



April 2025

the Messenger

Inside this issue...

06

Criminal Law
Update



18

In conversation
with Tomi
Komoly BEM



60

Passover –
ED&I
Update



A successful launch event for our Future Stars Programme



The launch event for the [Future Stars Programme](#) on 5 March 2025 was a resounding success.

Held at Eversheds Sutherland's offices, the event featured an inspiring panel of legal professionals who shared their unique journeys into the legal field and provided valuable insights into various areas of the profession. Chaired by Matt Taylor, Partner at Eversheds Sutherland and Chair of the Future Stars Committee, the panel included Fiona Ledden, President of Manchester Law Society and City Solicitor for Manchester City Council, Paul Johnson, Partner at Ward Hadaway, Shakira Akhtar, Apprentice Solicitor at Eversheds Sutherland, and James Miller, Barrister at 18 St John Street Chambers.

Continued on page 34

Members Preferred
Partner Group



Legal Education
Programme Sponsor



Click for more info

MIL AWARDS 2025

BOOK YOUR PLACE!

Thursday 3rd July 2025 at The Kimpton Clocktower Hotel

For more information:

www.manchesterlegalawards.co.uk @MLAwards

Event host



Manchester Law Society
Instituted 1838 Incorporated 1871

Media partner

The Business
Desk COM

Marketing partner

RMS

Charity partner





From the President

Fiona Ledden, President

I am so pleased that we are coming into spring with (hopefully) glorious sunshine and the abundance of spring flowers.

March has been a wonderful month as you can see from the cover story, we had a fantastic event on the 5th March launching our Future Stars program. It is so rewarding taking part in helping young people on the way into the wonderful profession that Law is, and what better place to practice it than right here in our beautiful city. At the launch event we had the chance to meet the 2025 Future Stars cohort who are taking up the opportunities on offer, such as mentoring and work experience. In my view we have a responsibility to the next generation to extend that open hand and give them that help along the way.

On 8th March we also celebrated International Women's Day. Whilst some may say that the fight for equity between men and women is now won, I am not so sure when I see and hear about some boardrooms and look at the gender pay gap in mine and other organisations. The equity pay gap becomes even more apparent when looked through a lens of intersectionality, looking at race, faith, disability and more. In our organisation we continue to work at eliminating this.

I am grateful to Shane Smith for the work he does to promote ED&I in Manchester Law Society through his Committee. I wanted to give a big plug to consider joining one of the MLS Committees. They cover both areas of law and the running of the Society, you can see the [full list here](#) . If you are interested in joining any drop [Carla](#) a line.

We are recruiting a further person to join the core MLS team with Fran, Carla and Chandre. I am so looking forward to having another person come and help us with our work, I hope by next Messenger I will be able to let you know if we have been successful in our recruitment.

In April we have a number of religious festivals and times for reflection and prayer. We have just had Ramadan with fasting and an emphasis on prayer culminating in the celebration of Eid. What have you been doing in your firms to help understand this time of year for our Muslim colleagues?

In the legal team at the Town Hall, we had a sharing time around food, breaking the fast, and what Ramadan means to Muslims. I still have so much to learn. My deputy Asif Ibrahim was able, with other officers, to share a breaking of the fast with some of our young people in care who do not have family to break the fast with, or who understand the significance of this time, he told me what a powerful time this was.

We also have the feast of Pesach or Passover between 12th and 20th April and the celebration of Easter too. So, my tip for this month is find out about how one of your colleagues celebrate their particular religious festival if they have one at this time of year.

I wish you all a happy and peaceful time for your own celebrations and I look forward to sharing my experiences in April with you. Have a wonderful month.

Fiona your president



the Messenger

In this edition...

- 03 From the President
- 06 News from HQ
- 24 Mental Wellness
- 26 Professional Development
- 28 Regulation Update & News
- 34 Cover Story
- 36 Digital Marketing
- 40 Talking Heads

Our Legal Panel

Fiona Ledden
City Solicitor
City of Manchester

Shakira Akhtar
Apprentice Solicitor
Eversheds Sutherland

James Miller
Barrister
18 St John Street
Chambers

Paul Johnson
Partner
Ward Hadaway

34

GET
YOUR
ENTRIES
IN!

12



Manchester Law Society
Instituted 1838 Incorporated 1871

Manchester Law Society

4th Floor, Arkwright House, Parsonage Gardens,
Manchester, M3 2LF

www.manchesterlawsociety.org.uk

Send your stories to: messenger@manchesterlawsociety.org.uk

Why not join the conversation
by following us on social media?





- 42 Member News
- 48 Manchester Young Lawyers
- 50 MLS Advantage
- 56 ED&I Update
- 62 Movers & Shakers

- 66 Management Matters
- 70 Legal Costs Update
- 72 Pet of the month

Communications Committee

Fran Eccles-Bech
Manchester Law Society

Carla Jones
Manchester Law Society

Chandre May
Manchester Law Society

David Anderson
St John's Buildings

Martyn Best
Document Direct

Lucy Cresswell
JMW Solicitors LLP

Adam Entwistle
JMW Solicitors LLP

Mark Fitzgibbon
Hill Dickinson LLP

Nick Johnson
Glaisyers Solicitors LLP

Paul Johnson
Ward Hadaway LLP

Steve Kuncewicz
Glaisyers Solicitors LLP

Fiona Ledden
Manchester City Council

Jeff Lewis
Brabners LLP

Julie Mogan
Excello Law

Brigid O'Malley
McAlister Family Law Limited

Cheryl Palmer-Hughes
Irwin Mitchell

Shane Smith
Slater & Gordon Lawyers

Matthew Taylor
Eversheds Sutherland

Ruth Thomas
Irwin Mitchell

Seraphina Wilkins-Tolliday
TLT LLP

All rights reserved, reproduction in whole or part without written permission from Manchester Law Society is not permitted.

Photographic material and manuscripts are supplied at owners' risk, neither the company nor its agents accept any liability for loss or damage.

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



**Deadline for the
May 2025 edition
of The Messenger**

The Messenger is published by



Advertising enquiries:

Please contact Martyn Best:
Mobile: 07798 700500

Email: martyn.best@legalrss.co.uk

Design by Andy Bellis Creative



Criminal Law Update with His Honour Judge Potter

The MLS Criminal Law Update at JMW solicitors on 27th February was an insightful and engaging evening as a result of presentations by HHJ Potter and Elizabeth Rimmer CEO of [LawCare](#) .

LawCare is a mental health charity for the legal sector who has a free and confidential helpline open 9am to 5pm every weekday on 0800 279 6888.

The evening's event was supported by members of the Bar, Crown Prosecution Service and Defence Solicitors.

The MLS Magistrates and Crown Committee are keen to develop the professional relationship with Crown and Magistrates Court users so all involved in the Criminal Justice System have an understanding of the daily pressures and requirements placed upon the multi agencies involved in the Court process. We are also keen to promote and assist where we can with mental wellbeing issues for those involved in the legal sector.

We were very grateful for HHJ Potter criminal law update as well as him previously shadowing David Philpotts of Olliers Solicitors when he was duty solicitor at Manchester Magistrates Court.

Elizabeth was impactful on many of our audience with her presentation on work pressures and addressing mental health issues in the workplace.

The committee are happy to welcome new members. If you wish to consider joining please contact [Carla Jones](#) at Manchester Law Society.

We are grateful for JMW Solicitors for hosting the event and for Fran, Carla and Chandre at MLS for organising the event.

