



September 2024

the Messenger

Inside this issue...

18

Maybe we're all just wired differently?



20

Manchester Pride 2024



58

Mentoring and diversity



Pro Bono in Manchester

As many will know, *Pro bono publico* is Latin for 'the public good' or more simply, 'doing work without being paid'. But why is it important?

As lawyers we belong to a very privileged profession and quite often are well remunerated for our services. Whilst we don't swear a hippocratic oath, we hold the Rule of Law dear, including accountability; fair, efficient and transparent processes; the protection of human, property and procedural rights; as well as accessible and impartial justice. But whilst the law may have rules to protect rights, without *accessibility* it is of little benefit to those who can neither afford representation nor obtain legal aid.

Continued on page 28

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From the President

David Anderson, President

In my last column I wished everyone a happy and restful Summer as I got ready to pack my family off to Turkey for 10 days. The holiday was an opportunity to regroup and reflect and to eat ice cream. It gave me a chance to reflect not only on my first 8 months as President, but also on 16 years in Manchester and working at St John's Buildings. So what have I learnt? Here are my top 10 lessons (or at least the first ten that came to mind):-

1. Clients aren't buying certificates, grades or university names, they are buying people they can work with. There is an assumption that you will be competent to do the job. The differentiator is whether you are someone who matches their expectations of what a solicitor or barrister is supposed to behave like. While that may vary from client to client, everyone needs to be human in their dealings with clients, to understand their stresses and strains and to relate.
2. Humans struggle with communication, particularly lack of communication, so overcommunicating is not something to overly worry about. The very best solicitors and barristers are not those with the greatest knowledge (although that helps), but those who can communicate that knowledge to others and do so when needed and expected.
3. There is nothing worse in a manager than inconsistency, whether that is inconsistency of mood, expectation, praise or criticism. Consistency drives certainty, which, in turn, drives performance.
4. The next threat is never far away, but the reality is never as bad as we fear. In my time I have seen the Fundamental Legal Aid Review, Carter Review, Legal Services

Act, Jackson, Fixed Recoverable Costs, legal aid deserts and budgets being slashed, the arrival of outdoor clerks, the online chambers and now the introduction of A.I. Every change has been met with innovation and reorganisation to meet the challenge and the legal market has continued to grow and flourish. I expect A.I to be met with the same resilience and for lawyers to embrace A.I as an opportunity to improve the service they deliver, not replace it.

5. Waving the occasional fee and giving the occasional bit of advice for free will pay for itself multiple times over. Just don't be afraid to tell someone when you are giving them a freebie.
6. Regulators are people too. Work with them, be honest with them and they will return the honesty by approaching any issues with common sense.
7. Diversity is crucial to success. It not only helps firms reflect their clients, but it also creates a more interesting and vibrant workplace.
8. New entrants into the job market do not see a job as their entire life. They work to live, not the other way around. And they are right – we could all learn from them and successful employers will be those who get that balance right, incentivising hard work while encouraging breaks, leisure, family time and the other aspects of life that keep our people rounded and happy.
9. People are willing to pay for expertise and quality, provided they are kept properly informed as to what it is they are paying for and how much it is costing them.

Continued on page 6

the Messenger



In this edition...

03 From the President

08 News from HQ

16 Mental Wellness

18 Professional Development

20 Manchester Pride 2024

24 Regulation Update & News

28 Cover Story

30 Member News



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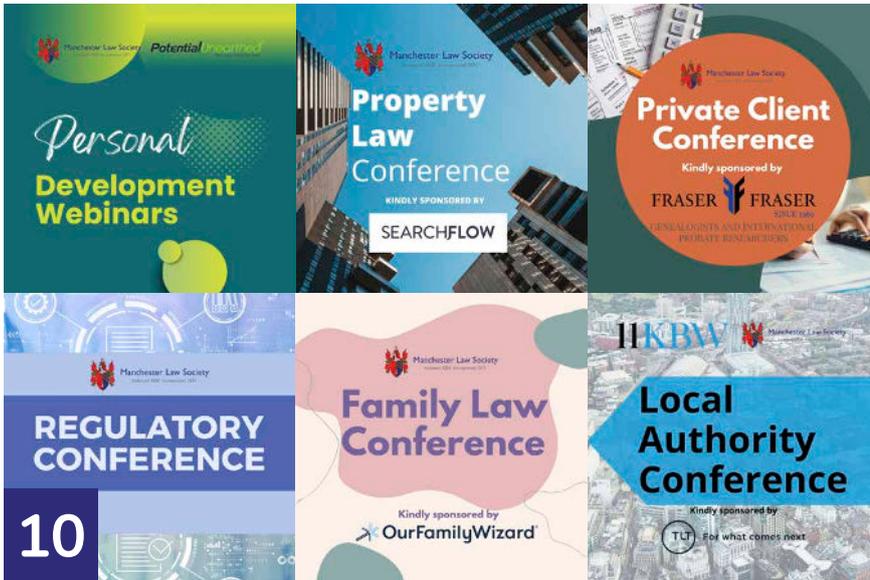
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www.manchesterlawsociety.org.uk

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44 Movers & Shakers

47 Job Vacancy

48 MLS Advantage

56 ED&I Update

58 Black Solicitors Network

60 Management Matters

64 Legal Costs Update

66 The Solicitors' Charity

68 Pet of the month

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The Society welcomes articles and letters from members on any topic and items should be sent to messenger@manchesterlawsociety.org.uk

The views and opinions expressed in The Messenger are those of the individual contributors and not of the Manchester Law Society



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From p.3

10. If you are going to change something significant (case management system, IT provider, premises, structure, etc) you are better off doing it quickly rather than doing it slowly over multiple waves. Plan, communicate and do and people will adapt. This goes back to points 2 and 3. Communicate and be consistent.

With those lessons in mind, my reflection on 8 months as President has, to a great extent, matched my experience of working at St John's Buildings.

The Society has staff and a Council who are consistently excellent and continually communicate. They set up excellent events where the cost and expectations are clearly known and managed.

The Society works closely with the regulatory and representative bodies to understand challenges and keep them informed of the pressures members face. The next challenge may be approaching, but we have already started to address it, with our recent AI conference, bringing in the Master of the Rolls as the guest speaker.

The team is diverse in terms of background, experience and expertise, ensuring a variety of voices are being heard and listened to.

Significant changes have been taken in the stride of Fran, Carla and Chandre, including a first ever apprentice (Chandre), [a new app](#) [↗](#), a new website, new accountants, a new future stars scheme and many more member focussed improvements.

It has been a pleasure to act as Honorary Secretary, Vice-President and now President as those changes have been introduced. As the nights draw in and I start the final run of my year in office, more exciting events are approaching, whether that is the excellent [Property Law](#) [↗](#), [Private Client](#) [↗](#),

[Regulatory](#) [↗](#), [Family Law](#) [↗](#), or [Local Authority](#) [↗](#) Conferences, or the first awards through the [Future Stars Programme](#) [↗](#) or the variety of management and careers [conferences and webinars](#) [↗](#). Hopefully everyone will find an opportunity for learning that suits their role and an opportunity to improve and grow.

Speaking of an opportunity to improve and grow, one such opportunity presented itself to me last week. On the day of a named storm (Lilian, for those who care), I joined 17 intrepid fundraisers on a 7 hour, wet and windy walk around the Langdale Horseshoe in the Lake District. No amount of waterproof clothing could keep out the horizontal rain, hailstone and blasting wind, but the weather only brought us closer and helped ensure everyone supported one another and got through it.

The walk was in aid of my President's Charity, [We Love MCR](#) [↗](#), and any donations, [which can be made here](#) [↗](#), would be very much appreciated.



**Manchester Law Society**

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REGULATORY CONFERENCE

The MLS Regulatory Conference will be back on 8th October 2024.

Topics covered will include:

- **Net Zero and Climate Action**
- **SQE and routes into a career in law**
- **AI, Cyber & Data Security - what are we doing to manage the risks?**
- **A panel looking at the latest concerns in AML**

[Click here](#) for the full programme or book your place now by emailing
ChandreMay@manchesterlawsociety.org.uk

Delegates at our 2023 conference said:

“Very informative conference with lots to take back and act on”

“A really useful event!” “Excellent speakers and content”



TUESDAY 8 OCTOBER
09:00 TO 15:40



MANCHESTER HALL, 36 BRIDGE STREET,
MANCHESTER, M3 3BT



MLS MEMBERS £100.00 + VAT (£120.00)
NON MEMBERS £125.00 + VAT (£150.00)



Upcoming events: Meetings

04 September 2024
Communications Committee Meeting

04 September 2024
Family Law Committee Meeting

05 September 2024
Crown and Magistrates Court Committee Meeting

10 September 2024
MLS Council Meeting

11 September 2024
Employment Law Forum Meeting

11 September 2024
Civil Litigation Committee Meeting

12 September 2024
Property Law Committee Meeting

12 September 2024
Membership & Social Committee Meeting

17 September 2024
Equality, Diversity & Inclusion Committee Meeting

18 September 2024
Private Client Committee Meeting

24 September 2024
MLS Officers Meeting

26 September 2024
Future Stars Committee Meeting

1 October 2024
MLS Council Meeting

2 October 2024
Communications Committee Meeting

3 October 2024
Legal Education Committee Meeting

15 October 2024
MLS Officers Meeting

5 November 2024
MLS Council Meeting

6 November 2024
Communications Committee Meeting

7 November 2024
Property Law Committee Meeting

7 November 2024
Employment Law Forum Meeting

12 November 2024
Equality, Diversity & Inclusion Committee Meeting

19 November 2024
MLS Officers Meeting

20 November 2024
Private Client Committee Meeting

28 November 2024
Crown and Magistrates Court Committee Meeting

3 December 2024
MLS Council Meeting & AGM

4 December 2024
Communications Committee Meeting

11 December 2024
Civil Litigation Committee Meeting

17 December 2024
MLS Officers Meeting

[CLICK FOR MORE INFO](#)



Manchester Law Society
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Actionstep

MLS Legal Education
Programme Sponsor

Property Law Conference

WEDNESDAY 18 SEPTEMBER 2024

MANCHESTER HALL, 36 BRIDGE STREET, MANCHESTER, M3 3BT

MLS MEMBERS £75.00 + VAT (£90.00)

NON MEMBERS £100.00 + VAT (£120.00)

**Don't miss our annual
Property Law Conference
returning on 18th September!**

**This half day conference is a
great opportunity to network
with colleagues while
receiving an update on the
latest developments in the
sector.**

09:00 Registration

09:30 Welcome and introduction

**09:40 VAT, Capital Allowances,
environmental reliefs**

James Greenhalgh and Paul
Hammond, Cowgills

**10:25 Understanding and adapting
to the evolving landscape of
environmental risk and climate
considerations**

Sam Francis, Head of Client
Relationship Management at
Searchflow

Allie Parsons, Customer Success
Consultant, Landmark

**11:10 Legal Update: RICS Property
Measurement**

Martyn Markland, Tennant Advisory
Group

**11:35 Refreshments and
networking**

11:55 Dilapidations Review

John Crowley, Tenant Advisory Group

12:20 Case Law update

David Gilchrist and Norman Lamb,
Nine St John Street

**13:05 Structural warranty
insurance cover for defects in
residential and commercial
premises**

Steve Padley, Building Land and
Guarantees Ltd

13:50 Closing remarks

14:00 Networking Lunch

BOOK NOW!

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Manchester Law Society Legal Education Programme

September always brings that back to school feeling, even if (like I) you left education long ago. We are delighted to get you back in the learning spirit with a [legal education programme](#) full of conferences and webinars.

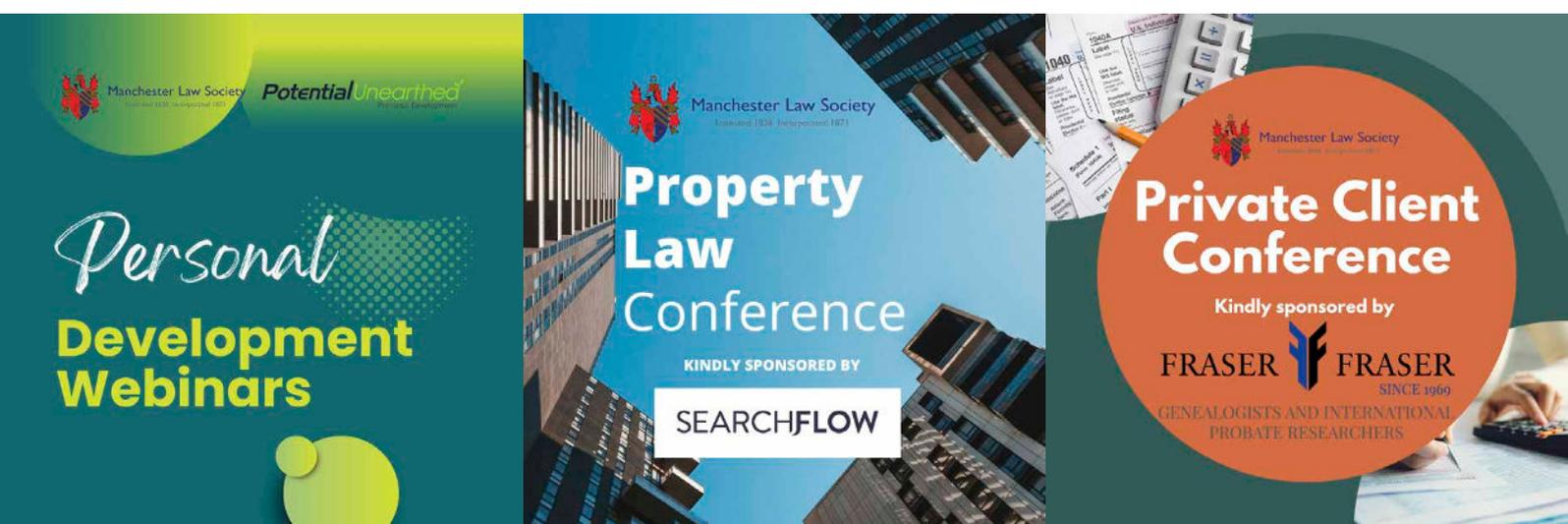
We have a suite of three personal development webinars from Mike Ode of Potential Unearthed. These sessions will explore managing relationships upwards, presentation skills and closing the gap between the team and the manager. These popular sessions are all free to attend and run from 13:00 to 13:45 – perfect for learning while you lunch! See more details on the content, dates and how to book [here](#).

