

May 2026

# Liverpool Law

Liverpool  Law Society

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

## *Past Presidents' lunch and mid-term report- 17<sup>th</sup> April 2026*



Article on page 16

5th November 2023. The robbery took place. The group  
broke into the off licence while Archie stayed in the car, and  
participants.

References:



John Ryan statement

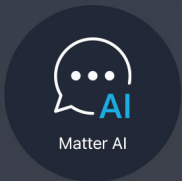


Thomas Ryan



Ask **Matter AI**

get instant answers



 **LEAP**

**Your intelligent matter assistant**

From drafting to insights, LEAP Matter AI helps your firm work smarter

Learn more at: [leap.co.uk/matterai](https://leap.co.uk/matterai)

Strategic Partner



# May 2026

## CONTENTS



4	The latest from the Editor, Jennifer Powell
5	From the President
6	LLS Meetings & events
6	Consultation Papers
7	Leaders in Law: Josh Bates
8	Routes into the law: Anya McNally
10	CG makes strategic appointment as firm invests in next phase of growth
11	Brabners secures B Corp recertification
12	Paul Crowley & Co Solicitors Announces Promotion of Jennie Harrison to Associate
13	Excello Law strengthens Liverpool presence with senior family law hire Tracey Miller
14	Morecrofts welcomes new senior hire
15	MSB define 'justice for all' with 17 Pro Bono Recognition List entries
16	President's mid-term report to Past Presidents
20	The Solicitors' Charity
21	Renters' Rights Act: Written Information Requirements for New and Existing Private Tenancies
22	Regulation Update
23	Mental Health Awareness Month: How to support clients through legal proceedings
24	Charity Spotlight: Sean's Place
27	Access to Justice Under Strain
28	The top 5 Major Legal Reforms to UK Family Law
29	A date for your diary
30	Inheritance tax planning and pensions
32	Forthcoming Events: Guest Speaker Flora
32	Page KC joins us this May
32	Forthcoming Events: Foundation Series Announcement and First Session
33	Public Child Law Conference
34	Navigating the minefield of legal technology investment
36	Legal Ombudsman consultation – Model Complaints Resolution Procedure (MCRP): Call for member input
38	Faces of Expertise: meet FHM Forensic Accountants
39	DWF comments on latest UK labour market statistics
40	It may not be the claim you expect that creates the greatest disruption
42	Clarity on what it means to Conduct Litigation – The Court of Appeal's decision in Mazur
44	Shop workers on the front line: the hidden workforce impact of retail crime
46	Walking for Justice
48	Liverpool Law Society Training Courses
52	Social Media Highlights

## DEADLINES

June 2026 edition: Friday, 22.05.26  
 July 2026 edition: Monday, 22.06.26  
 August 2026 edition: Friday, 24.07.26  
 September 2026 edition: Friday, 21.08.26  
 October 2026 edition: Tuesday, 22.09.26  
 November 2026 edition: Friday, 23.10.26  
 December 2026 edition: Friday, 20.11.26

### Word Count Guidelines: Notes for Contributors

We receive many enquiries about submitting articles for LLS News and one of the questions that comes up every time is 'how long should it be?' While we don't (in theory) restrict the number of pages you can write, there are a few guidelines that you need to follow, like how many words fit on a page, how photographs, affect the word count etc.

With this in mind, the following is a rough approximation of how we calculate word counts for articles:

A full page of text is around 750 words without images, and 400 for a half page. The amount of text space an image takes up depends entirely on how it relates to the text (e.g. a by-line photo will take up less room than something illustrating the main theme of the article). So, we would suggest the following:

Full page with one small\* image: 690 words  
 Full page with two small\* images or one medium\*\* image: 480 words  
 Full page with one large\*\*\* image: 480 words  
 Half page with one small image: 330 words

The word counts do not include the main heading or secondary headings, but do include sub-headings.

\* Spanning a single column  
 \*\* Spanning two columns  
 \*\*\* Spanning three columns



Join us on Linked In:  
[LiverpoolLawEMag](https://www.liverpoollawsociety.org.uk)



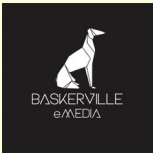
Liverpool Law Society Magazine is produced by and for Liverpool Law Society Members. This is our opportunity to share our news, events and celebrations with our friends in the legal community.

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](mailto: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  
Merseybank Business Centre  
55-57 Seabank Road, Wallasey  
Merseyside CH45 7PA  
Tel: 0151 651 2776  
[simon@baskervillemedia.co.uk](mailto:simon@baskervillemedia.co.uk)



**Editorial Committee Dates 2026**

Meetings start at 01.00 pm.

- Tuesday 19<sup>th</sup> May*
- Tuesday 16<sup>th</sup> June*
- Tuesday 21<sup>st</sup> July*
- No August Meeting*
- Tuesday 15<sup>th</sup> September*
- Tuesday 20<sup>th</sup> October*
- Tuesday 17<sup>th</sup> November*

# Welcome to the May edition of Liverpool Law



**We are starting to see some commentary come through on the Mazur appeal and whilst there is still more guidance to come it does seem like some clarity is appearing.**

I do hope this brings some reassurance to many of our members who have had such uncertainty during all of this. As always if you would like any support please do reach out to Lawcare, the Solicitors charity or any of the other amazing organisations we have available to us.

We have a focus on wellbeing this month and it is so important in our high paced and often stressful line of work that we keep those communications open with our friends and colleagues to strike a good work/life balance. I have lost a significant family member this week and I am very fortunate that my colleagues have helped lighten the load and take away any worries of work during these difficult times. So please open those conversations and do not be afraid to ask for help if needed, we are all here to help.

Many thanks

**Jennifer Powell**, Editor  
**Weightmans**  
[editor@liverpoollawsociety.org.uk](mailto:editor@liverpoollawsociety.org.uk)

# Welcome to new members

We would like to give a warm welcome to our new members who were approved for membership at April's General Committee meeting. There were 14 individuals from the following organisations:

- Bell Lamb & Joynson
- Brown Turner Ross
- Burd Ward Ltd
- CG Professional
- DWF
- Hill Dickinson
- MSB Solicitors
- Phoenix Legal
- Setfords Solicitors
- St John's Buildings Chambers

Liverpool Law Society's membership now exceeds 2,395 individuals from 174 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, Sarah Mansfield

Attending the recent Joint V Law Society meeting in Leeds was a valuable reminder of the strength we hold when we come together as a collective voice. Representatives from across all five regions engaged in thoughtful discussion on the challenges currently facing the legal profession, from recruitment and retention to regulatory pressures and the evolving expectations of clients. What stood out most was the shared commitment to a collaborative approach—recognising that while our regions may differ in character, the issues we face are fundamentally aligned.

By working together, we are better positioned to influence decision-makers, share best practices, and support one another in developing practical solutions. The meeting reinforced that regional law societies are not operating in isolation; rather, we are part of a wider network with a powerful, unified voice capable of shaping the future of our profession.

This spirit of collaboration is equally important at a local level. Here in Liverpool, our Law Society thrives on the engagement and support of its member firms. There is significant opportunity for firms to work more closely with us, whether through contributing to and attending conferences, supporting our programme of events, or participating in our flagship Annual Dinner. These occasions are more than just dates in the calendar—they are opportunities to strengthen professional relationships, raise profiles, and share knowledge within our vibrant legal community.

In return, Liverpool Law Society is committed to providing meaningful value to its members. We offer platforms for visibility, networking, and professional development, as well as a strong voice advocating on behalf of the local profession.

Ultimately, the benefits are mutual. By working together—locally and regionally—we can ensure a resilient, connected, and forward-looking legal community that continues to thrive.

### **Sarah Mansfield**

President

[president@liverpoollawsociety.org.uk](mailto:president@liverpoollawsociety.org.uk)



# LLS Meetings & events – May/June 2026

Start Time	Meeting/Event
12/05/2026 12:30	General Committee
14/05/2026 13:00	In-House Lawyers Sub-Committee
14/05/2026 16:30	Valedictory for HHJ Coppel
19/05/2026 13:00	Editorial Sub-Committee
20/05/2026 13:00	Civil Litigation Sub-Committee
20/05/2026 16:00	Criminal Practice Sub-Committee
21/05/2026 13:00	Future Planning Sub-Committee
21/05/2026 16:00	Family Business Sub-Committee
02/06/2026 12:30	Finance & Policy Sub-Committee
11/06/2026 13:00	Equality, Diversity & Inclusion Sub-Committee
04/06/2026 13:00	Access to Justice Sub-Committee
09/06/2026 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; Family Business; In-House Lawyers; Non-Contentious Business and Regulatory committees, which are open to 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](mailto:committees@liverpoollawsociety.org.uk)

## Consultation Papers referred:

### Referred by the General Committee:

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 for consideration by the relevant committee, please do so to [committees@liverpoollawsociety.org.uk](mailto:committees@liverpoollawsociety.org.uk)

Committee	Consultation Paper title	Closing date
Non-Contentious	<a href="#">Fees for planning applications</a>	18/05/26
Regulatory	<a href="#">Model Complaints Resolution Procedure (MCRP) - Call for Input</a>	19/05/26

## Leaders in Law: Josh Bates



Josh Bates

**Josh Bates, a Managing Associate at the Liverpool office of Freeths LLP, has been elected as a Director and Chair of Regulatory Sub-Committee for the Liverpool Law Society for the 2025-2026 term. A native of the Wirral and a former pupil of Calday Grammar School, Josh's early ambitions were firmly rooted in the world of competitive sport rather than the legal profession.**

During his youth, Josh was a highly accomplished rugby player, specializing as a loosehead prop, then as a wing forward. His talent earned him a place in the Sale Sharks Academy, which identifies and develops the finest rugby prospects in the North of England. While progressing through the academy, he also represented New Brighton Rugby Club in the National Leagues. With a professional career in his sights, Josh chose to stay local for his higher education, securing a place at Liverpool John Moores University to study law as a practical contingency plan.

However, his sporting aspirations were curtailed during his first year of university when he suffered a fracture dislocation of his ankle during a game for New Brighton. Following this injury, he was released from the Sale Academy, effectively ending his hopes of a full-time professional career. Continuing to play at a local level for Caldys Rugby Club and a second spell with New Brighton,

subsequent injuries to his neck and anterior cruciate ligament forced him to retire from the game at a young age. He remains connected to the sport today as the Honorary Solicitor for New Brighton Rugby Club.

Josh admits to being a late bloomer academically. His initial foray into A-levels was challenging; he underestimated the required commitment and failed two subjects. Undeterred, he returned for a third year of sixth form to study Law and Philosophy alongside his remaining subjects. He excelled in Law, achieving an A grade, which confirmed his aptitude for the discipline. This success led him to pursue a law degree at Liverpool John Moores University, a choice motivated by both the course and his desire to remain in the North West.

His path to qualification was unconventional. Following a late application to the Bar Professional Training Course in Manchester, he successfully completed his training and began working as a paralegal in Liverpool, focusing on employers' and public liability claims. After two years of unsuccessfully seeking a pupillage, Josh felt a need for change, and launched a weekend street food business with some friends, which began at the British Open in Hoylake. Although the venture grew, the eventual departure of his partners led Josh to close the business and work full time in a local pub while considering his next steps.

A turning point arrived when the father of a school friend, a regular at the pub and owner of David Roberts Solicitors, offered him an interview. This led to a training contract where Josh gained diverse experience in residential and commercial property. Though he was later made redundant when the firm closed, he completed his training at Oliver & Co in Chester.

Josh's career gained significant momentum through the Vario

consultancy scheme at Pinsent Masons, where he worked on health and safety regulatory cases in Manchester. This experience paved the way for a pivotal role at O'Connors. Under the mentorship of **Paul O'Connor**, Josh developed a sharp commercial and strategic mindset. He eventually took over the team, expanding his expertise from insurance work into financial services regulation, including cryptocurrency, consumer credit, and Solicitors Regulation Authority (SRA) matters.

After seven years at O'Connors, Josh joined Freeths in October last year. He was drawn to the opportunity to focus on high-level regulatory work and is particularly interested in the intersection of law and technology, embracing AI and automation to enhance client service. He prides himself on taking the time to understand the intricacies of his clients' businesses, ensuring they fully grasp the complexities of their legal contracts.

In his new role with the Liverpool Law Society, Josh aims to revitalise the Regulatory Sub-Committee. He intends to increase membership and attendance, encouraging cross-collaboration with other committees on broad issues such as anti-money laundering and SRA consultations. His vision is to expand the committee's remit beyond SRA matters to other areas of regulation.

Ultimately, Josh would like to establish the city as the premier financial services and regulatory hub outside of London, leveraging the region's strong history in insurance and its growing fintech presence. Outside of his professional life, Josh practices Brazilian Jiu-Jitsu and enjoys spending time with his wife and two children. His journey from the rugby pitch to the boardroom reflects a resilient and adaptable professional dedicated to the future of the North West legal community.

*We wish Josh every success in his career and in his role as Director for 2026.*

# Routes into the law:

## Anya McNally



Anya McNally

**Anya McNally, a twenty-year-old Solicitor Degree Apprentice at Weightmans, has been elected to serve as the Social Representative for the Merseyside Junior Lawyers Division for the 2025–2026 term. A former pupil of Holy Family Catholic High School in Thornton, Anya aspired from an early age to obtain a law degree and pursue a career in either Diplomacy/ International Relations or the legal profession. In the first generation of her family to attend university, she was determined to lead by example by following an ambitious career path and encouraging others to do the same.**

During the spring of her final year at school, Anya was offered an apprenticeship by Weightmans. Following the summer holidays,

she began her professional journey, working in practice four days a week and dedicating every Wednesday to her studies at BPP Law School, with additional study leave provided ahead of her examinations. Having been active on social media from a young age, Anya garnered significant attention when she announced her apprenticeship. This prompted a wave of enquiries from younger people regarding the nature of such schemes and the application process. In response, she produced a series of informative posts on Instagram and TikTok to highlight the various opportunities offered by legal apprenticeships.

While working part-time as a makeup model outside of A-Level studies, Anya discussed her digital presence with her makeup artist. This conversation inspired her to separate her professional content from her personal accounts and establish a freelance business. Originally founded as Ladies in Law and later rebranded as Prima Facie Legal, the venture aimed to inform young people about legal career paths. Although the business flourished, Anya eventually chose to close it to focus on the increasing demands of her apprenticeship, feeling she could no longer dedicate the necessary time to its development.

Under the structure of her six-year programme, Anya and her colleagues

rotate through different departments approximately eight times. She spent eighteen months in the police team focusing on police law before moving to the healthcare department in early April for a six-month rotation. In the future, she hopes to return to police law with a particular focus on regulatory work, having predominantly handled claims during her initial placement. Anya intends to build a long-term career with Weightmans and aspires to continuing engaging with mentoring aspiring solicitors.

Since being elected to the MJLD committee in September of last year, Anya has really enjoyed her involvement, successfully organising several well-attended events. She has recently completed the arrangements for the summer ball in August, which serves as the final event of the year, and she hopes to remain on the committee for the forthcoming term. Despite the closure of her online business, Anya remains passionate about social mobility and demonstrating the wealth of opportunities available in law. She recently returned to her former school to deliver a presentation to Year 10 pupils, sharing her experiences to inspire them to reach their full potential.

*We wish Anya every success for the future.*

# If you like our technology, you'll love our people

With 27 offices across England and Wales, X-Press Legal Services is the largest independent property search network and a trusted, friendly partner to hundreds of legal practices since 1998.

Our local owners have an in-depth knowledge of their area and we provide a wrap-around service including residential & commercial searches, pre & post completion services, cyber security, compliance products and much more.



Client onboarding and case progression platform

- ID, AML and Proof of Funds checks
- Legal forms
- Land Registry submission
- SDLT submission



Pre-post completion conveyancing platform

- Indemnity insurances
- Home buyer and seller protection
- Property searches and reports
- CPD training and webinar provider



X-Press Legal Services®  
Group



Client direct payment facility



The latest in legal compliance

To find out more, simply get in touch

T: 01925 393333 | E: [hello@xpresslegaluk](mailto:hello@xpresslegaluk) | [xpresslegal.co.uk](http://xpresslegal.co.uk)



# CG makes strategic appointment as firm invests in next phase of growth



Dayna Currie

**Leading North West commercial law firm CG has strengthened its team with the appointment of Dayna Currie as Corporate Strategy Director, a newly created role introduced as the firm invests in its next phase of growth in an evolving legal market.**

The appointment reflects CG's focus on building a progressive, growth-minded business with a specialist employment law offering, as well as wrap around advisory support for clients and a clear commitment to careful, well-considered development across the firm.