Daniel Weed
Chair of the MLS Crown and Magistrates Court Committee
Compliance Partner at Burton Copeland



Daniel Weed

UK Government legal services delegation International Bar Association (IBA) 2025 Conference

UK headquartered legal firms and chambers and UK based legal professionals are invited to apply to join the HM Government delegation to Toronto this November for the International Bar Association (IBA) Annual Conference 2025, delivered in partnership by the Ministry of Justice GREAT Legal Services campaign and Department for Business and Trade.

This programme will be delivered in collaboration with the The Law Society and The Bar Council – as well as other expert partners. They will provide guidance and support to delegates, including on how to get the most out of the IBA for those new to the conference.



They are also inviting any organisations interested in partnering with them on events to get in touch by emailing matthew.readett@justice.gov.uk for more information.

Applications close 27 April 2025 at 11:59pm GMT contact matthew.readett@justice.gov.uk for more details. [Apply here](#)

Thank you to our supporters

More information can be found within the Messenger



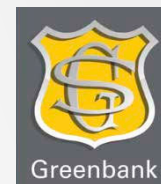
[See page 14](#)



[See page 17](#)



[See page 27](#)



[See page 32](#)

Fingerprint Analysis

Peter M Swann

[See page 39](#)

Specialist Fingerprint Service to the Legal Profession, Established 1987

**MANDERSTAM
INTERNATIONAL GROUP**

[See page 39](#)

Law Works call for volunteers

[LawWorks](#) are calling for solicitors in England and Wales to volunteer on their pro bono legal advice website, Free Legal Answers.

What is Free Legal Answers?

Free Legal Answers is an online platform managed by LawWorks.

Individuals who cannot afford to pay for legal advice and are not eligible for legal aid can use the platform to ask a legal question and receive initial pro bono legal advice from a volunteer solicitor.

Areas of law covered by Free Legal Answers:

- Family
- Housing
- Employment
- Consumer

To be eligible to volunteer on Free Legal Answers a solicitor must:

- Be 2 years PQE
- Have a current practicing certificate
- Apply the pro bono protocol standards

Time commitment

Solicitors can answer as many or as few questions as they wish and can 'unsubscribe' at any time.

Insurance

All advice given via the Free Legal Answers website is covered by LawWorks' professional indemnity insurance.

Anonymity

Participating solicitors can take part anonymously if they wish (e.g., their name and contact details will not be provided to individuals).

Accessibility

The website can be accessed at any time from any location, enabling pro bono advice to be provided when most convenient for the solicitor.

Support

The website is supported by an administrator, who can be contacted with any queries, concerns or technical questions.

Resources

Information and links to resources which may be helpful for participating solicitors are available on the website. Eg: an introductory guide to eligibility for legal aid.

Recording pro bono hours

Participating solicitors can log their pro bono hours directly on the platform. LawWorks can also provide reports on time and activity, if helpful.

Further information

An overview of Free Legal Answers including a short introductory video and details of how to register as a volunteer can be found [here](#) .

Questions?

Please email:

freelegalanswers@lawworks.org.uk

Actionstep

Don't wait for the future.
Lead it.

Discover key insights to guide your firm forward with the **2025 UK Midsize Law Firm Priorities Report.**



Take the first step toward a smarter, more efficient practice.
Scan the QR to download your free copy.

actionstep.com



Introducing the Communications Committee

In a previous life, the Communications Committee was known as the Messenger Editorial Committee and had responsibility for working with the then published of the Messenger to consider and agree content for each monthly issue. In other words, it was a great monthly meeting to find out what was really going in the legal community in Manchester.

Given the ever increasing number of ways of communicating, the decision was taken in 2023 to rename the Messenger Editorial Committee and to widen its responsibilities. It was at this point that the Communications Committee was born and we are now responsible for all forms of communication from Manchester Law Society including the Messenger, the Weekly e-Newsletter, social media channels, the website and the Manchester Law Society App. And we still get a great monthly meeting to get the gossip too.

At its heart, our responsibility is to ensure that all members of Manchester Law Society know about all of the great work that is being undertaken by the Society and its brilliant committees. In a busy world where everyone's time is precious, we need to distil all of that good stuff into a concise message that reaches as many people as possible. Working with the brilliant team in the office at Manchester Law Society, our main focus remains the Messenger, but we work hard to then push that content through our wider communication channels.

The Communications Committee meets in person once a month to discuss and agree the key messages and themes for the following month. In order to do this, we

need to have a good understanding of the work that is being undertaken within the Society and also the key issues within the profession at any given time. It is therefore a great committee within which to get to know about the Society and what it is doing and, therefore, a great starting point for people who might want to get more involved with Manchester Law Society going forward.

In recent months we have been delighted to add a number of new members to the Communications Committee, including:

- **Molly Souter, Solicitor at McAlister Family Law**
- **Emma Bowie, Chambers Manager at 18 St John Street Chambers**
- **Hafsah Jahan, Trainee Solicitor at Trowers & Hamlins**

However, we are always looking for new members to join the Committee and to support our activities – as the ways in which we communicate with each other continue to develop it is important that we are representative of all parts and levels of the profession so that we can ensure that we are communicating effectively.

That being the case, if you would like to spare a small amount of your time to join the Committee and support our work, we would be delighted to hear from you!

To join the Committee please email CarlaJones@manchesterlawsociety.org.uk



National Trust



©National Trust 2024. Registered charity no. 205846.
©National Trust Images/Paul Harris

Compete in the

#BlossomWatch

Blossom Dash Corporate Challenge

Thursday 22nd May 2025 4pm-7:30pm

Venue: Junction at Manchester Central

Get a team together for a fun filled race against other competitors to collect as many Blossom Hotspots as you can and be in for a chance to win prizes!

Ask your colleagues, friends and family to sponsor you to raise much needed funds to support the future of **Castlefield Viaduct** and help people across Manchester connect with nature in the heart of the city.

Contact castlefieldviaduct@nationaltrust.org.uk for more information and to sign up your team.

Blossom is a national campaign by the National Trust to welcome Spring, celebrate blossom, and bring people closer to nature. Visit our website to find out more www.nationaltrust.org.uk



Supported by **JUNCTION**



Final chance to enter the Manchester Legal Awards 2025!

We are really getting to crunch time with the [Manchester Legal Awards](#). The deadline has been extended to 17:30 on 4th April 2025 so for anyone reading this on the week of publication you still have time to get your entries in.

When you enter you will receive a confirmation email. If this doesn't arrive in your inbox and can't be found in a spam/junk folder please contact mlawards@manchesterlawsociety.org.uk to make sure we have your entry.

Once the nominations close the entries will be processed and shared with a panel of judges who will make them against the category criteria. Those with the highest scores will be entered on to the shortlist which will be revealed on 6th May.

All shortlisted nominees, barring lifetime achievement, will be interviewed on Judging Day on 6th June, kindly hosted at the offices of Squire Patton Boggs. If you are nominated, please book this day out in your diary!

Kimpton Clocktower Hotel where guests will be treated to a drinks reception on arrival, a stunning three-course meal, the presentation of the awards and a live band. You can [reserve your tickets here](#).

We have the last few sponsorship slots left so if you are interested in raising your profile and celebrating the Manchester legal community, please email [Fran Eccles-Bech](#) for more details.



Local Authority Conference

On 11th March we were delighted to host the Local Authority Conference at Manchester Hall in partnership with [11KBW Chambers](#) which was kindly sponsored by [TLT LLP](#).

We were honoured to have the full roster of speakers provided by 11KBW Chambers who shared their expertise on a wide range of topics concerning the running of local authorities, and also of interest to those working with those authorities.