All our autumn and winter conferences are being held at the wonderful [Manchester Hall](#) – and we have a good few!

We are starting off with our [Property Law Conference](#) on 18th September. Speakers from [Searchflow](#) and Landmark will

explore environmental risks, climate considerations and how to relay information as the “non-expert”. Sessions will also include Martyn Markland and John Crowley from the Tennant Advisory Group talking about RICS Property Measurement and Dilapidations, respectively. With updates on VAT, capital allowances and environmental reliefs from Cowgills, a case law update from Nine St John Street and Steve Padley from Building and Land Guarantees taking us through structural warranty insurance cover it is a busy half day! Don't forget we will finish with a networking lunch so delegates can continue the conversations of the day.

The following week we have the [Private Client Conference](#) with an update on tax. A mix of both solicitor and accountant speakers will take us through taxation of estates, lifetime tax, taxation of trusts and inheritance tax. The day will be rounded off with a session from [Fraser and Fraser](#) on genealogy!



The [Regulatory Conference](#) is back on 8th October to help you to make sure your firm is up to date on the latest regulations for law firms and help you ensure your compliance. We will be looking into the impact of net zero on your firm, clients, and suppliers; the changing routes to qualification; and the hot topics in the regulatory world. There will also be panels on AI and information security, and the latest challenges in AI. This is a must attend event for all COLPs, COFAs, MLROs, Practice Managers or anyone with concerned with the regulation and compliance of law firms.

We are delighted that we have Her Honour Judge Sarah Singleton KC opening the [Family Law Conference](#) on 9th October with a session “Dos and Don’ts for children practitioners in the family court”. The morning sessions will also include a discussion on the intersection of technology in family cases from [Our Family Wizard](#) and updates from Independent Social Workers and a child and family Psychologist. In the afternoon Sally Harrison KC will be talking about Schedule 1 claims – are they just for the ultra-rich; John McCaffrey will provide an update on what to look out for with tax and divorce; and His Honour Judge Alex Kloss closes the conference with “10 Ways to Annoy the Judge in Financial Remedy

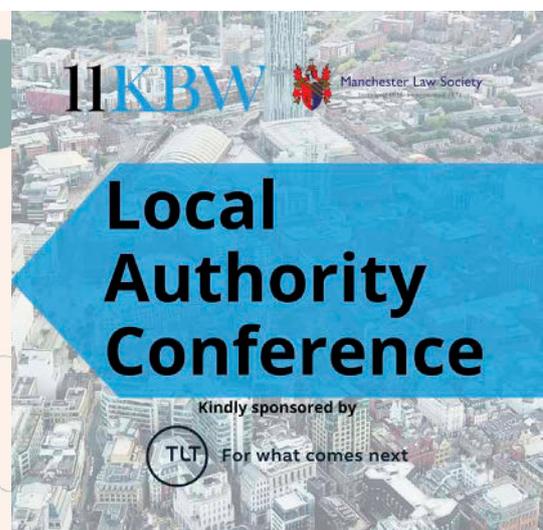
Proceedings”. For this event you can chose to attend either the morning or afternoon sessions only or come for the full day. All the bookings include the lunch where you can network with the delates and speakers.

12th October sees the return of our [Local Authority Conference](#) in partnership with [11KBW Chambers](#) and sponsored by [TLT](#). Barristers from award-winning 11KBW will tackle the big questions in local authority law and what they mean for local authorities, their in-house legal teams and advisers. Covering topics from Section 114 Reports and Education to GDPR and Procurement it is an essential event for all those working in and with local government.

Actionstep

A massive thanks to our Legal Education Programme Sponsor Actionstep who’s support helps us keep costs low for delegates.

If you would like to attend any of the above events please email ChandreMay@manchesterlawsociety.org.uk to get booked on.





Employment Legal Advice Celebration Event

Date: Tuesday, 1 October 2024

Time: 09:00 – 11:00

Location: Manchester Hall, 36 Bridge Street Greater M3 3BT

Cost to attend: Free but you must book your place [here](#) ↗.

Join The Growth Company to celebrate their Employment Legal Advice Service that has been running for four years!

The event will look back at their key achievements over the years but also share next steps. Light refreshments will be provided.

Agenda:

- **Arrival & Breakfast Buffet:** 9am-9:30
- **Opening Remarks:** 9:30am-9:45am
- **Employment Law Discussion:** 9:45am-10:15am
- **Networking:** 10:15am-11am

To book your free place please [click here](#) ↗.

Employment Legal Advice Service

Celebration Event

Tuesday, 1st October, 9am - 11am

Manchester Hall



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New Pro Bono Costs Orders guidance

Help the next person in need of pro bono advice by sharing guidance and raising awareness of [pro bono costs!](#)

[The Access to Justice Foundation](#) have released official guidance on pro bono costs orders – an essential tool for impactful pro bono litigation in civil courts, tribunals and in settlement agreements!

Pro bono costs orders fund free legal advice across the UK for marginalised people, places and communities.

At its conception, the Access to Justice Foundation was created as the prescribed charity to receive pro bono costs pursuant to s.194 of the Legal Services Act. Pro bono costs are court orders that require the losing party in a legal case to pay costs to the Access to Justice Foundation when the winning party has received free legal

representation. These funds are used to support advice organisations deliver free legal advice to those in need.

Pro bono costs level the playing field and have raised millions of pounds for marginalised people, communities and places.

Not sure if pro bono costs apply to your case?

Head over to the Access to Justice Foundation's [website](#) for:

- An overview of what pro bono costs orders are.
- Information on how to apply for pro bono costs, including the suggested wording.
- Opportunities to Be Part of the Picture
- Specially crafted FAQs designed based on your feedback.

To find out more, get in touch with the Foundation at costs@atjf.org.uk.

Join the MLS Fantasy Football League

With the football season kicking off again (does it ever really end?) please join the MLS Fantasy Football League! At the time of writing, we have 34 participants so please do join us and see who can be triumphant in their football management skills.

You can join the league by clicking [here](#) and the league code is *sphtor*.

I am so excited that more by luck than judgement at the end of week two I am in

the top ten! I'm sitting pretty at 8th place just below the overall winner of the 2023/4 MLS League **Tony Morrissy** in 7th place.

Top of the MLS League at the end of week 2 we have **Ryan Barker** and his team *Slot Machine FC*, in second place we have **Paul Cahill** and *Team Cleats*, third place is **Alex Walton** and *A Mad are ya*.

You can see how things stand now [here](#).



Manchester — HALL —

Deck the Hall with Boughs of Holly



PERSONALISED EVENTS

Whether it's an intimate affair or a lavish seated dinner, our bespoke packages feature a range of delicious festive menus tailored to your every taste and preference, creating the perfect Christmas celebration. Our diverse and talented team are at the heart of Manchester Hall, a venue boasting thirteen elegant suites across three grand floors. We are dedicated to turning all your Christmas visions into a reality and to craft the most magical memories.

FESTIVE PARTY NIGHTS

From the glitz and glamour of the roaring 20's to the neon lights and classic hits of the 80s, immerse yourself in the nostalgia of our themed nights. Indulge in a tantalising array of canapés, indulge in a delicious two-course seated dinner, and enjoy fizz on arrival before dancing the night away with a live DJ and entertainment. At Manchester Hall our team will ensure every detail is perfect, so you can relax and revel in the joyous celebrations. Whether you're celebrating with friends, family or colleagues, our Party Nights promise to be your highlight of the season.

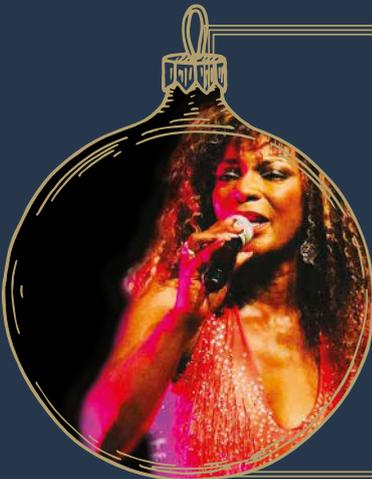
Our themed Festive Party Nights are as followed: **Murder at the Manor: Murder Mystery, A Gatsby Christmas, Totally Tinsel: 80's Party and Exceed Events Blowout Bingo**



TRIBUTE NIGHTS

Step into the spotlight and join us for a dazzling evening of tribute performances that will transport you through the greatest hits of music legends! Kick off the night with an arrival glass of fizz followed by a sumptuous two course dinner to indulge in as you anticipate our talented acts to take the stage. Sing along to your favourite classics amongst fellow fans and dance the night away to our DJ after the curtain falls on our spectacular acts. Don't miss your chance to be a part of this sensational celebration of music and join in on the unforgettable memories to be made.

Our variety of Tribute Acts are as follows: **George Michael, Tina Turner, Take That and Michael Bublé**



How to create a mentally healthy legal workplace



By **Elizabeth Rimmer**, CEO, LawCare

At LawCare, the charity that promotes and supports better mental health in the legal sector, we've heard from thousands of people about their stress, anxiety, and depression, often caused or exacerbated by a difficult working environment. Common issues include a lack of support or supervision, overly critical managers, being undermined after a career break, having an overwhelming workload, long hours, and sleep deprivation.

Firms need to do their best to create a healthy and happy place to work, not only because it is the right thing to do, but because there is a strong proven business case for it. Happy employees lead to greater productivity, better morale, better retention of valued and experienced staff, and reduced sickness absence.

Here's our tips for creating a mentally healthy workplace:

Promote wellbeing

- Wellbeing is a leadership duty. Getting senior leaders on board shows staff that wellbeing matters.
- Training senior managers in leadership and mental health – making staff wellbeing part of their job role – is the best way to start changing an organisation's culture.
- Introduce mental health days or personal days as well as sick days – people will feel they can take a day off if they are struggling and this means they may be less likely to go off sick later.
- Encourage colleagues to treat each other with respect, say hello, say thank you, not raise their voice or threaten each other. Make sure there are clear and effective systems in place for reporting bullying.

Raise awareness

- Encourage sharing of stories from people within the firm, or invite a speaker to talk – lived experiences can help break down stigma and stereotypes. It is vital people at all levels talk open about mental health.
- Use existing internal communications channels to talk about mental health and wellbeing.

Work/life balance

- Having the time to pursue the things we enjoy and spending time with friends and family is vital to wellbeing. Encourage



everyone to work sensible hours – staff will take cues from how leaders behave. Take full lunch breaks; rest and recuperate after busy periods; avoid working at weekends; take annual leave entitlement. Make sure teams are well resourced to make this happen.

- Flexible working can support healthier and more productive ways of working for all staff and lead to increased morale, commitment, productivity and reduced sickness absence. It can also be a vital early intervention to prevent mental health problems from getting worse and can support a phased return to work.
- Have a sensible email policy in place for the sending and receiving of emails outside core working hours.

Learning and development

- Everyone needs to feel valued, and supported and that their work is meaningful – a positive culture that values all staff and invests in their skills and development builds the trust and integrity essential to maintain commitment and productivity levels.
- Embed mental health in inductions and training, staff will understand how mental health is managed and what support is available. This will also help them to look out for colleagues, support them and signpost them for help.

Mentoring and peer support

- Peer support can allow colleagues to support one another outside the line-management structure.
- Mentoring and buddy schemes can help new staff to understand your firm faster and can support all staff to gain

confidence and develop new skills.

- Ensure that colleagues feel able to admit any mistakes they have made.
- Reverse mentoring – pairing a junior member of staff with a senior leader in the organisation – can be very effective. There will be a new reverse mentoring toolkit available from LawCare early in 2025.

Provide good supervision

- Good line management can help manage and prevent stress.
- Managers should make themselves available for regular work-related conversations with staff.
- Monitor the happiness levels of your staff. Have a robust performance review system which includes a wellbeing element, consider 360-degree appraisals, and use anonymous internal surveys if necessary.
- Be mindful if staff or colleagues are working in areas which can be emotionally difficult. They may need additional support, the opportunity to share their experiences, or advice on techniques for coping.
- You or your organisation may also need additional support or training in order to provide adequate supervision or may need to engage the services of a third party such as a counsellor for staff working in emotionally difficult areas of law.

LawCare provides a free confidential helpline, email and live webchat for all branches of the legal profession, along with peer support, training, talks, and other resources. Contact LawCare on **0800 279 6888**, email support@lawcare.org.uk or visit www.lawcare.org.uk.

Maybe we're all just wired differently?

Emma has worked in her current team for 2 years. There's a few Trainees, NQs, Associates and Partners. Everyone gets along and there's a good working atmosphere. Everyone in the team has their own quirks and ways of working which is only natural, but these differences can lead to friction and frustration in the team.

Emma is a highly qualified people watcher. Emma loves nothing more than sitting in a bar with a large glass of vino simply watching behaviour and of course, listening in to other people's conversations. At work, she's no different. She never stops watching and listening to the arguments, the rolling eyes of others and the frustrations as she assesses the dynamics of the team. What she's realised over time is that nobody in the team is weird or strange, including her, everyone is just wired differently.

Here's a few examples:

Some people in the team are 'Pleasers' – These people love rescuing and flattering others and love to please people and have a strong desire to be liked (This is Emma all over!)