**Dayna** brings almost 20 years of experience spanning financial advisory and in-house strategy roles, including the last decade supporting in house high-growth, private equity-backed and listed businesses. At CG, she will work across the business to support growth, change management and cross-functional delivery, while also bringing strategic expertise to selected clients where it adds value to their own growth journeys.

Her work is expected to include support around major projects, leadership development, change programmes and broader operational priorities across the firm's three offices.

The appointment comes as CG continues to strengthen its position in a legal sector that is evolving rapidly, with firms increasingly differentiating through specialism, investment and broader service propositions. With one of the largest employment law teams in the North West and an established model built around wraparound support for clients, CG is focused on steady growth that prioritises quality, operational excellence and long-term value.

**Dayna Currie** said: "CG has a real momentum and a really strong team, which made it a very compelling opportunity for me. It feels like a law firm that is doing things differently, with high-quality people and a clear sense of direction. I am excited to be joining at this point in the firm's

*journey and to play a part in helping the business and its people continue to grow in the right way."*

**Stacey Turner**, Founder and Managing Partner at CG, said: "Dayna's appointment reflects the direction of travel at CG as we continue to invest in our people, our systems and the overall strength of the business. She brings exactly the kind of strategic insight and practical experience that will help us maintain momentum, support our teams and continue evolving our proposition in line with what clients need."

CG is continuing to invest in the business to support future growth, including improvements to systems, back-office capability and wider operational infrastructure. Dayna's appointment is expected to help strengthen that work by supporting leadership capacity, aligning priorities across the firm and ensuring investment is focused on what will make the biggest difference for both staff and clients.

# Brabners secures B Corp recertification

**Leading independent law firm Brabners has retained its B Corp certification following a rigorous assessment of its ongoing social and environmental performance, accountability and transparency, which has resulted in a notable improvement on its B Corp assessment framework score.**

The improved framework score reflects progress across the firm's responsible business agenda, including its innovative environmental initiatives, community and social impact investments and governance around its sustainability programme.

In recent years, the firm has strengthened its environmental commitments through cross-sector partnerships. This includes the renewal of its long-term investment in the Kingsdale Head peatland restoration project in the Yorkshire Dales — which prevents around 360 tonnes of carbon from entering the atmosphere annually — and the establishment of community allotment partnerships with Liverpool's Rotunda and Manchester's Counselling & Family Centre.

The firm has also achieved its commitment to offer 365 days of pro bono support to the communities it serves. It donated more than £210,000 to 70 charities through The Brabners Foundation, and 2024 saw paper usage and waste reduced by 3.1 million sheets and 47 tonnes respectively compared to 2019 levels.

To coincide with its recertification, the firm is also launching the next step of its sustainability strategy by setting out a roadmap to become fully net zero by 2040 — across Scope 1, 2 and 3 emissions. This is a decade ahead of the UK government's target of 2050, and in line with the Paris Agreement and the UN's Sustainable Development Goals.

The plan focuses on reducing emissions across its operations and

supply chain while further embedding sustainability into its culture and client work. Key measures include transitioning to a rail-first approach for business travel, moving to 100% recycled paper, introducing sustainable lease considerations and building improvements across its offices, as well as implementing a sustainable procurement policy across its supply chain.



**Simon Lewis**

**Simon Lewis**, Partner and Head of Brabners' Sustainability and Environmental Group, added: *"The improvement in our B Corp assessment framework score reflects the focused and systematic approach we have adopted across the firm — and the purposeful engagement and contribution from all our colleagues.*

*"This recertification also reminds us that harder challenges may still lie ahead — particularly in addressing Scope 3 emissions across our supply chain. Our net zero strategy tackles these challenges head-on, with deliverable targets that prioritise real, net reductions in emissions.*

*"We are also focused on supporting our clients and our partners to achieve their own sustainability goals. From advising on major regeneration projects to helping businesses achieve B Corp certification themselves, our plan*

*remains to use our position to lead and promote even greater momentum towards the required change."*



**Robert White**

**Robert White**, CEO at Brabners, said: *"Our mission to 'make the difference' reflects that — as a responsible and purpose-led business — we recognise our responsibility to play our part in building a more sustainable future. This commitment extends through our client work, the fantastic businesses we advise, and our relationships with colleagues and the communities we serve. Our latest B Corp recertification gives us confidence that we are making a substantial change, while recognising we can always do more.*

*"Our conviction is amplified by the fact that — at the same time — we have enjoyed record business performance in recent years, which has reinforced our belief that responsible business is also good business. We are proud of how far we have come and are excited about the next phase of our sustainability journey, as we set our sights on achieving our net zero target in 2040."*

The firm's recertification sits alongside continued commercial momentum, with recently reported record revenues of £60.2m and pre-tax profits of £20.3m in FY2025 — an eighth consecutive year of growth — and the announcement of its entry into the London market.

# Paul Crowley & Co Solicitors Announces Promotion of Jennie Harrison to Associate



Jennie Harrison

**Paul Crowley & Co Solicitors is delighted to announce the promotion of Personal Injury solicitor Jennie Harrison to Associate. This achievement marks an important step in Jennie's career and reflects the dedication, discerning insight and consistent commitment she brings to securing the best possible outcome for her clients.**

Jennie joined the firm in April 2017 with a strong grounding in the sector. Since then, her career has progressed significantly through extensive practical experience in personal injury law, strengthening her expertise and developing a confident, technical approach in personal injury law.

From an early stage, Jennie embraced the opportunity to expand her knowledge into employer's liability and public liability claims. Through a combination of training, determination and careful study of complex casework, she developed a strong interest in this area. Her ability

to analyse the detail of each case and understand the circumstances surrounding an incident has become one of her key strengths. Jennie notes that while each matter presents unique challenges, she finds great satisfaction in the meticulous process of reconstructing events to guide her clients toward a successful resolution.

Reflecting on her promotion, Jennie said, *"I am incredibly pleased to have been appointed as an Associate at a firm that has supported my development from the beginning. Personal injury work is always changing, and I enjoy the complexity that brings. What matters most to me is building trust with clients and helping them through what can be a very difficult period. Being recognised in this way means a great deal."*

Her appointment reflects not only her technical ability, but also her professionalism, independence and loyalty to the firm. Jennie has built a reputation for managing her caseload with efficiency and care, while remaining responsive to ongoing changes in personal injury practice, including procedures and digital portals. Alongside her client work, she is also a supportive colleague, always willing to share her knowledge and assist others within the team.

Jennie speaks highly of her experience at the firm, highlighting the trust placed in her by the directors to work autonomously. This high level of professional independence, combined with a supportive environment that encourages long term development, has been central to her success. Beyond the office, she has found great satisfaction in working with clients across Liverpool, building strong relationships and making a meaningful difference when it matters most.

Director **Paul Lowry** commented on Jennie's achievement, describing her as an outstanding solicitor whose professionalism, strong work ethic and client centred approach reflect the firm's core values. He added that the recognition is thoroughly deserved and expressed confidence in her continued growth and contribution to the firm.

Paul Crowley & Co Solicitors is pleased to acknowledge Jennie Harrison's accomplishments. Her appointment as Associate reflects both her individual success and the firm's commitment to fostering talent and providing high-quality legal services to the Liverpool community.

**Leslie Priestley**  
Paul Crowley & Co

# Excello Law strengthens Liverpool presence with senior family law hire Tracey Miller



Tracey Miller

**Senior appointment reinforces firm's growing North West presence**

**Leading fee-share law firm [Excello Law](#) has continued its strong growth in the North West with the appointment of experienced family law solicitor Tracey Miller, who joins the firm as a partner in Liverpool.**

Tracey is a highly respected and accomplished family law solicitor with over 36 years of experience. She trained at a renowned firm and went on to become a partner at two leading Liverpool practices, Morecrofts and Canter Levin & Berg, where she built a reputation for excellence in family law. She established Tracey Miller Family Law in 2009, prior to joining Excello Law.

Tracey specialises in high net worth divorces and complex financial settlements, regularly advising on cases with values running into the millions involving substantial assets including property portfolios, business interests and pensions. Her clients have included former professional footballers and expatriates with assets in multiple jurisdictions.

A long-standing member of Resolution, Tracey previously served as Chair of the Merseyside region for over a decade, demonstrating her commitment to promoting a constructive and supportive approach to family law. She is known for her client-focused approach and has a deep understanding of the emotional challenges faced by those going through a separation.

Commenting on her decision to join Excello Law, Tracey said: *"I chose to work with Excello on account of their excellent reputation. Having run my own practice for many years, the opportunity to continue using those skills while working within Excello's flexible and supportive structure was very appealing."*

On her new role, she added: *"Being a partner with Excello means having the opportunity to practise my own speciality in family law while collaborating with other like-minded and experienced lawyers in their chosen fields."*

Tracey's appointment further strengthens Excello's growing

presence in Liverpool and across the North West. This hire is the latest example of the firm attracting senior legal talent seeking more autonomy and opportunities to grow their practice.

Commenting on Tracey's appointment, Excello's North West regional director **Julie Mogan** said: *"We are delighted to welcome Tracey to Excello Law. Her depth of experience and reputation in family law make her a fantastic addition to our Liverpool team. Our continued growth in the North West reflects the strength of our model and ability to attract high-calibre lawyers who value both independence and collaboration."*

The expansion of Excello's North West team comes during an exciting period of growth: across the UK, USA and UAE, Excello welcomed 45 new partners in 2025, while maintaining the lowest attrition rate of any major fee-share firm. Firmwide turnover reached £30.5 million as of June 2025, an increase of 26.6% year on year.

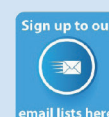
## Not receiving emails from Liverpool Law Society?

**Please check your junk or spam folder. Email providers constantly update their spam filters so even though you used to receive our emails, suddenly this might stop.**

**Our training, member and general news & events emails will come from [legalnews@liverpoollawsociety.org.uk](mailto:legalnews@liverpoollawsociety.org.uk) and automated messages from our website (such as when making a booking for one of our courses or events) will come from [enquiries@liverpoollawsociety.org.uk](mailto:enquiries@liverpoollawsociety.org.uk).**

**We suggest you regularly check your junk email and add both these LLS email addresses to your 'safe senders' list to ensure you receive news, events and invitations from Liverpool Law Society!**

**Not signed up?**





Hannah Jones with Alison Lobb

## Morecrofts welcomes new senior hire and celebrates continued growth across the firm

Morecrofts Solicitors has announced a significant period of growth, welcoming a number of new starters, confirming internal promotions, and awarding its largest-ever cohort of trainee solicitor contracts.

Among the recent arrivals is senior hire **Hannah Jones**, who joins the firm as an Associate Solicitor in the Family Law team. Hannah brings seven years' experience in law and strengthens Morecrofts' already well-established family offering.

She said: "I am absolutely delighted to be joining Morecrofts. The firm has a fantastic reputation, not only for the quality of its legal services but also as an outstanding employer. From the outset, I was struck by the supportive, family feel of the firm, and I am very much looking forward to being part of the team."

The firm has also welcomed four new

paralegals across its branches, further supporting its growing client base and continued demand for legal services. In addition, Morecrofts is pleased to confirm that **Faye Kavanagh** has been retained following the successful completion of her training contract. She will be joining the Family Law team as a newly qualified solicitor, having worked at the firm for four years.

Faye said: "Morecrofts has always been my chosen firm, and I am incredibly proud to be offered a solicitor role here after four years with the business. I have been supported throughout my training and am excited to continue my career within the family team."

Alongside new hires, Morecrofts continues to recognise and invest in its people through a series of internal promotions across departments in both senior and junior roles.

The firm has also awarded a new intake of trainee solicitor contracts to current paralegals. These contracts will commence between April 2026 and April 2027, underlining Morecrofts' long-term commitment to developing talent from within.

**Alison Lobb**, Managing Partner at Morecrofts Solicitors, said: "We are incredibly proud of the continued growth of the firm and, in particular, of the people who make that growth possible. Good business starts with good people, and we remain committed to investing in talent at every level. Seeing our teams develop, progress, and build long-term careers with Morecrofts is something we value enormously."

Morecrofts' latest round of appointments and promotions reflects the firm's ongoing focus on growth, development, and maintaining its strong culture across all offices.

# MSB define ‘justice for all’ with 17 Pro Bono Recognition List entries



**Dominique Owens**

**MSB Solicitors’ commitment to supporting the most vulnerable members of society has once again been reflected with the inclusion of 17 of our Liverpool-based legal professionals on this year’s Pro Bono Recognition List.**

Collectively, this represents a minimum of 425

hours’ free legal advice and assistance delivered to individuals and organisations who might otherwise struggle to access justice.

While the figure itself is significant, it only tells part of the story. Behind those hours are people navigating complex and often distressing circumstances: individuals for whom timely, compassionate legal support can make a profound difference. This contribution stands as a clear expression of our enduring ‘justice for all’ ethos, a principle that has shaped MSB Solicitors since the firm’s formation in 1988.

Our pro bono work spans a wide range of communities and legal needs, with a particular focus on those who are underrepresented or face systemic barriers to accessing legal services.

Included in this is our ongoing support for members of the LGBTQA+ community. For many trans individuals, the process of legally changing their name can be both administratively complex and emotionally significant. With their sensitive, specialist advice, our team helps to simplify this process, ensuring that individuals can assert their identity with dignity and confidence.

We have also continued to provide assistance to asylum seekers who have fled conflict, persecution and violence in search of safety. These cases often involve not only intricate legal frameworks but also deeply personal and traumatic histories. Our colleagues approach this work with care and professionalism, recognising that the legal process is just one part of a much wider journey toward stability and security.

Pro bono work is not an adjunct to our practice. It is an integral part of who we are as a firm. It reflects a belief that access to justice should not be determined by financial means but should instead be regarded as a fundamental right. In a legal system that can appear complex and at times inaccessible, there is a clear

responsibility for the profession to bridge that gap wherever possible.

At MSB Solicitors, this sense of social responsibility informs much of what we do. Whether advising individuals, supporting charities or contributing to community initiatives, we recognise that the law has the power to effect meaningful change when it is placed within reach of those who need it most.

The recognition of our colleagues in this year’s list is therefore not only a source of pride, but also a reminder of the work that remains. As a firm, we remain committed to strengthening partnerships within our communities and continuing to champion the principle that justice must be accessible to all.

