside City Region.

We are always looking for volunteers to help with the services we offer to the public. For example, advice work, reception and signposting or general admin work.

We have a second volunteer stream to help with our campaigns, community outreach, fundraising, social media presence and event organisation.

We would also love to hear from you if you are an organisation that would like to get involved or contribute to our work. We would really like to hear from fellow legal professionals who may be able to contribute their expertise or legal firms who may want to financially support the work we do.

Whatever your skills or experience, please do not hesitate to get in touch if you want to make a difference to the lives of people in your community and have a passion for social justice.

To download our Volunteer Application Pack, please visit www.merseysidelawcentre.co.uk/get-involved and e-mail the completed form to enquiries@merseysidelawcentre.co.uk

With the current cost-of-living crisis likely to get much worse, our services will be needed now more than ever. If you could consider donating to Merseyside Law Centre, it could make a massive difference to many people's lives in Merseyside. Our donation details are up on our website www.merseysidelawcentre.co.uk/donate

As always, our current contact details and drop in session details are below so please do pass these onto anyone you think may

benefit from or require our services.

Twitter: @MerseyLawCentre

Facebook: Merseyside Law Centre



Free Legal Advice Drop-in Sessions

**Monday & Thursday
10am-12pm**

**Dovecot Mac
10 Back Dovecot Place
L14 9BA**



**BASKERVILLE
eMEDIA**

FINDING YOUR VOICE IN TODAY'S DIGITAL LANDSCAPE

To advertise, call us on
0151 203 0440, or email:
simon@baskerville-e.media

Regulation Update

The latest Regulation news from Andrea Cohen of Weightmans LLP



Andrea Cohen

As we enter the last quarter of 2023, we take a look at what's been happening in the world of risk and compliance, and what we can expect in the coming months. While things have been rather quiet over the summer, that looks set to change now everyone is back from their holidays, including the MPs and Lords debating the Economic Crime and Corporate Transparency Bill as it makes its way through Parliament.

Economic Crime and Corporate Transparency Bill

This long-debated Bill, which had its first reading a year ago, is currently in the 'ping pong' stage. The next session is scheduled for 18 October, where the House of Lords will consider further amendments. It is expected that the Bill will receive Royal Assent early next year.

The Bill has several aims, such as to tighten anti-money laundering legislation, to reform the law governing limited partnerships, and to reform the role of Companies House and transparency changes on AML and KYC processes. A proposed amendment to introduce an offence of failure to prevent money laundering was rejected, on the basis that this expansion would be a duplication of existing legislation and would therefore only serve to cause confusion. Notably, it will introduce a failure to prevent fraud offence where an employee or other associated person commits the fraud, and that fraud is intended to benefit the

organisation or a person to whom services are provided on behalf of the organisation. The offence will hold organisations liable unless they can prove that they had 'reasonable' procedures in place to prevent the fraud. As reported previously, the SRA will be granted unlimited fining powers in cases of economic crime and there were further calls by the SRA, in an article by **Paul Philip**, Chief Executive, in The Times on September 14, for an extension of those powers to all cases of serious misconduct.

The exact contents of the Bill are still being debated and changed, but undoubtedly it will have an impact on legal practice, so watch this space!

Law Society ethics hub

On 5 September, **Lubna Shuja**, President of the Law Society, announced the launch of a three-year professional ethics programme and a new ethics hub on the Law Society website <https://www.lawsociety.org.uk/topics/ethics/>. It contains many useful resources and links to guidance, case reports, online learning, and events with an ethics focus and will be updated as the programme is developed further.

AML

On 21 September the SRA updated the guidance on firm risk assessments <https://www.sra.org.uk/solicitors/guidance/firm-risk-assessments/>. The guidance notes that firm wide risk assessments, a regulation 18 requirement for firms within scope of the Money Laundering Regulations, are reviewed during SRA inspections and while most firms now have them, a significant proportion fall short of SRA expectations, and a number, as seen by recent SDT decisions resulting in fines, only put them in place after receiving an SRA request to see it. The guidance includes tips for completing the risk assessment. If you need assistance, or have still not undertaken an independent AML audit, please get in touch.

Financial sanctions regime

Sanctions remains high on the agenda, with updates to the UK Sanctions List being

made, the most recent, as at the date of preparing this update, being 22 September 2023. For those who are signed up to HM Treasury – Communications, you will be receiving emails on a regular basis. Firms must ensure that checks of the sanctions list are made in relation to both potential and existing clients, and you should be aware of how often your electronic verification provider, if you use one, updates its data.

The Office of Financial Sanctions Implementation (OFSI) issued a Financial Sanctions notice on 7 September 2023 stating that if frozen assets are held under the sanctions regime, a report must be submitted by Friday 10 November 2023, which must include the value of the assets as at close of business on Friday 29 September 2023, so no reports should be submitted before that date. The report must also include details of all funds or economic resources frozen in the UK as well as any overseas which are nevertheless subject to UK financial sanctions legislation.

SRA CILEX consultation

The SRA is seeking views on proposed changes to its regulatory arrangements in the event that CILEX decides to transfer regulation from CiLex Regulation Limited to the SRA. CILEX is consulting its members on the proposal to re-delegate regulation and that consultation closes on 5 November. The proposed changes include bringing CILEX members within scope of SRA regulation as 'authorised CILEX lawyers, while maintaining distinct identities, with a Code of Conduct for individual authorised CILEX lawyers, education and authorisation rules, and investigation and enforcement powers and sanctions. The consultation runs until 22 November. If, after consideration of the responses to the consultations, both parties decide to proceed, LSB approval will be sought, and the SRA will work with the Law Society as changes will be needed to the Articles of Association to take on regulation of authorised CILEX lawyers. The earliest that this would be in place is expected to be summer 2024.

PII premiums research

Joint research has been published by the SRA and LSB looking into the cost of PII and the factors that drive differences in premiums. The research found that the average premium is 5% of annual turnover, but 1/5th of firms pay 10% or higher, the majority of which are small firms. As would be expected, the more property work carried out, the higher the premium, with divorce carrying a lower premium. Other factors included the amounts of client money held, a history of regulatory findings and higher ratio of fee earners compared to turnover. While the hardening market has eased, costs are not expected to fall any time soon, raising concerns that firms may pass on the costs to clients, be unable to obtain cover or go out of business which may reduce access to justice.