Some are 'Restless' - These people get easily distracted and are always seeking excitement and stimulation. They like to be busy and juggle lots of different things at the same time

You probably recognise these two traits in people you work with. They might even be your own quirks. There's nothing wrong with being a pleaser, or restless, but it's important to recognise that there's pros and cons to both.

Another example might be something called a 'Stickler' - These people are perfectionists



Mike Ode

and love structure and order. They can be methodical and punctual. You can imagine the friction between the 'restless' person and the 'stickler' and why they don't always get on!

One final one is 'hyper-vigilant' – These people are always scanning for danger and are cautious. They have doubts about others and are perfectionists. You can imagine how frustrating it must be when the 'pleaser' and the 'hyper-vigilant' come together! The pleaser skipping around the office "we can do that for you no problem" and the hyper-vigilant saying "no, no, no don't agree to that"!!

Again, there's nothing wrong with these traits, but each one has good and bad bits.

What are your common traits? Think about your own team. What are their quirks and ways of working? Instead of fighting against them, or letting others get on your nerves, maybe it's time to step back and think about respecting the way others work so that you have less friction

Need a hand identifying what traits your team have and how to work better together? Contact Mike on 07825301660 or email him direct on mike@potentialunearthed.co.uk ↗

CLICK FOR MORE INFO

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11KBW



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Local Authority Conference

We are delighted to announce the Local Authority Conference 2024, a joint event from Manchester Law Society and 11KBW Chambers.

Barristers from award-winning 11KBW will tackle the big questions in local authority law and what they mean for local authorities, their in-house legal teams and advisers.

Topics will include:

- Section 114 Reports
- Subsidy Control
- Education
- Community Care
- Procurement
- Judicial Review
- GDPR and Information Law



TUESDAY 12 NOV 2024
09:45 TO 15:50



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[**Find out more**](#)

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For what comes next



Manchester Pride 2024

Huge thanks to all those who came to celebrate with us at our third Manchester Pride Brunch in aid of [Out Together](#), a charity that unites LGBT+ generations.

This partnership event from the iconic [Midland Hotel](#), [By Parallel Events](#) and [Manchester Law Society](#) has gone from strength to strength. It is one of our favourite events of the year and we already have plans afoot for 2025!

Guests enjoyed the glitter bar where the make-up artists worked their magic on the steady queue keen to get in the spirit. Our

DJ kept the tunes going while everyone caught up with friends and enjoyed their welcome drinks.

The Midland pulled out all the stops with their delicious brunch served on afternoon tea stands. I snagged an extra bacon roll because they were so delicious!

With the bar busy and bellies filled we took to the steps to see the parade passing. But disaster! The dark clouds gathered and the heavens opened! Banners were quickly repurposed into umbrellas by inventive marchers.



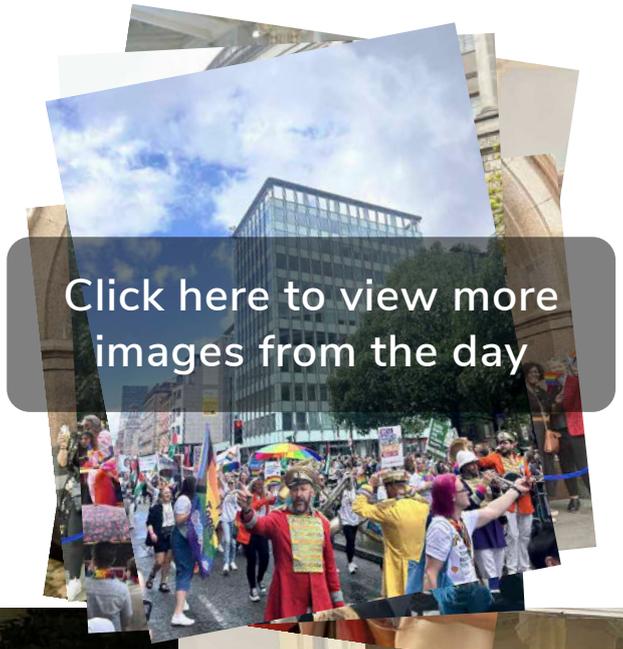
“
Taking inspiration from
the iconic worker bee,
the theme of Manchester
Pride 2024 is “Buzzin’ to
be Queer – A Hive of
Progress”

And then as quickly as it started it stopped.
The sun came out and the rest of the
parade was dry and bright.

Taking inspiration from the iconic worker
bee, the theme of Manchester Pride 2024 is
“Buzzin’ to be Queer – A Hive of Progress”.
Manchester Pride describes the bee as
“more than a symbol; it becomes a call to
action” and celebrates the collaboration
found in the hive, just like the LGBTQ+
communities and their allies. Read more
about the theme [here](#).

When the parade finished the party kept on
going with the dance floor and DJ still going
strong when I left.

I hope everyone celebrating Pride had a
wonderful time and we hope to see you all
again at the 2025 event!



Click here to view more
images from the day



[CLICK FOR MORE INFO](#)



Manchester Law Society

Instituted 1838 Incorporated 1871

Actionstep

MLS Legal Education
Programme Sponsor

Family Law Conference

9 October 2024
09:00 to 16:20

Manchester Hall, 36 Bridge St, Manchester M3 3BT

Full Day MLS Members £120.00 + VAT (£144.00)

Full Day Non-Members £160.00 + VAT (£192.00)

Half Day MLS Members £75.00 + VAT (£90.00)

Half Day Non-Members £100.00 + VAT (£120.00)

The MLS Family Law Conference returns on 9th October for a jam-packed day of updates and explorations.

The morning will focus on the Children side of Family Law with the afternoon focusing on finance and divorce. Delegates can attend the full day or opt to attend either the morning or afternoon, both including a networking lunch where you can catch up with your colleagues in the sector.

Kindly sponsored by

 **OurFamilyWizard[®]**

09:00 Registration

09:30 Welcome and introduction

Fiona Wood, McAlister Family Law

09:35 Dos and Don'ts for children practitioners in the family court

HHJ Sarah Singleton KC

09:55 Intersection of Technology in Family Cases

Katie Deans, Our Family Wizard

10:40 Refreshments and networking

11:10 How to get the best from your expert

Vicki Hamilton, Child and Family Psychologist

11:55 Independent Social Work in private children proceedings - benefits and timely solutions to you and your clients

Elaine Stokes and Howard Bramwell

12:40 Networking lunch

13:40 Schedule 1 claims: are they just for the ultra-rich?

Sally Harrison KC, St John's Buildings Chambers

14:25 Tax and divorce - what family lawyers need to look out for

John McCaffrey, Accountant, Alexander and Co

15:10 Refreshments

15:30 10 Ways to Annoy the Judge in Financial Remedy Proceedings

His Honour Judge Alex Kloss

16:15 Closing remarks

Fiona Wood, McAlister Family Law

16:20 Conference closes

Book your place now

24 Regulation Update & News

By **Andrea Cohen**, Compli, Weightmans



As the nights begin to draw in and we bid farewell to the few days of summer that we were treated to this year, we return once again to share our regular updates on risk and compliance, disciplinary decisions, and what's in store in the regulatory world.

SRA AML & financial sanctions activity information questionnaire

The SRA has now emailed all COLPs about the information required regarding AML and sanctions that we referred to last month. The closing date for submitting the form is 23 September and we would advise not leaving it until the last minute as there is data to be provided which, depending on your records, may take time to compile, and the SRA have confirmed that a response is a regulatory requirement and enforcement action may be taken if a firm fails to respond. While the information can be collated by relevant people within the firm, the form must be submitted by the COLP, MLCO, MLRO or Authorised Signatory, through their mySRA. There is a Q & A section on the SRA website.

AML and sanctions guidance

The SRA updated its guidance '[Complying with the UK Sanctions Regime](#)' on 5 August 2024. Unusually for the SRA, and in response to feedback and discussion with those involved in regulatory matters, the guidance provides a summary of changes, which includes a restructure to move key information relevant to all firms to the top of the document. It would be helpful if this was included on all SRA guidance, but it does not appear on the '[Guidance for trust and company service providers](#)' also updated on 5 August, which, at the date of writing, only appears on the Money Laundering section of the SRA website, and not in the Guidance section (either under Money Laundering or All topics).

Continuing competence requirements

The SRA published its annual assessment of continuing competence on 31 July 2024. There has been an increase in reports to the SRA in a number of areas, including Family and Landlord and Tenant law, and the SRA will be looking into if and how solicitors in these areas are maintaining their competence, having carried out thematic inspections and training record reviews into residential conveyancing, probate, and immigration this year, in addition to the rolling programme of AML inspections. [It has updated the continuing competence resources](#). On 9 August 2024 the SRA updated information on '[Understanding your continuing competence requirements](#)' and on the same date issued information regarding practising certificate and registration renewals 2024/25, with details of the questions in the practising certificate application, including the requirement that solicitors confirm that they have an up to date understanding of the legal, ethical and regulatory obligations relevant to their role; have reflected and addressed any identified learning and development needs and are competent to perform their role. If a solicitor has not maintained their competence, they should tell the SRA and provide the reason why when making the declaration. The SRA confirms it will monitor the declaration and do spot checks and reminds solicitors to be satisfied they are acting honestly and with integrity in making the declaration; have addressed any identified learning and development needs, and are competent in



all aspects of their role and not just technical legal practice.

As a date for your diaries, practising certificates and registration renewals will take place from 1 to 31 October 2024 (inclusive).

Undertaking claims management activities for financial services or products

Following the introduction of the SRA Claims Management Fees Rules 2024 in July, reported on previously, on 15 August 2024 the SRA produced guidance '[Representing clients during claims for financial services or products](#)' which sets out the SRA's expectations of those representing clients in those claims, the caps on charges, and examples of cases where charges are exempt from the maximum charges framework.

Changes to Competition Law

The Digital Markets, Competition and Consumers Act 2024 (DMCC) was passed on 24 May 2024, and will implement wide-ranging changes to competition law, including introducing a new pro-competition digital markets regime for the regulation of businesses which are deemed to have "strategic market status" in respect of a particular digital activity, together with other competition law reforms. While not yet in force, businesses need to be aware of the changes at an early stage so that they can properly prepare, including reviewing business acquisition and merger plans in light of the increased powers which the Competition and Markets Authority (CMA) will have to investigate and block business acquisitions and mergers for their potentially anti-competitive effects. The DMCC will also strengthen the rights of consumers in certain circumstances.

Our Competition Law team can advise on these matters as well as the new subsidy control regime, which has replaced the State aid scheme following Brexit, and the new National Security and Investment Act regime, which may require mandatory pre-clearance by the government of corporate transactions in certain circumstances. Please get in touch if we can assist.

New practice notes and guidance

SRA guidance

In addition to the above, since our previous update, the SRA has published the following updated guidance:

- [Use of non-disclosure agreements \(NDAs\)](#)

Law Society practice notes

- [Supervision](#)
- [Supervision: good practice for remote supervision of junior staff and trainee solicitors](#)

Disciplinary and regulatory decisions

There have been a number of decisions and judgments reported since our last update, including:

Solicitor struck off for making improper payments from client account

A solicitor has been struck off for dishonesty after 14 improper transfers were made from the firm's client account, totalling over £2.8 million. The SRA acted after receiving reports concerning the solicitor's conduct, with a number of complaints relating to the mishandling of client funds that were intended to be used for property purchases.

Continued on page 26



In six cases, the property purchases did not complete and the funds were not returned to the clients.

In addition, the solicitor had a conviction for stalking which was not disclosed to the SRA.

The solicitor was ordered to pay over £16,000 costs.

Former partner barred for 5 years

In an agreed outcome accepted by the SDT, which included a section 43 sanction, a registered foreign lawyer who behaved inappropriately to a junior colleague who reported directly to him, including sending almost 1000 WhatsApp messages over a 2 month period most of which were out of hours, has been barred from the profession for 5 years and ordered to pay £36,000 in costs.

Solicitor struck off for misconduct

A solicitor who, whilst working at two different firms, asked clients to pay fees to him personally and used the money to pay for his divorce and medical treatment for his child, has been struck off and ordered to pay over £6,000 costs.

Former partner suspended

A former board-level partner has been suspended for nine months for making inappropriate sexual advances to a colleague during a partners' away weekend in 2012. The SRA only became aware of the event in 2019. His prompt and unreserved apology, resignation from the board, and previously unblemished career were treated as mitigating circumstances in the decision. In addition to the suspension, costs of £11,000 were ordered.

Solicitor reprimanded for offensive comments

A solicitor has been reprimanded for

showing an inappropriate photograph and making offensive comments in court, although not while the court was in session. The solicitor admitted the allegations, apologised, and said he was 'beyond embarrassed' to be at the SDT. The Tribunal indicated that equality, diversity and inclusivity training would be beneficial. He must also pay £12,000 costs.

Paralegal barred for dishonesty

A paralegal has been made subject to a section 43 order, barred from legal practice without the SRA's prior approval, for giving false responses on a pre-employment questionnaire which asked if he had been the subject of civil proceedings and whether he had any outstanding judgment debts made under a court order. He answered 'no' when he actually had been found to be fundamentally dishonest in relation to a PI claim which was dismissed and he was ordered to pay defence costs.

Fined for refusing to give breath samples

Two solicitors have been fined by the SRA following convictions for failing to provide a breath sample after a car accident. Using its fining guidance, the fines were calculated at 27% and 24% of income, with a 25% discount for mitigation for self-reporting, pleading guilty and expressing remorse, resulting in fines of £5,569 and £6,345, respectively.

How Compli can help...

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

CLICK FOR MORE INFO

Actionstep

MLS Legal Education Programme Sponsor



Manchester Law Society
Instituted 1838 Incorporated 1871

Private Client Conference

25 SEPTEMBER 2024
09:30 to 15:10

Manchester Hall, 36 Bridge St, M3 3BT

Members £100.00 + VAT (£120.00)

Non Members £125.00 + VAT (£150.00)

Book Now!