**Dominique Owens,**  
Associate Client Relationship Executive, MSB Solicitors



**ejminvestigations**

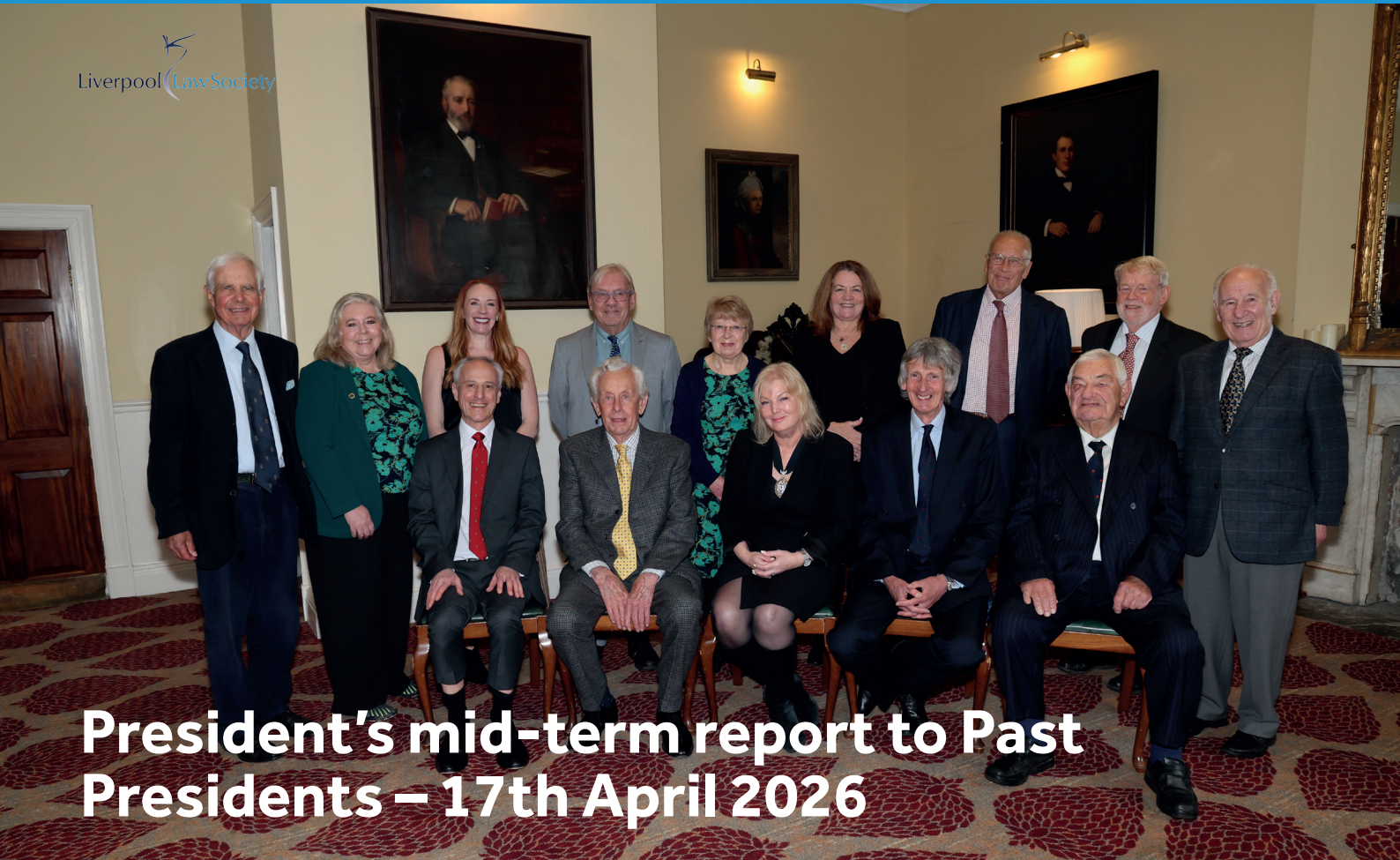
**Private & Commercial Investigators and Process Servers EJM Investigations** are a North West based detective agency in Preston, Lancashire, with a team of private investigators and process servers across the UK. We can carry out private investigations, commercial investigations and process serving at home, throughout Europe and worldwide.

**OUR SERVICES INCLUDE:**

- Surveillance
- Trace Missing Persons
- Process Server
- Background Checks
- Criminal Defence
- Trace Debtors
- Vehicle Tracking
- Pre-Sue Reports
- Criminal Defence
- Employee Absenteeism
- Debtor Tracing
- Debugging
- Background checks and employee vetting

**Tel:** 01772 334 700  
**Mob:** 07940 135 006  
**Email:** info@ejminvestigations.co.uk  
**Web:** www.ejminvestigations.co.uk

20 Years+ Experience. Professionalism. Quality Results. **WAPI**



## President's mid-term report to Past Presidents – 17th April 2026



On Friday 17 April President of Liverpool Law Society, Sarah Mansfield, was guest of honour at the Past Presidents' Lunch held at the Racquet Club.

Alistair Fletcher, President in 2012-2013, was Chair of the lunch and welcomed our current President and her predecessors from across the years, with the earliest President attending Barrie Marsh who was President in 1978-1979.

Those joining our President this year were Alistair Fletcher, Glenys Hunt, Andrew Holroyd, Nina Ferris, Timothy Marshall, David Swaffield, Barrie Marsh, Alison Lobb, Steve Cornforth, Gaynor Williams, Richard McCullagh, Peter Rhodes and Jeremy Myers.

Our Lunch Secretary, Jeremy Myers, read apologies from Past Presidents not able to join us and also reflected on the sad loss of His Honour Judge Tony Ensor and Keith Tamlin during the course of the past year.

After the customary drinks, conversation and photographs, an excellent lunch was provided by the catering team at the Racquet Club with this providing a wonderful opportunity for the Past Presidents to share news.

The highlight of the Lunch was the comprehensive, and very informative, report by our President on the Liverpool Law Society. Clearly, the Society is facing some significant financial challenges given the changing ways in which training is provided and increased competition from other providers. However, conferences continue to be popular, and sponsorship is also an important source of revenue.

Looking forward, the President confirmed that the guest speaker at the Annual Dinner and Legal Awards on the 12th November will be Professor Michael Woolridge who is an expert in the crucial area of artificial intelligence. She also spoke about the ongoing preparations for

the 200th anniversary of the Society with the Annual Dinner for 2027 to take place in St. George's Hall.

The next Conkerton Memorial Lecture will also take place in 2027, and Barrie Marsh spoke movingly about John and Mary Conkerton and the immense contribution that they made to the Liverpool legal community.

The Past Presidents thanked the President for her excellent report and the enormous amount that she is doing for the Society.

The photo album of this year's lunch is available to view [here](#).

**Alistair Fletcher**  
Chair of the 2026 Past Presidents' Lunch





# ADILA

Annual Dinner featuring Legal Awards

Liverpool Law Society's 2026  
**Annual Dinner and Legal Awards**  
will take place on Thursday, 12th November  
at the Rum Warehouse, Liverpool

Liverpool City Region's lawyers are invited to come together to celebrate being part of a progressive and dynamic legal community.

Members and non-members can attend the Dinner.

Nominations for the 2026 Legal Awards will open in early July and close early September. Details on the categories appear opposite.

**Bookings now open**

SPONSORED BY

Benchmark



Landmark  
Information



Miller

The  
University of  
Law

# ADILA

The Legal Awards are back for 2026!

Open to members of Liverpool Law Society

## Categories

- Outstanding Team Award - Dispute Resolution & Litigation
- Outstanding Team Award - Non-Contentious
- Outstanding Team Award - Family Law
- Equality, Diversity & Inclusion Award
- Rising Star Award
- Outstanding Lawyer Award
- Law Firm Award (1-49 Employees)
- Law Firm Award (50+ Employees)

With eight categories to choose from, we are confident there is something for everyone. Nominations will open in early July and close in early September.

The winners of the 2026 Legal Awards will be revealed at a glittering black-tie ceremony during the Annual Dinner on Thursday, 12th November 2026.

For further information and to book tickets for the Annual Dinner and Legal Awards, [click here](#).

SPONSORED BY

# The Solicitors' Charity Supports Lawsight's Call for Action on Wellbeing in the Law

As the May Mental Health Awareness Week approaches, The Solicitors' Charity partner, Lawsight, is supporting the call for more tangible action on wellbeing in the law. It is recommending practical steps that can be implemented to help protect people's wellbeing at work.

**Satpal Kaur-Thompson**, Co-Founder of Lawsight (pictured left) says: *"The impact isn't just personal. Long-term pressure reshapes the brain and nervous system, affecting concentration, decision-making and emotional regulation."*

*In other words, sustained pressure affects the very skills the profession depends on. So, this isn't just a wellbeing issue – it's also a performance and risk issue for firms and other types of organisations employing legal professionals."*

**Claire Jacques**, Co-Founder of Lawsight (pictured right), is urging employers and leaders to take action and personal responsibility for their own and others' wellbeing by implementing these four simple actions:

*"Pause before sending a late-night email and think about the disruption that might cause to someone's personal space or sleep routine."*

*Model realistic expectations and boundaries as a leader, particularly on working hours and preserving a work-life balance."*



*"Spot the signs of when stress (in yourself and others) and when it has become chronic over a long time period, and not just a one-off occurrence."*

*Create small moments of psychological safety in conversations (e.g. making time for open communication and framing of disappointments at work as learning opportunities)."*

**Nick Gallagher**, CEO, The Solicitors' Charity reflects: *"We fully support Lawsight's call for more individuals and leaders to look at behaviours which may affect wellbeing at work and take steps to make small changes that could make a big difference."*

*For those who need emotional support, we can offer funded assessments and,*



**Nick Gallagher**

*where recommended, therapy, for those who are eligible. We also work closely with LawCare who provide more immediate support via a helpline, live online chat, and email to all roles working in the law."*

**THE SOLICITORS' CHARITY.**  
Supporting you, since 1858

# Renters' Rights Act: Written Information Requirements for New and Existing Private Tenancies



Aaron Taylor

The Government has now formally published the prescribed written information requirements and the Renters' Rights Act Information Sheet 2026.

## New Tenancies from 1 May 2026

For any Assured Tenancy granted on or after 1 May 2026, Landlords must provide Tenants with written information about the key terms of their Tenancy at the outset. This will not affect Social Housing Tenancies, but will affect any Private Assured Tenancies held by Registered Providers of Social Housing.

The information does not need to reflect the exact wording (and it can be incorporated into your tenancy Agreements), but it must contain the information reflected within the Government Guidance here: [Written information that must be given to tenants- landlord guidance.pdf](#)

## Existing Tenancies Granted Before 1 May 2026

The position for existing Tenancies is slightly different and will depend upon whether the Tenancy is written or verbal.

### 1. Written Tenancies

For written Tenancies already in place before 1 May 2026, Landlords must provide Tenants with the 4-page **Renters' Rights Act Information Sheet 2026** here: [The Renters' Rights Act Information Sheet 2026](#)

This must be served no later than **31 May 2026** and can either be:

- Provided as a hard copy by post or hand-delivering to the Tenant, or
- Sent electronically to the Tenant as a PDF (you cannot simply send a link to the information as that would be invalid)

### 2. Verbal or Non-Written Tenancies

Where the Tenancy is not recorded in writing, Landlords cannot rely on the standard information sheet and instead must provide written confirmation of the key terms of the Tenancy by **no later than 31 May 2026**.

### Practical Steps for Landlords and Agents

Local authorities have the power to impose financial penalties of up to £7,000 where Landlords fail to provide the required information within the specified timeframes. Landlords and Agents should therefore act promptly and ensure to:

- Review current tenancy documentation to ensure it aligns with the new requirements
- Identify all tenancies granted before 1 May 2026
- Prepare and serve the correct documentation ahead of the 31 May 2026 deadline
- Put systems in place to ensure compliance for all new tenancies after 1 May 2026

From a practical perspective, these changes will further ensure that Tenants are aware of their Tenancy Terms and Rights, and that there are clear, written records which may not have existed previously.

See further Government Guidance here: [Renting out your property: guidance for landlords and letting agents - Tenancy agreements: written information for your tenant - Guidance - GOV.UK](#)

If you need advice on how to prepare for the changes, contact our Team at [privatelandlords@msbsolicitors.co.uk](mailto:privatelandlords@msbsolicitors.co.uk)

### Aaron Taylor

Housing Litigation Solicitor  
MSB Solicitors

# Regulation Update

## May 2026

The latest Regulation news from **Andrea Cohen of Weightmans LLP**



Andrea Cohen

Whilst, at the date of writing, the sun is shining and good weather is forecast for the next week (although Bank Holiday Monday – typically - is not looking too good), over the last month, regulatory scrutiny across the profession has continued to intensify. Supervision obligations following the Mazur appeal are now clearer (hopefully), AML expectations remain exacting, continuing competence reforms are on the way and disciplinary decisions continue to underline persistent risks around client money, billing and complaint handling. Alongside this, developments from the FCA and the Legal Ombudsman point to increasing individual accountability and prolonged exposure to consumer complaints.

### Mazur Appeal

Following the Court of Appeal's decision in Mazur, attention has shifted from permission to accountability. While the Court confirmed that unauthorised individuals may carry out litigation work without express

instructions for every task, it reaffirmed that ultimate responsibility sits with an authorised person.

The Law Society issued updated guidance on 13 April 2026, emphasising that responsibility extends beyond formal delegation. Supervising solicitors must ensure compliance with professional standards, act in the client's best interests, and be sufficiently experienced themselves to judge the appropriate level of oversight. The guidance stresses that supervision will always be fact-specific, but that clear records of delegation and oversight will be critical.

While the Court of Appeal judgment was handed down on 31 March, we've not quite reached the end of the road as it was a further 3 weeks before the Law Society confirmed that it had decided not to appeal the decision (had it done so the position could have changed), and it sought a declaration from the Court of Appeal regarding its interpretation of part of the judgment. This resulted in the Court of Appeal making small changes to the judgment to remove any ambiguity in relation to the consequences of breach, and it's now likely the Law Society will need to amend its practice note. That practice note referred to it being the Law Society's understanding of how the judgment should be interpreted, pending further guidance from the SRA - which has not yet, at the date of writing, been published.

### Continuing competence

On 22 April 2026, the SRA published its consultation on strengthening continuing competence requirements. Central to the proposals is a shift away from informal self-reflection towards documented evidence of

learning and ethical engagement. Key proposals include mandatory annual ethics discussions (minimum three hours), formal recording of learning needs and outcomes (to be retained for a minimum of 3 years), and the ability for the SRA to direct specific training where competence concerns arise. The consultation closes on 15 July 2026. The SRA has been explicit that, while competence across the profession is generally sound, current arrangements do not consistently drive the behaviours expected. Firms should expect a more active role in evidencing and overseeing competence, particularly for senior lawyers and supervisors.

### Motor finance commission claims

Following the FCA finalizing details of its motor finance redress scheme, the SRA has published guidance on what it expects from law firms dealing with motor finance commission claims and are contacting firms with enquiries regarding processes, information provided to clients etc., and has confirmed that if it finds evidence of non-compliance it will take action, either alone or via the joint motor finance taskforce with the FCA, ICO and ASA.

### Solicitors Act consultation

The Civil Justice Council has issued a consultation on reform of part III of the Solicitors Act 1974. The CJC is proposing that costs disputes worth up to £50,000 between solicitors and clients should be dealt with by LeO and not the courts and larger claims should go to compulsory ADR before they can go to a judge, together with a number of other proposals to remove technicalities around costs, e.g. the contentious/non-contentious distinction, statute bills and the content and format of bills. The consultation closes on 16 July 2026.

## Disciplinary decisions

### Fines for breaches of AML requirements

Over the last month a further 6 firms have been fined a total of over £70,000 for failing to comply with AML obligations following SRA desk based reviews and inspections, and a number of firms have been ordered to pay a fixed financial penalty of £750 and costs of £150 for failing to submit data in respect of anti-money laundering and sanctions requirements.

### Struck off for false time recording

A junior solicitor was struck off after deliberately recording over 100 hours of work not undertaken. The solicitor said that she was under pressure to meet targets and had recorded time for work she would complete later, which included 55 units on a blank

attendance note and 16 hours of work on three separate documents which were untouched. While billing pressure was accepted as context, the tribunal reiterated that solicitors must seek support before conduct escalates into dishonesty. The solicitor was also ordered to pay £25,000 costs.

### Repeated dishonesty, even when unconnected, proves fatal

A solicitor was struck off after backdating a probate document and, in a separate matter, misleading a client. The SDT found the proximity in timing demonstrated a pattern of dishonest behaviour. The solicitor was also ordered to pay £15,000 costs.

### Suspension for threatening proceedings

In an agreed outcome, a solicitor received a oneyear suspension

and ordered to pay £25,000 costs after telling a client that unless she withdrew her complaint, an application for an injunction would be issued to prevent her making or continuing with any complaint to the Legal Ombudsman or the SRA. The tribunal described the conduct as oppressive and designed to stifle legitimate complaints.

### How Compli can help...

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

**Andrea Cohen**  
Compli,  
Weightmans LLP

# Mental Health Awareness Month: How to support clients through legal proceedings



Rebecca Cliff

May marks Mental Health Awareness Month, an important opportunity to highlight the impact that legal proceedings can have on an individual's wellbeing. Rebecca Cliff, associate solicitor at Slater and Gordon, explores the vital role legal professionals have in supporting clients as they navigate such challenging moments.