James Goudie KC opened the first session of the conference with a session on Local Government Finance Section 114 reports and beyond giving a comprehensive update to all attending. This was swiftly followed by our morning chair Joanne Clement KC sharing a Subsidy Control update including the recent updates to the Statutory Guidance.



Joanne Clement KC

A comprehensive update on education covering school exclusions, nursery education, prayers in school, SEN and more was presented by Paul Greatorex.

Rounding out the morning Joanne Clement KC presented a session on the latest developments in Community Care.

The afternoon was chaired by Joseph Barrett KC who began the second half of the conference with a session exploring the contractual disputes with public bodies after the Procurement Act 2023.

Cecilia Ivimy KC provided a Judicial Review update looking in particular at relief – interim and final injunctions, consultation and duty of candour and specific disclosure.

The conference was closed with a session from Leo Davidson on GDPR and information law. This touched on DSAR cases, data protection, FOIA cases and more.

If you missed the conference but would like to see the notes and more information on the speakers you can [download the pack here](#).

Many thanks to all the speaker and the wider [11KBW](#) team for providing such interesting and useful content. A huge thanks also to [TLT LLP](#) for their support and sponsorship of this event.



Joseph Barrett KC



The Best EV Salary Sacrifice Car Schemes in the UK 2025

Salary sacrifice schemes are an amazing way to increase employee benefits by allowing them to exchange part of their salary for non-cash benefits, providing both tax and National Insurance (NI) savings.

One of the fastest-growing schemes is electric vehicle (EV) salary sacrifice, but similar schemes exist for pensions, childcare vouchers, cycle-to-work programs, and more.

Changes to tax you should know about

As of April 2025, employers' National Insurance Contributions will increase from 13.8% to 15% and apply to a wider range of staff due to the change in income threshold from £9,100 to £5,000.

Since this change was announced in October, more businesses have been looking into EV salary sacrifice schemes to reduce costs. Enquiries into the scheme have gone up by 21%, and actual company sign-ups have increased by 34%.

Where EZOO comes in

EZOO was founded in 2018 and provides affordable and customisable Salary Sacrifice schemes and business subscriptions, built to make the shift to electric as easy as possible.

But, with various providers as well as EZOO in the market, how do you determine the best option for your business? Below, we break down the key factors to consider when selecting an EV salary sacrifice scheme and how to find out which one is best for you.

Finding the right vehicle selection

When choosing a salary sacrifice provider, vehicle selection is key. Different schemes offer varying selections, from budget-friendly models to high-end premium EVs. For instance, whilst EZOO supplies all models of EVs, we specialise in premium electric cars, featuring brands like Porsche, Tesla, and Audi. Meanwhile, providers such as Octopus EV and Love Electric cater to a broader range of drivers, offering more affordable models.

Which provider offers the most flexible terms?

Contract length is an important factor in affordability and suitability. Some providers offer

shorter, more flexible terms, while others require longer commitments. For example, we provide short-term agreements starting at three months. In contrast, Octopus EV and Love Electric typically offer 12-month contracts. Choosing a provider with the right level of flexibility depends on your individual needs.

What are the eligibility criteria?

Providers have different salary thresholds for participation. EZOO and Octopus EV allow employees earning £30,000 or more before deductions to join. Love Electric sets its threshold at £25,000 before deductions, ensuring at least £20,000 remains after deductions. Understanding these requirements is key to determining eligibility.

Additional Benefits: What's Included?

Many providers bundle extra services into their salary sacrifice packages. Some providers such as **EZOO**, include maintenance, insurance, breakdown cover, and road tax, reducing additional costs for employees. EZOO also collaborates with providers to bring you exclusive deals, such as the current offer of 10% off public charging with OVO. Comparing these benefits can help determine which scheme offers the best overall value.

Making the Right Choice

For those seeking a premium electric driving experience with flexible contract terms, EZOO stands out as the best choice. Its selection of high-end models, short-term leasing options, and comprehensive benefits package make it the most attractive provider in the market. While other providers may offer a broad range of vehicle options, EZOO delivers the perfect combination of luxury, convenience, and cost savings.

However, the best provider depends on individual priorities, whether it's vehicle selection, contract flexibility, or additional services. Reviewing eligibility criteria and included benefits can help in making an informed decision.

To find out more about how EZOO's electric car salary sacrifice scheme, visit their website at: ezoo.uk

EZOO



Drive a Premium EV with Smart Tax Savings



Get Your Perfect Car on **Salary Sacrifice**

You can access substantial savings on an electric vehicle through EZOO's salary sacrifice scheme—reducing your taxable income and benefiting from ultra-low BIK rates.

Choose from prestigious brands like Porsche, Tesla, BMW, Mercedes, and more, ensuring your car reflects your professional status while being cost-effective.

Limited time offer!

**FREE Andersen
Charger worth £2500!***

Quote EVMLS



PORSCHE



[0203 9500 270](tel:02039500270) | hello@ezoo.uk | ezoo.uk

*Offer available to those signing up for a new Salary Sacrifice Lease for 3 years or more before 30/04/2025. The value of the charge point is dependent on the car and model selected. Subject to availability.

EZOO is a trading style of Evolution Auto Limited, registered in England.

Company registered number 11142739. Copyright © 2025 EZOO



Upcoming Q1 & Q2 meetings

Tuesday, April 01, 2025
MLS Council Meeting

Wednesday, April 02, 2025
Communications Committee Meeting

Wednesday, April 02, 2025
Family Law Committee Meeting

Tuesday, April 29, 2025
MLS Officers Meeting

Wednesday, April 30, 2025
Private Client Committee Meeting

Wednesday, April 30, 2025
Membership & Social Committee Meeting

Tuesday, May 06, 2025
Property Law Committee Meeting

Wednesday, May 07, 2025
Communications Committee Meeting

Thursday, May 08, 2025
Crown and Magistrates Court Committee Meeting

Tuesday, May 13, 2025
MLS Council Meeting

Tuesday, May 20, 2025
Joint V Meeting

Wednesday, May 21, 2025
MLS Officers Meeting

Thursday, May 22, 2025
Equity, Diversity & Inclusion Committee Meeting

Tuesday, June 03, 2025
MLS Council Meeting

Thursday, June 05, 2025
Family Law Committee Meeting

Wednesday, June 11, 2025
Communications Committee Meeting

Tuesday, June 17, 2025
MLS Officers Meeting

Wednesday, June 25, 2025
Private Client Committee Meeting

Tuesday, July 01, 2025
MLS Council Meeting

Wednesday, July 02, 2025
Communications Committee Meeting

Tuesday, July 15, 2025
MLS Officers Meeting

Thursday, July 17, 2025
Equity, Diversity & Inclusion Committee Meeting

Wednesday, August 06, 2025
Communications Committee Meeting

Tuesday, August 19, 2025
MLS Officers Meeting

Wednesday, August 27, 2025
Private Client Committee Meeting

Wednesday, September 03, 2025
Communications Committee Meeting

Tuesday, September 09, 2025
MLS Council Meeting

Wednesday, September 10, 2025
Family Law Committee Meeting

Tuesday, September 23, 2025
MLS Officers Meeting

Thursday, September 25, 2025
Equity, Diversity & Inclusion Committee Meeting



Vicariously acquired PTS

Vicariously acquired Post Traumatic Stress (PTS), or secondary trauma, is a growing concern for legal professionals. This form of trauma occurs when individuals are repeatedly exposed to the terrifying experiences of others, leading to emotional distress—even if they didn't experience the traumatic event themselves. For lawyers and legal professionals, particularly those working in criminal law, family law, or personal injury, the emotional toll of hearing detailed accounts of abuse, violence, and loss can be overwhelming.