Join us on 25th September for the Private Client Conference 2024. This year we will be exploring all things tax!

09:30 Registration

10:00 Welcome and introduction
Rebecca Clarke, Clarke Willmott

10:10 Taxation of Estates
Simon Cieluch, Myerson Solicitors

10:55 Refreshments

11:15 Lifetime Tax
Sasha Phillips, Azets
Vincent Costello, Azets

12:00 Taxation of trusts
Paul Davies, Clarke Willmott

12:45 Lunch

13:45 Inheritance Tax
Sasha Phillips, Azets
Vincent Costello, Azets

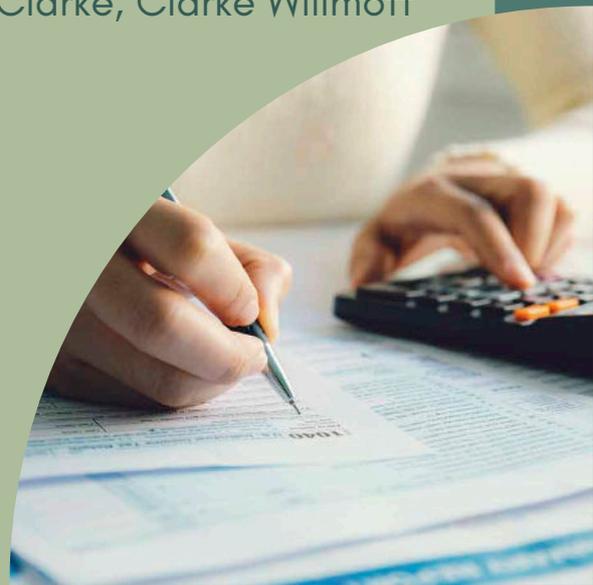
14:30 Genealogy: It's all relative
Stuart Haydock, Fraser & Fraser

15:00 Closing remarks
Rebecca Clarke, Clarke Willmott

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SINCE 1969

GENEALOGISTS AND INTERNATIONAL
PROBATE RESEARCHERS





From p.1

Pro Bono in Manchester (continued)

Further, and particularly for those from less privileged socio-economic groups, the law negatively and more disproportionately impacts upon them. They lose their homes, their health, and their children, in a system that is alien and often oppressive. As confirmed by Lord Neuberger, when stepping down as President of the Supreme Court in 2017 “it verges on the hypocritical for governments to bestow rights on citizens while doing very little to ensure that those rights are enforceable”. Unfortunately, the position is no better now and if anything, far worse.

To really understand the position, it is necessary to look back at the development (or demise) of legal aid and access to justice and representation for all. From the origins of legal aid with the Rushcliffe Committee in 1944, resulting in a white paper in 1948 and consequently the Legal Aid and Advice Act 1949; the importance of everyone being able to call upon legal representation was recognised as vital, even at a time of world war and consequent economic crisis.

Following the Legal Aid and Advice Act 1949’s enactment in 1950, eighty per cent of the population had a means-tested entitlement to legal aid. However, since these ‘heady days’, England and Wales has seen a steady erosion, culminating in the Legal Aid Sentencing and Punishment of Offenders Act 2012, coming into legal effect in 2013. In just twelve months, from this statute being enacted, funding in family cases fell by sixty per cent, housing cases by fifty per cent and social welfare benefits cases by a total ninety-nine per cent!

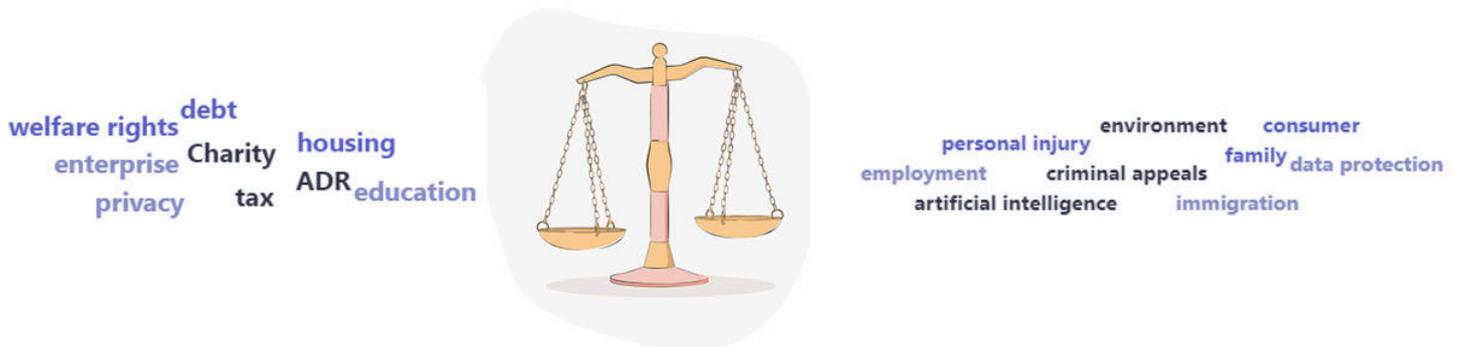
Whilst pro bono advice can never replace a fully functioning legal aid system, it is unlikely that (certainly in the immediate future), we will return to the position of assistance for all, particularly the most vulnerable and disadvantaged. The law has a real detrimental impact upon people’s lives and without pro bono advice the law cannot work as it is intended.

Pro bono advice does however have the power to support those that need it most and positively change lives. This was the case with Robert (pseudonym) who was unfairly dismissed for taking time out from work to support his sick child. He attended a pro bono clinic at Greater Manchester Law Centre (‘GMLC’) received advice and advocacy support in the Employment Tribunal (‘ET’) and the Employment Appeal Tribunal (‘EAT’). With the help of GMLC, the ET & EAT found in Robert’s favour and he was awarded damages and the contractual pay that was owed. But without such support, many people fail or do not even challenge their situation, particularly in an adversarial legal system that favours those with the knowledge and skills to circumnavigate it or the financial means to pay for this.

After receiving his award, Robert commented: “I would just like to say how your help is appreciated and the stress and worry it has helped me with, especially with the year and the health problems we have all had. Your service is excellent and is really important, hopefully it’s able to continue and help more people who are in situations like I was.”

(Case Study provided by Jason Tetley, Director of GMLC)

Pro bono topics covered recently across the North West



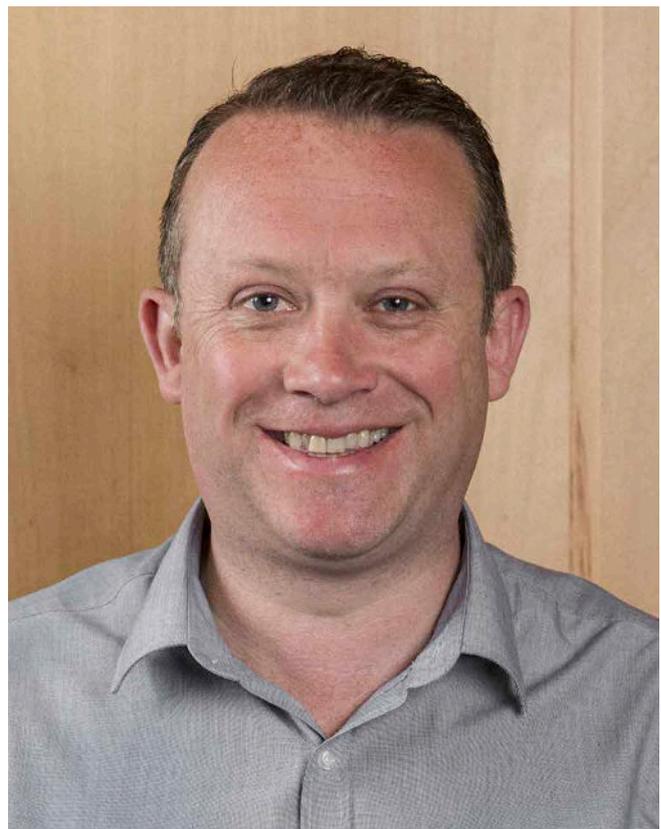
(Diagram provided by Lucy Wildig, Joint Head of Pro Bono, BPP University)

In Manchester, we pride ourselves on being the home to some of the world's greatest social innovations, such as the first free library, canal systems, steam power, UK vegetarianism, UK railways, the global co-operative movement, British trade unionism and women's suffrage.

In the spirit of such long held traditions, a group of like-minded solicitors, barristers, legal advisors and academics met approximately two years ago with the idea to set up a Pro Bono Committee for Greater Manchester. Our aim is to help increase access to justice for the population of Greater Manchester through the co-ordination, support and mapping out of existing services, as well as encouraging the numerous lawyers that we have in the city and surrounding area to play their part in using their legal skills and knowledge to help at NGOs, charities and University Law Clinics.

At the risk of emulating that famous British War recruitment poster, if you are a lawyer, Greater Manchester needs YOU! If you would like to get involved in pro bono work or are simply interested in learning more about the pro bono work taking place in Manchester, then please let us know by contacting us on enquiries@manchesterlawsociety.org.uk. You can

get involved in as much or as little as you are able to and/or commit time for general or specific periods.



**Dr Philip J Drake PhD, LL.M, FHEA,
Solicitor (non-practising)
Member of the Pro Bono Committee
Senior Lecturer in Law, Director of Social
Responsibility for the School of Social
Sciences & Director of the Justice Hub**

DWF achieves 14% revenue growth

DWF has announced its financial results for the year ending 30 April 2024. Highlights include:

- Net revenue increased by 14%, from £380m to £435m
- All three divisions achieved increases in net revenue

Sir Nigel Knowles, Chief Executive Officer of DWF, said: "This is an excellent performance for our business and provides further evidence that our integrated legal management approach is helping us win with our clients. We have achieved continued profitable growth despite macroeconomic uncertainty, which is testament to the exceptional service our colleagues provide, and the trust placed in them by our clients."

Other group highlights this year:

- Insurance Services saw the fastest growth at 24%, driven in part by the successful addition of Whitelaw Twining in Canada. Commercial Services grew by 8% organically, despite a challenging transactional market, while Legal Operations also grew by 8%.
- DWF secured more than 30 legal panel appointments or reappointments including with BT, Tesco, Aspen Insurance and Cadent Gas Limited.
- Our Net Promoter Score, an industry benchmark of how likely our clients are to recommend us to others, increased from +62 to +67.
- We promoted 33 colleagues to partner, or to a higher career level within our partnership structure. In total, more than 220 colleagues were promoted across the business in our January promotions.



Joel Heap

- In addition to our internal promotions, we made a further 25 lateral hires at partner level.

Knowles added: "This past financial year was marked by the completion of our take-private transaction with Inflexion. At the time, we said that Inflexion's investment would help us to go faster in the pursuit of our strategic goals and we are already seeing that come true. In recent weeks **we announced** our first M&A transaction since the Inflexion investment with the intended acquisition of leading Australian claims management business, Proclaim. This transaction will scale our global Claims Management and Adjusting team to 320 colleagues across nine jurisdictions, and further demonstrates our commitment to expanding our footprint in key global markets. We have also kicked off the next stage of our digital transformation programme with a significant investment programme which includes the roll out of AI tool, Microsoft Copilot, to all of our colleagues globally. I am encouraged by the start the group has made to the new financial year and we anticipate further expansion-driven corporate activity in 2024."

Joel Heap, managing partner of DWF in Manchester, said: "In my new role as managing partner, I am incredibly proud to have witnessed the remarkable success and growth that our people in Manchester have achieved during the last financial year.

"In January, we announced 32 promotions in Manchester which stands as a testament to the dedication and hard work of everyone within our team here. Furthermore, welcoming new partners such as Ian Sydenham in our Private Capital team and



David Wynn in our Insurance team has further strengthened our expertise and commitment to delivering exceptional service to our clients. We also recently welcomed back former colleague Chris Gee as a dispute resolution partner and appointed Michelle Headrige as Head of Environment which

highlights our continuous effort to expand and enhance our capabilities. As we look to the future of the business, I am excited about the opportunities that lie ahead, to build on our success, and further strengthen our presence within the Manchester legal market."

Commercial road transport legal expert to be part of border force consultation

JMW Solicitors' [external link](#) Head of Commercial Road Transport invited to contribute to an independent inspection of the Clandestine Entrants Civil Penalty Scheme

Laura Hadzik, partner at JMW, has been asked by the Independent Chief Inspector of Borders and Immigration (ICIBI) to provide her views on the clandestine entrant civil penalty scheme, and its impact on international hauliers and coach operators, as part of an independent review of Border Force's operation to deter and detect clandestine entrants.

Laura said: "Currently, under the clandestine entrant civil penalty scheme, both driver and operator are liable to a penalty — and operators are responsible for payment of the driver's penalty as well as their own. This translates into hefty penalties, including six-figure sums imposed on operators virtually daily.

"The recent Court of Appeal's decision in the KLG Trucking case confirms that Border Force is correct to impose penalties in cases where operators have fully complied with the relevant regulations in relation to the securing and checking of vehicles. The ruling also means that there should be a strict application of the code in determining the level of penalties.



Laura Hadzik

What more can hauliers and coach operators do? For an industry already doing everything it can to prevent clandestine entrants gaining access to their vehicles, this question is frustratingly impossible to answer. This review is much needed and I look forward to making a meaningful contribution."

The review forms part of an inspection by the ICIBI of the administration and effectiveness of the Clandestine Entrant Civil Penalty Scheme and Civil Penalty Accreditation Scheme.

This call for evidence will remain open until 6 September 2024.

You can read more about the independent inspection of the Clandestine Entrants Civil Penalty Scheme [here](#).

Impressive results for Clarke Willmott in latest high net worth guide

Clarke Willmott LLP has once again been recognised at the highest level in the recently released Chambers and Partners High Net Worth rankings.

