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Cheshire & North Wales Law Society



CONNECT

Issue 2 //2019

AN UPLIFTING START

Since I became President of the Cheshire & North Wales Law Society on the 21st February, it has been an enjoyable, if hectic, round of meetings and dinners across the region.

BY CAROL DRAYCOTT

The first of these engagements was the CNWLS dinner on 1st March at the racecourse.

After months of planning, a special St. David's Day dinner was well received by everyone who attended, with hardly a dry eye in the building after the very moving performance by the award-winning Trelawynd Male Voice Choir.

We also raised £1,150 for MIND. I have chosen MIND as the charity for the year in the hope of raising awareness of the massive increase in mental health issues particularly facing young people in the UK.

Thank you to everyone who attended or assisted in any way with the dinner. It was lovely to see so many people celebrating the legal profession in this region; it made for an uplifting start to my presidential year.

SUPPORTING INDUSTRY CONNECTIONS

It has been a real privilege to represent the society at events beyond the legal sector.

As President, I have so far attended the annual dinners for both the Chartered Accountants and the Insurance Institute as well as attending a cocktail party at the High Sheriff's house and a reception in honour of the newly appointed Honorary Recorder, His Honour Judge Steven Everett.

COMMITTEE NEWS & EVENTS

The society committee has been delighted to welcome new members recently and we have also formed an events sub-committee to help arrange further social gatherings for the coming year.

The Golf Day is in the calendar for June and a whole profession summer event - a relaxed BBQ-style party with live music - is taking place in August jointly hosted by the society, CILEx, the JLD and Young Business Professionals (more on page 16).

We are also organising a joint family walk with Liverpool Law Society - details to follow. All will be welcome as this is a family day.

In addition, we are looking at a possible wine-tasting event and an event to celebrate new admissions into the profession in the region. If there is anything you would like to see in the events calendar, please do get in touch with me or any member of the committee, we would love to hear from you.

BREXIT SUPPORT FOR SOLICITORS

Turning to more serious matters, continued Brexit uncertainty and an extension of the EU's deadline to 31st October is undoutedly causing further unrest.

With 31 different legal systems for UK lawyers to deal with in the EU in the face of a no deal Brexit, the national Law Society has been working on ensuring they have clear and up to date advice for their members.

We would encourage members to make use of the Law Society's guidance on Brexit which can be found on the society's website. The information is up to date, specifically tailored for legal practitioners and ideal for busy professionals.

Challenging times ahead, but I know as a profession we will lead the way on guiding clients through the inevitable changes that will follow.

WOMEN IN LAW

I am particularly delighted to be your President in the year we celebrate 100 years of women in the legal profession, and am extremely proud that as a region, we held one of the national Law Society's round table events on Women in Leadership in Law.

The report on the outcome of these events was published on International Women's Day, Friday 8th March and can be found at: https://www.lawsociety.org.uk/support-services/research-trends/gender-equality-in-the-legal-profession/.

Please do look at the findings from this research which are very interesting at a time when more than 50% of solicitors are female and there still remains huge gender pay gap issues.

We are looking into the possibility of holding a Male Champions Round Table event in the region too and hope that our members can continue to play their part in this significant and timely piece of research.

In short, it has been a busy first few months, and I look forward to what the rest of my year as your President will bring, including the launch of the new society website - watch this space!

DATES FOR YOUR DIARY

MON 3 JUNE

RESIDENTIAL PROPERTY UPDATE

5pm - 7pm

The University of Law, Christleton, Chester

FRI 16 AUGUST

JOINT SUMMER SOCIAL WITH CILEX, JLD & YBP

7.30pm onwards

The Croes Howell, Rossett

TUES 1 OCTOBER

COLP & COFA UPDATE

The University of Law, Christleton, Chester

FRI 7 JUNE

GOLF DAY & DINNER

12.30pm onwards

Conwy Golf Course

10 - 13 SEPTEMBER

FAMILY LAW CONFERENCE

The University of Chester

TUES 15 OCTOBER

SQE, APPRENTICES & NEW GRADUATE APPRENTICESHIP ROUTE

The University of Law, Christleton, Chester

THURS 27 JUNE

EMPLOYMENT LAW UPDATE

5pm - 7pm

The Optics Centre, Saint Asaph,

DATE TBC

JOINT FAMILY WALK WITH LIVERPOOL LAW SOCIETY

Location TBC

WED 27 NOVEMBER

COMMERCIAL PROPERTY UPDATE

North Wales Venue TBC

Training & seminars are free to attend for members. Details are on our website or email Carol Draycott, carol.draycott@law.ac.uk