*"For many clients, there is no doubt that*

*legal proceedings produce a wave of stress, uncertainty and anxiety often during a time when they are already emotionally vulnerable. Navigating new processes and making life-changing decisions can truly impact a client's mental health.*

*"As legal professionals, it is an important that we recognise this impact, and that such emotions are understandable and a normal part of the process. Further than our primary position in providing legal support, we also have a responsibility to listen, show empathy and create a safe environment in which they feel heard.*

*"As a solicitor, I am not a therapist; but we are often deeply involved with the clients' personal circumstances. We spend time understanding the depth of their situation as we facilitate how we can reach the most effective outcome for them.*

*"We must act with empathy, actively listen and provide resources where possible. As*

*a family solicitor, we regularly heard sensitive issues that may even resonate with our own lived experiences. This human aspect to legal proceedings shouldn't be overlooked.*

*"By acting with compassion and signposting external support services where necessary, we can help clients feel more confident and well-supported; from firm partnerships, or local support groups or resources that can offer a helping hand to your client's mental wellbeing.*

*"Ultimately, these are humane conversations to be had. Recognising mental health impact in legal proceedings can enable us to make a meaningful difference and provide someone with the strength and hope to overcome difficult moments."*

**Rebecca Cliff**  
Associate Solicitor  
Slater and Gordon  
[rebecca.cliff@slatergordon.uk](mailto:rebecca.cliff@slatergordon.uk)



# Charity Spotlight: *Sean's Place*



Sean

**Sean's Place was established in 2019 following the devastating loss of Debbie's brother, Sean.**

Sean was kind, creative, and deeply loved by everyone around him. He enjoyed art, chess, and simple moments like picnics in the park. But like many men, he struggled silently. He experienced depression, felt ashamed of how he was feeling, and ultimately felt he had no one who understood how he was feeling.

At the time, the support available to Sean was limited. He was offered medication and encouraged to attend a gym. While these can play an important role in wellbeing, they did not address the fact he felt lonely most days and struggled to find any joy in life. After his death, an inquest identified multiple missed opportunities where intervention could have made a difference.

In the months that followed, Debbie was left with one question:

What was missing?

The answer was clear. What was missing was a place where men could go without judgement. A place where they could talk openly, feel understood, rebuild their confidence, and reconnect with a sense of purpose and hope.

Sean's Place was created to be that place. We launched just three months after



Winter Ball 2025

Sean's death. What began as a small pilot quickly grew as demand became overwhelming. Today, Sean's Place supports over 2,500 men each year, with more than 4,500 men having accessed our services since we began.

This demand highlights Sean was not alone.

### What We Do

Sean's Place provides free, immediate access to mental health and wellbeing support for men. There are no waiting lists, no waiting times for support, and no costs to access the support.

We are open six days a week, from 9am to 8pm, ensuring that men do not have to choose between work and seeking help.

Our support is designed to meet men where they are, recognising that traditional clinical pathways do not work for everyone. We offer a wide range of services, including:

- One-to-one counselling and trauma therapy

- Suicide prevention support
- Structured programmes to build confidence and resilience
- Wellbeing activities such as walking groups, cycling, yoga, and mindfulness
- Training courses and qualifications

These activities are a vital part of recovery. They provide opportunities for connection, routine, and moments of joy, all of which are essential in rebuilding mental wellbeing.

In addition, we have recently expanded our work to support younger people through our youth programme, The Nest, working with boys aged 15–17 in both community and school settings. This early intervention work is crucial in equipping young people with the tools to manage their mental health before reaching crisis point.

### How We Do It

Our approach is rooted in accessibility, community, and compassion.



which means we rely heavily on the support of our community, partners, and funders to sustain and expand our work. Opportunities like this, to share our story and raise awareness, are vital in helping us reach more men who may be struggling.

Sean didn't have access to the kind of support we offer today.

But because of his story, thousands of men now do.

### How You Can Support Us

One of the most impactful ways to support Sean's Place is by joining us at our annual **Winter Ball**, taking place on **7th November 2026 at the Titanic Hotel, Liverpool**.

We recognise that many men do not engage with traditional mental health services due to stigma, long waiting times, or difficulty navigating systems. Sean's Place removes these barriers by offering a welcoming, non-clinical environment where men can access support quickly and comfortably.

We also work closely with NHS partners and other organisations to support men at critical points, particularly those leaving hospital or at risk of falling through gaps in services. This integrated approach helps reduce reliance on emergency care and provides ongoing, consistent support in the community.

### Why It Matters

The most common reasons men come to Sean's Place are not unusual or rare. They are everyday challenges:

- Relationship breakdown
- Bereavement and grief
- Job loss or financial stress
- Loss of identity or purpose

These are experiences that many of us will face at some point in our lives. Yet too often, men are left to navigate them alone. That is why Sean's Place exists.

### Looking Forward

While we are incredibly proud of the impact Sean's Place has made, the need for our services continues to grow.

Everything we provide is free of charge,



Outdoor activity at The Nest

Events like the Winter Ball are essential to ensuring we can continue offering free, immediate access to support for those who need it most.

If you would like to attend, sponsor the event, or learn more about how your organisation can get involved, we would love to hear from you.

Together, we can ensure that no man feels he has to face his struggles alone.

[www.seansplace.org.uk](http://www.seansplace.org.uk)



The Nest participants

# Is legal AI becoming 'mandatory' in criminal law?



Catherine Gaynor

**There is understandable caution around the idea that AI could become 'mandatory' in legal practice. Strictly speaking, there is no rule requiring lawyers to use AI on cases, and I do not believe we are at the point where anyone can say it is compulsory. But I do think we are moving towards a position where lawyers should feel a growing professional obligation to consider it seriously.**

At the heart of this is client care. Lawyers owe clear duties to their clients, and in criminal law, those duties sit alongside a great deal of human, emotional pressure. Being investigated or prosecuted is deeply stressful. Even where the financial cost is un concerning to a client, the emotional toll is often significant. Delays, slow communication and administrative backlogs all add to that strain. When a client is waiting for a document, chasing for an update or wondering whether their case is progressing, that uncertainty matters.

If there are tools available that can help legal professionals work faster, communicate more effectively and reduce avoidable delays, it is reasonable to ask whether ignoring them is really in the client's best interests.

This is particularly relevant in high-pressure areas such as criminal practice,

where workloads are heavy, timelines are tight, and unpredictability is part of the job. Used properly, AI has the potential to improve efficiency, speed up routine tasks and free lawyers up to focus on applying professional judgement, strategy and client support. Rather than replacing legal expertise, this is about giving lawyers more time to apply it where it matters most.

There is also a wider question of fairness, and an 'equality of arms'. With Part 2 of Leveson's Review of the Criminal Courts suggesting that the courts, police and CPS should make responsible use of AI in case preparation, defence lawyers and private prosecutors cannot afford to stand still. If one side of the system is becoming more efficient through technology, others will need to consider how they respond.

Of course, concerns remain. Data protection, compliance and accuracy all matter, and they should. Nobody in law should adopt AI carelessly. But the answer is not to dismiss the technology outright. It is to use the right tools, with the right safeguards, and with a clear understanding of where AI helps and where human oversight remains essential – and to take the time to learn and engage with it.

Legal AI may not yet be mandatory, but for many firms, it is fast becoming too important to ignore.

**Catherine Gaynor**  
LEAP

## About Catherine Gaynor

A seasoned Criminal and Regulatory Law specialist, Catherine Gaynor brings over a decade of experience to her role as Head of Criminal Law at LEAP Legal Software. Formerly a Partner at JMW Solicitors LLP, she has advised on high-profile criminal cases, VHCCs, and professional misconduct matters. At LEAP, she uses her deep understanding of the criminal justice sector to drive digital transformation and support firms in modernising their workflows.

<https://www.linkedin.com/in/catherinegaynorlegal/>



# Access to Justice Under Strain: Key Messages from the Access to Justice Sub-Committee



**Edward Hodgson**

Liverpool Law Society's Access to Justice SubCommittee met online on Thursday 16 April 2026. The Chair, Ian Townley, Divisional Director of Billing & Costs Department at Jackson Lees, opened the meeting by welcoming members and expressing sincere appreciation for the time and commitment shown by those attending — a sentiment that reflected the increasingly pressurised environment in which legal aid practitioners and advice providers operate.

While the meeting covered a range of Legal Aid Agency (LAA) operational issues — including delays in certificates and amendments, unresolved consequences of the cyberattack, and concerns around contingency payments — the central discussion focused on the Liverpool Advice Network (LATAN) Demand for Advice and Capacity report, published in December 2025.

## **Demand rising, capacity shrinking**

**Edward Hodgson**, Liverpool Access to Advice Network (LATAN) Coordinator, presented an overview of the LATAN report, which provides a sobering snapshot of access to advice

across Liverpool City Region. The report is based on responses from 18 organisations, representing 36% of advice providers within the network. While the sample size is modest, it captures organisations at the frontline of free, face-to-face advice delivery — precisely where pressure is most acute.

The headline findings will be familiar to many practitioners, but no less concerning for that. Demand for advice has increased significantly over the past 12 months, with clients more frequently presenting with multiple, interconnected legal and social welfare issues. Case complexity has intensified, while staffing levels and organisational capacity have not kept pace.

Staff burnout emerged as a critical theme, alongside persistent recruitment and retention difficulties. Providers reported growing strain on already stretched teams, raising serious questions about sustainability and resilience across the advice sector.

## **A report gaining traction**

The LATAN report has been circulated widely, including to Liverpool City Council, local MPs, the Law Society Gazette, and leading academic commentators such as **Dr Jo Wilding** and **Dr James Organ**. This growing visibility is helping to ensure that the evidence base is being heard beyond the immediate advice community.

Committee members noted that these findings align closely with emerging national data. In particular, the Ministry of Justice (MoJ) and LAA have launched a new online provider survey, developed in conjunction with Ipsos, aimed at monitoring capacity across legal aid services. Members were strongly encouraged to participate and to share the survey with LATAN-affiliated providers,

reinforcing the importance of practitioner engagement in shaping policy responses.

Encouragingly, there was a sense that concerns around insufficient provider capacity are now appearing more clearly on the MoJ's radar. However, participants were clear that recognition alone will not resolve the crisis: meaningful action, informed by local evidence such as the LATAN report, is urgently required.

## **Wider operational pressures**

Alongside the LATAN discussion, the Chair updated members on ongoing fallout from the LAA cyberattack. While the MoJ has declined to establish a bespoke compensation scheme, providers may still pursue ex gratia claims on an individual basis. A recent Freedom of Information request seeks clarity on how many such claims have been made and their average value.

Members also highlighted persistent delays in legal aid certificates and amendment processing, and ongoing issues with claim reconciliation functionality. These operational problems only compound the capacity challenges identified in the LATAN report.

## **A call to action**

The meeting concluded with a shared recognition that access to justice in the region is under severe strain. The LATAN Demand for Advice and Capacity report provides powerful, locally grounded evidence of that reality and should be required reading for policymakers and practitioners alike.

The full report is available at: <https://www.liverpoolaccessstoadvicenetwork.org.uk/demand-for-advice-and-capacity-2025>

# Sam Bushell, Managing Director and Head of Family at Brown Turner Ross outlines the top 5 Major Legal Reforms to UK Family Law



Sam Bushell

Family law in England and Wales is undergoing one of its most significant periods of change in decades. Long-standing principles that have shaped divorce, financial settlements and child arrangements are being reconsidered, while technology and alternative dispute resolution methods are reshaping how family disputes are handled in practice.

For individuals, couples and families navigating separation or divorce, these developments signal a future in which the legal landscape will be clearer in some areas but also more complex in others.

Below are some of the key reforms and emerging trends that are likely to shape the future of family law.

## A Historic Overhaul of Divorce and Financial Remedies

For many years, the family law framework in England and Wales has relied heavily on judicial discretion when determining financial outcomes on divorce. While this flexibility has allowed courts to tailor decisions to individual circumstances, it has also resulted in a degree of unpredictability.

Now, policy discussions and legal reform proposals are exploring the possibility of moving towards clearer statutory rules governing asset division. These may include greater clarity around:

- The treatment of marital versus non-marital assets
- The enforceability of pre-nuptial and post-nuptial agreements
- More structured approaches to financial settlements

Such reforms could bring the UK closer to jurisdictions that apply defined formulas or guidelines when dividing assets.

Another important aspect of the debate is the treatment of coercive or controlling behaviour in financial remedy proceedings. There is growing recognition that economic abuse and power imbalances within relationships can significantly affect financial fairness when a marriage breaks down.

## Reforming Cohabitation Law

One of the most significant gaps in current family law concerns cohabiting couples.

Despite the widespread belief in the concept of a “common law marriage”, no such legal status exists in England and Wales. As a result, unmarried couples who separate often have very limited rights, particularly when it comes to property or financial support.

With the number of cohabiting couples continuing to rise, the government is now consulting on potential reforms that could provide greater legal protection for those who have lived together in committed relationships.

Possible changes under discussion include:

- Financial remedies for separating cohabiting partners
- Recognition of contributions to shared homes or family finances
- Protection for economically vulnerable partners

If implemented, such reforms would represent one of the most significant shifts in family law protections for modern families.

## Child Welfare and Protection: A Changing Approach

Another area seeing significant attention is the approach to child arrangements and welfare.

Currently, courts operate under a presumption that a child’s welfare is usually served by ongoing involvement from both parents after separation. However, the government is considering abolishing this presumption in order to place greater emphasis on child safety, particularly in cases where domestic abuse is alleged.

The aim is to ensure that courts do not feel compelled to maintain parental contact where doing so could place children or victims at risk.

Alongside this shift, policymakers are working to improve recognition of complex forms of abuse, including:

- Honour-based abuse
- Coercive control linked to immigration status
- Spiritual or faith-based manipulation

Clearer statutory definitions and guidance could help both prosecutors and family courts identify these forms of abuse earlier and provide better protection for victims.

## Technology and Evidence in Family Cases

Technology is also beginning to reshape family law proceedings.

While digital tools offer many efficiencies, they also introduce new risks - particularly around digital evidence. Lawyers and courts are increasingly encountering situations where:

- Messages, emails or screenshots may be altered
- Images or audio may be manipulated
- AI-generated material may be presented as genuine evidence

These developments raise serious questions about evidence authenticity. As a result,

the legal profession is likely to see stronger standards for verifying digital material presented in family cases.

At the same time, the court system itself is continuing to evolve through technology. Virtual hearings, digital filings and case-management platforms have already become more common, particularly following the pandemic.

Looking ahead, discussions are also taking place about the ethical use of artificial intelligence in legal work, data protection in family proceedings, and ensuring that technological advances do not create barriers to access to justice.

### The Rise of Alternative Dispute Resolution

Against the backdrop of busy courts and lengthy delays, many separating couples are increasingly turning to alternative dispute resolution (ADR).

In particular, family arbitration in England and Wales has seen a notable rise, with usage reportedly doubling in recent years. Arbitration allows couples to appoint a private decision-maker - often a senior family lawyer or retired judge - to resolve financial disputes more quickly and confidentially.

Mediation and other forms of non-court dispute resolution (NCDR) are also continuing to grow in popularity. These approaches offer several advantages:

- Faster resolution compared with court proceedings
- Lower costs in many cases
- Greater privacy
- A less adversarial process

For many families, these routes provide a more constructive way of resolving disputes while maintaining working relationships - particularly where children are involved.

### Looking Ahead

The coming years are likely to bring substantial reform to family law in England and Wales, reflecting both social change and evolving expectations of fairness, safety and accessibility within the justice system.

For clients and practitioners alike, staying informed about these developments will be essential. Whether through legislative reform, technological innovation or new dispute resolution methods, the way family disputes are resolved is clearly entering a new phase.

As the law evolves, the priority must remain the same: ensuring that outcomes are fair, practical and focused on the wellbeing of families and children.

**Sam Bushell,**  
Solicitor and Managing Director,  
Brown Turner Ross

## A DATE FOR YOUR DIARY

**His Honour Judge Graham Wood KC**, the Designated Civil Judge for Cheshire and Merseyside, is retiring at the end of July. A valedictory will be held in court 26 on the 3rd floor of the Liverpool Civil and Family Court in Vernon Street on 23rd July at 9.30 am. An invitation is extended to all practitioners, judges, retired judges, and court staff who may wish to attend. This event will also be streamed by CVP for those unable to attend. A reminder will be sent out nearer the time.

# Inheritance tax planning and pensions



Sinead Meenan

## Why solicitor-planner collaboration matters ahead of April 2027

From April 2027, proposed changes would bring pension death benefits within the deceased's estate for inheritance tax (IHT). For your clients, that's a major shift – not just in tax exposure, but in how their estates will be administered.

It also means more pressure on executors and beneficiaries. If we're aligned early – your legal structure and our financial planning working from the same facts, you'll be in a stronger position to guide clients through it.

## Executors: where theory meets reality

Much of the commentary focuses on tax exposure. In practice, what we often see first is the administrative reality you and your clients' executors will have to deal with.