While they didn't go through the event, lawyers are often confronted by harrowing evidence, which can weigh heavily on their mental and emotional health. Over time, recurring exposure can lead to symptoms similar to PTS—like irritability, insomnia, anxiety, low mood, and intrusive memories. Lawyers may also experience burnout, reduced empathy, and an

inability to connect with clients, all of which can compromise their ability to effectively advocate for those they represent.

The impact of vicariously acquired PTS isn't just professional—it extends into personal life as well. The emotional burden of dealing with clients' trauma can strain relationships with family and friends, and lead to social withdrawal. It can also create challenges at work, diminishing productivity and leading to a loss of passion for the profession.

To combat these growing issues, the legal profession must prioritize mental health. Legal professionals need access to therapy, effective treatment and a supportive environment that encourages self-care and debriefing. By addressing secondary trauma proactively, law firms can help their teams maintain their well-being, stay effective in their work, and ensure that clients continue to receive the attention and care they deserve.

info@dpeak-counselling.org 07889 041 432

Carrying the emotional burden of your cases?

Finding it hard to switch off after work?

Need to talk?

Contact David Today

Counselling & Psychotherapy, in person & online for: *(amongst others)*

- Anxiety
- Trauma
- Depression
- Bereavement / Unresolved grief
- Stress
- Relationship difficulties
- PTSD
- Alcohol and substance misuse

BACP Accredited Counsellor & Psychotherapist with 20 years' experience.





In conversation with Holocaust Survivor Tomi Komoly BEM

We are delighted to offer you the rare opportunity to hear from a Holocaust Survivor, Tomi Komoly BEM. This free event will take place on 14th May from 17:00 at Weightmans' offices.

Born in Budapest, Hungary in 1936, Tomi Komoly was the only child of Jewish couple Alfred and Margit. At the time, Jews made up 6 percent of the Hungarian population and 23 percent of the population of Budapest.

Hungary moved closer to Germany after Hitler came to power in 1933 as they had similar ideologies. In 1939, after the introduction of anti-Jewish laws, Alfred was forced to sell his scrap metal business. By 1943, when Tomi was seven years old, his father was called up to a forced labour unit of the Hungarian Army. Tomi and

his mother were forced into a Yellow Star House because they were Jewish. He had very little contact with his father and after one brief visit Alfred was taken away, never to be seen again.

Tomi managed to survive the war by moving locations and hiding. After the Second World War, Tomi witnessed a lynching in the Budapest streets, targeted at Communists and Jews, which precipitated Tomi's perilous attempts to escape Hungary.

Tomi eventually settled in Greater Manchester with his wife and two children.

You can read more about Tomi's story [here](#) ↗

You can also purchase Tomi's book in the series *My Voice: The Remarkable Life Stories of Holocaust Survivors* [here](#) ↗ .

Guests at the event will be able to hear about Tomi's experiences directly from him and there will be an opportunity to ask Tomi questions.

Timings

17:00 Registration

17:30 In conversation with Tomi Komoly BEM

18:30 Refreshments and networking

19:00 Close of the event

To book your free place please email ChandreMay@manchesterlawsociety.org.uk

This event is free to attend but you must book as we have limited places.



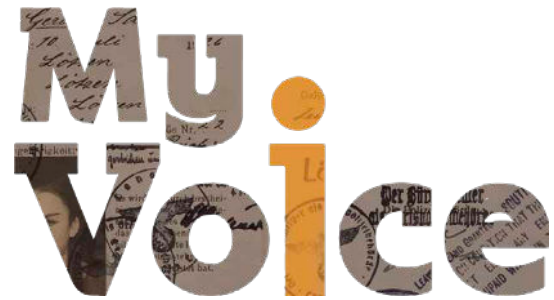
Tomi Komoly BEM


More about My Voice

My Voice is a globally unique project which publishes the whole life story books of Holocaust Survivors and Refugees who settled in Greater Manchester, the North West and London before and after the war – in their own voices. To date *My Voice* has published 45 books with another 15 in production.

My Voice is a stand-alone project run by The Fed – Manchester’s largest Jewish social care charity - and independently funded.

In June 2021, *My Voice* was awarded the Queen’s Award for Voluntary Service – the






highest possible accolade for a voluntary sector group. Andy Burnham, the Metro Mayor of Greater Manchester, has said that “anyone connected with the *My Voice* project has done a great service to humanity.” For more information on *My Voice* visit www.MyVoice.org.uk 

Delay to planned upgrade for Employment Tribunal online services

Please be aware that the planned upgrade for Employment Tribunal online services (as notified to the national user group a few days ago) has been delayed and will now take place on Wednesday 2 April 2025 at 8:30pm. The upgrade is expected to last until 4.00am on Thursday 3 April. A message, informing users that the service is unavailable, will appear for anyone trying to access it during that period.

This upgrade applies to the MyHMCTS portal only. Responses can still be sent in via email in the usual way.

You can read more about the MyHMCTS portal [here](#) . Videos are still available showing users how to use the portal to

submit an ET3 [here](#)  and how to submit applications [here](#) . In due course, this portal will become the primary means for representatives to engage with the tribunal.

You can access the Employment Tribunals Reform FAQ document [here](#) .



HM Courts &
Tribunals Service



Manchester's legal future on the global stage

The formation of the International Committee

Manchester has long been a city of innovation, industry, and legal excellence. As the second-largest legal hub in the UK after London, our city has consistently demonstrated its ability to attract and retain outstanding legal talent. However, Manchester's legal sector has the potential to grow beyond national borders, strengthening its connections with international legal markets and enhancing its reputation as a centre for high-quality legal work. With this vision in mind, the Manchester Law Society is forming an International Committee to further Manchester's international legal presence and build relationships with lawyers across the globe.

A rich history of international engagement

The Manchester Law Society has a strong tradition of international cooperation. The Society was the first provincial Law Society in the UK to establish relationships with mainland European legal bodies and the first to become a member of the Federation of European Bars. In 1993, Manchester hosted the second Convention of JuristEurope, where lawyers from over 26 countries convened in our city to collaborate and exchange knowledge.

The Society has also facilitated professional exchanges, such as the 1991 conference in Lodz, Poland, which helped Polish lawyers develop their legal system during a period of political transformation. Additionally, the Society has established legal twinning

agreements with the Bar of Lyon in France and the city of Padova in Italy, strengthening relationships and fostering ongoing collaboration between legal professionals across borders. Over the years, Manchester Law Society has welcomed delegations from Philadelphia, China, Ghana, and Cyprus, further solidifying its reputation as a hub for international legal connections.

The International Committee

Building on this legacy, the Manchester Law Society is now forming an International Committee. This initiative aims to:

- Foster international cooperation between Manchester's legal community and law firms across different jurisdictions.
- Promote Manchester as a major legal centre that is capable of handling high-value, cross-border legal matters.
- Provide Manchester-based solicitors with opportunities to build strong international networks and share best practices with their global counterparts.

The Committee will be comprised of legal professionals with an interest in international law and cross-border legal work. It will provide a platform for solicitors, barristers, and legal experts to collaborate, exchange knowledge, and explore new opportunities in the global legal market.

An International Legal Conference in 2026

A key initiative of the International Committee is the creation of the

“

In 1993, Manchester hosted the second Convention of JuristEurope, where lawyers from over 26 countries convened in our city to collaborate and exchange knowledge

International Manchester Legal Conference, provisionally planned for 2026. This event will provide a platform for legal professionals from different jurisdictions to come together, exchange insights, and discuss the challenges and opportunities. The conference will showcase Manchester's legal expertise while facilitating new cross-border collaborations and strengthening relationships between legal professionals across the globe.