OUT & ABOUT

It's been another busy quarter for committee members, attending events regionally and nationally on behalf of the society. 'Like' our Facebook page and keep up to date with our latest activities.

LAW & ORDER IN CHESTER RECEPTION

President Carol Draycott and Hon Secretary Amy Norman attended the cocktail party of the High Sheriff of Cheshire and His Honour Judge Everett, the recently appointed Recorder of Chester.



REVIEW OF COUNCIL SEATS

In April, Mark Evans represented the society in Chancery Lane as part of a working group reviewing geographical council seats.



CII ANNUAL DINNER

Carol Draycott represented the society at the Chartered Insurance Institute of Chester & North Wales' 69th annual dinner.

WEBSITE FILMING

Members of the committee were filming in April ahead of the society's soon-to-be launched, new-look website.

LAW SOCIETY STRATEGY WEEKEND

Mark Evans attended the national Law Society Council strategy weekend.



CHESTER HONORARY RECORDER RECEPTION

Carol Draycott represented the society at a reception in honour of the newly-appointed Honorary Recorder, His Honour Judge Steven Everett, at Chester Town Hall on 12th April.

NWAAV AGM

Mark Evans was a guest speaker at the North Wales Association of Agricultural Valuers AGM and Conference in Betws y Coed.

INHERITANCE ACT SEMINAR IN ST ASAPH

There was a fantastic turnout to our IHA seminar in North Wales in March.



CARDIFF LAW SOCIETY DINNER

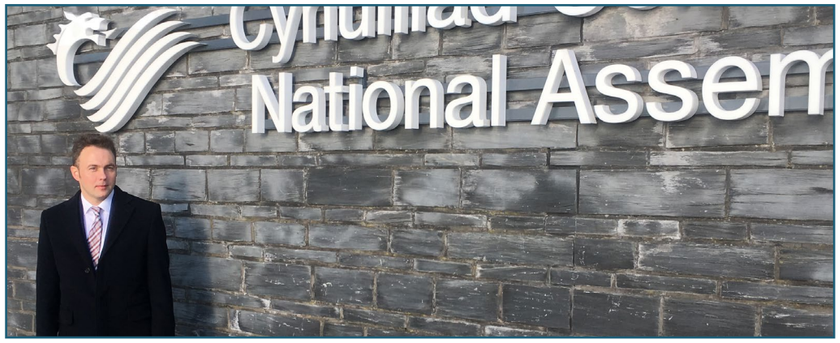
Mark Evans was at the Cardiff local Law Society annual dinner representing the society.

LIVERPOOL LAW SOCIETY AWARDS

VP Osian Roberts and President Carol Draycott attended the Liverpool Law Society Awards in May, with Carol presenting the Rising Star award.



BLURRED BOUNDARIES



*The National Assembly in Cardiff now has competence almost exclusively in **Welsh housing law**, although Westminster still retains power to pass housing law which applies in Wales.*

BY
OSIAN ROBERTS

Those who practise in Wales or who are based in England and have clients in Wales - whether landlords or tenants - are faced with laws which diverge significantly between the two countries.

The Welsh Assembly has stated that it is committed to modernising housing law in Wales. But for the busy practitoner, what are the most salient differences?

Part 1 of the Housing Act 2014 obliges a landlord to be registered (with limited exceptions) with Rent Smart Wales.

There is an examination to undertake as well (to be licensed), lest the landlord ask a licensed agent to manage the property. The upshot for failure to comply with this legislation is that a landlord can be subjected to:

- Fixed Penalty Notices (of either £150/£250)
- Rent Repayment Orders
- Rent Stopping Orders
- Criminal Prosecutions and Fines

Another consideration is that a landlord cannot validly serve a Section 21 notice upon a tenant to bring the tenancy to an end unless there has been compliance with the provisions of the Housing Act 2014 - much in the same way as the law in England and Wales prevents a valid Section 21 notice if any deposit received has not been secured in a government approved scheme.