If pension death benefits fall inside the estate, executors may have to:

- Obtain pension valuations at death
- Report pension values for IHT
- Manage IHT before benefits are paid
- Deal with delays across multiple providers

In short, it adds work. Many estates include a trail of old pension pots built up over decades. Each provider brings more correspondence, slower valuations and more scope for something to be

missed – so an estate with multiple schemes is simply harder to administer than one with a single, well-structured arrangement.

## Pension consolidation as pragmatic estate planning

Consolidation isn't right for everyone, but it can make probate materially simpler:

- Fewer providers to contact
- Less risk of missed death benefits
- Expressions of wish kept consistent and current
- Quicker valuations

If you advise executors, this can mean fewer delays, fewer missed assets and fewer avoidable disputes.

Consolidation still needs proper financial advice – that's where we come in. We can assess suitability, costs, protections and beneficiary options; you can sense check that the outcome fits the client's wider estate planning and intentions.

## Beneficiary Flexi Access Drawdown: a critical conversation

One of the biggest conversations to have before April 2027 is how your client's death benefits would be paid to beneficiaries – and whether the scheme supports the right options.

If Beneficiary Flexi Access Drawdown (BFAD) isn't available, benefits are often paid as a lump sum and taxed as the beneficiary's income. If the member dies after age 75 and an IHT charge also applies, the combined impact can be severe – for a higher or additional rate taxpayer, the net receipt can end up being only a small fraction of the fund.

With BFAD, the fund can stay within the pension wrapper, continue to grow tax efficiently, and be drawn when the beneficiary chooses – potentially when they're paying income tax at a lower marginal rate.

Ideally, these decisions are made in lifetime planning, with the legal and

financial position joined up – rather than being left for executors to unravel during probate.

## Wider IHT planning remains highly individual

Pensions are only one part of an IHT strategy. Depending on your client, you might also consider:

### Business Relief (BR)

If your client has a qualifying trading business, Business Relief can reduce IHT – provided the relevant trading and ownership conditions are met.

### Business Property Relief (BPR) qualifying investments

Some unquoted investments may qualify for BPR after two years, but they can come with higher risk and clear suitability considerations.

### Lifetime planning

Gifting, trusts and estate equalisation can still play a role, especially if pensions become less effective as an IHT shelter.

There's no single solution. You'll need to weigh the options against your client's age, health, asset mix, family dynamics, control needs and risk tolerance.

## The importance of early, joined up conversations

With April 2027 approaching, clients benefit most when you and we get involved early – so the will, the pension nominations and the financial plan all point in the same direction.

When we collaborate early, we can:

- Reduce the burden on executors
- Make outcomes more predictable for clients
- Avoid last minute changes under time pressure
- Help ensure your client's intentions are deliverable in practice

## A shared professional responsibility

If pensions come into the estate for IHT, they don't stop being useful – they just play a different role in your client's plan.

For you, that's an opportunity to engage clients earlier – and for us, it's a prompt to review how pensions are set up and nominated. Working together, we can give clients and executors more clarity and reduce unintended consequences.

Good IHT planning is about choosing the right tool for the right client – not defaulting to what's familiar. From April 2027, that matters more than ever!

#### Meet the team

Benchmark Financial Planning is a multi-award-winning Chartered firm – the gold standard in financial advice. With experts across the UK, we've helped professionals, individuals and small businesses for over

30 years. We're part of the Schroders group, one of the most widely respected asset and wealth managers in the world, so you can expect long-term stability and security behind you – including robust protection for client data, typically associated with FTSE-100 firms.

#### Get in touch

**Sinead Meenan**

Regional Director/  
Chartered Financial Planner

E: [sinead.meenan@benchmarkfp.co.uk](mailto:sinead.meenan@benchmarkfp.co.uk)

W: [www.benchmarkfp.co.uk](http://www.benchmarkfp.co.uk)

Benchmark Financial Planning Limited is an Appointed Representative of Best Practice IFA Group Limited which is

authorised and regulated by the Financial Conduct Authority, the registration number is 223112.

This article is for general information only and aimed at professional connections. It does not constitute tax, legal or financial advice. Tax treatment depends on individual circumstances and may change. Clients should seek personalised advice before making decisions.

The Financial Conduct Authority does not regulate estate planning or tax planning.

Approved by Best Practice IFA Group on 20th April 2026.

Save the date

Liverpool  Law Society

The University of  
**Law**

**LIVERPOOL**  
**LEGAL**  
**WALK**



**6PM, WEDNESDAY, 23 SEPTEMBER 2026**

**5k fundraising walk in aid of**



**The Access to Justice  
Foundation**

# Forthcoming Events

## Guest Speaker Flora Page KC joins us this May

We are pleased to announce that **Flora Page KC** will be joining us as a guest speaker for a **Lunch & Learn session on detrimental whistleblowing, taking place on May 19th.**

**Flora Page KC** has a diverse practice across criminal, regulatory and employment law, with particular expertise in corporate and financial misconduct. Her work spans some of the most complex and highprofile matters in this field, giving her a distinctive perspective on the legal and practical realities faced by whistleblowers. She formulated the winning argument in the historic Post Office appeals,

*Hamilton and others [2021] EWCA Crim 577*, a landmark case that exposed serious systemic failings. Following this, Flora represented a prominent group of subpostmasters in the Post Office Horizon IT Inquiry.

In addition, Flora Page KC acts as a critical friend to ethical corporates, undertaking investigations, reporting and advising organisations.

More recently, she has taken on highprofile whistleblowing cases in the Employment Tribunal, including a case against Google and another against nChain, the employer of **Dr Craig**

**Wright**, the man who falsely claimed to be the inventor of Bitcoin.

At this Lunch & Learn, Flora will draw on her experience to explore detrimental whistleblowing, offering insight into how whistleblowing issues arise and the legal challenges that individuals and organisations face.

For more details and to register please visit the website.

Link: <https://www.liverpoollawsociety.org.uk/training-courses/employment/exploring-detrimental-whistleblowing-an-expert-talk-by-flora-page-kc/>

## Foundation Series Announcement and First Session

Liverpool Law Society is excited to introduce the foundation's series for young professionals in the first five years of their career across Professional Business Services. The Foundations series offers an engaging programme focused on developing the core professional skills and softskill capabilities needed to build confidence, capability, and connections essential for longterm career progression.

Our first session is taking place on the 4th June, exploring how genuine career momentum is built through purposeful, in-person collaboration. This

interactive session will explore why showing up, connecting face to face, and building genuine relationships both within your organisation and across the wider professional community can fasttrack your growth and open doors you didn't even know were there.

Chaired by **Sarah Mir**, DWF Liverpool Managing Partner, and **James Mannouch**, Immediate Past President of Liverpool Law Society and Supervising Solicitor & Pro Bono Coordinator at The University of Law, the session brings together a panel of experts from across business services who will share valuable insights and

realworld experience.

Each session in the Foundations Series is designed to include meaningful networking opportunities, enabling those at the start of their careers to meet peers, share experiences and expand their professional networks in a relaxed and welcoming environment, building connections that will support them throughout their careers.

**Registration link:**

<https://www.liverpoollawsociety.org.uk/training-courses/management/successful-careers-are-built-through-in%e2%80%91person-collaboration/>

# Public Child Law Conference

On 15th April, Liverpool Law Society hosted the 2026 Public Child Law Conference, which brought together leading practitioners and sector specialists to examine some of the most pressing issues currently shaping public family law.

The day was hosted by **Nicola Harris**, a partner at MSB Solicitors, who welcomed all attendees and added insight throughout the day, tying together the presentations. The session commenced with **Margaret Parr** from 7 Harrington Street, delivering a focused session on drafting written questions to experts in public law proceedings. Grounded in Family Procedure Rules Part 25 and recent appellate guidance, she highlighted how welltimed, proportionate questions can clarify expert reasoning, address evidential gaps and reduce the need for oral evidence. The session also cautioned against poorly framed questions and emphasised the importance of scrutinising the status and judicial treatment of scientific literature relied upon in complex cases.

**Lauren Maires** from St John's Building the provided a clear and practical overview of Human Rights Act injunctions in cases where a local authority proposes removing a child placed at home under a final care order. Drawing on leading authorities, the presentation set out the procedural safeguards required when removal is not an emergency. Delegates were guided through the requirement for notice, the need for rigorous welfare analysis, and the parallel use of Care Order discharge applications and section 8 HRA injunctions. The talk reinforced that Article 8 rights remain central, even postorder, and that removal without necessity risks unlawful interference with family life.

Following the mid-morning break, **Steve Nurdin** from Forensic Testing Services, the event's sponsor, examined drug and alcohol testing through what

he described as “*the forensic lens*”, urging practitioners to move beyond simplistic positive/negative results. The presentation focused particularly on hair strand testing, its scientific limitations, and the dangers of relying on cutoff thresholds without expert interpretation. Highlighting judicial guidance, **Steve Nurdin** explained how factors such as hair treatment, environmental exposure and racial bias can significantly distort results. The session strongly advocated for holistic expert reporting that situates toxicology evidence within the wider factual and welfare context of the case.

**Celestine Greenwood** from Exchange Chambers then delivered a critical examination of the statutory 26-week timetable for care proceedings, questioning whether it remains universally fit for purpose. Drawing on legislation, case law and national data, **Greenwood** highlighted that exceptions were always envisaged and that the national average duration continues to exceed 26 weeks. The presentation explored categories of cases where extensions are not only justified but necessary, particularly those involving complex medical evidence, international elements or therapeutic problem-solving approaches. The session challenged delegates to consider whether rigid adherence to timescales risks undermining substantive justice and long-term outcomes for children.

The next session, delivered by **Sophie Carter**, Centre for Justice Innovation and **Carol Batchelor**, Liverpool FDAC offered a reflective and data-rich update on Liverpool's Family Drug and Alcohol Court (FDAC) one year after launch. They shared operational learning, outcome data and first-hand reflections from parents involved in the scheme. The presentation highlighted improved engagement, reduced re-entry into proceedings and the value of trauma-responsive, problem-solving judicial oversight. Challenges were not overlooked, including capacity, housing

barriers and workforce consistency. Overall, the session reinforced FDAC's potential within public law proceedings.

The sessions then paused for a networking lunch, giving delegates and speakers a welcome opportunity to connect, share ideas, and reflect on the morning's engaging discussions and visit Forensic Testing Services stall to learn more about their offering.

**Diana Skelton** from ATD Fourth World commenced the afternoon session delivering a compelling session examining how poverty is frequently misinterpreted as neglect within the family justice system. Drawing on participatory research with those experiencing deep poverty, the presentation exposed the structural biases that shape assessments, risk thresholds and professional decisionmaking.

**Linda Hallidie** and **Sobia Sultana** from Parallel Lives closed the conference with a powerful, practicefocused presentation on traumainformed support for parents before, during and after care proceedings. Drawing on frontline experience, they explored how trauma responses often labelled as nonengagement or resistance can distort professional interpretation of parental behaviour. The presentation highlighted postproceedings support gaps, grief and loss, and the heightened risk of recurrent proceedings. By reframing practice around safety, trust, collaboration and curiosity, the session underscored the importance of seeing the person behind the case file and supporting longterm change, not just shortterm compliance.

A huge thank you to our incredible speakers, our chair **Nicola Harris**, and Taylor Wessing for hosting us, as well as Forensic Testing Services, whose support is invaluable in making this event possible. We look forward to welcoming you all to next year's conference!

# Navigating the minefield of legal technology investment

## The scale of technology investment

Modern law firms are now significant investors in technology. If there was any doubt, Miller's 2025 benchmarking report quashes it, evidencing that IT spend frequently exceeds Professional Indemnity Insurance (PII) spend, particularly in larger firms. The adoption of new technologies has transformed legal practice, and this trend is only accelerating with the uptake of Generative AI tools.

This shift has inevitably led to an increasing reliance on technology solutions. Law firms using CTS, for example, experienced this first-hand when a cyber breach left many unable to process conveyancing completions due to loss of system access.

## Selecting the right technology

Basing your procurement decision on the apparent functionalities of a system is, on its own, insufficient. The reality of most IT procurements is that, once adopted, systems can be difficult to change or exit, even if they do not deliver as expected, given the high financial and practical barriers to transitioning to an alternative system. Selecting the right system, *and the right service provider*, is therefore a valuable investment of your time. It is not uncommon for law firms to cite choosing a Law Society accredited provider as their rationale for selection. However, such accreditation is not a guarantee of quality or suitability for your firm's needs. A more rigorous selection process is essential.

## Regulatory requirements

The obligations imposed on firms by the SRA Code of Conduct, Standards & Regulations, data protection regulations and the like have implications for the systems you use. Your IT solutions must handle client information securely and ensure data integrity. To act in your clients' best interests, you need to take reasonable precautions to ensure your systems are robust and that you have tested contingency plans for unexpected outages.

Data losses, loss of client monies, or service failures due to inadequately selected third-party providers can, in extreme cases, result in regulatory action - as well as management liability and professional indemnity exposures.

## Third party due diligence considerations

The Law Society's Cloud Computing Guidance (March 2025) provides a valuable overview of what law firm managers should consider when selecting software products. A lack of technical expertise is not an excuse to delegate these decisions entirely to your IT staff. You must understand the key aspects of the systems under consideration, even if the technical specifics are left to experts.

For example, choosing a public cloud service without end-to-end encryption for confidential client data could expose you to regulatory risk if there is a data breach. Where possible, select legal profession-specific solutions that are more likely to comply with regulatory standards.

Your due diligence checklist should include:

- Public Cloud, Private Cloud, or Hybrid
- End-to-end encryption (128-bit minimum; 256-bit preferred)
- Multifactor authentication enabled
- Role-based access controls (reduces the risk of a breach accessing all areas of data)
- SSAE-18 certified data centres
- Data centre locations
- ISO27001 (information security standard), ISO27017 (security standard specifically for cloud service providers)
- Insurance covers (including Cyber and PII)
- Business continuity planning
- Data control/ownership (should remain with you) and access/recoverability of data
- Audit results
- Testimonials
- Service Level Agreement terms (% uptime; timing of planned maintenance; robustness of contractual protections in the event of service failures)



- Financial strength
- Use of third parties, due diligence, audits, and controls

This list is not exhaustive but highlights key areas for evaluation.

## Service quality and flexibility

A key benefit of cloud services is scalability - they can be expanded or reduced to fit your business needs. A reputable provider will also invest more heavily in IT security than most individual law firms could, ensuring systems are continually updated and improved.

A common challenge with Software as a Service (SaaS) providers is the gap between what is demonstrated and what is delivered. Problems often arise from poor implementation: disorganised data, overlooked required fields, or inadequate user training can all result in subpar outcomes.

Systems rarely work 'out of the box' as they do in sales demos. The more complex or tailored the system, the truer this is. While some tools, such as time-management systems, can be simple add-ons, more comprehensive solutions like Practice Management Systems require significant customisation. It is sensible to seek feedback from your network about potential suppliers before making a commitment. Consider their responsiveness, flexibility, support for customisation, ease of report generation, and the accessibility or extractability of your data - whether for business continuity, reporting, or, if necessary, switching providers.

## Navigating the minefield

Selecting and managing legal technology can be complex. If you would like to discuss anything mentioned in this article in more detail, please contact:

### Kerry Greenwood

Director - Professional and Financial Risks

### Calum MacLean

Risk Manager



Miller

## Switch from a PI broker to a PI risk partner

We do more than place your PI policy at Miller. We partner with you to make risk less of a problem, and your ambitions more of the focus.

Over 1,300 lawyers, from sole traders to top 100s, trust us to work harder for them.

Let's do the same for you.

[FIND OUT MORE](#)

Miller  
Go be great

[MILLER-INSURANCE.COM](http://MILLER-INSURANCE.COM)

Miller Insurance Services LLP is a limited liability partnership registered in England and Wales; Registered Number: OC301468; Registered Office: 70 Mark Lane, London, EC3R 7NQ. Authorised and regulated by the Financial Conduct Authority.

Miller Europe SRL est une société à responsabilité limitée de droit belge (a limited liability company incorporated in Belgium); IT Tower,

480 Avenue Louise, 1050 Bruxelles, Belgique, BCE / Inscription FSMA 0708.954.984 (RPM Bruxelles); IBAN: BE46949007962036. Authorised by the Belgian Financial Services and Markets Authority.

Miller Europe SRL London branch is registered in England and Wales; Registered Number: BR021148; Registered Office: 70 Mark Lane, London, EC3R 7NQ.