Marcin Durlak, IMD Solicitors

Beyond the professional sessions, the event will also offer a rich cultural and networking experience. Attendees will have the opportunity to explore Manchester's renowned football culture, historic landmarks, and surrounding natural beauty, making it an unmissable event for legal practitioners globally.

Join us in shaping Manchester's international legal future

The formation of the International Committee is an exciting opportunity for Manchester's legal professionals to contribute to a global vision. Whether you specialise in corporate law, family law, dispute resolution, personal injury or any other field with an international dimension, we welcome you to join us.

Manchester has all the ingredients to compete for high-value legal work on an international scale. By working together, we can build relationships with reputable firms across the globe and ensure that Manchester becomes a major player in the global legal landscape.

If you are passionate about international legal work and want to be part of shaping Manchester's legal future, we invite you to get involved. To express your interest or find out more, please contact Fran Eccles-Bech at FranEccles-Bech@manchesterlawsociety.org.uk or Marcin Durlak at m.durlak@imd.co.uk.

Together, let's make Manchester the global legal hub it has the potential to be.



Top tips and branding advice at The Next Generation of Legal Professionals Conference

The 5th March saw MLS and [Potential Unearthed](#) partner up to host The Next Generation of Legal Professionals Conference at the amazing [Manchester Hall](#). The day was chaired by Mike Ode and it was amazing to see so many young professions who are just starting out on their career journey.

The theme of the conference focused on the importance of creating and building your personal brand which is so important in any role especially when you are starting out in your career.

Ruth Shearn from [RMS PR, Marketing & Design](#) was first up to the lectern. Ruth shared some interesting stats including:

- Over 90% of employers check the social media presence of potential candidates
- 25% of employers subsequently reject a candidate

“

Over 90% of employers check the social media presence of potential candidates

Those stats were met with a few surprising gasps from the audience!

Ruth also shared what a personal brand means, why it matters and how you can build and maintain your own.

Following on from Ruth we heard from Matt Flanagan-Roberts, Senior Legal Counsel at [Lookers](#). Matt explored why personal branding is so important for lawyers, sharing several tips including:

- Defining your USP

L-R: Jennifer Smith, Cody Brookes, Jeff Lewis, Helen Royle, Matt Flanagan-Roberts, Georgie Clayton





Matt Flanagan-Roberts

- Engaging with your target audience
- Getting out there and networking

Just before lunch we heard from Mike Ode from Potential Unearthed who took a break from hosting the event to share his advice on the importance of You being You when presenting. Mike explained the importance of being authentic and genuine during public speaking. Mike also provided some tips around managing and controlling your nerves when stood in front of a group of people.

We also heard from the amazing Jennifer Smith from [Forbes Solicitors](#) who shared a number of personal stories that have helped to raise her profile. Jennifer discussed the fine balance between work and personal posts on LinkedIn and how the odd personal post can help people to get to know the real you. We all loved the story of her son pushing two peas up his nose and the reaction it got on LinkedIn!

A big thanks must go to all those who took part in the panel discussion. Joining our speakers Matt Flanagan-Roberts, Jennifer Smith and Jeff Lewis we had Cody Brookes, a Trainee at [Irwin Mitchell](#) and Co-Chair of MTSG, Georgie Clayton, a solicitor at [JMW Solicitors LLP](#), and Helen Royle, an



Mike Ode

associate at [Maguire Family Law](#) and the chair of MYL. They all shared their own stories, tips and advice that will prove invaluable to those in the room.

As we moved into the afternoon presentations, we heard from Matt Aitken from [Fieldfisher](#) who was brilliant and shared his thoughts on working within a multigenerational workforce. He gave an insight into the 4 generations typically seen in the workplace, busted some myths and provided 6 top tips to help the Gen Zs in the room!

Our final presentation was delivered by Jeff Lewis, a Partner at [Brabners](#) who is also a Deputy District Judge. Jeff gave an insight into the dos and don'ts of how to get the judge onside. Jeff shared some brilliant tips including

- Dressing properly
- Don't be late
- Fully understand and know your file

There was so much knowledge and experience in the room that we hope everyone took a lot away from the day. Thanks once again to our speakers who were all amazing.

Are you a procrastinator?

Many of us will be familiar with procrastinating - putting off or avoiding a task that needs to be done. It often seems as if the more we have to do, the more we procrastinate. There are two types of procrastination, active and passive.

Active procrastinators work better under pressure, they may choose to leave a task until it's right down to the wire because they thrive on adrenaline.

Passive procrastinators do so to the detriment of their performance. According to a [2013 study](#) procrastination has nothing to do with poor time management or laziness, it occurs because of our inability to manage negative emotion surrounding a task, either focused on an aversion to the task itself or because of the feelings the task provokes 'I can't do this', 'I'm not the right person for this case'.

Procrastination is closely linked to perfectionism, low self-esteem, fear of failure or of moving forward in our lives. Often procrastination is a red flag that we are finding it hard to cope, it can be a symptom of an underlying issue such as stress, anxiety or depression.

So, if you are a procrastinator what can you do? Here are some tips.

Practice self-compassion

Be kind to yourself, and don't beat yourself up for procrastinating. Just accept that you do it. Try and write down some positive things about yourself, perhaps something nice a client said to you, or think about a previous time things went ok.





Make a list

Start by making a list of everything you have to do. Break big tasks into smaller manageable chunks so they don't feel overwhelming and set realistic deadlines for each task.

Block out time and remove distractions

Estimate how long certain tasks will take and block out time in your calendar to complete them. Work out what times of day suit you to complete certain tasks, for example if you're a morning person you might be better at drafting a document first thing and want to save admin tasks for the afternoon. If possible turn off your phone and email notifications during these times so you don't get distracted. You can also block your access to social media on your phone during certain times of day.

Make a start

It's easy to say just do it – but sometimes exactly what you need to do is just make a start on something. It doesn't have to be perfect.

Build in rewards

It's important to build in rest time or reward yourself for meeting deadlines. Perhaps make a deal with yourself that you'll get a coffee after you've completed a certain task, or you'll go for a walk after clearing your inbox. Short breaks and time away from your desk improve your energy and focus.

Seek help

If your procrastination is starting to become unmanageable call LawCare for support on 0800 279 6888, email support@lawcare.org.uk, or visit www.lawcare.org.uk to use our live online chat. We also have articles, stories, videos, podcasts, and other information on mental health and wellbeing on our website.

News from HQ

SQE Access and Reinvestment Fund

The SRA have launched the SQE Access and Reinvestment Fund, which provides funding to help aspiring solicitors from disadvantaged backgrounds cover the costs of sitting the Solicitors Qualifying Examination (SQE).

The fund, totalling approximately £360,000, is open for applications from organisations with established schemes that support aspiring solicitors. Successful applicants will receive funding to cover SQE entry fees for candidates they select for support. The SRA



will not be involved in candidate selection and will only accept applications from organisations.

If you want to apply, more details can be found on the [SRA website](http://www.sra.org.uk). The deadline for applications is Wednesday 30 April.

This is a chance to help make sure that financial constraints do not prevent talented individuals from pursuing a career in law.

The importance of feedback

In life we give feedback all the time, we just don't realise it. You might tell people about the good, or bad restaurant you've been to. You tell people about a great hotel you've recently stayed at. Sometimes we give direct feedback e.g. on Tripadvisor, or on social media. It doesn't stop even when we're at home! You might feedback on how nice a meal was, or that your partner looks nice in that dress. We're always giving feedback.