A case which has reinforced this point was heard only recently in *Evans v Fleri* [2019] EW Misc 12 (CC) (18 April 2019). The case is reported on Baili where the judgment of His Honour Judge Jarman QC, the specialist chancery judge for Wales, can be read.

Some relief for landlords is that they appear still to be able to serve a valid Section 8 notice without compliance with the provisions of the Housing Act 2014, however it would be surprising if the Assembly were not to address this anomaly.

The Renting Homes Wales Act 2016 - which is not yet in force - is intended to overhaul the secure tenancy and assured tenancy regimes which now apply under the Housing Act 1985 and Housing Act 1988.

There is also the Mobile Homes (Wales) Act 2013 which regulates persons running residential caravan sites and protects those living on such sites.

Practitioners in Cheshire and North Wales need to keep abreast of changes in Welsh legislation and the divergence in law.

Regrettably there is a shortage of commentry on housing law in Wales, however, as we all know, clients will be less than forgiving if the law is misinterpreted!

A QUESTION OF SUCCESSION

BY TLO RISKS

At the SRA Compliance Officers conference in Birmingham, one of the breakout sessions saw "Succession Planning" hotly debated, as James Brindley of TLO Risks explains.

In recent years the question of succession planning and run-off insurance is being asked of me more, particularly by law firms with four partners or less. The question of succession planning and how law firms are preparing for succession is likely to be scrutinised more by insurers in the coming months, especially if talk of a hardening PII market comes to fruition.

If we do see a reduction in insurer capacity and stricter acceptance criteria, it is inevitable insurers will be reviewing firms' management plans and risk management procedures in more detail, as evidenced in the last hard market of 2008 and 2009 following the credit crunch.

In my experience, partners in this sector (four partners or less) are of similar age, with many nearing retirement. Often in recent years, firms have found it more difficult to promote or bring in younger partners. There are various reasons for this but research clearly suggests millennials have different life aspirations to the previous generation. So how does a lack of succession planning have an impact on a firm's Professional Indemnity Insurance (PII) and how should a firm prepare for the eventuality of retirement?

Run off insurance

Under the PII minimum terms set out by SRA, a firm when closing must take out run off insurance for a period of six years. Once an insurer accepts cover they are under an obligation to provide run off insurance for six years should a law firm close its doors, if they are the last insurer at the time of closure.

The cost of run off insurance typically varies from 250% to 400% of the last annual premium, which can be a substantial cost to smaller law firms. I have seen examples of partners being unable to retire due to the cost of run off insurance and soldier on, hopeful that at some point they can afford to retire! Despite the cost of run off insurance, insurers do not like the possibility of providing run off cover due to the six-year policy period and they are also particularly concerned if a firm enters a disorderly closure.

SIF closure

In just two years' time, the Solicitors Indemnity Fund (SIF) will close resulting in no future claims being handled or paid. This will have an impact on firms closing who have no successor practice after their six year run off insurance expires. As a result, partners will seriously have to consider purchasing additional run off insurance beyond the mandatory six-year period when contemplating closure and retirement. At present, the insurance market has not reacted to this additional exposure, unlike the mandatory requirement to provide run off, they are currently not obliged to provide additional cover beyond the six years. Any additional cover will be at the discretion of insurers who will apply the appropriate additional charge should they choose to offer run off insurance beyond the current six years. >>

Preparation is key

At the recent Solicitors Regulation Authority (SRA) Compliance Officers conference in Birmingham, panel experts provided good advice on succession planning and how firms can best prepare for closure, and what steps are needed to form an orderly closure. One panel member suggested reducing income and high-risk work, such as conveyancing, to put themselves in the best position to have more affordable run off insurance. Whilst this seems logical and good advice, we must remember that insurers underwriting professional indemnity insurance calculate on, and ask for, previous years' incomes and legal work undertaken. For this strategy to bear fruit, a firm would need to start reducing fee incomes and high-risk work up to five years before closure, and wouldn't take into account that some types of work have a limitation period beyond six years.