The firm has ranked highly for its Private Wealth Law offering in three regions gaining the top Band 1 position in Somerset and Band 2 in Bristol and surrounds and Manchester and surrounds. Clarke Willmott was also ranked for the first time for Private Wealth Disputes in the South West, gaining a Band 3 position.

The prestigious guide also named several lawyers individually as leading practitioners in their field. Ranked in Band 1 is Taunton



Craig Marshall



Rebecca Clark

Paul Davies and Bristol partner Bonita Walters.

A new name on the guide is Taunton and Southampton partner Philip Whitcomb who receives a Band 2 ranking for the Southampton and surrounds region, while Taunton partner Tom Chiffers is placed in Band 3. Named as 'associate to watch' is Emily Jenkins in the Bristol office and Rebecca Clarke in the Manchester office is listed as 'star associate'.

Anthony Fairweather, head of Clarke Willmott's **Private Client** team, said: "We are delighted with this year's High Net Worth Guide, and we're pleased to see our people individually named for their exemplary work in their fields.

"These rankings are very impressive and are testimony to the strength and consistency of the private client team we have.

"Our strong and growing presence in all regions of the UK highlights Clarke Willmott's private client practice as one of the best and most diverse in the country."

The Chambers and Partners High Net Worth guide covers private wealth management work and related specialisms, features in-depth editorial about the leading lawyers and law firms for wealthy individuals and families.

Clarke Willmott LLP is a national law firm with seven offices across the country in Birmingham, Bristol, Cardiff, London, Manchester, Southampton and Taunton and is this year celebrating its 135th anniversary.



Irwin Mitchell passes £300m turnover for first time

Profit Before Tax Also Up As Firm Invests For the Future

Irwin Mitchell has continued on its growth trajectory passing £300m revenue for the first time and significantly growing profit before tax in the most recent financial year.

Group Revenue was up 10% to £304.3m for the year ending 30 April 2024 (FY23: £276.4m) while profit before tax, which is after all colleagues and Partners have been paid, was £21.7m, up 45% on the prior year (FY23: £15.0m). The firm's year-end Group Cash position of £58.8m is also £14.4m higher than last year (FY23: £44.4m).

The year of growth comes as Irwin Mitchell also continued to invest in its future success by opening a new office in Brighton and completing deals to acquire Silk Family law in the Northeast of England and invest in Wright, Johnston and Mackenzie in Scotland. These two deals contributed £4.1m of revenue to the Group accounts following their completion in the second half of the financial year.

Following the financial results, the Irwin Mitchell Holdings Board has also agreed to donate £500k to the Irwin Mitchell Charities Foundation (IMCF) which funds good causes in the UK and abroad.

Craig Marshall, group chief executive at Irwin Mitchell, said: "Despite a year of significant change in the business we've demonstrated remarkable resilience to deliver a strong performance. We have a strong balance sheet and head into the new year with positive momentum as we focus on becoming a more agile and



Craig Marshall

dynamic business for the future delivering sustainable and profitable growth.

"Our client and colleague experience continues to stand out from the crowd and our latest results are testament to the hard work of our colleagues throughout the year.

"I'm excited about FY25 which will be my first full year as CEO at Irwin Mitchell. We've refreshed our strategy following an annual review and will be seeking to build on our strengths with a market-leading position in complex personal injury; growing our share of the markets for private client legal services, financial planning and investment management via IM Asset Management and will continue to build close, supportive relationships with our business clients so that we are the firm of choice for mid-market corporates."

Other Successes in FY24

- Irwin Mitchell recruited 14 new partners including a new Regulatory team and Private Client specialists in Birmingham and Bristol
- 115 colleagues were promoted in the latest annual round including 11 new Partners and 19 new Legal Directors
- The firm continues to invest heavily in technology and has rolled out bespoke, secure AI tools across the firm
- It's Net Promoter Score (NPS) improved from +59 to +63 while we maintained

Continued on page 34

Continued from page 33

our 5-star Trustpilot score – showcasing Irwin Mitchell’s commitment to providing an excellent client service

- Irwin Mitchell was ranked in the top 25 of the Great Place to Work Initiative’s UK’s Best Workplaces for the fifth consecutive year – the highest ranking law firm
- Financial planning and investment management business IM Asset Management has increased its assets under management to c.£1.3bn.

Sustainability

- This year we completed an impact assessment with over 100 of our

stakeholders to help us identify and assess our material environmental, social and governance (ESG) challenges – we’ll be sharing more details in our Responsible Business Report later this year.

- The firm continues to make good progress towards its Net Zero commitments and remains on track to achieve Net-Zero by 2040. As part of this commitment, Irwin Mitchell expects to achieve 100% renewable electricity across our offices by 2025 and halve the total organisational carbon impact by 2030
- Office energy consumption and carbon footprint have reduced year-on-year despite an increase in the number of occupied offices with total energy use down 12% year on year.

Devolution: it’s time to focus on spreading the wealth

Within a month of the new Government taking control, it has been promised that a ‘devolution revolution’ will be sweeping the country, helping regions to rethink and reform policies to better suit the needs of local communities.

In her letter to local authorities, Deputy Prime Minister, Angela Rayner, has urged local leaders to work closely with the Government to find a way to make a difference to important areas of policy such as transport, housing, skills, planning and employment support. The Government is also planning to meet with metro mayors on a regular basis and support them in trailblazing new powers.

For registered providers and others responsible for the delivery of affordable and social housing, more devolved powers in areas such as planning will be well received and could provide an opportunity for cities such as Manchester to lead the way. Since securing its first devolution deal in 2014, Manchester has demonstrated its ability to come together and act as one. The Places for Everyone Plan, with its emphasis on ensuring that new homes and jobs are provided in the right places and supported by adequate transport infrastructure, is testament to what can be achieved by a shared vision and in the interests of local people. That vision, alongside the latest devolution deal, secured in March 2023, has added fresh impetus and is helping to drive a number of important infrastructure projects.



“

Planning is an area where deeper devolution could deliver so much more for the people of Manchester

Planning is an area where deeper devolution could deliver so much more for the people of Manchester as well as those living and working in surrounding areas. Communities on the northern perimeter of Greater Manchester, such as Rochdale and Bury, have not seen much benefit from investment in the city centre. Despite Manchester being one of the fastest growing areas of the UK over the past 20 years, these outlying towns are experiencing high levels of social deprivation, and the quality of private housing, (not owned by registered providers), is amongst the worst in the country. Their ability to attract funding and investment to provide more affordable homes and create more jobs for local people is limited, and this is having a knock-on effect on the health of local communities too.

By collaborating with all those responsible for the delivery of homes, jobs and health and social care services, local authority planning teams can build on the success of the Places for Everyone Plan and develop local plans, which are designed to direct funds to the most neglected and run down areas. Drawing on valuable local knowledge, they could build a compelling case for more funding from central Government by demonstrating how new homes or housing upgrades could improve health outcomes for local people.

Regardless of what the devolution revolution brings and what the new powers look like, the Government needs to be aware that nothing can be achieved without funding. The aim must be to make sure that communities get as much benefit from each pound of taxpayer's money that comes their way as possible, and this will require both creativity and a willingness to work together with a shared vision.

Manchester has a fantastic record when it comes to demonstrating what devolution can achieve, but it must now find a way to do more by spreading wealth and directing funding to areas of greatest need. For registered providers, participating in devolution is essential. Only by working closely with local authorities and those responsible for the delivery of adult and social care services can they secure support for the provision of quality, affordable homes that people so desperately need.



Jonathan Cox
Partner and Head of Social Housing at
[Anthony Collins](#) 

TLT's Manchester team moves into award-winning sustainability building

TLT has moved into the top two floors at the pioneering Eden, Salford – hailed as one of the UK's most sustainable office buildings, the first new building in the country to achieve a record-breaking NABERS sustainability rating and winner of the Building of the Year at the Unlock Net Zero Awards.

Eden's pioneering, holistic approach to sustainability sets it apart. Developed by ECF – a strategic joint venture between nationwide placemaker, Muse, Legal & General and Homes England - Eden is a £36 million, 115,000 sq ft, 12-storey office building at New Bailey in Salford, one of the region's most sought-after commercial neighbourhoods.

The move to Eden will bring TLT one step closer to achieving its net-zero targets, play a central part in supporting the firm's people-first culture and flexible working approach - TLT World – whilst also advancing the firm's growth in the Northwest. Since its launch, TLT World has helped contribute to TLT's great success in improving diversity in senior roles, a

commitment which was recently evidenced with the introduction of a new target to achieve 50% female representation in partner roles by 2029 after having achieved 33% female representation at partner level in summer 2023.

The new office is the second of the firm's seven UK offices – closely following TLT's move to Cadworks in Glasgow, one of the most sustainable and innovative buildings in Scotland - designed from scratch to support agile working, with facilities and tech enabling employees to mix remote working with time in the office. The office, designed by office design and fit-out company Interaction, places employee wellness and space to collaborate onsite with clients at the centre of its plans.

Boasting an array of sustainable features, notably having the biggest living façade in Europe – and the second largest in the world – the new office aligns perfectly with the firm's plans to reduce carbon emissions. Other sustainability features include the latest in smart tech solutions to improve resource efficiency, with upgraded





insulation, enhanced ventilation to improve the flow of fresh, clean air, along with an air source heat pump to provide low-carbon heating, hot water, and cooling. As well as using sustainable materials where possible, the building also has the capability to run on 100% renewable electricity.

The news follows a decade of success for the team in Manchester, during which the firm saw its headcount grow to over 200 employees, support some of the most prominent businesses in the Northwest and achieve record financial success. TLT's achievements in Manchester culminated in winning Law Firm of the Year at the Manchester Legal Awards 2022 in recognition of its outstanding commitment to delivering excellence for clients and completing some of the most significant deals in the UK.

John Wood, managing partner at TLT commented: "The move to Eden is part of a wider year of achievements for TLT. The firm has continued to experience significant growth in the last twelve months – with financial success, expanding our national footprint with the opening of our Birmingham office and increasing our offering across all our sectors. However, our growth has not come at the expense of our ESG strategy. The move to Eden is a central part of our sustainable growth, incorporating our progressive vision to reduce our environmental impact and create a positive people-first culture, whilst also supporting our national growth trajectory – of which Manchester has been a key part of in the last decade."

James Chadwick, head of location in Manchester said: "Eden has been the talk of the business community in Manchester this last year and we are incredibly proud to call the building our new home. Designed with communities and businesses who care about reducing their environmental



impact at its heart, Eden perfectly reflects our values and will play a central part in ensuring we continue delivering excellence for clients.

"As a firm, we are committed to driving sustainable change and to creating a people-first culture. Eden's design, its sustainability features and the part it is playing in the regeneration of Salford will support our ambitions to have a positive impact on our people, as well as the communities in which we operate. A year on from celebrating our ten-year anniversary in Manchester, I'm delighted we can acknowledge our growth and achievements by moving into this award-winning building."

Ella Woodward, development manager at Muse, added: "Welcoming TLT into Eden signifies a special moment in the building's journey, and it's exciting to see the first occupier move in. It's also incredibly rewarding to see our vision – and the top two floors – come to life.

"With a laser focus on sustainability, an environment which helps foster a strong workplace culture, and an emphasis on the promotion of wellness and wellbeing, everything Eden represents aligns perfectly with TLT's values and ethos. We look forward to seeing TLT continue its trajectory of growth and expansion from the heart of New Bailey's thriving business community."

23ES Chambers celebrates its successes in 2024 in style!

2024 has been quite a year for [23 Essex Street Manchester](#). First of all, Brad Pomfret from their Business & Property team took Silk in March. Then they won Chambers of the Year at the Manchester Legal Awards in June. Anyone who saw them celebrating that night, might have thought they couldn't have another party in them... but they'd have been wrong.

On 11 July 2024, 23ES threw a very glitzy Silk bash for Brad, combined with their Chambers' Summer party, at Anthologist on St Peter's Square. Members of the judiciary, solicitors, barristers and clerks and other professionals all enjoyed an evening of fizz, cocktails, canapés, pick n mix and music, which went on long into the night. Even when Anthologist closed, the hardened party-people dispersed across the city's late-night joints, including swanky cocktail bar, Blinker.

Many will know 23 Essex Street as a large London set of Chambers, and indeed it is. They opened in Manchester, however, back in 2014, at first specialising purely in crime, like their London counterparts. But this is not a mere outpost of a London set. Rather, the Manchester office was founded by a well-known face on the Manchester scene, Sean Hulston, who became the Senior Criminal Clerk in Manchester, and was joined by a number of established criminal barristers from the area.

In 2015, a dozen or so barristers joined from St James's Chambers with their clerk, Colin Perrin, and established the Business & Property department of 23ES.

The set, which now covers Crime, Regulation, Business & Property,



Employment and Sports law, has gone from strength to strength in the last decade, adding pupils and seasoned practitioners along the way, these days standing at more than 30 members based in Manchester. Having previously been based on St Mary's Parsonage, they are now on the 2nd Floor of 41 Spring Gardens, eponymously named 'Waterhouse' after the famed architect, who also designed the Town Hall, Manchester Assizes and Strangeways prison, amongst many other well-known buildings.

23ES's award as Chambers of the Year at the MLAs was a fitting way to mark their first ten years in the city. If they continue to host parties like the one on 11 July, many will be hoping they are a part of the Manchester legal scene for decades to come.



The Manchester Claims Association's Annual Dinner raises £1,800 for the Alzheimer's Society

The Manchester Claims Association were delighted to raise £1,800 for the [Alzheimer's Society](#) following their successful Annual Dinner, held at the revered John Ryland's Rooftop Terrace at Manchester Hall.