New practice notes and guidance

Law Society practice notes

The Law Society has published a number of new practice notes since our last update:

- Accredited legal representatives in the Court of Protection <https://www.lawsociety.org.uk/topics/advocacy/accredited-legal-representatives-in-the-court-of-protection>
- Disputed wills: guidance for practitioners <https://www.lawsociety.org.uk/topics/private-client/disputed-wills>
- Outsourcing <https://www.lawsociety.org.uk/topics/business-management/outsourcing>
- Professional indemnity insurance <https://www.lawsociety.org.uk/topics/professional-indemnity-insurance/professional-indemnity-insurance>

Disciplinary decisions:

Struck off for redacting witness statements

A solicitor has been struck off the roll and ordered to pay £5,000 in costs for redacting witness statements to hide his failure to file the required evidence for an application in time. The solicitor, who admitted dishonesty, agreed to the withdrawal of the application without the consent or knowledge of his client. When witness statements were served by the opponents, the solicitor redacted paragraphs pertaining

to the failure to engage with directions before sending them to his client. The tribunal described his actions as 'serious and embedded professional misconduct'.

18-month suspension for failure to adhere to SRA requirements

A sole principal has been suspended for 18-months and ordered to pay £18,000 in costs for multiple SRA reporting failures, including not notifying the SRA about a winding up petition from HMRC and the subsequent resolution to appoint liquidators. The solicitor admitted he was not aware of his obligations in running a law firm, did not know he had to maintain accounts or report to the SRA, and, whilst he held the roles of COLP and COFA, had no knowledge of what this involved. Once his suspension ends, his practising certificate will be subject to indefinite conditions, including preventing him managing a law firm.

£20,000 fine for allowing attorneys to sell client's property

A solicitor has been fined £20,000 by the SDT for failing to be vigilant to suspicious transactions that led to a vulnerable client suffering a £385,000 loss. The solicitor was instructed by two clients, acting for the elderly client under a lasting power of attorney, to use the woman's funds to purchase properties between them, claiming the transactions would allow them to ensure her care home fees were paid from the rental income. The solicitor said he genuinely believed the attorneys were trying to do their best for the client, but admitted his actions showed a 'pattern of inadequate practice' and accepted that he was insufficiently vigilant of the risk of abuse of position in failing to make sufficient checks.

Struck off for lying to client

A solicitor who was already suspended, has been struck off for repeatedly lying to his client about the progress of their case. The SDT heard that over the three years since being instructed in a debt recovery claim, the solicitor made 11 dishonest statements to his client claiming that court proceedings were underway and that the matter was progressing and took several payments for work that was not being completed. The SDT was also told

that he continued to hold himself out as a solicitor while his practising certificate was suspended, having told the SRA that he has not undertaken legal work or corresponded with clients. The solicitor admitted dishonesty and agreed to pay £1,500 in costs alongside the strike off.

Struck off for falsifying a date on a legal charge

A solicitor has been struck off the roll and ordered to pay £2,500 costs for falsifying a date on a legal charge to hide the fact that she had missed the deadline to register the new charge with Companies House. The solicitor admitted what she had done to one of the partners at her firm, who advised her to report her conduct to the SRA. She went on to make the report and then resigned one month later, stating her 'deep sadness' at retiring with the stigma of being struck off, having had a 32 year career with no disciplinary or regulatory issues.

Struck off for sending 'threatening and offensive' emails

A solicitor was described as a 'danger to the public' by the SDT when she was struck off and ordered to pay almost £50,000 costs, following misrepresentations to clients in relation to their matters and the use of threatening language to a client who asked questions regarding her failure to redeem his mortgage, and threats to issue proceedings and claims for damages if he did not stop asking the questions.

Struck off for taking client payments in cash

A solicitor who asked clients to pay him in cash or directly to his personal account, and who used his personal email to make applications to the Home Office, to hide work he was carrying out from his employers was struck off.

How Compli can help...

The Compli Solicitor Regulatory and Professional Discipline Team can provide expertise and advice in with risk and compliance, AML, disciplinary assistance etc. If we can help in any way, please get in touch at compli@weightmans.com.

Andrea Cohen
Compli,
Weightmans LLP

What the best High St Law Firms do: Part 1 – Going paperless in court

“Using case management software on our iPads has revolutionised our business”. A bold statement from a lawyer leading the pack when it comes to disrupting the way court lawyers operate and run their firms.

One reason lawyers love their mobile devices is because they're convenient, help them work/communicate on the go and for the most part increase productivity. I don't think anyone could really argue with that. However, if your law firm doesn't use tablets, you're not alone. In fact, you're in the majority when it comes to court lawyers in this country.

Selling the dream

If you don't use a tablet in court, you've probably contemplated getting one. But can you really use one to practice more effectively? Tech experts, like us, say “yes” and tell you how to use mobile devices to increase productivity and gain an edge in the courtroom. However, is that just ‘techy’ BS – a way of providers selling the dream of a paperless existence?

When it comes to using your case management system, accessing/bundling court documents, taking notes and communicating with your clients, can it really be done in such a way that works in real life? And perhaps more importantly, means you don't feel lost without that glorious piece of tangible, fibrous material you have clung on to for all these years?

Going paperless in court for real

Many clients of ours have done it. That's right, they bit the bullet and one day just stopped producing paper files. Was it easy? No. Was there some apprehension and trepidation about walking into court with a bit of tech instead of the ever reliable mountain of tangible paper files? Absolutely yes! But the proof is in the pudding. When a lawyer tells you that something is “revolutionising” the way they run their business that's normally when ears prick up.

We reached out to **Matthew McGovern** and asked him about how him and his partner, Bobby Reid, are changing the game in court...

When did you start introducing new tech into your practice?

“We had seen the Crown going paperless and operating iPads in court and we thought that we should be doing the same. We also felt that the administrative burden placed upon us by both our client base and the court was becoming increasingly unmanageable and that technology could be offer us significant time savings as well as reducing costs in the medium term. In April of last year, we started using

Denovo's CaseLoad and during the summer, we invested in iPads with keyboards and pencils. We now use our iPads at court daily and are carrying fewer and fewer paper files. It's revolutionised the way we work”.

What are some of the key challenges you faced when introducing new technology?

“The first challenge that we had to consider was whether the transition to technology would be affordable for us. The majority of our work is funded through legal aid and the fee rates are ultimately a significant barrier to investing in and developing our firm. Whilst the technology and software required an investment, that has been offset against a reduction in expenditure in other areas of the business and our initial analysis is that the technology that we've introduced will represent a significant saving to the firm over the course of the next couple of years.

Choosing a technology partner was another challenge. We shopped around but we weren't sold on anyone until we met with Denovo. We liked their product but, more importantly, we liked them. Other suppliers had provided a virtual tutorial whereas Denovo came out and met with us and then invited us to their office to view CaseLoad. Their customer service is fantastic! What is striking is that they clearly operate very much as a team, so when you meet someone for the first time, whilst you don't know them, they know you, your firm and your vision for your firm, which makes a big difference. Good service is difficult to achieve but easy to recognise and Denovo's service not only stood out at the outset but continues to stand out for us.”