If a firm is stuck between not being able to afford run off insurance and being unable to attract younger blood, what other options are there? The obvious answer is a sale of the law firm and the new acquiring law firm taking on the run off insurance responsibility and becoming a "successor practice". If this is the intended plan, a firm must prepare early and put themselves in the best possible position to be acquired. They should revisit and review their risk procedures and implement, where possible, stronger more robust procedures. Gaining risk accreditations such as Lexcel should be considered.

Implementing a stronger risk strategy prior to a sale will put the firm in a better position and result in the new firm and their insurer being more comfortable in accepting your risk and taking on the run off liability exposure. Whatever the intention is, it's clear that a long-term succession plan is vital to any firm. Do not leave it to fate.

BUSINESS INSIGHT

Law firm profits up in 2018, but market share at risk

BY HOWARD WORTH

Andrew Hague of Howard Worth Accountants on the latest law firm profitability trends.

New research has revealed that law firms across the UK recorded strong profit and fee income growth in 2018. However there are significant challenges facing the legal sector, such as economic uncertainty, Brexit, staff retention and increased competition in the legal services market.

In response to higher levels of competition and uncertainty, more law firms intend to grow their fee income and profits by expanding on their existing market and improving the services they offer, rather than diversifying and providing new ones. In particular, the Big Four professional services firms (Deloite, PwC, KPMG and EY) are expanding their provision of legal services in the fields of tax, finance and mergers to help increase their market share.

The research also revealed that finding and retaining high-quality staff is another key challenge in the legal sector. Offering a generous remuneration package, providing clear opportunities for career progression and building on the firm's reputation are the main methods that law firms use to attract and retain employees. However, the proportion of fees going towards wages fell in both city and regional law firms in 2018 compared with 2017, which suggests that most firms are not increasing salaries in order to improve staff retention despite strong profit growth. According to the research, limited wage growth may encourage employees to look for new opportunities with other law firms.

If firms are concerned about profitability and cash flow, carrying out reviews and producing cash flow plans can assist with tackling these areas.

SPOTLIGHT ON: KATRINA ROBINSON

Law Society LGBT+ Lawyers Division Committee Chair

WITH CATHERINE CARTER

Katrina has been Chair of the Committee since August 2017 and has achieved a lot. The Division's numbers have skyrocketed in recent months and the whole Committee's incredibly hard work is making its mark on the profession.

Following LGBT+ History Month back in February, I asked Katrina to reflect on its success in raising awareness of the issues, what her aspirations for the division were, and what more, she thinks, the Law Society could do to engage with LGBT+ lawyers.

Do you think the legal profession engages with History Month as much as they should?
Larger firms and government legal teams really do engage very well. Smaller and mid-size practices could become more engaged with their local LGBT+ or Pride groups. The support of local diversity groups will undoubtedly promote the firm and profits of course.

What do you think worked best in firms during the LGBT+ History month?
Networking with LGBT+ solicitors from local firms and in-house teams, and raising money for a local or national LGBT+ charity by enlisting colleagues to do something fun and interesting!

Do you feel like being out has affected how people behave towards you at work?
Yes, they see me as more approachable and many identify with the discrimination I have faced in the past (because of their own protected characteristics). More importantly, because I can bring my whole self to work, I am happier and more productive and that is recognised by senior colleagues.

How do you feel about your experience of working with the LGBT+ Lawyers Division?
Absolutely fantastic! The Committee are so passionate about our objectives and we work very well with the other diversity committees as well. Those who discriminate rarely restrict their actions to just one group of people, so working together is very beneficial for us all.

What aspirations do you have for the division?
To continue to assist LGBT+ lawyers at every step of their career as well as giving advice to firms and in-house teams about supporting their LGBT+ colleagues. We also want to continue to increase our membership and hold events across England and Wales.

Do you feel like the LGBT+ community is well represented in the legal profession?
I believe we are in larger cities in England and Wales and in larger firms. Although, there is still a noticeable absence of LGBT+ lawyers in more senior Head of and Partner roles and this is true also for all diverse communities.