So, that begs the question, why do we find giving feedback so difficult in work, especially when that feedback is negative? A lot of people find giving negative feedback awkward. You don't want to make the other person feel upset or uneasy which is why we sugar coat it. Even at home we do that. Even if the meal wasn't nice, you might say it was and if you're really brave you might feedback on the dress not looking that nice on your partner. Good luck with that one!

It goes without saying that feedback is vital at work, especially if people are to learn. Some of the benefits are:

- It encourages improvement
- It can boost motivation & engagement
- It enhances learning & development
- It can strengthen relationships & trust
- It can increase efficiency & productivity
- It can promote accountability

Here's a couple of models that might help you to structure your feedback. The models might help you to stop waffling, especially if you're nervous about the reaction.

BEEF Model

- **Behaviour:** Explain clearly what the person did (positively or negatively)
 Example: Give a specific instance of when this has happened
 Effect: Describe the effect it had on you or someone else or on the outcome
 Future: Advise what you want to happen from now on


AID Model

- **Action:** What did you see the person do? (positively or negatively)
- **Impact:** Explain the impact of that action.
- **Do:** What you would like that person to do now

PEAR Model

- **Praise:** Congratulate the individual on what they have done well
- **Examples:** Give specific examples of where you've seen this happen
- **Ask:** When and how can they make sure this happens again?
- **Reinforce:** Provide encouragement and demonstrate how you will personally offer your support to help ensure this happens again going forward

These models can help you to structure your feedback. Some of our course delegates have even said they have helped at home when giving feedback to children. Give it a go and see what you think.

Do you need help developing your managers and leaders?
 Contact Mike direct for a chat
mike@potentialunearthed.co.uk 

WIN A FREE ESCAPE ROOM EXPERIENCE!

Click for more info



BREAKOUT
MANCHESTER
BREAKOUTMANCHESTER.COM

SCAN THE QR CODE TO ENTER:



ENTER BY THE 30TH OF APRIL

28 Regulation Update & News

By **Andrea Cohen**, Compli, Weightmans



As we look forward to the Easter break – yes, it’s that time already – this is our monthly round up of what’s happening in the world of regulatory and disciplinary world.

Rearranging deckchairs on the Titanic

Well, they say things change quickly in the world of regulation, and these last few weeks have been no different.

Having closed the consultation on client money in legal services on 21 February, and received suggestions that rather than introducing swingeing changes the SRA focuses on improving its own internal processes, referencing the conclusions and criticisms of the SRA in the Axiom Ince report, and the report into the SSB debacle still awaited, within days, the news broke of the ‘loss’ of senior people in both the SRA and LSB. The SRA announced its CEO, Paul Philip, would retire ‘towards the end of 2025’ (apparently unrelated to Axiom Ince), the SRA Board in September 2024 having extended the Chair’s term again, until the end of 2026, and the Chair of the LSB announced he was stepping down with immediate effect.

There have been suggestions that the Axiom Ince and SSB report (when it lands), together with the loss of these key people should/may result in a pause on the potential changes to regulations, to allow stability within both the regulatory bodies and the profession as a whole, but at the same time, the LSB declared there is a decline in professional ethical standards, with gaps in understanding and support, and lawyers are unaware of their ethical requirements. The LSB issued a consultation last week ‘Upholding professional ethical duties’, which stated ‘the evidence of poor

ethical conduct indicates that regulators’ core rules and regulations dealing with professional ethical duties are nevertheless not always properly understood or applied in practice, or – at worst – they are disregarded altogether’. The Law Society will be responding to the consultation, which closes on 29 May 2025 and, as with all consultations, we would encourage other groups, firms and individuals to respond. The conclusions from the consultation may result in extensive changes to existing regulation, or, possibly, a wholesale change, and perhaps, a return to the rules and principles of professional conduct. For those who qualified some time ago, is it time to dust off your copy of ‘The Guide to the Professional Conduct of Solicitors’ 1999?

SRA statement SSB and Pure Legal

The SRA has updated its statement, confirming it has completed its SSB investigation, given disciplinary notices to a number of people and it is ‘aiming to make decisions’ before the summer. Four solicitors have had conditions placed on how they work, pending the final outcome of the investigation. More notices will be issued in due course. The SRA is continuing to review the high-volume consumer claims market generally, including targeted visits to firms working in the area. The updated statement also notes, in reference to the LSB’s independent review, ‘We welcome the review and we will take on board any feedback it provides to us and consider any recommendations it makes to improve our work.’



FOS charge for compensation claims

From 1 April there will be an application fee of £250 (with £175 refunded if the claim is successful) for compensation claims made through 'professional representatives', with the first 10 cases free per year. Submission of claims by complainants will not incur a fee.

High-Risk Third Countries (HRTC) – Key Changes

The Financial Action Task Force (FATF) has updated its list of high-risk jurisdictions following the February 2025 plenary session. FATF's lists are updated regularly after plenary meetings in February, June, and October. The changes should be considered for your risk assessments and due diligence processes. Firms must apply enhanced due diligence for clients or counterparties established in HRTCs.

Key points to note are that Philippines has been removed and is no longer on the 'grey list' due to improved AML and CTF measures, and Laos and Nepal have been added and are now under increased monitoring ('grey list').

Sanctions

As you are aware, sanctions, unlike AML obligations, apply to all types of legal services.

The Office of Trade Sanctions Implementation (OTSI), under the Department for Business and Trade (DBT), has issued new guidance on its enforcement powers under the Trade, Aircraft and Shipping Sanctions (Civil Enforcement) Regulations 2024.




OTSI can impose monetary penalties of up to £1 million or 50% of the breach's estimated value, whichever is higher. Penalties are applied on a strict liability basis, determined by the balance of probabilities.

Legal professionals must report suspected breaches of trade sanctions to OTSI and non-compliance with reporting requirements is a criminal offence. Firms should review their compliance frameworks, especially regarding mandatory reporting obligations, to avoid potential criminal liability.

The Office of Financial Sanctions Implementation (OFSI) has, for the first time, brought enforcement action against a law firm, for breaking Russia sanctions, resulting in a fine of £465,000 for breaching UK financial sanctions. The SRA have apparently looked into the matter but cannot take action as it is outside its jurisdiction, as it does not regulate the firm, the former Moscow office of HSF, or any lawyers involved in the case.

Law Society Practice Notes

Since our last update, the Law Society have issued the following:

- [Freelance solicitors](#) 
- [Accredited legal representatives in the Court of Protection](#) 
- [Protection for client accounts](#) 

Continued on page 30



Disciplinary and regulatory decisions:

AML fines

AML fines continue to be imposed for breaches of AML regulations, the majority under a regulatory settlement agreement, including, in the last month, fines ranging from £2894 to £23,596. Examples include: £23,596 for failing to have a FWRA between 2017 and 2024, no PCPs in place from 2011 to 2024 and no client and matter risk assessments (CMRAs) on 6 files reviewed; £5215 for failing to nominate a MLRO, failing to seek approval for a BOOM, failing to have a FWRA between 2021 and 2023, no PCPs from 2021 – 2022 and failing to conduct CMRAs, and the consultant with conduct of 6 matters inspected being fined £5768; £2894 for failing to carry out CMRAs and failing to have compliant PCPs, and £3,305 for failing to conduct CMRAs between 2017 and October 2024.

Struck off for dishonesty

A partner who provided misleading information on the PII proposal form, breached the Accounts rules, transferred

monies from client without authority, and attempted to mislead the SRA during the investigation was found guilty of dishonesty, misuse of client funds, and misleading the Solicitors Regulation Authority (SRA), was struck off and ordered to pay costs of £26,595.