Over 150 insurance and claims professionals descended on the venue for a night of good food, even better company and, most importantly, to raise money for a fabulous cause which is close to the hearts of many of the association's members. 1 in 3 people born in the UK today will be diagnosed with dementia, with this number set to increase. The committee members have witnessed first-hand the devastation this disease can cause to loved ones and their families and wanted to raise as much money as possible in 2024 to support those that need help now, to campaign for change and to fund research for a better tomorrow.

What is the MCA?

The Manchester Claims Association is a membership organisation open to claims professionals within insurance companies, loss adjusters, lawyers and other claims handling operations and support services based in and around Greater Manchester. Founded 30 years ago (originally just for insurance claims managers, but latterly extended to include the wider claims community), it provides a forum for those involved in insurance claims to discuss matters of mutual interest, involving the local market or claims handling generally.

The Association contributes on the education and training side by arranging for regular presentations by guest speakers on a wide range of insurance claims topics. If

you or your organisation is interested in becoming a member of the MCA then please call Tony Morrissey on 0161 955 5176 or email tony.morrissey@9sjs.com.

If you are interested in joining us for the Manchester Claims Association Annual Black-Tie Dinner on 16th May 2025 then please email Tony. The costs for a table of twelve is £960 and £800 for a table of ten.

For more information, you can visit our website: manchesterclaimsassociation.com



Browne Jacobson contributes to report promoting greater UAE-UK collaboration in cancer care

A Browne Jacobson lawyer has played a key role in the launch of a report that aims to improve cancer care via greater collaboration between the United Arab Emirates and United Kingdom.

[Gerard Hanratty](#), Head of Health and Life Sciences at the UK and Ireland law firm, contributed to a section on barriers and opportunities regarding data sharing and privacy in the UAE-UK Business Council's white paper.

Titled [Opportunities for collaboration between the UK and UAE in cancer care](#), it provides a series of recommendations for developing new prevention, screening and diagnostics strategies that can help tackle cancer on a collaborative basis.

Artificial intelligence (AI) and other emerging technologies are earmarked as having a central role to play in improving the accuracy and speed of diagnostics, as well as the efficacy of treatment.

UAE-UK collaboration in this field requires effective cross-border data sharing and a regulatory ecosystem geared towards maximising the potential for joint projects.

Using his expertise in public law and regulatory issues in health and life sciences, Gerard provided views about how to overcome legal hurdles in the exchange of personal data, which is crucial to developing joint research projects and clinical trials, as well as the adoption of innovative technologies such as AI and genomics in cancer care.

Gerard, who was a panel speaker at the Council's UAE-UK Cancer Summit in Dubai

earlier this year, said: "An ambition for the firm is to support clients who are working at the forefront of society's biggest issues, and there are fewer such issues than tackling cancer given that there were [more than 19 million new diagnoses globally in 2020](#) .

"The growing trading relationship between the UAE and UK is providing significant investment into health and life sciences, offering enormous opportunities for greater collaboration in cancer care research and development.

"With many regulatory challenges to overcome, however, this report provides some strong recommendations for how our countries can develop a comprehensive and flexible framework for co-operation and alignment in data sharing and governance.

"Another key objective should be for the UK and UAE to work together to achieve recognition of the UAE's federal data regime as adequate to other international jurisdictions.

By achieving data adequacy and implementing an enabling regulatory regime, our countries can begin to collaborate more effectively in harnessing big data and AI towards what should be our ultimate goal – the game-changing development of personalised cancer prevention, screening and diagnostics strategies based on individual patient characteristics such as genetics, lifestyle factors and medical history."

The data regulatory framework proposed by the white paper would consider the different legal and cultural contexts, existing and emerging international standards and best practices, and the specific needs and



interests of the health and research sectors.

To assist such a framework, the paper suggests a series of potential areas and projects for collaboration and innovation. These include the development of a UAE-UK health data hub, the harmonisation of ethical and technical guidelines for AI and genomics, and the facilitation of cross-border clinical trials and research partnerships.

To achieve this, it recommends the UAE and UK establish a joint committee or forum composed of representatives from the relevant ministries, health authorities, academic institutions and private sector entities. This would be used to define the vision and objectives, set priorities and action plans, and mobilise shared resources and support.

The paper concludes with recommendations to government, business, academia and other stakeholders within health and life sciences on how to bring emerging collaborative opportunities to fruition.

[Lord Ajay Kakkar](#) , emeritus professor of surgery at University College London, and [HE Dr Maha Barakat](#) , Assistant Minister for Health and Life Sciences in the UAE Ministry of Foreign Affairs, are co-chairs of the Council's campaign for greater collaboration between the UAE and UK in cancer care.

In the report, they write: "The UAE and the UK are at similar stages in their respective journeys in terms of developing new strategies for tackling cancer and overcoming the barriers that stand in our way.

"One of those challenges relates to prevention, screening and diagnostics. This is broad in scope, ranging from how to encourage people to follow a healthier



Gerard Hanratty

lifestyle and present themselves earlier for screening (and how we can effectively take screening providers out to the community), to how we can harness AI and other emerging technologies to improve the accuracy and speed of diagnostics and the efficacy of treatment.

"For UK-UAE collaboration in cancer prevention, research and treatment to flourish, an enabling environment for the exchange of data between both countries is necessary, along with a regulatory ecosystem geared towards maximising the potential for joint projects."

The trade and investment relationship between the two countries is now worth about £25bn per year, representing an annual increase of nearly 50%.

The UAE is the UK's 19th biggest trading partner and its 12th largest export market. There has been significant investment in healthcare in both directions since the UK-UAE Partnership for The Future and Sovereign Investment Partnership agreements were signed by both countries in 2021.

Much of this investment reflects the rapid pace of innovation, research and adoption of new technologies such as AI in the life sciences sector in the UK and UAE.

To read the Opportunities for collaboration between the UK and UAE in cancer care report, click [here](#) .

Unit Chambers: Opening New Horizons for Solicitors Considering the Bar

Are you a solicitor interested in cross-qualifying to the Bar? [Unit Chambers](#) offers a unique opportunity for legal professionals like you to transition into a supportive environment as a family law barrister. As they aim to become the fastest-growing family law set in the UK, Unit Chambers is actively seeking talented individuals to join their innovative team.

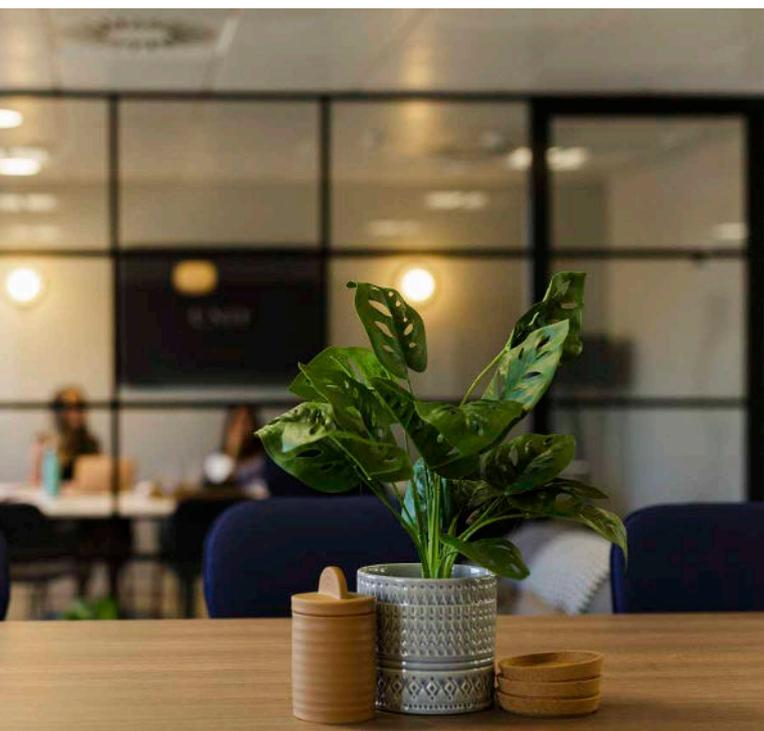
Why Unit Chambers Stands Out

For solicitors contemplating the leap to the Bar, the prospect of joining a modern chambers might seem daunting. Concerns about autonomy, decision-making, and fitting into a new professional culture are common. However, Unit Chambers is designed to dispel these myths. They offer a structure that respects and values your professional independence while providing the robust support needed to thrive in a new role.

A Modern Approach to Professional Growth

Unit Chambers is committed to fostering a collaborative and democratic environment where barristers have significant control over their professional lives. For solicitors considering cross-qualification, this approach offers several key benefits:

- **No Financial Barriers:** Joining Unit Chambers requires no significant financial buy-in. As a privately owned entity, they eliminate the financial hurdles often associated with traditional chambers, allowing you to focus on developing your practice.
- **Business Management Support:** Unit Chambers takes care of the business side of practice, with a team of experienced professionals handling tasks like marketing, consultancy, and business development. This means you can concentrate on delivering exceptional service to your clients without getting weighed down in administrative duties.
- **Democratic Decision-Making:** Daily operations and barrister-specific matters are handled democratically. With regular 'Tune In' sessions, all members have a voice in the decision-making process, ensuring a truly inclusive environment.
- **Equality and Inclusion:** At Unit, every barrister, regardless of experience, is given equal opportunities to contribute and succeed in a supportive, non-hierarchical environment.





Advantages Tailored for Transitioning Solicitors

Unit Chambers' model is particularly advantageous for solicitors who are new to the Bar:

- Tailored Practice Development: They work with you to develop a practice that fits your career aspirations and personal life, offering a clear path for professional growth.
- Efficient and Transparent Billing: Their modern, online billing system offers real-time tracking, enhancing transparency and financial management, a significant improvement over traditional systems.
- Affordable Fees: With competitive chambers fees and no buy-in, Unit Chambers offers financial stability and flexibility, making the transition to the Bar more accessible.
- Supportive Community: Regular social events, wellbeing initiatives, and a mix of open-plan and private workspaces ensure that you are supported both professionally and personally as you navigate your new career.

Hear from Unit Chambers Members

Here's what some of their current barristers have to say:

- Work-Life Balance: "Being local to Merseyside and Cheshire allows me to maintain a balance in my professional and personal life." - Callum Hurley, Consultant Barrister
- Modern and Flexible Environment: "Unit Chambers is in touch with the modern world, offering great flexibility and a very



approachable workplace." - Kim Okell, Consultant Barrister (previously a solicitor at Morecrofts)

- Transparency and Integrity: "Unit Chambers delivers on all levels and is the complete package." - Claire Jones, Senior Consultant Barrister

Your Next Step to the Bar

Unit Chambers is paving the way for a modern Bar that embraces tradition while leading in innovation, technology, and support. If you're a solicitor ready to explore cross-qualification, Unit Chambers offers an environment where you can reach your full potential, feel valued, and become part of a forward-thinking community.

Ready to make the move? Contact Emma Wall at emmawall@unit.law for an informal, confidential chat at your convenience. Join Unit Chambers and take the next step in your legal career.

Partner promotion enhances Mills & Reeve's offering in the North West

Mills & Reeve's [real estate team](#) grows even stronger as Hannah Cheminais is promoted to partner.

Hannah, who joined the firm in 2020, is a real estate lawyer acting for developers, investors, landowners and occupiers.

In her new role as partner, she will continue to develop the Mills & Reeve real estate offering in the North West for public and private regeneration, development and complex projects work. Hannah's promotion brings the team up to 6 partners and 19 lawyers.

Mike Edge, who heads the Manchester real estate practice at Mills & Reeve, said: "Hannah has been an invaluable addition to the Manchester team and her promotion is well deserved. She has played a pivotal

“
I'm delighted to be part of a growing and successful team – Hannah

role in our development. We're one of the fastest growing real estate teams in the region and as we continue to develop our client base, we're pressing ahead with our ambitious expansion strategy.”

Hannah said: "I'm delighted to be part of a growing and successful team, which is well positioned in the market place. The quality of the work is excellent and there is a strong culture of providing a first-rate service to clients which makes Mills & Reeve a great place to build your career.”



Hannah Cheminais



MSB Solicitors celebrates raft of team promotions

MSB Solicitors [↗](#) has announced a host of new promotions, recognising the exceptional contributions of its team members over the last year.

The firm, which currently employs over 200 people, has promoted fourteen employees from across its Manchester, Liverpool, Wavertree and Widnes offices.

This news comes as the firm continues on its growth trajectory, after opening two new offices in Birmingham and Chester earlier this year.

“

These promotions are testament to the hard work of our team members and our commitment to career development

– Emma Carey, Managing Partner, MSB Solicitors

The promotions span a range of department areas, with team members from the Litigation, Residential Property, Commercial Property, Family, Social Housing, Crime and Employment teams being recognised for their achievements. The full list of promotions in Manchester are as follows:

- Tom Mealand, Commercial Property (Manchester) - promoted to Senior Associate
- Julia Michalczyk, Social Housing (Manchester) - promoted to Associate



Tom Mealand



Julia Michalczyk

Emma Carey, Managing Partner at MSB Solicitors, said: “These promotions are testament to the hard work of our team members and our commitment to career development.

“Each individual demonstrated a keen understanding of MSB’s values and culture, as well as a commitment to driving our growth and success. I am confident that they will continue to excel in their new roles and contribute to our ongoing success.”

MSB Solicitors congratulates each of the newly promoted team members and looks forward to the continued success and growth of the firm.

Host of promotions at criminal defence firm

Leading criminal defence firm Olliers Solicitors [↗](#) has announced a string of promotions at its Manchester-based office.

Jack Tomlinson, Martha Odysseos and Hannah Poole have been promoted from solicitor to associate as the firm continues to bolster its team of criminal law experts.

Jack Tomlinson represents clients at all stages of the criminal investigation process, has completed the police station accreditation process and represents clients at the police station regularly. Jack has developed a keen interest in pre-charge cases and the preparation of Crown Court matters, particularly contested cases being prepared for trial.