I believe this is often because of unconscious bias and so we still have much work to do. >>

Have you seen any significant change in the world's perception of LGBT+ people over recent years?
I absolutely have and it's marvellous! For example, I never would have dreamed that equal marriage would be possible in England, Ireland and America etc.

There is also much more recognition of trans rights as well although still lagging behind other equality improvements. I am saddened by the fact that the death penalty still exists in so many countries for our community so we cannot rest on our laurels.

Do you feel like the legal profession is progressive? If not, what would you realistically like to see change?
Yes in many areas, but not in recruitment. The Law Society has great Social Ambassadors and I would like more firms to actively recruit from students who have not attended traditional universities. There is a great deal of untapped talent waiting for a chance to shine.

There will be a Diversity and Inclusion Forum in Newcastle on 4 June which will focus on LGBT+ issues. Please contact Catherine Carter or one of the Law Society's northern membership team if you are interested in attending.

NEW JOINERS

Northwich law firm **mosshaselhurst solicitors** has added strength to its team with the appointment of Rob Gore as the new head of Wills and Probate.

Prior to joining the company, Rob was a partner in a top ranked national law firm and managed a large team running a nationwide probate service.

Butcher & Barlow have welcomed solicitor Ryan Melvin to the commercial team at its Gadbrook Park, Northwich office.

Ryan, a corporate and commercial property specialist, joined the firm from Middletons in Liverpool and brings over 8 years of experience having previously worked at city firms DWF, Weightmans and Clyde and Co.

ANGLESEY OFFICE OPENING

Swayne Johnson recently celebrated the launch of its new Menai Bridge office in the Old Bank Building in the town's Uxbridge Square.

The opening strengthens Swayne Johnson's high street presence in North West Wales with a total of six offices which stretch across the region from Menai Bridge to Tattenhall, near Chester, and employs 60 staff.



Swayne Johnson Managing Director Sarah Noton, left, toasts the opening of the law firm's first Anglesey office in Menai Bridge with colleagues Shaun Hughes and Sara Lloyd Evans.

It always comes down to people

BY PRO NETWORKS

Dave McKay, Data Protection Officer at Pro-Networks, highlights the key pillars of cyber defence.

Your cyber defences must contain pro-active countermeasures that are applicable, effective and appropriate to your business, your budget and your level of risk. They must be reviewed frequently to ensure they continue to provide the protection and safeguards you require.

Businesses of all size are at risk from malware that scans the internet for vulnerable networks and then exploits them. Malware is target agnostic. The continuity of your business might well depend on the effectiveness of your countermeasures. They must be chosen in a guided and informed manner and installed and configured by experts.

A robust cyber posture rests on three pillars: technology, standards and staff awareness training.

Technology is hardware and software products. Hardware includes firewalls, routers and WiFi access points. Software includes anti-virus and intrusion detection systems, but it also includes the operating systems of computers and servers, and the firmware inside other network attached devices. These must all be current, supported editions, and they must be patched and kept up to date, as must the applications that your staff use to carry out their duties.

Standards compliance refers to laws and regulations such as the Data Protection Act 2018, the GDPR 2018 and the PECR 2003:2016. You may choose to adopt other standards such as CyberEssentials. This is a government backed scheme which ensures the basics of cyber security are in place. It is a requirement of the Lexcel practice management accreditation.

Compliance to standards is a major contribution to achieving and maintaining a strong level of cyber security. Standards foster a security mindset and culture, and they promote best working practices. However, without staff buy-in, technology and standards are fighting a losing battle. Fort Knox would be useless if staff insisted on propping the back door open with a fire-extinguisher. A better lock won't cure that problem, it's staff behaviour and comprehension that must be addressed.

Similarly, staff awareness training is paramount in cyber security. Careless or uninformed staff are attributed to inadvertently facilitating 57% of the successful cyberattacks of 2017, and 36% of current attacks directly target staff.

Ransomware attacks start with one stray click. Ensure your staff can recognise and cope with common threats, understand and adhere to procedures and behave in a security conscious and risk-limiting fashion.

Cyber security is a complex field allied to, but distinct from, standard IT support. Take your guidance from specialists with experts in both camps.