Fine for failing to register client's interest

A solicitor who failed to register his client's interest following a purchase and failed to perform undertakings has been fined £5500 and ordered to pay costs of £1,350. As a result of the failure he was dismissed and had found it difficult to work as a result of the publication by the SRA of the referral of the matter to SDT.

Fine for breach of undertakings

A solicitor, the owner, COLP, COFA, MLRO and MLCO of the firm, who failed to perform undertakings given to the buyer's solicitor in relation to a conveyancing transactions was fined £17,500 and costs of £5500, together with restrictions on his practice that he cannot practice as a sole practitioner or hold compliance roles for 18 months.

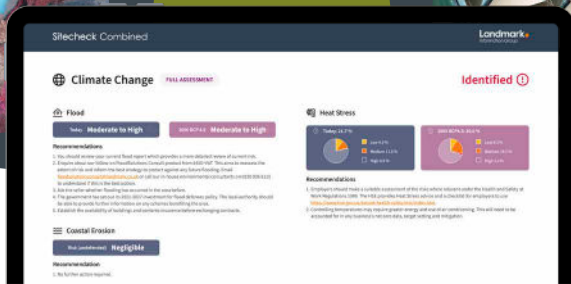
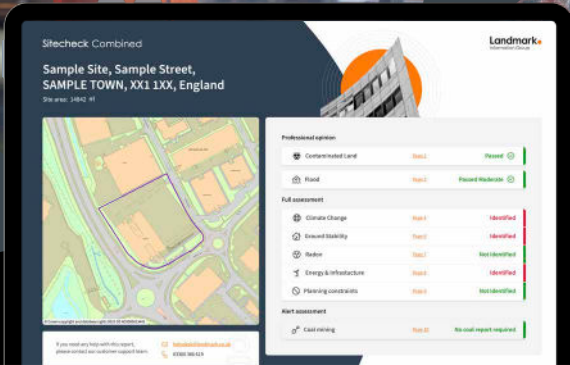
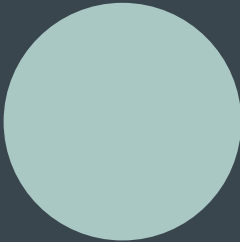
How Compli can help...

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.



Landmark Commercial Environmental Reports

Environmental Insights Remastered.



Simple, Straightforward, but Never Standard: Introducing Landmark's Remastered Commercial Reports

Landmark has long been the trusted partner for conveyancers and solicitors seeking reliable environmental searches, and now, we're raising the bar once again.

Our remastered commercial reports provide property professionals with the most comprehensive environmental risk assessments on the market, now reimagined for ease of use and precision. With every report crafted to empower decision-makers, these enhancements ensure that you can navigate complex transactions with clarity and confidence.



Scan the QR code to view our remastered reports, or for more information, please get in touch at Landmark.co.uk/RemasteredReports

Landmark.
Information



An Education Without Limits: **Why Greenbank Keeps Options Open**

Choosing the right school for your child is one of the most significant decisions you will make. Yet, at the age of four, how can you possibly know which path will suit them best at 11? Their talents, interests, and aspirations will evolve—and so should their opportunities.

At Greenbank Preparatory School and Day Nursery, we believe in keeping doors open. We don't mould children to fit a predetermined senior school model. Instead, we equip them with the academic skills, choices, personal confidence, and resilience to thrive in a wide range of educational settings—whether that be an independent school, a grammar school, or beyond.

Some schools shape children to fit their brand; we focus on shaping children for their future. Education should empower, not limit. Greenbank pupils go on to a diverse range of senior schools because we believe that success isn't one-size-fits-all. Our expert preparation ensures that when the time comes to choose at 11, families have the freedom to make the right decision—rather than feeling bound by a decision made years earlier.

As a small school, we offer something unique—big opportunities in a nurturing environment where every child is known and valued. Our size allows us to provide an exceptionally broad curriculum, rich in experiences that go beyond the classroom. From leadership roles and responsibilities to dynamic drama productions, competitive sports, outdoor learning, and cutting-edge technology, Greenbank children don't just explore subjects—they experience them.

We understand that every child's journey is unique. That's why our curriculum is designed to foster independence, curiosity, and a love for learning across all disciplines. Whether their passion lies in the arts, sciences, leadership, or adventure, we make sure they have the opportunities to develop their talents and grow in confidence.

At Greenbank, we don't just prepare children for school; we prepare them for life. If you're looking for a preparatory school that will grow with your child and keep their future wide open, we invite you to visit and experience Greenbank for yourself.

Your child's future is theirs to shape. Let's make sure they have every opportunity to get it right.



Click for more info

Get A Head Start



Greenbank

Preparatory School
and Day Nursery



NURSERY, PRESCHOOL & SCHOOL

Greenbank



Preparatory School and Day Nursery

Cheadle Hulme

Cheshire SK8 6HU

0161 485 3724

SMALL SCHOOL, BIG EXPERIENCE



A successful launch event for our Future Stars Programme

In addition to the panel discussions, the Future Stars had the opportunity to network with each other and other legal professionals. This networking aspect is a cornerstone of the Future Stars Programme, as it aims to create an environment where participants can learn from one another whilst being supported by experienced professionals in their journey to entering the legal profession.

Louise Coutts, a member of Manchester Law Society Future Stars committee commented that: "It is crucial that the legal market attracts a diverse talent base. By embracing diversity, we can bring in a wide range of perspectives and experiences, which will ultimately lead to better decision-making and more effective solutions for clients.

With all the various routes into the profession it can be a minefield for aspiring students to know where to start and who to go to for advice. The Future Stars Programme provides the Future Stars with access to a network of professionals across Manchester who are all keen to support the next generation and it was great to see the Future Stars utilising this network at the launch event."

With thanks to those who have offered their support, we have successfully managed to pair each of the Future Stars with a mentor with experience in an area which the Future Stars have expressed an interest in. This is another great opportunity for our Future Stars to receive tailored guidance on how to unlock opportunities to help with their journey into the legal profession.

Our Future Stars Programme will support people wanting to enter into the profession by offering both practical and financial support. The Future Stars Programme is



designed to support either people from the Manchester and Salford region or people wanting to qualify into the profession in order to work in Manchester or Salford – whether that be as a solicitor or a barrister.

What's next?

As the Future Stars Committee seeks to plan the events ahead for the Future Stars we would ask that everyone associated with Manchester Law Society consider how they could support the Future Stars Programme as any support, no matter how much or how little, will make a difference.

There is no fixed way in which that support can be provided and we would welcome any suggestions or offers people have. For law firms/barristers chambers, that support could be practical in the provision of space for meetings or access to some of your people/events; alternatively, it could be financial with modest contributions to the Manchester Law Society Education Foundation. For individuals, it could involve offering to speak at an event, or to write short practical articles about your own route into the profession or tips for aspiring students.

Please do get in touch about how you can support the Future Stars Programme by emailing enquiries@manchesterlawsociety.org.uk . Together we can make a real difference.



EMPLOYMENT LAW *Conference*

Wednesday 14 May 2025

09:00 – 14:00

Manchester Hall, 36 Bridge Street, Manchester, M3 3BT

Cost to attend:

MLS Members £80.00 + VAT (£96.00)

Non-members £110.00 + VAT (£122.00)



REGIONAL
EMPLOYMENT
JUDGE FRANNEY

Save the date for the Employment Law Conference 2025 which will be taking place on 14th May.

We are delighted to be joined once again by Regional Employment Judge Franey.

**FIND OUT
MORE**



SEO for law firms: what you need to know in 2025

Let's be honest, the vast majority of the legal sector is not at the cutting edge of digital marketing – and law firms are caught playing catch up as they try to navigate the rapidly evolving world of SEO.