Martha joined Olliers in 2021, initially as part of the litigation support team, before she qualified as a solicitor in February 2024. Martha was crowned Trainee Solicitor of the Year 2024 at the Manchester Legal Awards.

Hannah Poole joined Olliers in January 2021 and completed her training contract with the firm. She qualified as a solicitor in August 2023 and has developed a keen interest in Crown Court preparation for various offences.

Commenting on her promotion, Hannah said, "Over the past year, assisting senior colleagues with such extensive experience has allowed me to mature my legal style and identify key areas of interest, such as pre-charge engagement.

"Working for such a specialised firm is invaluable in terms of progressing my career, and it's inspiring to work alongside such seasoned experts. Olliers is genuinely committed to helping team



(L-R) Hannah Poole, Martha Odysseos and Jack Tomlinson

members flourish, and it's wonderful to feel supported and encouraged."

Every year, Olliers holds a paid summer internship programme at its Manchester office. The

The 2024 internship programme is underway, and the firm will recruit a number of this year's interns.

Managing director of Olliers, Matthew Cloughton, added: "Our lawyers are all experts in their field, and I'm incredibly pleased to be making promotions across the board. We know that our people are the key to our success, and by nurturing their talent from the very offset, we can build a criminal defence team that operates at the highest possible standard."



MANCHESTER
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Senior Lawyer Vacancy at Manchester City Council

About the Role

Working hours: 35 hours per week

Contract type: Permanent

Closing date: 13 September 2024

Interview method: in person

This role is subject to:

Qualification: Qualified solicitor, barrister, Chartered Lawyer or Fellow of the Institute of Legal Executives holding a current practising certificate and registration with relevant professional body

A vacancy in the position of Senior Lawyer has arisen within the Democratic Services Legal Team, which is part of the Governance Group within Manchester City Council's Legal and Democratic Services Department. The team provides legal advice in relation to local government law, constitutional matters and decision-making, and on information governance matters including data protection, Freedom of Information, the Environmental Information Regulations and RIPA. It also advises on election law, and on Members' Standards matters including complaints alleging breaches of the Council's Code of Conduct for Members.

The role requires the delivery of consistent, high quality legal advice and, where appropriate, briefings and training to clients in relation to the law within the team's practice areas. It also involves the development of associated policies, procedures and guidance. In addition, it will require the preparation of reports to the Council, the Executive and committees and, on occasion, attendance at such meetings to present reports and/or provide legal advice.

[Find more details on the role here](#) .

If you have any questions regarding this role, please contact Stephen Hollard, Head of Legal (Governance) – email: stephen.hollard@manchester.gov.uk ; telephone: 0161 234 3336.

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Continued on page 50



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Continued on page 52



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benefits@gmchamber.co.uk

Messenger deadlines

20 September 2024 – October Messenger

18 October 2024 – November Messenger

22 November 2024 – December Messenger

13 December 2024 – January Messenger



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World Suicide Prevention Day

World Suicide Prevention Day takes place on 10th September to raise awareness that suicide can be prevented.

The theme for 2024 to 2026 is “Changing the Narrative on suicide” and looking at creating a different culture on how we approach and discuss suicide and suicidal thoughts. As discussed by the International Association for Suicide Prevention, it can feel like a daunting conversation to approach and one which is viewed in a culture of silence or lack of understanding on the subject. Instead, they are looking to shift this to be an open and honest culture and allowing people to feel able to speak about how they are truly feeling, without feeling judgment for voicing this.



Chloe Cain

On 23rd September 2023, Vanessa Ford, a partner at Pinsent Masons sadly lost her life after being struck by a train. She had been working long 18 hour days to secure the sale of Everton FC. Her loss was felt across the legal community and has highlighted the importance of speaking up and speaking out regarding mental health in the workplace.

It is important to understand how death by suicide impacts our society. According **to a poll** from **Samaritans**, 1 in 5 of us will experience suicidal thoughts during our lifetimes. The ONS published a statistic that in England during 2022, Males aged 50-54 were found to have the highest death by suicide rate, of 23.1 per 100,000. The Law Gazette reported in 2021 that **one in 10 young lawyers are experiencing suicidal thoughts**. It is therefore important to have open and honest discussions surrounding this topic both at home and in the workplace and be prepared to discuss this.

Often, suicide can feel like an overwhelming and complex topic to discuss, especially in the workplace. It is therefore important to feel equipped if a family member, friend, colleague, or stranger were to speak about suicidal ideation. There are various options available for training, and your workplace may wish to train a member of staff as a mental health first aider.

If you are looking for training on this that you can complete outside of work, the **Zero Suicide Alliance** provides free online training to help in the education of suicide awareness and prevention. They offer a range of courses, including their ‘Suicide Awareness Training’ and ‘Autism and Suicide Awareness’. Their full Suicide Awareness Training is 20 minutes long, and it can help



you to understand how to spot the warning signs, how to approach a conversation with someone that you are worried about, where you can signpost for further support, and that suicide is preventable. I have completed this training, and would encourage everyone that can, to do this. These conversations, with friends, family, colleagues or strangers, are important to be had. Through greater knowledge and awareness of suicide prevention, it can build a supportive society with the confidence to take action and to change the narrative on suicide.

When thinking of World Suicide Prevention Day, it is also vital to think of **mental health** in general and how you can look after yourself. Whilst it can be easier said than done, it is important to maintain a work/life balance. This could be through ensuring you have different emails for personal and work matters and using different phones for example, as it can allow you to switch off when necessary.

“

According to a poll from Samaritans, 1 in 5 of us will experience suicidal thoughts during our lifetimes

If you are experiencing suicidal thoughts or are struggling with your mental health, it is important to know that you are not on your own, and that support is available for you.

If you are in an emergency situation, please phone 999.

Chloe Cain
Paralegal, Slater and Gordon and member of the MLS ED&I Committee

UK Helplines:

NHS 111

Samaritans – either by phone on **116 123** or by email to jo@samaritans.org (please note that it may take a couple of days to receive a response via email)

Papyrus HOPELINE for people under the age of 25 who are experiencing suicidal thoughts, and for anyone concerned about a young person: either by phone on **0800 068 4141**, by text to 88247 or by email to pat@papyrus-uk.org

You can also contact **LawCare** who are a mental health charity specifically for the legal sector. They are a free, independent and confidential support service. You can contact them on the emotional support helpline on **0800 279 6888** Monday to Friday between 9am and 5pm. You can also contact them through their chat online button on their website. www.lawcare.org.uk

Does informal mentoring have a part to play in diversity initiatives?

For those interested in ED&I, mentoring has long been seen as one of the most effective ways to level the playing field. Having made use of several formal mentoring schemes myself, as both a mentee and mentor, I acknowledge that there are benefits to formal arrangements.

I have found that the most impactful mentoring that I have received or given has been raising and responding to those quick *'can I just ask'* questions. Recently, while on my commute to work, I overheard a fellow lawyer say that ED&I initiatives were for other people so that they could 'get on' with the day job. Overhearing that conversation made me wonder - have those in the industry that write ED&I initiatives off as 'not for them' ever benefited from informal mentorship?

mentorship is where a more experienced lawyer takes a junior lawyer under their wing and provides ad hoc advice on how to navigate the career ladder or office politics. At its most effective, it is a genuine and mutually enriching relationship, generally between a more experienced professional and a professional at the start of their career but in a different department or firm. I doubt that many would see this informal mentoring as a traditional ED&I 'scheme' when compared to the more structured schemes available now, but it remains an invaluable tool in aiding diversity in the workplace.

Informal mentoring involving diverse colleagues who are stepping into the arrangement with a clear sense of purpose allows both mentors and mentees to gain candid insights about those aspects of the job that will never be taught in a law textbook or openly discussed at a team meeting or away day. Unlike the conversation I overheard on my commute, everyone with sufficient experience has a part to play and can provide informal mentoring to assist in colleagues' professional development.

Taking a more casual approach to mentoring allows relationships to develop organically and as a knock-on effect, is more likely to ensure a psychological safe place that in turn allows both mentee and mentor



Olivia Henry



to benefit. Having someone else in the legal industry that has had similar life or professional experiences who can be used as a sounding board is invaluable for junior lawyers when carving their career path.

Informal mentoring can be more varied in the level and frequency of support required from the mentor perspective, but from the perspective of the mentee, it can demystify the next step in the career ladder. The mentoring that happens on an informal basis over a cup of tea in the office kitchen can be just as impactful as a formal relationship.

The working from home era has revolutionised the way people work - people have more flexibility and choice in when and how they work than ever before. But has this increased flexibility come at the cost of informal mentoring?

For informal mentoring to work in this climate, both mentees and mentors need to work harder to build meaningful mentorship relationships. The increased use in technology means that relationships can be developed virtually and not confined to one office site or one geographical location. Mentees are increasingly looking further afield to find people that they can relate to for career guidance. For a long time, informal mentoring has played a part in diversity and career development, but there is an increased responsibility on the industry to continue the legacy of informal mentoring.

By Olivia Henry, an Associate at Shoosmiths

Upcoming events: **Virtual Events**

13 September 2024 – [Managing Relationships Upwards](#) ↗

17 October 2024 – [Presentations – YOU be YOU](#) ↗

22 November 2024 – [Management – Closing the Gap](#) ↗



Upcoming events: **Legal Education**

18 September 2024 – [Property Law Conference](#) ↗

25 September 2024 – [Private Client Conference](#) ↗

08 October 2024 – [Regulatory Conference](#) ↗

09 October 2024 – [Family Law Conference](#) ↗

12 November 2024 – [Local Authority Conference](#) ↗

Management Matters

By **Bill Kirby**, director of Professional Choice Consultancy



This Month

- **Some Essential Management Actions and Reviews**
 - **People**
 - **Management Structure**
 - **Management information**
 - **Resourcing**
 - **Clients**
 - **IT & Security**
 - **Compliance and PII**

More aid and actions for challenging times

Whether we like it or not the management and staff at law firms have to step up to meet challenges plus seek and win opportunities to successfully operate their business – image, client satisfaction, personal satisfaction and financial survival and returns. There are lots of personal and personnel development actions to take place along with managing the right sources of aid.

For now, let us assume that we have undertaken our performance and key resource stock-take and we have a strategy in place. We have a three-year strategy but it is important to make it work for so many reasons. [June 2024](#) [↗](#) drew attention to this aspect and we certainly addressed some essential IT focus here [August 2024](#) [↗](#) – all firms need to get clear strategy sessions in place with their IT PMS/CMS supplier to enable a choice of staying with them as they develop and start delivering their strategy for the benefits of law firms plus the collaborative availability of essential added value solutions to assist in making things work.

Our People

It is essential that firms retain and develop key personnel and that needs a programme from the time of recruitment through – with not just job profiles but the kind of personal profile sought from an applicant – communication skills, intellectual skills, management skills, motivation – the right ones needed for the job role and the expectations going forward. Early awareness of shortcomings can be handled through positive development, regular communication with team leaders and personnel development programmes. The internal appraisal system needs to be up to this – an HR requirement or the right sort of advisory.

It is also important that the firm can demonstrate a positive policy for diversity and equality – not just for recruitment but also client attraction and provide regular and effective communication with certainly the younger generation to cut the current desire of 65% of them to leave their current firms as soon as they can.

Management Structure

Again, clarity is essential. The right personnel in the Strategic Board that maybe meets every 2-3 months. The right personnel in the Operations Board that meets monthly with the boss, legal department heads, finance head, marketing head, HR head and IT head. Even smaller firms have the legal department leaders but may be short of advice in the staff functions. This is increasingly available with the changing environment. Just one or two days a month could be useful.



“

Too many firms are struggling at the moment over their financial security and availability of finance

Every firm irrespective of size needs a report from legal department heads demonstrating understanding year to date performance by month and making clear where recovery or exploitation in the months ahead is going to happen and why.

This should cover Billing, Gross Profit (Billing less direct costs of fee earners and staff by department), chargeable time, lock up, headcount, matter starts, complaints, business development and needs from other departments.

This needs to be accompanied by confirmation of existing files and likely billing in time – this makes the forecast that much more acceptable and focuses minds on getting the job done

Management Information and Financial Management

This is increasingly being seen as very important and recent interface with a number of lead consultants in the sector has identified that more analytics needs to be available enabling safer management of business and finance performance around cashflow, working capital, and even financial risk with clients. There is more requirement from in-house finance, accountants, the IT

system and in many cases added value solutions. If not available internally then solutions like [Katchr](#) ✓

Firms need the information in the right format at the right time for positive decision making (daily, weekly, monthly). Some accountancy firms in the sector are now offering additional services and consultancy plus we have an increasing demand, not just for small firms for businesses like [The Cashroom](#) ✓ with the skills and the resource to meet financial and banking regulations.

Too many firms are struggling at the moment over their financial security and availability of finance. Not always the best responses from banks even when clients who are under pressure themselves. It is hard to demand the right relationships without the right data available, but it can be made to work.

Resourcing

Again, a relatively new (last 5 years) challenge for law firms

Legal expertise and resource is a need and many smaller firms need to be able to access additional skills to meet client needs. This is becoming more available with the large number of lawyers wanting to remain independent. There are half a dozen businesses offering this sort of access now. This can also be an activity peaks and troughs resolution as client demands fluctuate but generally get stronger.

I have heard that a number of law firms are not necessarily validating the skills

Continued on page 62



“

Every firm needs a plan, either developed internally or, if without basic knowledge, some third party advice

and expertise of people handling files – for example private client stuff -could lead to some claims

There is a genuine case also for outsourcing some support activities on a regular basis to meet genuine fluctuations in activity and to apply the right skills. [Document Direct](#) for document production and transcription, [Moneypenny](#) answering services and again the Cashroom.

Clients

A very important feature. Acquiring new ones through our brand, image, business development activity, conversion of inbound enquiries handling (the 20% benchmark for many but 65% doing it right is worth a fortune).