Authorised and regulated by the Financial Conduct Authority. Firm Reference Number (FRN) 973247. For further authorisation and regulatory details about all of our Miller legal entities operating in your country, please refer to the Miller website - [www.miller-insurance.com/Who-we-are/Regulatory-matters](http://www.miller-insurance.com/Who-we-are/Regulatory-matters)

P006 0125 | © Miller 2026

# Legal Ombudsman consultation – Model Complaints Resolution Procedure (MCRP): Call for member input



Dear Members,

The Legal Ombudsman (LeO) has published a Call for Input on its proposed Model Complaints Resolution Procedure (MCRP), and Liverpool Law Society is seeking members' views so that it can submit an informed response reflecting the experience of the Liverpool profession.

## What is LeO proposing?

LeO is proposing the introduction of a standardised Model Complaints Resolution Procedure (MCRP) for first-tier complaint handling by legal services providers.

The MCRP is intended to be a simple, consistent and evidence-based framework, supported by guidance, templates and tools, focusing on:

- Early, constructive engagement with complainants;
- Faster and more proportionate resolution of complaints;
- Improved consistency and quality of first-tier complaints handling across the sector; and
- Reducing unnecessary escalation of complaints to LeO.

The model comprises:

- A compulsory acknowledgement stage (within five working days);
- An Early Resolution stage focused on swift, informal resolution where appropriate; and

- A single Full Investigation stage culminating in one final written response where early resolution is unsuitable or unsuccessful.

The MCRP is intended to be flexible and capable of working across different firm and chambers sizes, business models, practice areas and regulatory frameworks.

## The pilot and its findings

LeO tested the MCRP during a three-month pilot involving ten service providers, including firms of different sizes and two sets of chambers, regulated by multiple regulators and operating across several core areas of law.

Key pilot findings included:

- Over two-thirds of complaints were assessed as suitable for early resolution.
- 57% of all complaints were fully resolved at the Early Resolution stage.
- The average time to resolve complaints at Early Resolution was 7 days, compared with 21 days where a Full Investigation was required.
- Only 19 out of 631 complaints handled during the pilot were escalated to LeO.
- Of those escalated, 92% were suitable for LeO's own early resolution, with 77% already resolved.
- Pilot participants reported clearer structure, reduced administrative burden and improved client communication.

LeO concluded that no significant issues were identified with the MCRP, that it worked across a wide range of providers, and that several pilot participants

chose to retain all or part of the model following the pilot.

## Webinars

LeO is also running a series of webinars to explain the MCRP, answer questions and gather feedback:

- Tuesday 5 May 2026 – large/volume service providers
- Thursday 7 May 2026 – wider interest groups / open session

To register, email [consultations@legalombudsman.org.uk](mailto:consultations@legalombudsman.org.uk), confirming your name and preferred session.

## How to provide your views to LLS

LLS is collating member feedback via a short Microsoft Form, which:

- Reproduces all 11 consultation questions;
- Allows open-text responses; and
- Optionally collects high-level information about the respondent (anonymously, if desired).

**Consultation paper:** Please see the following LeO Call for Input [here](#).

**Submit your feedback** to LLS via this form: [LLS response – Legal Ombudsman Model Complaints Resolution Procedure \(MCRP\) – Fill in form](#)

The Legal Ombudsman's consultation closes at **midday on 19 May 2026**. We would be grateful if you could submit your responses as soon as possible and by midday on 13 May so that they may be considered as part of our consolidated response.

If you have any questions, please contact **Josh Bates** at [josh.bates@freeths.co.uk](mailto:josh.bates@freeths.co.uk)

**Josh Bates**  
Regulatory Committee Chair  
Liverpool Law Society

*Summer*  
SOCIAL

*Little LEAF*  
*at One Fine Day*

THURSDAY 18<sup>TH</sup> JUNE  
6PM - 8PM

This event is open to members and non-members from across the legal sector and is the perfect opportunity to expand your professional network in an informal, friendly setting.

**Drink on arrival & canapés included**

**[BOOK HERE](#)**

Kindly sponsored by

**aabyss**



# Faces of Expertise: meet FHM Forensic Accountants



The FHM team

## The FHM team

In April we celebrated our second birthday as FHM Forensic Accounting. Although the practice was founded just two years ago, Fiona Hotston Moore has over 20 years' experience as a forensic accountant and expert witness. Our Associate Director, Tom Arnold, is a qualified accountant and has focused on forensic accounting for over five years and accepts appointments as named expert.

In addition to Fiona and Tom, who lead on all client assignments, Kirsty Shuckford is a qualified accountant with experience as a financial accountant both in practice and in a global business. She joined us a year ago and is an important member of the team who brings exceptional analytical skills.

Supporting the client facing team, our Managing Director and co-founder, Graham Hines takes care of our technology, website, finance and compliance to ensure we deliver the exceptional client service that we target on every assignment.

This summer we are delighted to

be expanding further with a senior appointment in the Northeast and we look forward to building on our existing strong law firm relationships in the North.

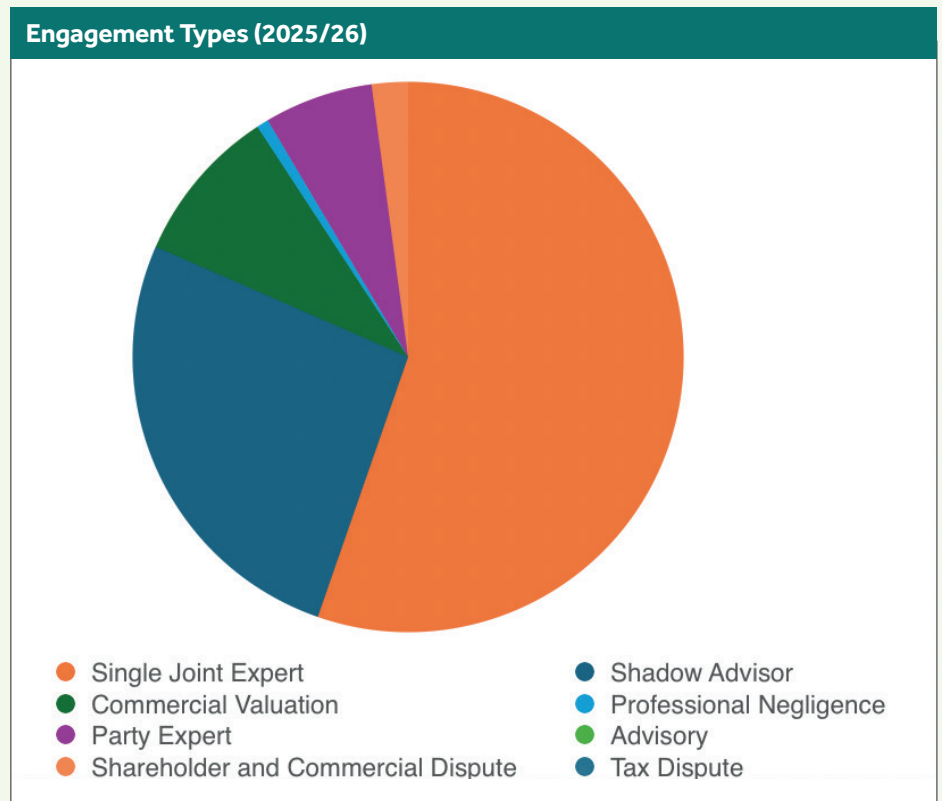
Beyond the core team, we are delighted to work with other professionals, including tax and corporate finance specialists. This allows us to provide a first class and seamless advisory service to our clients. We do not provide ongoing accounting or tax compliance services, but we can suggest appropriate firms.

As a team we have adopted fully remote working. This delivers an excellent work-life balance for the team and means we operate in a sustainable way by eliminating the need for dedicated office space... and the daily commute.

## The important statistics

Of course, as forensic accountants, we do like numbers and financial analysis so here are a few of our statistics.

We have accepted over 230 engagements since we started and more than 20 of these came from law firms based in the North. Overall, 122 of



our engagements were appointments as Single Joint Expert in shareholder/commercial disputes or matrimonial cases. Seventy were as Shadow Adviser or Party Expert and another 20 were company or group valuations for tax, audit or strategic planning purposes.

The businesses we have valued for dispute, divorce and tax planning cases have been in a wide variety of sectors: dentists, wealth management, law firms, accountancy practices, technology, media, farming, property, construction, industrial services, fashion, hospitality, retail and more. We have expertise beyond private companies including international groups, LLPs, partnerships and sole traders.

### What next?

We will continue focusing on our mission to help clients resolve financial disputes and problems in an efficient and cost-effective way. Whether the case is large or small, we provide opinions that are clear, relevant, credible, informed and cost-proportionate.

Our specialist forensic accounting services include:

- Business valuations
- Divorce and matrimonial matters
- Shareholder and commercial disputes
- Professional negligence claims
- Private client, inheritance and family matters
- Employment disputes

By continuing our focus on business

valuation and forensic accounting we plan to further expand our law firm network, including in the North. Over the next few months, we will continue our successful webinar series for our legal contacts. The recent webinars on tax proved popular with our family law contacts and we will offer webinars on business accounts and company valuation later this year. If you would like an in-house training session, please do let us know.

### Further information

Our [website](#) has details of our services and also plenty of relevant articles on business valuation and forensic accounting. You can also download our brochure, CVs and tax cards. Please email us to receive invites to webinars etc.

## DWF comments on latest UK labour market statistics



Joanne Frew

Joanne Frew says:

Recent labour market data suggests a modest easing in headline conditions, although underlying pressures remain evident. The UK employment rate was estimated at 75% in December 2025 to February 2026. This is down in the latest quarter but largely unchanged compared with estimates of a year ago. The UK unemployment rate

was estimated at 4.9% in the same period. This is down in the latest quarter but above estimates of a year ago. In combination, the figures point to a labour market adjusting incrementally rather than shifting sharply.

The estimated number of vacancies in the UK has decreased in the latest quarter. Early estimates for January to March 2026 suggest a decrease of 29,000, to 711,000, compared with October to December 2025. The latest figures point to a more cautious approach to recruitment, as employers reassess workforce needs amid wider economic uncertainty and a changing regulatory environment. Vacancy trends are increasingly being viewed as an early indicator of how employer confidence is evolving in this context.

Annual growth in employees' average earnings in Great Britain was 3.6% for regular earnings (excluding bonuses) and 3.8% for total earnings (including bonuses) in December 2025 to February

2026. While pay growth is continuing to ease, cost pressures for both employees and employers remain firmly in play. Ongoing geopolitical uncertainty, including the conflict in the Middle East, continues to feed inflation concerns and reinforce employee expectations around pay, at the same time as employers absorb rising costs across their businesses, including the increase in the National Living Wage to £12.71 an hour. This is narrowing the space for pay manoeuvre and is likely to shape a more constrained approach to wage discussions over the remainder of 2026.

The Employment Rights Act 2025 is now moving from policy to practice, with a significant tranche of reforms having come into force in April. As employers begin to adjust to the cumulative impact of these changes, there are early signs of a more cautious approach to workforce planning, shaped by rising operating costs, reduced flexibility and the practical demands of a more complex compliance landscape.

# It may not be the claim you expect that creates the greatest disruption

Many law firms assume their primary exposure is a professional negligence claim.

In practice, some of the most financially disruptive events in the legal sector arise from operational, cyber or governance issues rather than incorrect legal advice.

Examples seen across the market include:

- Ransomware incidents disrupting access to case files
- Diverted client payments that cannot be recovered
- Employee disputes escalating into reputational exposure
- Regulatory enquiries following data breaches

Depending on the firm's size, controls and client profile, the operational and financial impact of such events can be significant.

## The risk landscape has evolved

Law firms remain attractive targets due to:

- The volume of sensitive data held
- Control of client funds
- Time-pressured transactions

Cyber crime and payment diversion fraud continue to increase in sophistication.

Regulatory expectations regarding governance, oversight and operational resilience are also developing.

Many firms continue to assess risk primarily through professional indemnity insurance, with less structured consideration of business interruption, fraud exposure and regulatory scrutiny.

A serious cyber incident may involve:

Lost billable time

- Delayed transactions
- Client dissatisfaction
- Regulatory notification requirements
- Reputational impact
- Increased scrutiny from senior leadership or regulators

The financial impact will vary by firm but is rarely confined to technical remediation costs alone.

## Interconnected risk

Modern risk events often have multiple consequences. For example:

- A cyber incident may lead to business interruption
- Business interruption may give rise to

- client complaints or claims
- Client issues may prompt regulatory engagement
- Payment diversion fraud can also raise questions regarding internal controls, supervision and governance.

Employee disputes may extend beyond internal HR management and affect reputation or leadership oversight.

Risk exposures are frequently interconnected, even if reviewed separately within firms.

## Governance expectations continue to develop

When incidents occur, common questions may include:

- Were appropriate controls in place?
- Was the risk identified and assessed?
- Were reporting obligations understood?
- Was oversight proportionate?

Directors, COLPs and senior managers operate in an environment of increasing regulatory scrutiny. In certain circumstances, regulatory review may extend to senior leadership, depending on the facts.

This does not imply personal liability is automatic. It does reflect evolving governance expectations.

## Assumptions are not controls

Many firms rely on reasonable assumptions:

- "Our systems are adequate."
- "Our staff would identify suspicious activity."
- "We have not experienced issues previously."

While past experience may be positive, historic absence of incidents does not in itself constitute a control measure.

The key issue is whether operational, cyber and governance risks have been assessed in structured financial and commercial terms.

## A structured review of risk exposure

Regulated Risks offers a complimentary cyber and risk management review for law firms.

The review:

- Analyses publicly available information relating to the firm
- Draws on anonymised, aggregated industry claims data

- Highlights common exposure areas observed across comparable practices

It provides a commercial overview of:

- Exposure to cyber incidents, fraud and business interruption
- Potential operational and financial impact considerations
- Governance and oversight themes
- Areas where preventative controls may be strengthened

The review is provided without obligation and does not constitute regulated legal, insurance or investment advice.

## Proactive assessment supports resilience

Risk management is increasingly a board-level matter rather than solely an insurance renewal discussion.

Firms that periodically assess operational, cyber and governance exposure may be better positioned to protect revenue, reputation and leadership.

Reliance on historic experience alone may not provide full visibility of emerging risk factors.

## Request your complimentary cyber and risk management review

Scan the QR code to submit your details:

Or visit:



<https://www.regulatedrisks.co.uk/free-cyber-and-risk-management-review/>

Regulated Risks is a trading name

of Peacock Insurance Services Limited which is authorised and regulated by the Financial Conduct Authority and is entered on the Financial Services Register (<https://register.fca.org.uk/s/>) under reference 603863. Please note: the FCA regulate insurance products. They do not regulate the other services we provide.

*This communication is for information purposes only. The review is based on publicly available information and aggregated industry data and does not guarantee prevention of loss or regulatory action.*

# REGULATED RISKS

## FREE CYBER & RISK MANAGEMENT REVIEW For Solicitors & Law Firms

### What could financially impact your firm?

- Cyber attacks & ransomware
- Client claims & negligence disputes
- Regulatory investigations
- Employee disputes & tribunal claims
- Internal fraud & payment diversion
- Business interruption following IT failure

### What the Review Delivers

- Estimated financial impact
- Risks to directors & senior management
- Exposure analysis using real claims data
- Clear view of where your firm is vulnerable

**Know where you're exposed – before it becomes costly**

**Scan to Request  
Your Free Review**



We analyse publicly available information about your firm and combine it with real claims data from similar practices to assess where problems typically arise – from cyber incidents, client disputes, employee matters and regulatory action.

**Or visit: [regulatedrisks.co.uk/free-cyber-and-risk-management-review](https://regulatedrisks.co.uk/free-cyber-and-risk-management-review)**

# Clarity on what it means to Conduct Litigation – The Court of Appeal's decision in Mazur



**Last October the High Court's decision in *Mazur v Charles Russell Speechlys* sent shockwaves through the entire legal system. Whilst the fundamentals of authorisation and regulation were unchanged, the High Court had proceeded to interpret the contents of the Legal Services Act 2007 far more restrictively than had been commonly accepted in practice.**

The High Court's decision had been to consider the wording contained within the Legal Services Act within Schedule 3 and consider what the term 'conduct of litigation' meant. The conclusion reached was to interpret the term 'conduct of litigation' in a restrictive fashion and the Court held that the 'mere employment by a person who is authorised to conduct litigation is not sufficient for the employee to conduct litigation themselves, even under supervision (emphasis added)'. This was subsequently interpreted as requiring all forms of work considered as 'conducting litigation' to be carried out by an authorised person and could not be delegated to an unauthorised person.