How has technology improved your working practices?

“The biggest improvement is the service that we are able to offer our clients. This is most noticeable when an accused is appearing from custody. An accused is never more vulnerable or volatile when being told that their bail is opposed. It can be difficult to obtain full instructions from them. We can now access multiple files for the client, which allow us to address the court fully about the client's circumstances. Whilst this might seem like an anodyne example, the easiest way to lose a criminal client is to get them remanded and there have been several occasions this year when the difference between the sheriff granting or refusing bail has been the information, we have been able to access through CaseLoad on our iPads.”

Are you planning on introducing more tech in 2024?

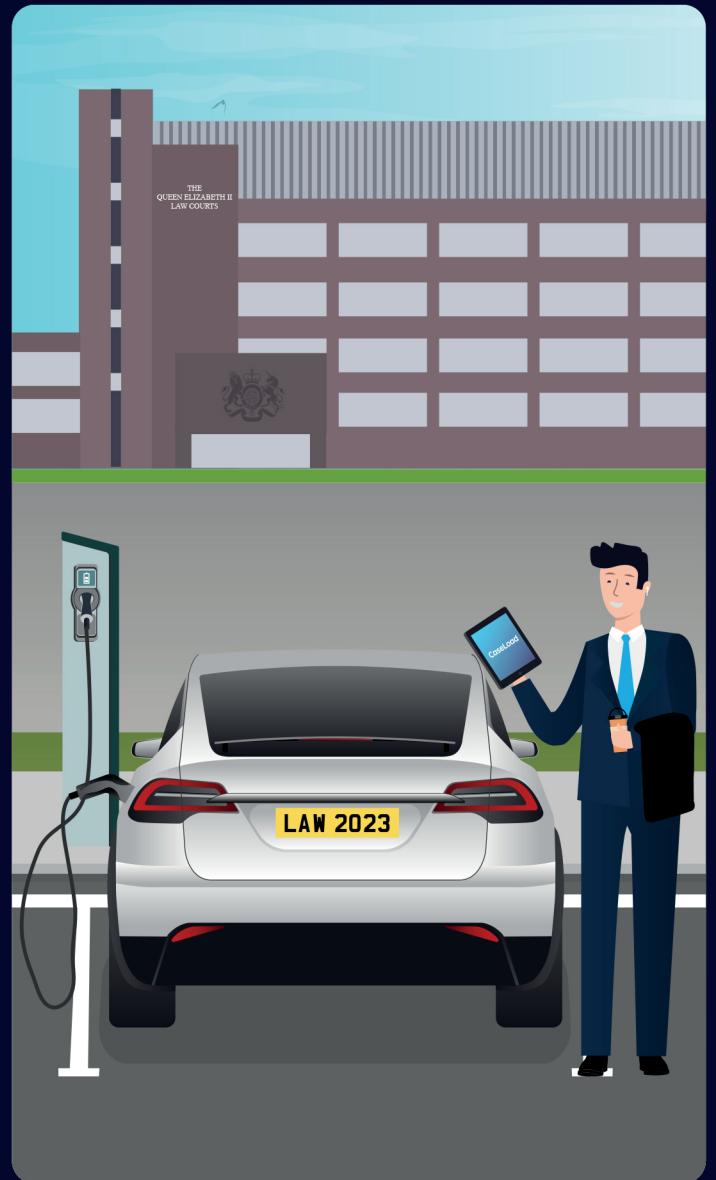
“I would like to see greater use of technology within the criminal justice system. We have been able to save witness statements and productions that are disclosed to us on to

Continues on following page

How it started.



How its going.



Carrying bundles of case files to court can be disorganised, time consuming and unsecure.

Especially when lawyers are taking files between offices, courts, prisons and home.

If somebody told you that all of your file notes, witness statements, productions, correspondence and everything else you need could be available electronically on an iPad, would you do it?



Case Management Software



Outsourced Cashiering



Legal Accounts Software

info@denovobi.com

0141 331 5290

denovobi.com

Powered by
denovo

What the best High St Law Firms do: Part 1 – Going paperless in court *continued*

CaseLoad, but operating CCTV evidence disclosed to the Crown has proved a challenge. CCTV evidence is often decisive in cases and the earlier that we would be able to access CCTV footage, the sooner the case could resolve.

We are also planning to start using [Bundledocs](#). As court lawyers we need to keep track of lots of different

documents. Bundle production is real drag on our resources. We know digital tools can save us up to 80% of our own and our support staff's time. The real benefit to us of using e-bundling software is to manage the high volume document cases we have efficiently. Every bundle is automatically numbered, indexed, hyperlinked, and bookmarked for quick and easy access. Documents can be uploaded directly

from CaseLoad. This is going to be a real game changer for us."

Taking steps to go paperless

The tools now exist for lawyers to make the digital switch. Get a [free demo](#) and see why some of the most successful small to medium sized law firms in the UK use [Denovo](#) as their whole practice management software solution.

NOT ALL SURPRISES ARE GOOD...

Protect your Professional Indemnity Insurance

We are the only company that audits a location for development risks and opportunities, providing invaluable reports for lawyers.

We can uncover risks which may change your client's mind about buying the property, whilst protecting your firm from the risk of any future claims.

A DevAssist report will give you complete peace of mind and eliminates any nasty surprises.

Scan the QR code to sign-up to our mailing list and you will also be entered into a draw to win a £100 John Lewis voucher.



01342 890010 | info@devassist.co.uk | www.devassist.co.uk

Competition ends 31st December 2023. By signing up, you agree to the terms & conditions. You can unsubscribe at any time by emailing paul@devassist.co.uk. Read our privacy policy on our website for more information.

DEVASSIST™
PROTECTING BUYERS, SOLICITORS & LENDERS

MAKING YOUR PRACTISING CERTIFICATE RENEWAL PROCESS EASIER

Shire Professional Funding (ShirePF) are a strategic partner to the Law Society and its members for business finance. We understand that every law firms' finance requirements are unique, therefore using our team's combined experience of over 150 years, we tailor our approach and products to meet the specific requirements of the sector and each individual firm.

It has been widely reported that there are many challenges that legal firms and professionals are facing, most are uncontrollable external economic factors like the increase in cost of living including the many interest rate rises that are becoming the norm. Many key outlays like insurance and energy bills have risen sharply putting pressure on business profits and employees wage requests, these all amount to one thing which is pressure on working capital and cashflow.

I am proud that ShirePF are a strategic partner to the Law Society of England and Wales as we can help those practices in need, we offer spread payment facilities for almost all requirement a firm may have. In particular as part of our Strategic partnership we provide the spread payment facility for a legal firm's SRA Practising Certificate renewal.