MEMBER OFFER: FREE CYBER SECURITY TRAINING

Pro Networks are offering free staff training for CNWLS members on cyber security.

Email cnwls@pro-networks.co.uk for further details.

CQS

More than a tick-box exercise

BY RILIANCE GROUP

Brian Rogers of Riliance Group looks at the recent introduction of the new Conveyancing Quality Scheme.

1st May 2019 saw the introduction of the new Conveyancing Quality Scheme (CQS), with new requirements you will need to meet from that date; your firm will also be subject to enhanced assessments of your compliance with the new Scheme Rules.

Up until now many firms have seen compliance with the CQS Scheme as a 'tick box' exercise to maintain membership, but going forward such an approach will be tested during more rigorous desk-based assessments and an increase in the number of onsite visits to firms.

It has always been a point of debate as to why Lexcel, an optional quality standard, has required annual visits by assessors to check on compliance, yet CQS, a quality standard that is a key requirement for getting on lender panels, has not!

So what is new to CQS?
You will need:

- A policy in relation to SDLT (mandatory)
- A policy in relation to acting in a purchase of a leasehold property (mandatory)
- A procedure for handling financial transactions (mandatory)
- Documentation setting out the management structure and designation of responsibilities/ accountability (mandatory)
- A training policy (mandatory)
- A conflicts policy (mandatory)
- A procedure for reporting matters to lenders (mandatory)
- A strategy for each matter
- A procedure for ensuring the SRA's price and service transparency requirements are met (mandatory)
- A policy to manage personal data in line with data protection legislation, and in line with other requirements, for example, UK Finance Handbook (mandatory)
- An information management and security policy (mandatory)

You should already have many of the above in place under the requirements set down by the SRA, ICO, etc., but if you haven't you will have your work cut out to ensure you are ready for any assessment by the Law Society.

You will see that a couple of the policy requirements are completely new, so unless you propose using the templates we have designed, you will need to draft them yourself, which can take time.

Since it was originally published on 1st February 2019, the new Core Practice Management Standard has been updated, so ensure you are reading the correct version.

YOU NEVER GET A SECOND CHANCE TO MAKE A FIRST IMPRESSION

BY MONEYPENNY

Claire Smith, Head of Business Development at Moneypenny, considers the importance of giving prospects the attention they deserve.

First impressions count and you never get a second chance to make one. This is especially true when it comes to business and even more so when operating within a sector as competitive as the legal market.

According to research, when we first meet someone, we have just seven seconds to impress – or totally drive them away. So, what can a firm do to ensure that this window of opportunity is used to do the former?

It may sound obvious, but the first step is to be available. The unfortunate reality is that at a busy law firm, it's all too common for emails to go unanswered, telephones to ring out and prospects to not receive the attention they deserve following their first enquiry.

Moneypenny works with over 950 legal firms and our data reveals that one in 10 calls are new – potentially extremely lucrative – enquiries. Consumers are more demanding than ever and while they may have continued to try to make contact in the past, this is no longer the case. If a potential new client doesn't feel that they're valued from the offset, they'll simply head back to their Google search and go elsewhere.

The next stage is to put yourself into your client's shoes. Experience your firm as they would and consider whether you would have been impressed. This is a great exercise to carry out at this time of year, in particular. As summer holidays approach, could staff absences lead to missed opportunities?

In today's digital society, traditional operating hours stand for nothing and businesses are expected to be 'always on'. Our research shows that 37% of live chats to law firms take place out of office hours and 16% take place at weekends - knowledge that is helping many of our legal clients to generate additional business.

The number of legal firms' new business enquiries made via live chat outweighs even that of phone, with a significant 41% of legal live chat falling into this bracket.

Whatever technique you use to make that all-important first impression, make it count. Be it a visit in person, phone call, email, tweet or live chat – every single person your business encounters should be made to feel like a VIP. Do this and you'll transform a first impression into a lasting one.