It was also clarified that there was a clear difference within the Legal Services Act between an authorised person and a regulated person, the latter potentially including unauthorised persons employed by an SRA regulated firm.

This had a significant impact on the profession, particular those within the profession who were unauthorised. This included paralegals and non-qualified costs draftsmen but also impacted Legal Executives who had not obtained their additional practicing rights certificates. This is because Legal Executives are only afforded the right to administer oaths under the Legal Services Act and require additional certification before they are awarded the right to conduct litigation or rights of audience.

An important consequence of the High Court's original decision was the impact on costs recovery where an unauthorised person had conducted litigation. This was addressed in the original High Court's decision in *Mazur* and also in a subsequent decision by **DJ Lumb**. In both cases the costs incurred by the unauthorised person were disallowed and instead the Court had proceeded to allow fixed costs only.

Furthermore, the Legal Services Act contains provisions which make it a criminal offence for an unauthorised person to carry out reserved legal activities and there was concern that many individuals may have committed such an offence whilst acting upon advice from their legal regulator suggesting that they could act in such a way.

As such, it was unsurprising that CILEX proceeded with an appeal against the High Court judgment and that the Court of Appeal were able to hear the Appeal less than 6 months after the handing down of the judgment.

When the Court of Appeal's decision was handed down there was a collective sigh of relief across the legal community coupled with a sense of frustration as to the upheaval caused by the High Court's original decision and the subsequent reaction by regulators and employers alike.

The Court of Appeal proceeded to allow the appeal and found that the High Court had interpreted the Legal Services Act too restrictively. The Court of Appeal stated that there had been widespread and well-regulated use of delegation by authorised persons to unqualified individuals prior to the Legal Services Act and the introduction of the Act was not intended to change that foundation. As such, an unauthorised

person could lawfully perform any tasks which are within the scope of the conduct of litigation for and on behalf of an authorised person. However, it is important to note that the authorised person retains the responsibility for the tasks delegated to the unauthorised individual and therefore retains overall responsibility for the conduct of the litigation. Such delegation requires proper management, supervision and control to ensure that obligations to the respective regulators are met.

The Court of Appeal was also invited to provide additional guidance on specific tasks which could be delegated with proper supervision and what tasks could not be delegated to an unauthorised person. Unfortunately, the Court of Appeal only provided limited comments in this respect and left it for the Regulators to formulate guidance.

As such, the costs of unauthorised persons are now unlikely to be subject to significant challenge and the decisions of the original High Court and **DJ Lumb** are unlikely to be upheld leading to unauthorised persons being limited to fixed costs at best. However, the Court of Appeals comments regarding requirement for an authorised person to retain control and responsibility of the conduct of litigation does pose additional questions in respect of the recovery of costs of supervision of an authorised person given that this is the only method by which delegation could be effectively and legally achieved.



*Kris Kilsby is a Costs Lawyer at Peak Costs. If you have any questions regarding the recovery of legal costs then please feel free to get in touch at [kris.kilsby@peakcosts.com](mailto:kris.kilsby@peakcosts.com).*

Peak\*  
Costs

People.  
Purpose.  
Power.

Empowering  
law firms to:

- ✓ Unlock profitability
- ✓ Avoid write-offs
- ✓ Plan smarter

Litigation | Court of Protection |  
Care & Family | Probate | Training  
peakcosts.com



**Listening books**  
Registered Charity number 264221

We are a UK charity providing a fantastic selection of high-quality audiobooks, newspapers, and magazines, online, to over 100,000 people across the UK who find it difficult or impossible to read due to an illness, disability, learning or mental health difficulty. We charge a membership fee to only half of our members - those who feel they can make some contribution and that is heavily subsidised. The other half need to be fully funded. Listening Books receives no central government funding whatsoever and very little local government funding. The reality is that Listening Books simply could not survive without the generous support of sponsors and the active co-operation of publishers.

*Whether you have already written your will or are thinking about writing one in the near future, we ask that you consider leaving a legacy to Listening Books. Your legacy will make a vital difference to the lives of our members for years to come.*

**CALL US NOW**  
on 020 7407 9417  
or email us at:  
bdee@listening-books.org.uk



[https://www.listening-books.org.uk/  
help-us/donations/leave-a-legacy](https://www.listening-books.org.uk/help-us/donations/leave-a-legacy)

Listening Books, The Foundry, 17 Oval Way, London SE11 5RR

## CAN YOU HELP US FIGHT PAIN ? PAIN RELIEF FOUNDATION

RELIEVING CHRONIC PAIN THROUGH RESEARCH



**Chronic Pain effects people of all walks of life, 43% of the population suffer from chronic pain.**

Sure, we all experience pain. Whether its stubbing your toe or getting a papercut, we all know what it feels like. But for 43% of the UK population the pain is excruciating and a daily obstacle that is so hard to overcome; conditions include Back pain, Pelvic pain, Migraine, Fibromyalgia, Arthritis, Cancer pain, Nerve pain, Neuropathic pain, CRPS, Diabetic Neuropathy, Dental pain. These are known as chronic pain.

The Pain Relief Foundation based in Aintree, Liverpool is the only registered charity with the aims & objectives to fund research into chronic pain, seeking new treatments to fight the endless suffering it causes, using a multidisciplinary approach. We receive no official funding from the NHS or any Government body therefore we rely entirely on charitable contributions & fundraising.

- 1 in 10 people in the UK suffer from chronic pain - which does not go away.
- Over half of sufferers endure chronic pain all day every day.
- Many say they can't remember what it is like not to be in pain.
- Thousands of sufferers lose their jobs because the pain is so bad they can't work.
- Pain stops sufferer enjoying walking, sleeping, shopping and even playing with their children.

**Help Support people with chronic pain with a legacy gift in your will or make a donation today.**

For more information about the Pain Relief Foundation, please visit our website  
[www.painreliefoundation.org.uk](http://www.painreliefoundation.org.uk)  
Email [lorraine.roberts@painreliefoundation.org.uk](mailto:lorraine.roberts@painreliefoundation.org.uk) or call 0151 529 5820

REGISTERED CHARITY NO 1156227



## The latest news from the Equality and Employment Law Centre

### Shop workers on the front line: the hidden workforce impact of retail crime

In recent months, reports of retail crime have become a regular feature of the national press. Images of shoplifters walking out of stores with hundreds—or even thousands—of pounds' worth of goods are now commonplace. While often labelled “shoplifting”, much of what retailers are experiencing is better understood as organised and increasingly brazen criminal activity targeting high value, easily resold goods.

Public debate has largely focused on financial loss and policing. Far less attention has been paid to the frontline workers who are expected to manage volatile situations in real time—and who may later face disciplinary action for how they respond.

At Equality & Employment Law Centre (EAELC), the human cost of this disconnect is increasingly reflected in our employment casework.

#### When intervention becomes misconduct

The widely reported case of **Walker Smith**, a long-standing Waitrose employee dismissed after intervening during an attempted shoplifting incident involving Easter goods, brought this issue into sharp focus. While Waitrose has stated that its policies are designed to prioritise staff and customer safety, the case nevertheless raised broader industry questions around proportionality, policy application and the realities faced by frontline retail workers.

The case also exposed a troubling disconnect between policy and reality. Retail workers are instructed not to intervene, yet routinely work in environments where violence, intimidation and disorder are foreseeable. When instinctive action is taken to reduce immediate risk, particularly risk to people rather than property, it is often

judged retrospectively through a narrow disciplinary lens.

Retail crime is no longer a peripheral issue. It is a workplace problem with direct implications for staff welfare, employer responsibility and legal risk.

#### What the Law Centre is seeing

EAELC's employment advice line receives around 200 calls per month, with referrals coming not only from across Liverpool, but nationally via ACAS, Citizens Advice, solicitor firms and other agencies. This reflects the absence of any other specialist free employment advice service in the city region.

A growing proportion of callers are retail workers facing investigation, suspension or dismissal following attempts to intervene during violent or threatening incidents.

In one recent case, a shop worker with over 20 years' unblemished service intervened when a group of older youths were physically assaulting younger boys near an escalator in the shop. The worker reasonably feared that the boys could be seriously injured or worse.

The worker diffused the situation. Yet the following day they were referred for disciplinary action. The hearing followed shortly afterwards, leaving little time to obtain advice. EAELC advisers assisted in setting out the safeguarding context and mitigation. While dismissal was avoided, the worker nevertheless received a final written warning, despite long service and a previously clean record. They are now appealing.

No welfare meeting took place. No assessment was made of the emotional impact of the incident. The

disciplinary process itself became a source of further harm.

This pattern is increasingly common.

#### Discipline as a workplace harm

We are seeing a growing number of cases where workers who intervene—often instinctively and in the interests of immediate safety—are subjected to warnings, suspensions or dismissal. Long service and previously unblemished records are frequently outweighed by rigid reliance on “no intervention” policies.

For workers, the consequences are immediate and personal:

- heightened anxiety and loss of confidence
- erosion of trust in management
- reduced morale across teams
- increased sickness absence and attrition

The message received is clear: *you are on your own in the moment, but accountable afterwards.*

#### Risk, responsibility and the limits of policy

Employers are right to stress that shop workers are not security staff or law enforcement. No one should be expected to place themselves in harm's way.

However, “do not intervene” policies cannot operate in a vacuum. Where violence, abuse and intimidation are foreseeable and frequent, employers also bear duties under health and safety law to assess and mitigate risk, creating a safe working environment. That entails appropriate staffing levels, store design, training, and the provision of adequately trained security professionals.

The **Walker Smith** case highlighted the

tension between procedural compliance and the front-line reality. Employers owe a duty, so far as is reasonably practicable, to ensure the health, safety and welfare of employees, including in relation to risks arising from thirdparty criminal activity.

Disciplinary responses that ignore context, proportionality and safeguarding considerations risk undermining that duty and exposing employers to legal challenge.

### Violence, abuse and vicarious trauma

The scale of the problem is stark. The British Retail Consortium reports that more than 14 million people in the UK have witnessed violence or abuse against retail workers. Over one in five have seen incidents involving racial or sexual abuse, physical assault or threats with weapons.

**Helen Dickinson**, Chief Executive of the British Retail Consortium, has warned: *“For too many people, violence and abuse are now part of the shopping experience. An incident might last seconds, but for workers and bystanders, the impact can last a lifetime. It is unacceptable that retail workers are subject to violence and abuse. Everybody has a right to feel safe on the job.”*

For many retail workers, repeated exposure to aggression and fear is now part of the working environment.

For readers of the Liverpool Law Society magazine, the concept of vicarious trauma will be familiar. Lawyers routinely engage with distressing client narratives, and the cumulative emotional impact is increasingly recognised within the profession.

Retail workers are rarely included in that conversation—despite repeated exposure to volatile and frightening incidents. Where such incidents are followed by suspension or disciplinary action, trauma is frequently compounded rather than alleviated. Welfare checks remain the exception rather than the norm.

As **Paddy Lillis**, General Secretary of USDAW, has observed: *“Staff are working in fear of the next incident of abuse, threats or violence.”*

### Law reforms and the limits of law on paper

The legal and policy landscape is beginning to shift.

Planned employment law reforms are intended to strengthen worker rights protections improve enforcement through the newly created Fair Work Agency.

Alongside this, forthcoming policing and criminal justice legislation seeks to strengthen responses to crime committed against retail workers, following sustained campaigning by trade unions and industry bodies. Taken together, these developments reflect growing recognition that violence and abuse in retail settings are not occupational hazards, but serious societal issues requiring robust legal and regulatory responses.

These reforms are welcome. However, rights are only meaningful if they are understood and enforced.

Many workers contacting Equality & Employment Law Centre are unaware of their basic employment rights, including how disciplinary processes should take account of mitigation, trauma, proportionality and length of service. A significant proportion are not members of a trade union and have no access to workplace representation or advice at the point when issues first arise.

This highlights a wider and often overlooked problem: legal literacy. Knowing one’s rights at work is as important as financial or digital literacy. Early understanding of legal obligations and protections can prevent disputes from escalating, reduce workplace conflict and avoid unnecessary disciplinary action or litigation altogether. Where workers lack this knowledge, problems that might otherwise be resolved informally can quickly become lifealtering legal crises.

Without accessible, independent advice, many retail workers face suspension, dismissal or punitive sanctions alone—often in the immediate aftermath of traumatic incidents. Rights set out in legislation offer little protection if the people they are designed to protect do not know they exist or cannot access help to understand and apply them in practice.

### Conclusion

In this context, the question is no longer simply whether workers have rights, but whether workplace cultures, systems and advice structures allow those rights to operate preventatively rather than punitively.

Much of the public debate around retail crime has focused on its impact on business. Far less attention has been paid to the workers who absorb its human cost—often in silence, and too often with punitive consequences.

For employment lawyers, managers and HR professionals, these cases raise uncomfortable but necessary questions. Rigid disciplinary responses to traumatic incidents may appear procedurally safe, but they carry reputational, regulatory and legal risk.

For those advising employers, these cases call for reflection not only on legal exposure, but on workplace safety, culture and safeguarding. Disciplinary action taken without regard to context risks sending a damaging message: that doing nothing is safer than acting to prevent harm.

Safeguarding is not solely a public sector concern. In environments where violence and intimidation are foreseeable, it must form part of an employer’s proactive duty—not something addressed retrospectively through punishment.

As retail crime continues to rise, the question for the profession is not simply how incidents are prevented, but how the people living with their aftermath are treated. Without accessible legal advice, legal literacy and effective enforcement, even strengthened rights risk becoming abstract principles rather than lived protections.

This is where law centres remain essential. They provide the practical bridge between legislative reform and lived workplace reality, ensuring that strengthened rights translate into realworld protection rather than abstract principles.

**Julie Ehlen**  
EAEL



**The Liverpool Legal Walk brings together hundreds of the city’s legal professionals each year to raise funds for free legal advice services. This year’s walk takes place on 23 September 2026, and the money raised will make a real difference to people across the North West.**

Over 11 million people across the UK currently have an unmet legal need, unable to access the advice required to resolve problems affecting their housing, income or family (LSB Legal Needs Summary Report, 2024).

At the Access to Justice Foundation, we are working to change this.

We are the only UK funder dedicated to increasing free legal support, advice and representation. By working with other funders and individuals, we bring in new resources and use our sector expertise to strategically fund communities where it will make the greatest impact, targeting areas where legal support can transform lives.

**Our impact in the North West**

The picture in Liverpool is particularly stark: research by the Liverpool Access to Advice Network found that 95% of advice organisations in the city have experienced an increase in demand, with most reporting a rise of 20% or more, while 90% do not have adequate resources to meet it. (LATAN Demand for Advice and Capacity Report, September 2023).

Our funded partners in Liverpool include Merseyside Law Centre, providing free specialist advice on welfare benefits, housing and debt since the 1970s; Raise Advice, helping people tackle poverty and inequality through free expert advice; Citizens Advice

Liverpool; and Vauxhall Law Centre, where we currently fund a Social Justice Solicitors Programme, bringing a newly qualified solicitor dedicated to social welfare work into one of the city’s most deprived communities.

Our grants are multi-year, and we currently have £1,477,761 committed to these charities.

This means more people like **Maria** can be helped.

**Early advice from Merseyside Law Centre**

Maria needed help appealing a PIP decision. With a range of physical, cognitive and mental health conditions, she felt unable to represent herself at Tribunal. Merseyside Law Centre provided early advice and representation, resolving the matter before it reached a hearing. Without that intervention, Maria would have faced the process entirely alone.

Maria’s case is far from unusual. Demand at Merseyside Law Centre increased by 70% in 2023-24 and has remained at that elevated level. Clients typically arrive with overlapping issues, often having waited until they are at crisis point.

When you and colleagues walk and raise funds in September, you are helping make sure we can continue to support organisations like Merseyside Law Centre to be there for people like Maria.

**Join the Legal Walk**

Registrations for the 2026 walk open in June. Our thanks to Liverpool Law Society for organising the event. We would encourage every firm and chambers in

Liverpool to consider how they can engage, whether that means entering a team, making a corporate donation, or encouraging individuals to walk and raise sponsorship.

The organisations we fund do not have large reserves or alternative income streams. For many of them, grant funding is the difference between staying open and closing their doors. The Liverpool legal community has a proud tradition of standing behind them. There’s always a great turnout for the Liverpool Legal Walk. We hope that tradition continues on 23 September.