Uniquely, not just I but the majority of our experienced team including sales, marketing and compliance were involved with the previous incumbent partner for the practising certificate spread payment facility. This give all the experience needed to improve on what was a previously web form offering in which the customer experience was not at the forefront of the design.

To make sure this a success we have listened to feedback and we have been working tirelessly to ensure your Practising Certificates (PC) renewal process will be as smooth as possible this year, and

to continue to improve thereafter. Working with the Solicitors regulation authority (SRA), The Law Society and funders, we are improving the service offered, for the benefit of you, the member.

Due to this, Law Society members now have a newly designed Practising Certificate finance portal and spread payment facility at their disposal for the start of October. This will be accessible once you have applied for your firm's Practising Certificate through your MySRA login, and there will be a link from the confirmation page.

Alternatively, we will provide you with a link to apply directly and unlike previous years, this portal will be open until the 31st December giving you the time to make an informed financial decision about the needs of your practice.

Instead of paying the cost in one hit this facility will enable those firms who would like to spread the cost of paying their SRA fees over 10 months. Once the application is completed

firms will get an instant decision with immediate access to the finance agreement which will be e-signed for your convenience and paid directly to the SRA on your behalf.

The new portal will be similar to what has previously been used by law firms, but we are confident that the application process will now be even quicker and more user-friendly. We have taken out as many clicks and form filling as possible.

I envisage that due to the economic pressures highlighted above that this will be a very useful tool to help firms preserve cashflow and spread the cost of the Practising Certificate cost.

If you would like any further information, then please don't hesitate to be in touch with a member of the team here at ShirePF enquires@shirepf.co.uk or 01827 300 099.

“members can now expect to have a newly designed Practising Certificate finance portal and spread payment facility at their disposal for the start of October”



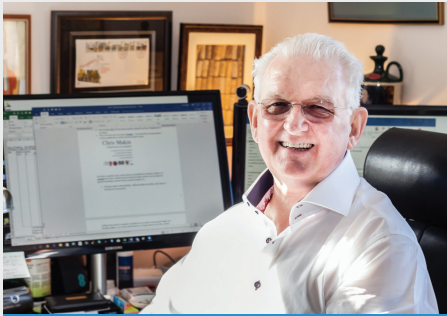
Craig Reid
Sales Director

1 Calico Business Park
Sandy Way
Tamworth
B77 4BF

01827 300 090

enquiries@shirepf.co.uk

Statement of Truth? Forget it!



Chris Makin

Those of who (thank you!) who have had the patience and loyalty to read some of my past articles will be aware that I am quite scathing about the performance of some expert witnesses. In some cases it's merely incompetence, but with others it's more serious.

Looking at the incompetents first, we have such inept examples as in *Van Oord Ltd & Anr -v- Allseas UK Ltd* [2015] EWHC 3074 (TCC), where the expert failed in his duty by:

- not even considering or formulating the costs as incurred by the claimant (and he was the costs expert!);
- admitting in cross-examination that he did not even agree with his own report (this is amazing!) and
- admitting that the views he had expressed in his report were merely the assertions of his clients, who themselves had resiled from those very assertions in their own cross-examination.

How pathetic is that? But read on – it gets worse.

How about the expert who thinks they are a good team player? This, from Thorpe LJ in *Vernon -v- Bosley (No 1)* [1996], when he talks of plaintiff and defendant walking down either side of the road, but the expert must be “... ever mindful of the need to walk straight down the middle of the road and to resist the temptation to join the party from whom his instructions come on the pavement.” The fact is that the expert must never be in one team or the other,

but must always walk down the middle of the road.

Then we come to experts who purposely ignore their duty to the court, and knowingly fabricate evidence. There is a chilling example in *Liverpool Victoria Insurance Company Ltd -v- Dr Asef Zafar* [2019] EWCA Civ 392, where the medical expert produced an amended report, saying the claimant had more serious injuries than in his first report, and both reports (oops!) were disclosed to the defence. And LV=, clearly tired of being misled by experts (“it’s only insurance – it won’t cost anything!”) took both the claimant solicitor and his expert to court for perjury. The result? The solicitor was jailed and is no longer a solicitor, and the so-called medical expert was warned that he had narrowly missed being jailed, too.

But now we come to a case which has not attracted the attention it deserves, a blatant example of expert witness reports and oral evidence being produced falsely on a truly industrial scale.

The case is *Accident Exchange Ltd -v- Nathan John George-Broom and six others* [2017] EWHC 1096 (Admin). This is the scene. Accident Exchange (“AE”) was a car hire and claims management company with a fleet of specialist and prestige vehicles which it provided to accident victims on a credit hire basis. Now, credit hire terms tend to be much higher than the basic hire rate, and motor insurers were keen to have the credit hire costs reduced.

It followed that many insurers engaged Autofocus Ltd (“AF”) to provide experts who would research the market, find equivalent prestige cars for hire at a more reasonable rate, and produce an expert report (and oral evidence in some cases) so that much reduced amounts were recovered by AE from insurers. Insurers loved it, but the figures were startling. In one

such case (*Archer -v- Skanska*) the Recorder accepted that “Mr George-Broom gave careful and precise evidence about the researches which he carried out on behalf of the Defendant”, and the judge reduced the car hire charge from £32,963.61 to £11,358.20. It was all false; there was a retrial, this rate evidence was abandoned, and George-Broom was committed to prison.

The scale of the scam was huge: AE alleged that the activities of AF had cost them £126million and caused three hundred redundancies.

AF went into insolvent liquidation, and after a tussle with the liquidator, the claimant obtained a vital piece of evidence: known as the Mirror Disk, it was a hard disk which recorded all the activities of the team at AF, including the number and duration of each and every telephone call made.

This was important, because the team at AF were “rates surveyors”, whose task it was to telephone car hire companies and ask for a quote of a daily rate for the particular car AE had supplied to the accident victim. Hire rates vary daily, and there was the question of availability, since not all hire companies keep all models of cars, especially the more exotic ones. Under many motor insurance policies, the insured has the right to have a loan car of the same or similar model whilst their own is being repaired. But if the damaged vehicle is a recent Aston Martin, or a McLaren, a loan car could be difficult to find.

On the face of it, each rates surveyor made their own calls: Do you have this model available? Would it have been available at the relevant time? What is your daily rate now? What would it have been at the relevant time?

Then each rates surveyor would write an expert report, sign a statement of truth, and if necessary give oral evidence at trial.