COUNCIL ENGAGEMENTS

BY MARK EVANS

I am privileged to represent our society and the Cheshire & North Wales constituency. Since the last newsletter I can report the following Law Society engagements:

21ST FEBRUARY I attended a meeting of the Law Society Board held for the first time outside of London in Cardiff. We discussed Welsh legal issues and in particular proposed submissions to the Commission on Justice in Wales. The agenda also covered governance, business and planning reports and a review of financial statements by the Audit Committee.

6TH MARCH I chaired the Law Society Wales Committee meeting. Our Vice President Osian Roberts also attended the meeting. There was a wide ranging agenda and we looked at the use of technology in the legal sector. I have also been part of a working group that has made a written submission to the Commission on Justice in Wales on behalf of the Law Society of England & Wales.

21ST MARCH I was invited as a guest speaker to the North Wales Association of Agricultural Valuers AGM at Betws y Coed to talk about my Law Society roles.

25TH MARCH I attended the general committee meeting of the Cheshire & North Wales Law Society in Christleton, Chester. It was lovely to see some new faces on the Committee. Exciting times ahead.

29/30TH MARCH Council Strategy Weekend, London. We discussed policy priorities and membership engagement and services. This was a brainstorming weekend to discuss important issues facing the profession.

17TH APRIL I attended a sub committee meeting to review the geographical Council Member seats. This is part of the ongoing governance review of Council. Details should be published later in the year.

The remaining Law Society Council meeting dates for 2019 are:

29th May
3rd & 4th July
3rd October
5th December

2019 COUNCIL ELECTIONS

Our congratulations to Mark who was recently re-elected as the national Law Society Council Member for the Cheshire & North Wales constituency.

Mark has been outstanding in this role, and as a society we are privileged he is representing the region for a further 4 years.

TICKETS NOW
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SUMMER SOIREE

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THANK YOU TO OUR SPONSORS

Further information about our sponsors and discounts available to CNWLS members can be found on our website.

SEARCH ACUMEN

Search Acumen was founded just three years ago by an experienced team with over 70 years' experience in the search market to deliver a 'step change' in the conveyancing process by using the latest technology and an unrivalled level of client service and support.

SHARPLES GROUP

Established in 1977, Sharples Group is a successful, award winning, independent office equipment company based in the North West of England. Our vision for the Law Society is to help members achieve an optimum print environment which balances productivity, cost and end user satisfaction.

DUAL

DUAL Asset Underwriting provides insurance solutions addressing concerns with the legal ownership or use of real estate or inherited assets. We insure specific problems identified during due diligence and we provide peace of mind for unknown/unidentifiable issues such as seller fraud and misrepresentation.

MONEYPENNY

Provide first-class customer service and never miss a new enquiry. Your Moneypenny receptionists are handpicked from our legal team, and answer all calls and chats 24/7, or provide support for the calls and chats your own team can't get to.

RILIANCE GROUP

Our unique and flexible training services provide access to online training, complete learning management, bespoke content and course creation. In addition, you can track and record third party training and gain access to industry experts for compliance health checks and policy reviews, enabling us to offer a tailor-made range of training services.

HOWARD WORTH

At Howard Worth accountants and business advisers, we have a dedicated team that supports law firms across the North West, from one director businesses with a niche specialisation to long established multi-discipline firms, our advice and support is designed to help law firm leaders achieve their goals.

PRO NETWORKS

Pro-Networks are specialists in IT service provision with a proven record for successfully supporting businesses in and around the North West. We specialise in all aspects of IT service from design through to supply, implementation and ongoing day to day support from our offices near Chester.

TLO RISK SERVICES

TLO Risk Services are specialist privately owned insurance brokers to the legal sector, from legal consultants through to barristers and law firms. It is what we do all day, every day. We have significant professional indemnity insurance and risk management experience across the broad spectrum of the legal sector.

WANT TO BE FEATURED?

With thanks to all of our contributors for helping to shape this edition.

To be included in the next issue, send your news, stories, photographs and updates to our editorial lead: gill@rokmanlaing.co.uk.

The views and opinions expressed in this newsletter are those of the authors and do not necessarily reflect those of CNWLS.

Produced, designed & edited by Rokman Laing.

DON'T MISS OUT

Follow us on Twitter, LinkedIn & Facebook to stay up to date with the latest society events, news & member offers.

Cheshire & North Wales Law Society