**Other ways to support access to justice**

The walk is not the only way firms can help. You can strengthen the long-term impact of your pro bono work by applying for a **Pro Bono Cost Order** in civil courts, tribunals or settlements; we are the statutory recipient of all such orders, and every pound funds more free legal advice.

Firms can also donate unclaimed **residual client balances** where a client cannot be traced. Every amount, however small, is pooled to make impactful grants to communities in need and we offer indemnities to protect your firm should a client subsequently come forward.

*Registrations open June 2026. Contact Sarah Poblete for more information: [sarah@liverpoollawsociety.org.uk](mailto:sarah@liverpoollawsociety.org.uk).*

*[eveslater@atjf.org.uk](mailto:eveslater@atjf.org.uk), Development Officer, Access to Justice Foundation*



**As expert Auctioneers & Valuers, Outhwaite & Litherland have been supporting North West Lawyers and professionals with valuations and advice since 1907.**

We offer a complete probate valuation service, which now includes RICS accredited property valuations, in addition to the existing valuation service, estate sales and property clearance.

We hold a variety of specialist auctions during the year along side a catalogue of regular general household sales.

Outhwaite & Litherland are always just a phone call or email away and happy to offer free, friendly advice.



**Outhwaite & Litherland**  
 39-41 Hoghton Street, Southport, Merseyside PR9 0NS

**Tel: 01704 538489**  
**e: auction@lots.uk.com**  
**www.lots.uk.com**







# OUR SPONSORSHIP OPPORTUNITIES



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**

# Forthcoming Courses

**\*\*NEW\*\***

## MULTI DELEGATE DISCOUNT FOR MEMBERS

In September we launched our brand-new members-only benefit - booking multiple delegates on the same legal training course will enjoy substantial discounts, making it ideal for teams looking to learn together or firms aiming to offer equal training opportunities across departments.

This offer cannot be used in conjunction with the Training Passport.

DATE	EVENT	SPEAKER
06/05/2026	2026 Costs Conference	Various
13/05/2026	2026 Private Client Conference	Various
19/05/2026	Exploring Detrimental Whistleblowing: An Expert Talk by Flora Page KC	Flora Page KC
20/05/2026	2026 Domestic Abuse Conference	Various
21/05/2026	2026 Housing Conditions Conference	Various
04/06/2026	Successful Careers are Built through In-Person Collaboration	Various
10/06/2026	Private Children Law: 2026 Update	Safda Mahmood
10/06/2026	Public Children Law: 2026 Update	Safda Mahmood
16/06/2026	Financial Orders: Law and Practice	Safda Mahmood
16/06/2026	Cohabitation: Law Practice	Safda Mahmood
17/06/2026	Civil Litigation Update	Andrew McLoughlin
17/06/2026	Personal Injury Update	Andrew McLoughlin
23/06/2026	Third Party Harassment: Rights, Liabilities and Future Developments	Rebecca Jones

To comply with the SRA's [Code of Conduct for Solicitors, RELs and RFLs](#), all solicitors must keep their professional knowledge and skills up to date. These courses will help you maintain an up-to-date understanding of relevant law, policy & practice.

**\*\* Training events open to legal professionals nationwide \*\***

For full details or to book any of the above courses (& more!) please visit:

<https://www.liverpoollawsociety.org.uk/training/>

Liverpool Law Society

## 2026 Costs Conference

Wednesday 6th May 2026, 9.30am till 3.00pm  
Hybrid Event - Online or In Person

Join us for the 2026 Costs Lawyers Conference, a must-attend event offering practical insight into the latest developments shaping the costs landscape.

The programme features a comprehensive legal round-up reviewing key cases from the past year, including updates to the CPR, alongside an in-depth look at Part 36, track allocation and fixed costs, with recent guidance from the Court of Appeal in *Laura Attersley v UK Insurance Ltd* [2026] EWCA Civ 217. We will also examine the important decision in *Duffy v Birmingham City Council* [2026] EWCA Civ 146, focusing on effective engagement with the costs assessment process and avoiding common pitfalls, with actionable strategies for both paying and receiving parties. Additional sessions will explore fundamental dishonesty and its costs consequences, as well as the latest updates in solicitor-client costs.

[BOOK NOW](#)

Liverpool Law Society

## Private Client Conference

Wednesday 13th May 2026, 9.00am till 4.00pm  
In Person Event at Crowne Plaza, Liverpool

Join leading experts and fellow professionals for an in-depth exploration of key developments in Private Client law, designed for legal practitioners, estate and financial planners, investment and wealth managers, tax advisors, and others working in this evolving field.

With expert contributions from Rebecca Roscoe, Professor Lesley King, Nina Ferris, Jac Armstrong and Anthony Whittaker, the programme explores the latest position on inheritance tax, emerging financial planning issues such as managing deceased clients' investment accounts, and key developments in contentious private client work. Delegates will benefit from a paired session offering both a contentious perspective and a direct analytical response, followed by a practical look at trustee accountability and the growing expectations around modern annual accounts. The conference also provides essential guidance on avoiding major pitfalls when making international inheritance payments, before concluding with an in-depth examination of the Residence Nil Rate Band, highlighting common technical traps and real-world scenarios where relief is unexpectedly lost.

[BOOK NOW](#)

In Partnership



Kindly Sponsored By



Liverpool Law Society

Employment

## Exploring Detrimental Whistleblowing: An Expert Talk by Flora Page KC

In Person, 19th May, 12.30pm - 2.00pm

Join us for an in person lunch-and-learn session exploring detrimental whistleblowing with leading expert Flora Page KC.

Flora has a diverse criminal, regulatory and employment law practice, with particular expertise in corporate and financial misconduct. She formulated the winning argument in the historic Post Office appeals, *Hamilton and others* [2021] EWCA Crim 577, and went on to represent a prominent group of subpostmasters in the Post Office Horizon IT Inquiry. This session offers valuable insight into a highly topical and evolving area of practice.

[BOOK NOW](#)

Liverpool Law Society

## 2026 Domestic Abuse Conference

Wednesday 20th May 2026, 1.00pm till 4.30pm  
Hybrid Event - Online or In Person

This half-day conference brings together leading practitioners to explore the most significant developments shaping domestic abuse law and safeguarding practice.

Designed for professionals across family law, the event offers a timely opportunity to stay ahead of fast-moving policy and procedural changes. The programme will cover an in-depth update on the new molestation orders, examining what has changed. Attendees will also hear a detailed review of Domestic Abuse Protection Orders, reflecting on where we stand a year and a half into the DAPO pilot and will explore MAPPO, helping participants understand its purpose and what it means for effective multi-agency working.

[BOOK NOW](#)

Liverpool Law Society

## 2026 Housing Conditions Conference

**Thursday 21st May 2026, 9.30am till 3.00pm**  
**Hybrid Event - Online or In Person**

This conference brings together leading experts in housing conditions and disrepair to examine the rapidly evolving landscape of housing conditions. With significant legislative and regulatory changes reshaping the responsibilities of landlords, local authorities, and practitioners, this event offers a timely opportunity to deepen understanding and stay ahead of developments that are already transforming day-to-day practice.

This conference offers a focused look at the major developments reshaping housing conditions work. Sessions will examine the impact of Awaab's Law on repairs and enforcement, current costs issues in housing conditions claims, and the practical implications of the Renters' Rights Act for both tenancies and landlord obligations. Attendees will also hear guidance on effective expert witness testimony in housing conditions cases, followed by a concise legal update covering the most important recent decisions and regulatory changes.

[BOOK NOW](#)

Liverpool Law Society

Family

## Private Children Law: 2026 Update

with Safda Mahmood  
**Online, 10th June 10:00am - 12:30pm**

Join us for an essential training session designed to bridge the gap between theory and practice in private children law. This event will help you master key legislative and case law developments, understand crucial procedural steps, and stay ahead of the game in a fast-moving area of law. Gain confidence in applying case law and legislation effectively, avoid common pitfalls, and enhance both your efficiency and professional competence. Whether you're looking to refine your skills or strengthen your practical knowledge, this session will equip you with the tools to succeed.

[BOOK NOW](#)

Liverpool Law Society

Family

## Public Children Law: 2026 Update

with Safda Mahmood  
**Online, 10th June, 1:15pm - 15:45pm**

Join us for an in-depth session designed to help you put the theory of public children law into practice with confidence and precision. This course will guide you through key legislative and case law developments, essential procedural steps, and practical strategies to stay ahead in this complex area. You will learn how to apply case law and legislation effectively, avoid common mistakes, and enhance your efficiency in managing cases. By the end of the session, you'll feel more confident and equipped to handle challenges in public children law with clarity and competence.

[BOOK NOW](#)

Liverpool Law Society

Family

## Financial Orders: Law and Practice

with Safda Mahmood  
**Online, 16th June, 10.00am - 12.30pm**

This course will consider the various factors surrounding financial orders and the developments in the case law and statutory provisions and will be of benefit to those delegates who seek to be aware of the current themes and developments surrounding this area of law. This course will support you in understanding financial orders and financial remedies, helping you become more knowledgeable about key legislative updates and recent case law developments. It will also enhance your awareness of relevant practice and procedure, prepare you to manage anticipated challenges, and highlight the value of nuptial agreements. Overall, the course is designed to strengthen your confidence and improve your efficiency in this area.

[BOOK NOW](#)

## Cohabitation: Law Practice

with Safda Mahmood

**Online, 16th June, 1:15pm - 3.45pm**

The course will be of benefit to those delegates who seek to become more confident with how to run/defend a case through the courts involving trusts of land and Schedule 1 Children Act Matters.

This course offers assistance in understanding the manner in which cohabitation issues are raised in family matters, helping you become more confident with key legislative and case law developments. It aims to increase confidence with the relevant practice and procedure, particularly under TOLATA 1996, and to equip you to deal with anticipated difficulties. You will gain an understanding of the various steps that can be taken to assist cohabiting parties, and overall the course will help you improve your confidence and efficiency.

[BOOK NOW](#)

## Civil Litigation Update 2026

with Andrew McLoughlin

**Online, 17th June, 9:30am - 12:30pm**

Join us for a comprehensive update on the fast-moving landscape of procedure and practice following the introduction of FRC.

This course will explore key developments including conducting or assisting in litigation post-Mazur and the procedural and costs challenges arising from it; relief from sanctions and whether the position has improved a decade on; the latest Part 36 developments; case law and procedural changes from the last 12 months; and an essential update on costs, budgeting, and assessments.

[BOOK NOW](#)

## Personal Injury Update 2026

with Andrew McLoughlin

**Online, 17th June, 1:30pm - 4:30pm**

As a busy Personal Injury Practitioner, it is essential to be up to speed on the latest changes in Personal Injury Law. Nothing ever stays the same!

Expert Personal Injury and Litigation trainer, Andrew McLoughlin, is delivering a session that will look at practical solutions for practitioners, do the best for your client, and provide you with an innovative approach to Personal Injury Litigation.

Join us for a session providing every practitioner with updated knowledge in the field of personal injury law and practice. Topics covered include:

- Fundamental Dishonesty – review of the last 12 months' cases
- Road Traffic Accident claims – a case review
- Part 36 – its impact on personal injury in the last 12 months
- Occupiers Liability – an update
- Employers Liability – some recent cases

[BOOK NOW](#)

## Third Party Harassment: Rights, Liabilities and Future Developments

With Rebecca Jones

**In Person, 23rd June, 12.30pm - 2.00pm**

Join us in person for a focused lunch-and-learn session on Third Party Harassment: Rights, Liabilities and Future Developments, led by Rebecca Jones of 23 Essex Street.

This seminar will provide a clear and comprehensive overview of third-party harassment in the workplace, drawing on key legislation, recent case law and upcoming changes under the Employment Rights Act 2025. It's an ideal opportunity to deepen your understanding of employer obligations, evolving legal standards and practical steps for managing risk.

[BOOK NOW](#)

# Social Media Highlights

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

**Bell Lamb & Joynson Solicitors** 2,684 followers  
6d · 🌐

This Saturday, **Laura Cartwright, Ruby Toner, Shakirra Peers, Sophia Seddon, Shania Mottram, Madi Wellings, Sarah Priestley, Claire Manning and Stephen Ferns** from team Bell Lamb & Joynson will be joining Women In ...more

👍❤️👍 65 2 comments · 5 reposts

👍 Like 🗨 Comment 🔄 Repost ➦ Send

**Bermans** 2,871 followers  
3w · 🌐

We're delighted to be advising Sefton Padel on the development of the exciting new five-court padel venue at Victoria Park, Southport, which is set to open this summer. ...more

👍❤️👍 60 2 comments · 5 reposts

👍 Like 🗨 Comment 🔄 Repost ➦ Send

**Bexley Beaumont** 5,238 followers  
1w · 🌐

Last Thursday, some of BBSupport enjoyed their first social of the year to kickstart the long weekend. After a strong first quarter at the firm, it was fantastic for existing and newer members of the team to enjoy some well-earned fun! ...more

👍❤️👍 22 3 comments

👍 Like 🗨 Comment 🔄 Repost ➦ Send

**CEL Solicitors** 5,871 followers  
9w · 🌐

We were proud to support an Easter egg donation drop at **Centre 56** 🍫

After kicking things off on Thursday, our team came together to collect ...more

👍❤️👍 16 1 comment · 3 reposts

👍 Like 🗨 Comment 🔄 Repost ➦ Send

**Dutton Gregory Solicitors** 4,189 followers  
3w · Edited · 🌐

Last week, we had the pleasure of being one of the sponsors for this year's Cannes Do event, hosted by Professional Liverpool. ...more

👍❤️👍 35 1 repost

👍 Like 🗨 Comment 🔄 Repost ➦ Send

**Carpenters Group** 8,719 followers  
4d · Edited · 🌐

Last night we came together to celebrate our people at the Carpenters Group Employee Excellence Awards 2026 🏆 ...more

👍❤️👍 155 6 comments · 6 reposts

👍 Like 🗨 Comment 🔄 Repost ➦ Send

**Gregory Abrams Davidson Solicitors** 839 followers  
2w · Edited · 🌐

A terrific piece from **Tony McDonough!** 🍷 Delighted that you have recognised **Tracey Parry** amongst these talented women.

**Tony McDonough** · 3rd+ Consultant at Liverpool Business News  
2w · 🌐

Today is the final instalment of our five-week series of Friday Fifteen features, launched to mark International Women's Day, highlighting some of Liverpool city region's most remarkable women ...more

👍❤️👍 10 4 comments

👍 Like 🗨 Comment 🔄 Repost ➦ Send

**ClwydAlyn** reposted this

**clare budden** · 3rd+ Group CEO at Clwyd Allyn Housing Association. Angry about inequalit...  
1d · 🌐

Great strategy day developing our future operating model. Nice walk around Flint Castle mid point to re-energise. **ClwydAlyn #wellbeing #resilience #innovation.**

👍❤️👍 110 5 comments · 1 repost

👍 Like 🗨 Comment 🔄 Repost ➦ Send

If you have an interesting story to share, why not send it to us, clearly labelled 'Social Media Page':  
[editor@liverpoollawsociety.org.uk](mailto:editor@liverpoollawsociety.org.uk)



**Able**  
Community Care  
Est.1980



**Able Community Care is celebrating 45 years of providing nationwide, Live-in Care Support**

Live-in care is more than just a care service - it's a lifeline that allows individuals to:

- Remain in their familiar and cherished home environment.
- Receive personalized support tailored to their unique needs.
- Maintain a sense of independence and control over their daily life.

For further information visit our website at: [www.ablecommunitycare.com](http://www.ablecommunitycare.com) where you can find an application form (SUAF). To request an information brochure call **01603 764567** or email to: [info@ablecommunitycare.com](mailto:info@ablecommunitycare.com)



Able Community Care based in Norfolk but available everywhere. NR14 8TZ



**There yesterday.  
There tomorrow.  
Thanks to you.**

For more than 140 years, SSAFA has supported our Armed Forces and their families. You too can be there for them today, tomorrow, and always.

**Join SSAFA in honouring our past and shaping their future.**

Download our free Gifts in Wills booklet and discover how your Will can create a tomorrow where no one in the Armed Forces battles alone.

Search “**SSAFA Gifts in Wills**” or scan the **QR code**.

**ssafa** | the  
**Armed Forces**  
charity

Registered with



FUNDRAISING  
REGULATOR