That was the theory, but the practice was very different:

- Many of the car hire companies did not have the relevant vehicles available, but the report said they did.
- There would be reference to the name of a person who gave the rates to the surveyor; in many cases there was evidence that no such person had ever worked there.
- Some of the car hire depots had not existed at the time of the hire, but the reports said they did.
- Some of the rates were pure invention.
- It was agreed evidence that a call to obtain a quote would take at least 3-4 minutes, but some calls quoted in expert reports were as short as 11 seconds.
- AF kept a database of all the quotes obtained, so that if they couldn't get one in future they could invent a quote from that database. All seven defendants denied at trial the existence of that database; the Mirror Disk showed it existed.
- Rates surveyors made notes of quotes obtained before putting them on the database; all denied at trial that such notes were made.
- There was coaching of the experts, with mock trials held, and the surveyors were taught the standard replies they should give in cross examination.
- There was a cavalier approach to who had written the expert report; if the author was not going to be available at trial, a different expert would adopt the report and say at trial that this was their own research.
- Some of the figures on the reports were changed, principally by the second defendant Elaine Walker, a director of AF.

The outcome was that all seven defendants were found guilty of perjury, and all were jailed for up to 13 months. And they could count themselves lucky that this was not the USA, where jail terms for such offences run to decades, not months.

This was such an extreme case that it is difficult to draw any moral. I thank the Lord that I live in the world of conscientious experts, who treat the Statement of Truth with the respect it deserves.

Biog: Chris Makin has practised as a forensic accountant and expert witness for 30 years, latterly as Head of Litigation Support at a national firm. He has given expert evidence about 100 times. He also performs expert determinations.

Chris is a fellow of the Institute of Chartered Accountants where he has served on the Forensic Committee, and as an ethical counsellor; he is a fellow of the Chartered Management Institute, a fellow of the Academy of Experts where he serves on the Investigations Committee, and a mediator accredited by the Chartered Arbitrators. He practises as a mediator, from his home in West Yorkshire and his rooms at 3 Gray's Inn Square, London WC1R 5AH, telephone 020 7430 0333. He has mediated 100+ cases so

far, on a huge range of subjects, with a settlement rate to date of 80%. For more see his website with videos:

www.chrismakin.co.uk

chris@chrismakin.co.uk

Chris Makin

Chartered Accountant
Accredited Civil Mediator
Accredited Expert Determiner

Chartered Accountant with 20+ years experience as Forensic Accountant and Expert Witness at national firm partner level; Mediator for 10+ years: High settlement rate. See website for more details, including mediation scale of fees.

Mediated disputes in:

- Partnerships
- Share Valuations
- Company Sale & Purchase
- Professional Fees
- Rights of Way & Boundaries
- Construction
- Intellectual Property
- Professional Negligence
- Business Interruption
- Defamation
- Housing Disrepair
- Very Expensive Motor Cars
- Employment
- Contractual Failings
- Inheritance Act and ToLATAs

Civil and criminal experience as expert for over 20 years in:

- Loss of Profit and Consequential Loss
- Business & Share Valuations
- Matrimonial Valuations
- Partnership & Director Disputes
- Professional Negligence
- Criminal & Commercial Fraud Investigations
- Personal Injury & Fatal Accident
- Drug Trafficking etc. Asset Tracing & Confiscation
- Section 994 Disputes
- Director Disqualification
- Expert Determinations



N Christopher Makin FCA FCMI FAE QDR MCIArb

Call for a **FREE** initial discussion without obligation
01924 495888 or **07887 660072**

www.chrismakin.co.uk

PROFESSOR ELIZABETH J. SOILLEUX

MA, MB, BChir, PhD, FRCPath

CONSULTANT PATHOLOGIST

Experienced Cambridge and Oxford-trained consultant pathologist with particular interests in haematopathology (lymphomas, leukaemias), cardiovascular pathology & autopsy pathology.

Expert Witness Certificate (Civil Law), Bond Solon / Cardiff University

- Biopsy Pathology (esp Lymphoma & Leukaemia)
- Autopsy Pathology (esp Cardiovascular Pathology)
- Professional Conduct (GMC work undertaken)



Department of Pathology, Cambridge University /
Addenbrookes Hospital, Cambridge

Tel: 07798 643879 Email: lizsoilleux@gmail.com
www.expertwitnesspathologist.co.uk

Risks to mental health in the workplace – what are they and how to manage them



Elizabeth Rimmer

It is World Mental Health Day on 10 October: an opportunity to raise awareness and campaign for change. This year we want to highlight the responsibilities of employers to create mentally healthy workplaces.

The traditional view of health and safety in the workplace is evolving to include the risks to mental health in workplaces and a recognition that these need to be actively managed. In the legal profession the focus of managing mental health at work has generally been on supporting individuals to cope with the pressures of a career in the law by building their resilience, providing education and access to external support. Although this can be beneficial, workplaces need to go wider and look at their organisational culture and working practices and consider their responsibilities to ensure that they create an environment which supports psychological safety and mental health.

What are psychosocial risks?

Risks to mental health at work, also known as psychosocial risks, are a broad range of factors relating to the workplace

and working that can cause psychological harm and can come from:

- Work management or design
- The work environment
- Workplace relationships and social interactions
- The World Health Organization has identified common risks to mental health at work (Guidelines on mental health at work) and those that are relevant to the legal sector include:
- Excessive workloads
- Long, unsocial, or inflexible hours
- Lack of control over workload or job design
- Organisational culture that enables negative behaviours
- Poor workplace relationships
- Limited support from colleagues, poor management, or authoritarian supervision
- Harassment, sexual harassment or bullying
- Discrimination and exclusion
- Unclear job role and expectations
- Low reward and recognition, poor investment in career development
- Conflicting home/work demands
- Isolated or remote working
- Exposure to traumatic events

How does exposure to psychosocial risk cause harm?

Some of these risk factors, such as exposure to traumatic events, have the potential to directly cause harm. Legal professionals working in family, criminal, immigration, or crime may develop vicarious trauma because of exposure to the trauma experienced by their clients.

However, for most people, it is a combination of exposure to psychosocial risks at work which can undermine their mental health and lead to anxiety, stress, burnout, or depression.

The legal workplace is characterised by inherent psychosocial risks - working long hours, poor work life balance, meeting the expectations of demanding clients, heavy caseloads, the pressure

of deadlines and billing targets, whilst maintaining high standards of ethical and professional conduct.

This is evidenced by our Life in the Law Study published in 2021, which showed that legal professionals were at high risk of burnout associated with a high workload, working long hours and a psychologically unsafe working environment, and 20% reported being bullied, harassed, or discriminated against.

How can legal workplaces manage psychosocial risk?

The tendency in legal workplaces is to respond to people with work related mental health conditions, once the problem has arisen; the goal should be to prevent work related mental health conditions developing in the first place. Actively managing psychosocial risks is the key to prevention. Employers should assess and identify the workplace risks to mental health, identify who may be exposed to these and which groups may be at particular risk, then take steps to mitigate, modify or remove these risks and monitor the impact these steps have had. Managing psychosocial risks should be embedded in the organisational risk management system.