One example is that many firms are underestimating the importance of their Will Bank (asset value) – failing in encouraging Will updates and offering LPAs, losing clients and referrals. Attention here could be very worthwhile. Safe Share and WBT from [OPTSM](#) is an added value solution here.

Clients are desperate for regular communication and updates c 40% unhappy with their firms and telling others. There are now more added value solutions from third parties such as inCase now part of Access

Legal and Propero from [Legal Workflow](#) and Safe Share.

Business Development

The firm needs to establish a brand that is great for the client base and potential clients. Empathy, performance, community commitment, diversity etc.

Every firm needs a plan, either developed internally or, if without basic knowledge, some third party advice.

It needs to fit with the strategy for growth and work types. It needs to develop simple product marketing plans for the overall firm and for the different work-types. Very simple – services offered, benefits for the clients, target marketplace, route to market – direct and indirect and a plan for activity by month, reviewed quarterly and actioned. A significant feature of the Ops Board sessions is making sure all work types are aware of the activities. The cheapest route to market is referrals from existing clients or from different departments but it certainly needs a plan.

High on the list also needs to be the methodology for handling the inbound enquiries – a process, empathy, info up to order request, subsequent info and so on. 20% conversion of 500 (expected per month from a 100-person firm) enquiries is 100 files at say £500 is worth £600k for 12 months. 65% which performing firms are achieving is worth £1950k. Whole exercise is worth the effort. Need a bit of skill.

There are some great added value systems that can assist.

IT Performance and Data Security

As we have reviewed over the last six months, many firms are being let down by

their PMS/CMS supplier – the [last month's article](#) was on this. Hopefully more firms are demanding sessions with their PMS/CMS supplier to fully understand the strategy going forward and how they are going to get the added value essentials (on boarding, client communications, data exchange, MI/BI, enquiry conversions, protective workflows for SRA/AML requirements) It can well be by third party added value solutions now and for quite a while as long as the strategy and plans are in place.

Hopefully all firms are checking that they are making the most effective use of the latest release of software from their supplier. Discussions between IT and the supplier are often not enough. Needs a session with some proactive legal heads and the supplier.

“

It is highly likely in the next 5 years all firms may be on to a secure cloud environment

It is highly likely in the next 5 years all firms may be on to a secure cloud environment. In the interim/short term, also all firms should be looking for a managed service, hosted, cloud environment in the very short term to aid systems security, systems availability and appropriate skill levels and that is without changing their software until the strategy and delivery are clear.

Security, Compliance and PII

Certainly not a topic to be underrated at the moment. The implications are potentially massive.

Many commercial clients of firms are undertaking checks on the firms – Cyber Essential PLUS. History of fines and SRA referrals. The private client will switch on quite quickly.

It is essential that as well as specific training of all staff, there are processes and procedures in place to force staff members to follow the rules – check the document and get the appropriate sign offs. Regular updates from [The Access Group](#) is seen by many firms or check the monthly Regulation Update in this publication.

There are too many firms being attacked at the moment and there is a real need to identify if it is systems or staff behavior.

PII insurance brokers can be quite useful too, also making sure there is a dialogue between the firm and the insurance company ahead of renewals. I wrote about this last year in [September 2023](#) and it still has relevance.

In the Interim

If any firm would like me to have a word with their PMS/CMS supplier or link them to some added value – feel free.

Bill Kirby is a director of [professionalchoiceconsultancy.com](https://www.professionalchoiceconsultancy.com) offering advice to firms on business issue from strategy, planning, business development, the effective use of IT applications and IT hosting for compliance, business continuity and DR. He can be contacted at billkirby@professionalchoiceconsultancy.com and [LinkedIn](#)

Legal Costs Update

By **Nick McDonnell** (left) and **Colin Campbell** (right)



Here, in **Kain Knight Costs Lawyers'** regular monthly legal costs update, we focus on those cases which we believe are likely to have a practical relevance for its members. We welcome feedback and if there is an area, topic or case you would like us to address, please let us know.

We start with a County Court judgment (Central London) which is worthy of a read for its interesting facts even though the decision is persuasive, rather than binding. In **SZ Solicitors (a firm) v Bharj**, the solicitors had sued their former clients for their outstanding fees of £223,253, on a bill of £335,133 based upon a written retainer. Having heard evidence, HHJ Monty KC held that there was no written retainer. It followed that the solicitors had only been entitled to charge an hourly rate plus disbursements for the work done. However, that work had been undertaken in the County Court, and as s.74(3) Solicitors Act had not been excluded, the former clients' liability in costs could not exceed the amount recovered from the opponent in that action, which had been agreed at £180,000. Giving credit for sums paid, that left £62,628 outstanding which was subject to detailed assessment. That was a task for the trial judge as HHJ Monty would not "shuffle that responsibility" to the Costs Judge: he carried out the assessment holding that the costs should be reduced by exactly 20% which meant that the clients had succeeded under the one fifth rule under s.70(9). However, this had been a common law assessment, the Act did not apply, so the solicitors had "won". As the successful party under CPR 44, they were entitled to the costs of the action, but as the firm had failed to file its costs budget in time, their costs were limited to the £10,000 issue fee and the £1,175 trial fee. Ouch! A lot of expensive lessons there: make sure that the retainer is in writing and exclude s.74(3) if the work is in the County Court.

Still with the Act, **Ivanishvili v Signature Litigation LLP** [2024] EWCA Civ 901, is, of course, binding, but the judgment leaves loose

ends. Below, the claimant had sought detailed assessment under s.70 Solicitors Act 1974 of 79 paid invoices delivered by the defendant solicitors between 31 March 2016 and 26 October 2022, totalling £13,781,354.66. His case was that they were interim "on account" bills, but the solicitors argued that they were interim "statute" bills (being final for the periods to which each related): if so, it was too late to assess them. The retainer was a Conditional Fee Agreement (CFA) (later varied) whereby the claimant paid 65% of the firm's standard fees as the case progressed, plus a further 35% if the litigation succeeded. Upholding the Master below, the Court of Appeal held that whilst it seemed counter-intuitive that invoices which had been rendered and paid years ago could be subject to challenge, the law clearly pointed in that direction. Interim statute bills needed to be complete, final and self-contained. However, the sums incurred in the interim invoices were not necessarily the full sum payable for the work done during each respective period. The discount was temporary, and the client would not know the full amount until the conditions for payment of the additional 35% had (or had not) been satisfied. It followed that all the bills (going back 8 years) were "on account" and could be assessed, which, according to Coulson LJ, would not be difficult for solicitors because they have "full computer records". Really? Does that mean that although for professional negligence purposes, solicitors need only retain records for 6 years, that that obligation should now be extended just in case more than six years later, an ex-client challenges their charges? That, too, leaves the question of whether a retainer where work is undertaken under a CFA with a success fee, can ever provide for the delivery of

“statute” bills? All that Coulson LJ would say was that CFAs and s.70 made uneasy “bed fellows”. Perhaps the profession should be checking carefully in all cases they are undertaking under CFAs with success fees, whether there is provision to deliver interim statute bills, and if so, whether it will stand up to the sort of scrutiny which failed the solicitors in **Signature**.

Next Part 36. In [Wells v Hornshaw](#) [2024] EWHC 2019 (Ch) Adam Johnson J had to decide whether the Respondents’ Part 36 Offer dated 4 August 2023, was still open for acceptance when the Petitioner sought to accept it on 22 April 2024. To answer that question depended upon the proper analysis of CPR rule 36.12 headed “Acceptance of a Part 36 Offer in a split-trial case”. Here, the court had initially directed a split trial and the offer had been made about 6 weeks before the start of the trial in September and October. However, when the Petitioner had indicated that he wanted to accept it, the judge held that the offer was no longer open for acceptance, because by then all the issues had been determined and the case had been decided, even though a valuation process was still ongoing in relation to the Petitioner’s shares.

Brief mention next of intervenor’s costs where the court considered whether a prospective intervenor should pay the costs of the parties in respect of his failed application to intervene in the action. In **Betta Oceanway Company v SC Tomini Trading SR** [2024] EWHC 2068 (Comm) Stephen Hofmeyr KC held that where a prospective intervenor had unsuccessfully applied for an order pursuant to CPR r 3.1(2)(m) that he be added as a third-party intervenor permitted to make submissions to the Court, or alternatively, for an order pursuant to CPR r 19.2(2) that he be added as a Defendant, that he should pay the costs. It was an expensive failure: the claimant’s costs were summarily assessed at £40,000 and the defendant’s at £60,000, both payable within 14

days, albeit that counsel’s fees were reduced from £36,031 to £25,000.

Next “consequentials”. In **Khokan v Nirjhor** [2024] EWHC 1873 (KB), the court had struck out a claim in libel because the claimant had failed to pay an outstanding costs order of £20,646.58 by 4 pm on 14 June 2024 under an “unless” order. In a hearing for “consequentials”, Hill J held that all five arguments advanced by the claimant to support an argument that costs should not follow the event, would fail. However, so far as the defendant’s costs budget was concerned, an upwards variation of an additional £82,954.78 in estimated costs, thereby more than doubling the estimated costs figure if permitted, was excessive. Whilst costs relating to the application for an unless order and an application for security for costs were “significant developments” within CPR 3.15A(1), costs such as those for amending the pleadings, were not. In the result, the claimant was ordered to pay the costs of the claim on the standard basis (with some variation of the defendant’s costs budget being permitted), together with the costs of the consequentials hearing, summarily assessed at £5,500.

Finally, costs of permission to amend pleadings. In **J Robbins Capital Partners Limited v Zamsort Limited, Ortac Resources (UK) Limited, Arc Minerals Limited** [2024] EWHC 1990 (Comm) Paul Stanley KC gave the claimant permission to amend its particulars of claim without conditions. A stay until various costs orders had been met would have stifled the action as the claimant did not have funds to pay them.

As always, these are a selection of the principal recent cases which are likely to be of use to practitioners and if any further information is required, please contact either Nick McDonnell or Colin Campbell at Nick.McDonnell@kain-knight.co.uk or Colin.Campbell@kain-knight.co.uk



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Pet of the month

Name: Lee Traylor

Firm: G2 Legal Ltd

Pet Name: Jeff

Pet Nickname: "Rat dog"

What kind of pet do you have? Jeff is a great family dog, very soft natured but still has the Jack Russell in him..... chases squirrels, pigeons and far too clever for his own good!

Is your pet: Male

How old is your pet: 4

Favourite Toy: Any ball

Favourite Activity: Chasing said ball

Favourite Treat: Any meat

What would your pet say, if they could speak, to the following -

My perfect day would be ... lying in the sun and chasing a ball (if there is sun creeping through the windows he's lay in that spot)

My favourite thing my parents(brothers/sister) do is ... play chase. My brother and sister (Lara & Will) love to play games with me all day, such as hide my toy and make me find it.



Is your pet the perfect poser? Whether you have a cute cat, delightful dog, fabulous fish, gorgeous guinea pig, happy horse, brilliant bird, smart spider, luscious lizard - you get the picture - whatever animal you own we want to see and hear about them!

Each month we'll pick a couple of 'Pets of the Month' for the next edition so keep a look out to see if your pet has made it, modelling in *The Messenger* magazine!

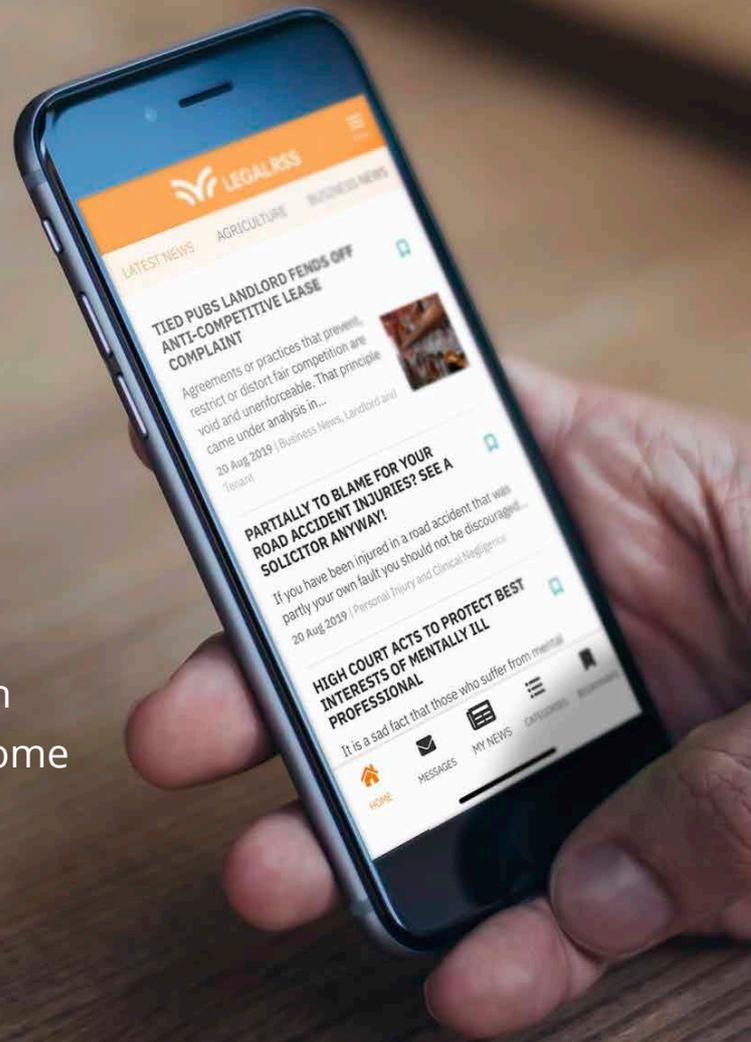
You can download a copy of the questions here then send your answers and photo to Messenger@manchesterlawsociety.org.uk

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