Practical steps to mitigate risks

Start with a strategic review of your organisational culture. Consult with colleagues about their perspectives on this, find out if they feel they work in an environment that fosters trust, respect, and psychological safety where they can speak up about their mental health and work-related concerns. If they don't, consider and take the steps needed to address this, in particular the role of leaders in demonstrating their commitment to a positive workplace culture and capacity for change.

Although it may seem challenging to implement measures to manage the psychosocial risks in legal workplaces, there are some practical steps that employers can take such as:

- Invest in management training so that those with responsibility for others have the skills and capacity to do this effectively
- Ensure staff have the support they need – regular 1:1 catch ups with their manager or supervisor and participation in relevant mentoring and peer support schemes
- Monitor and manage workloads and ensure staff and teams are adequately resourced
- Check in regularly with staff working remotely
- Adopt a zero-tolerance policy to bullying, harassment and discrimination
- Address poor workplace relationships or conflict
- Support staff to work healthy hours, take breaks and their holiday entitlement
- Ensure transparent processes for work allocation, reward, and career progression
- For those exposed to traumatic events or materials, provide education, support and training
- Provide flexible working arrangements e.g., working from home or flexible hours to allow more time for responsibilities outside work and for activities that support mental wellbeing
- Adopting a proactive approach to managing psychosocial risks supports an engaged, productive, and inclusive workplace which enables people to thrive.

LawCare is the mental wellbeing charity for the legal profession offering free, confidential, emotional support, peer support, and resources to those working in the law. LawCare promotes mental health and wellbeing best practice in legal workplaces and drives culture change in education, training and practice. If you need support call LawCare on 0800 279 6888, email support@lawcare.org.uk or go to www.lawcare.org.uk.

Elizabeth Rimmer. CEO of LawCare

LawCare

Supporting the Legal Community



Overwhelmed?

We offer emotional support to legal professionals.
Talk to us - we've been there.

0800 279 6888

www.lawcare.org.uk

LawCare
Supporting the Legal Community

Why investing in software training is good for business

Today's digital legal landscape is fast paced and ever evolving to keep up with changing marketplace needs, cater for new rules and regulations, and tackle growing cybersecurity risks. Because of this, your practice management software (PMS) is regularly updating. When enhancements, improvements and additions occur, you need to know about each-and-every one of them. The best way to address this challenge is through training.

Multiple benefits of software training

Here, we've compiled some of the key advantages of consistently refreshing and expanding your software skills:

Increased productivity and profitability – Regular PMS training enables your staff to gain a full understanding of the features at their fingertips. When initial training takes place, everyone's overwhelmed with the amount of software-related information they need to take on board while still doing their day job and progressing through a backlog. Retention is fractional. That's why regular refresher training is so important, to provide a deeper insight into functionality, and identify handy shortcuts and time-saving techniques – to get more work done in less time which your bottom line will thank you for.

Streamlined collaboration – Many PMSs offer collaborative features which allow teams to work closely together – a significant factor to success. Collaboration with clients is equally vital. To quote a few examples, there's document sharing, email integration, task management, defined workflows and more. Your software will offer expansive collaboration assistance with colleagues and consumers alike.

Improved problem solving – PMSs evolve to solve new challenges as and when they arise. A formal training programme ensures you stay abreast on the latest additions and modifications triggered by the introduction of new-and-revised legislation. Training also exposes you to different scenarios and case studies where similar issues to those faced have been resolved. Your staff are empowered to act quicker and iron out problems independently.

Optimised client satisfaction – There's an unfortunate tendency for only a fraction of the capabilities on offer actually being used as staff are unaware of the complete range of functionality at their disposal. Training unlocks your PMS's full potential so your employees discover tips and tricks that revolutionise processes, permitting you to deliver the highest-quality services and achieve superior client outcomes. Happier clients bring repeat instructions and recommend you to others – for business development benefits.

Confidence and personal growth – There are always going to be people who are hesitant about their ability to understand and use something new – including their software. Training instils confidence as your staff's self-belief soars and they become

more proficient in their daily tools. Ongoing learning also keeps your staff up to date with hot-new trends, best practices and innovative solutions – for continued professional development at its finest.

Staff retention – The 'Great Resignation' is impacting law firms UK-wide, with attrition being as high as 28% in the largest practices and talent being in short supply. Showing staff you're investing in them via training has a positive knock-on effect on retention thereby lessening the strain on your entire workforce (with no short-staffing problems) and reducing the workload of your HR department (from a recruitment perspective).

Maximised return on investment (ROI) – After spending valuable funds on purchasing your PMS, the sooner you experience ROI, the better. It just makes good financial sense. ROI comes about by your staff engaging wholly with your software, tapping into its complete catalogue of functionality and working at their most productive levels.

Inflated self-reliance – If your people miss training sessions, the volume of calls made to your vendor's technical support helpdesk rises. Support calls are reactive. If the support technician is busy, the caller may not receive help immediately and can feel they're not being serviced correctly. By being proactive and attending training, this unnecessary situation can be avoided as there's a better chance of navigating your software without the involvement of technical support.

Heightened cybersecurity – Cyber risks are a real-and-present danger. With home-and-hybrid workers across multiple offices, your weakest link is your employees. When your software's developed to become more cyber robust, make sure your staff are trained on this functionality so your infrastructure is less vulnerable to cyber threats.

Stronger brand creation – As a services business, you're dependent upon your people. With happier, engaged, motivated and loyal employees, your staff effectively become your brand ambassadors and your branding is strengthened – the combination of which gives you a marketing boost and competitive edge that'll make your rivals green with envy while simultaneously elevating your revenue.

Final words

As software technology advances, staying up to date and expanding skillsets through training is an investment that pays numerous and varied dividends. At Jayva, we deliver training services that help practices reach their transformational efficiency goals. Discover more by visiting www.jayvaglobal.com/training-services, emailing info@jayvaglobal.com or calling 0333 2020995.



Specialist training support for your law firm

- + Harness the power of your technology
- + Realise ROI from your software investment
- + Thrive in today's challenging legal space
- + Benefit in many more, expansive ways



“The training of super users was a genius stroke. It spreads the technical know how around and prevents one sole person being inundated with system queries.”

Andrew Horwich, Symes Bains Broomer Solicitors

“Our Jayva trainers showed us around the software features relevant to our diverse roles in practice. The staff are friendly and efficient which is a formidable combination.”

Andrew Gray, Truth Legal



Get in touch to learn more:

0333 20 20 995 | info@jayvaglobal.com | www.jayvaglobal.com/training-services

Forthcoming Courses

DATE	TOPIC	SPEAKER
11/10/2023	Employment Law Conference	Various
17/10/2023	Trial Advocacy in the Civil Courts	Mike Winston
18/10/2023	SQE Insights Roundtable: Making the move to the SQE work for your firm	College of Legal Practice
19/10/2023	Building Regulations and Planning Permission for Conveyancers	Richard Snape
20/10/2023	Personal Insolvency: A Practical Guide	Chris Beanland
02/11/2023	Domestic Abuse Update	Safda Mahmood
07/11/2023	Service Charges: Important Issues for Landlords and Tenants	Peta Dollar
08/11/2023	Stand and Deliver! Conducting Effective Advocacy in Family and Children Cases	Safda Mahmood
10 & 17/11/2023	The Complete Legal Aid Supervisor	Vicky Ling
14/11/2023	Fixed Recoverable Costs Reforms Explained	Seamus Kelly & Sean Linley
15/11/2023	Conference for Legal Cashiers & Managers	Various
16/11/2023	AI Event in conjunction with LJMU	Various
21/11/2023	Civil Evidence & Witness Statements	Mike Winston
24/11/2023	Insolvency Update	Chris Beanland
28/11/2023	Costs in the Court of Protection	Helen Forster
06/12/2023	Personal Injury Conference	Various
12/12/2023	Leasehold Dwellings Update	Richard Snape
13/12/2023	Commercial Property: Introduction for paralegals	Hannah MacKinlay

Training events open to legal professionals nationwide

*ONLINE & HYBRID events are recorded, so if you can't make the date/time, no problem!

Booking onto any of our online / hybrid events means you will receive a link to access a recording of the event to watch at your leisure!

For full details, visit: www.liverpoollawsociety.org.uk

Liverpool Law Society

2023

The year to save £££'s

Save up to 42% on training for ALL staff

Assisting you with the 'continuing competence' requirements

Training Passport

VISIT: TRAINING PASSPORT
| LIVERPOOL LAW SOCIETY

Liverpool Law Society

2023 Employment Law Conference

Wednesday 11th October | 9.30am - 3pm | HYBRID - Attend in person or online

The conference will round-up key developments in law & practice, providing an opportunity to hear directly from some excellent speakers. For delegates attending in-person, lunch will be provided with the opportunity to network

TU and industrial action inc Minimum Service level legislation
Stephen Pinder, Stephen Pinder Employment Law

The law of discrimination in relation to menopause
Tom Wood, St Johns Buildings

Tribunals Update
Regional Employment Judge David Franey

Neurodiversity in the workplace
Snoof, The Brain Charity

If we took a holiday, took some time to celebrate!
Lorraine Mensah, Complete Counsel

The up to date employment lawyer
Daniel Northall, Littleton Chambers

[More information here](#)

Liverpool Law Society

Building Regulations & Planning Permission for Conveyancers

with Richard Snape

Live online: Thursday 19th October, 1.30pm - 4.30pm

Building regulations have become of major importance for conveyancers who require a knowledge of this area. In addition, planning permission is of major importance and has undergone fundamental change.

Topics covered include:

- ⇒ Building regulation enforcement periods
- ⇒ Changes under the Building Safety Act 2022
- ⇒ Some specific areas eg. solar panels, septic tanks, conservatories, drains and sewers
- ⇒ Planning permission enforcements periods
- ⇒ Planning permission and proceeds of crime

& more ...

***Can't make the date/time? No problem, booking onto this event means you will receive a link to access a recording of the event at your leisure!**

[CLICK HERE FOR MORE INFO](#)

Liverpool Law Society

Personal Insolvency: A Practical Guide with Chris Beanland

Friday 20th October, 2pm - 4pm*

Aimed at: Fee earners in any legal discipline whose practice may encounter personal insolvency.

This online course aims to give lawyers from any background practical guidance on personal insolvency.

The online course will cover:

- Debtor petitions
- Statutory demands
- Creditors' petitions
- Applications to annul bankruptcy orders
- Assets which vest in the trustee
- The matrimonial home

Competencies: B

***Can't make the date/time? No problem, booking onto this online event means you will receive a link to access a recording of the event at your leisure!**

[CLICK HERE FOR MORE INFO](#)



Domestic Abuse Law – Developments & Updates 2023 with Safda Mahmood

Live Online: Thursday 2nd November, 10am - 4pm

There has been a vast amount of change to the law surrounding domestic abuse over the course of the last few years.

This online course will provide a good round up of the different law and major changes, so as to provide a comprehensive update on domestic violence legislation and case law.

The topics covered will include amongst others, the following:

- Domestic Abuse – What protection is available?
- Family Law Act 1996 – Nuts and bolts
- Drafting Orders and Without Notice Orders – What has changed?
- Enforcement – What has changed?
- Changes brought about through the Domestic Violence, Crimes and Victims Act 2004
- Law and practice surrounding Forced Marriage Cases

& more...

*Can't make the date/time? No problem, booking onto this event means you will receive a link to access a recording of the event at your leisure!

[CLICK HERE FOR MORE INFO](#)



Service Charges: Important Issues for Landlords & Tenants

with Peta Dollar

Live online: Tuesday 7th November, 10am - 11am

This online course covers:

- The effect of MEES (Minimum Energy Efficiency Standards) on service charges
- Certificates that are final and binding: can they be challenged? – the Supreme Court decision in Sara and Hossein v Blacks
- What should a tenant exclude from service charge costs? – a checklist

Can't make the date/time? No problem, booking onto any online or hybrid event means you will receive a link to access a recording of the event at your leisure!

[CLICK HERE FOR MORE INFO](#)



Stand & Deliver! Conducting Effective Advocacy in Family & Children Cases with Safda Mahmood

Wednesday 8th November, 10am - 4pm

This online course will equip you with essential tips in being able to conducting advocacy in all aspects of injunction/personal protection cases, private & public children.

This will range from the FHDRA, directions hearings, case management hearings, interim hearings, contested hearings, Final Hearings, as well as those covering Family Law Act applications for non – molestation orders and occupation orders.

The topics covered will include amongst others, the following:

- Understand good advocacy skills
- Become more confident, despite a 'difficult' opponent
- Effective preparation
- Advocacy at Family Law Act applications for non – molestation orders and occupation orders
- Advocacy in Private and Public Children Law Cases

& more...

Can't make the date/time? No problem, booking onto this event means you will receive a link to access a recording of the event at your leisure!

[CLICK HERE TO BOOK](#)



The Complete Legal Aid Supervisor with Vicky Ling

Live online: 10th & 17th November, both 1.30pm - 4.30pm

This online course covers everything supervisors need to know and includes case study examples.

Attending both parts will qualify a new supervisor who hasn't supervised before under Standard Contract Specification requirements for both the Civil/Family Standard Contract 2018 and the Crime Standard Contract 2022.

If you need to attend a course to qualify as a supervisor for a new civil contract starting on 1 September 2023, this course is for you. It is also a useful refresher for experienced supervisors.

Can't make the date/time? No problem, booking onto this event means you will receive a link to access a recording of the event at your leisure!

[CLICK HERE FOR MORE INFO](#)



Fixed Recoverable Costs Reforms Explained with Seamus Kelly & Sean Linley

Tuesday 14th November, 2pm - 4pm

This online session will cover aspects for any practitioners who deal with civil litigation (to include PI and Clinical Negligence) with a value of up to £100,000.00, be that as a Claimant or Defendant.

Speakers will be analysing and addressing the reforms extending fixed recoverable costs to most civil litigation claims with a value of up to £100,000 and the Department of Health's fixed costs reforms for most Clinical Negligence claims which settle for less than £25,000 with opportunities to raise questions.

Covering:

- What the new rules are
- When they apply (including exceptions)
- How recovery will be impacted
- Analysis of the proposed approach to Clinical Negligence claims sub £25,000 (the LVCD)

Can't make the date/time? No problem, booking onto this event means you will receive a link to access a recording of the event at your leisure!

[CLICK HERE FOR MORE INFO](#)

Civil Evidence & Witness Statements with Mike Winston

Tuesday 21st November, 1.30pm - 4.30pm

Understanding how to use evidence to prove things in the civil courts is an essential skill for all litigators. Being able to gather, collate and structure all types of evidence for use in a civil case in a CPR-compliant manner is often the difference between winning and losing when the matter proceeds to trial.

This highly-practical online course will cover in detail:

- case and issue analysis
- understanding different types of evidence
- using/avoiding hearsay
- using objects or documents
- the civil evidence act checklist
- proofing witnesses
- questioning techniques
- listening techniques

Can't make the date/time? No problem, booking onto this event means you will receive a link to access a recording of the event at your leisure!

[CLICK HERE FOR MORE INFO](#)

2023 Conference for Legal Cashiers & Managers

Wednesday 15th November | 9.30am - 1.10pm
HYBRID - Attend in-person or online

A 'must attend' event for; Cashiers, COFAs, Practice Managers, Solicitors, Finance Directors & Accountants

SRA Update – the latest Accounts Rules Compliance issues
Sean Hankin, SRA

Dirty money – managing the risks of money laundering
Michelle Garlick, Weightmans

A professional practices and VAT update
Sam Evans, MHA Moore & Smalley

How to get your fees paid in a client focused way
Jenny Esau, Credit Management Group

Avoiding Online Fraud
Haroon Akram, North West Regional Organised Crime Unit

Fraud and Scams – current threats to corporate businesses
Emma Wilkinson, Barclays Bank

[More information here](#)

Sponsored by



Insolvency Update with Chris Beanland

Live online: Friday 24th November, 2pm - 4pm

It has been another busy year or so on the insolvency front. There is lots for practitioners to get to grips with from a landmark Supreme Court case on directors' duties and insolvency to problem cases involving whether one-director companies fulfil the quorum requirements of the Model Articles.

This **online** course covers key developments in corporate and personal insolvency over the last year or so.

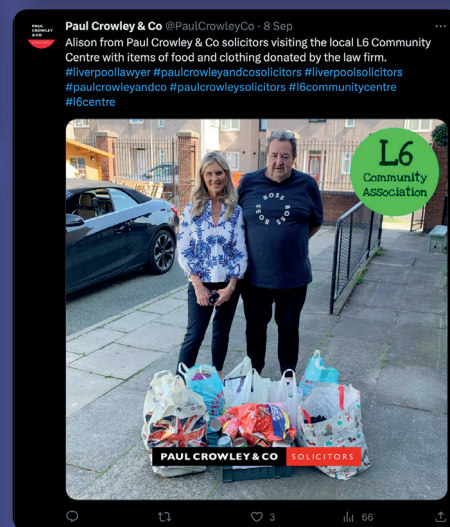
The course concentrates on developments of most practical interest to lawyers generally and is not limited in scope to those who solely practice in this area.



Can't make the date/time? No problem, booking onto this event means you will receive a link to access a recording of the event at your leisure!

[CLICK HERE FOR MORE INFO](#)

Each month we will be bringing you a selection of the latest social media posts by Liverpool Law Society and its members.



52 www.liverpoollawsociety.org.uk



All your conveyancing needs in one place

X-Press Legal Services provides professional property searches and reports to the conveyancing sector through our network of offices across England and Wales.

Our complete range of products and services are available through ICOS – our online ordering platform – which means we are a one-stop shop for all your conveyancing needs.

Personal and professional with unrivalled customer service.

Established and experienced – since 1998, we have been a trusted partner to hundreds of legal practices.

Local experts – our reports are compiled by people who have an in-depth knowledge of their local area.

Our Cyber Essentials Plus accreditation ensures a secure end-to-end service to our conveyancing clients.

To find out more, please contact Adam Cooper
T: 01925 393333 E: adamc.7377@xpresslegal.co.uk

CYBER SECURITY	COMPLIANCE PRODUCTS
Cyber Essentials Plus certified GDPR compliant Two factor authentication	AMLs Digital IDs Source of Funds Lawyer Checker Bank Account Verification Bankruptcy
RESIDENTIAL AND COMMERCIAL SEARCHES	PRE & POST COMPLETION
Residential Commercial Agricultural Environmental Mining Water and Drainage Company Utilities	Indemnity Insurances Legal forms SDLT/LTT calculator Land Registry Gateway Report on Title





WE BUY CARS

- **Local Wirral Service**
- **FREE valuation (no obligation)**
- **FREE collection**
- **Established 25 years!**

Give us a call on 0151 648 5488

Visit our new website – www.irbymotor.co.uk

9 Mill Hill Road, Irby, Wirral CH61 4UB

The Car Dealers you can trust



As a family business, at Irby Motors we understand that selling a car can sometimes be a difficult decision taken at a difficult time. We take pride in offering a personal service and fair valuation.

We often assist customers who have decided they no longer need to own a car because they are moving to a quieter life after retirement. Selling privately can be stressful and complicated, so if this is a decision you are facing, our professional service can take away that worry at a time when you should be focusing on yourself and this new stage of your life.

With our reliable reputation in this field, we are regularly contacted to value cars in probate. If you are sadly coping with the loss of a loved one and have the responsibility of

dealing with their estate, we can offer you trusted, sensible advice and the professional service you will need at this difficult time. Should you wish to proceed, we will collect your vehicle swiftly and FREE of charge.

Please do not hesitate to contact us on 0151 648 5488 to discuss how best we can assist you.