As developments in AI and automation accelerate, it can be even more difficult to know what to focus on, what to avoid, and how to invest in your own brand to build a stronger and more profitable source of new work.

Despite a changing landscape in digital marketing, search engine optimisation (SEO) remains essential for law firms looking to attract new clients and stay competitive online. It's still the most profitable way to generate work online, and we continue to try to remove the mystery around SEO, and share our knowledge and expertise in order that you can benefit.

Google's Evolving Search Landscape

The most significant recent development has been Google's introduction of generative AI search results, known as Google's Search Generative Experience (SGE). This fundamentally changes how users find answers online. Instead of solely directing visitors to websites, Google increasingly provides direct, AI-generated responses.

For law firms, this means the traditional approach - optimising for general, highly competitive terms like "family lawyer" - is becoming less effective. Success in 2025 demands more targeted, genuinely authoritative content. Your content must

“

Despite a changing landscape in digital marketing, search engine optimisation (SEO) remains essential for law firms

specifically answer niche, detailed client queries, like "How does a divorce affect my pension rights?" or "Steps to contest a probate in Manchester."

Keyword research needs to go much deeper, and having a comprehensive content strategy in place to cover all gaps and avoid keyword 'cannibalisation' is even more important.

Prioritising Helpful, Expert Content

Google's Helpful Content Updates reinforce the importance of Experience, Expertise, Authority, and Trust (E-EAT). Law firms must now demonstrate clear legal expertise in their online content. Google prioritises content authored or reviewed by clearly identified experts – meaning highlighting your lawyers' experience and credentials is critical.

Content quality directly impacts search rankings. This isn't merely about volume but about how valuable and genuinely helpful your audience finds your material.

Invest in producing detailed resources, in-depth guides, FAQs, and commentaries that showcase your firm’s expertise.

Technical SEO: No Longer Optional

In 2025, excellent website performance is vital. Google’s Core Web Vitals remain key to SEO success, emphasising site speed, security, accessibility, and mobile usability. Slow-loading pages or sites that don’t function properly on smartphones can significantly harm rankings.

Regular technical audits are critical. At Legmark, we’ve conducted detailed audits of over 5,000 law firm websites via our digital dashboard. Common issues include poor mobile performance, broken internal links, duplicate content, and missing or incorrect metadata - technical factors that substantially influence your visibility.

Leveraging Local SEO

Local SEO continues to be paramount. Depending on the specific legal service,

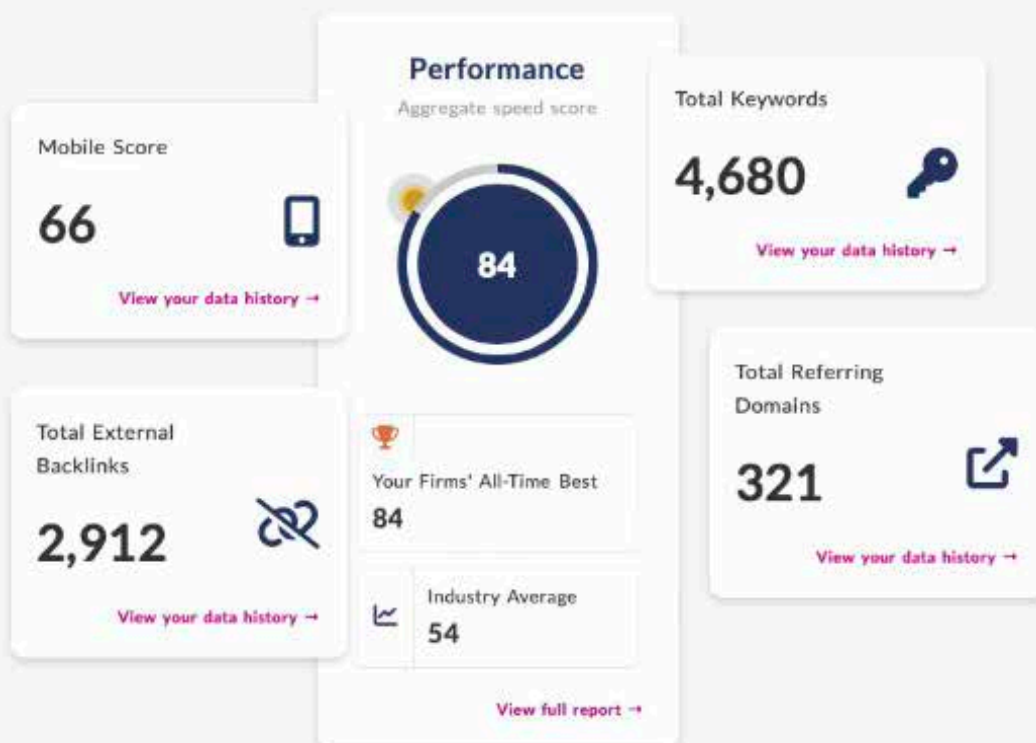
Continued on page 38

How does your website stack up against the competition?

With the Legmark Digital Dashboard we bring all your website data together in one place so you can see how you measure up against your competitors. Find out where you’re leading, and where you can make gains to get ahead of the competition

[Speak to us](#)

[Select a Plan](#)





clients may prefer to instruct a solicitor within their locality. Maintaining a fully optimised Google Business Profile with consistent name, address, and phone (NAP) details across all listings is essential. Regularly updated client reviews significantly boost local rankings, so proactively encourage and manage your firm's reviews.

Insights from Legmark's Digital Dashboard

At Legmark, our Digital Dashboard provides detailed insights tailored specifically for law firms. Free for any firm to access, it offers:

- **Visibility Tool:** Shows which websites are performing best across a number of legal services and provides you a list of keywords to optimise for in that area.



Sam Borrett

- **Keyword tracking:** Enables you to keep track of your target keywords and where in Google your website is ranking for them.
- **Website audits:** We've audited over 5,000 law firm websites across the UK, uncovering common technical pitfalls harming website performance. Your firm can freely access these insights, enabling you to identify and quickly rectify issues holding your rankings back, and benchmark against your competitors.

By leveraging these insights, you can precisely tailor your SEO strategy—ensuring your efforts are focused, cost-effective, and impactful.

Action Points for 2025

- **Create Detailed Content:** Showcase genuine expertise to satisfy Google's EEAT standards.
- **Regularly Audit Technical SEO:** Maintain website health with frequent audits to fix issues promptly.
- **Focus on Local SEO:** Optimise your Google Business Profile and actively manage client reviews.
- **Utilise Data Insights:** Leverage free insights from tools like our Digital Dashboard to inform your SEO decisions.

SEO in 2025 is about precision, expertise, and leveraging detailed insights. Firms that adapt and proactively manage their online presence will have the best chance of success.

For more information or to discuss how to get the most out of SEO for your firm, call Sam on 0161 818 8448 or email hello@legmark.com

Click for more info



Fingerprint Analysis

Peter M Swann

FAE FFS MCSFS

Independent Consultant to the Legal Profession, Established 1987

PETER PROVIDES A FULL INDEPENDENT FINGERPRINT SERVICE TO THE LEGAL INDUSTRY
EXAMINATION DEVELOPMENT . BRIEFING EXPERT WITNESS . ASSESSMENT REPORT

A former home office adviser with considerable experience in all aspects of fingerprint work

An accredited expert and fellow of the Academy of Experts of the Fingerprint Society

A member of the International Association for Identification and Member of its European division

A member of the Chartered Society of Forensic Sciences

Listed in the UK Register of Expert Witnesses



PeterSwann43@yahoo.com



01924 264900 / 01924 276986
office home

Click for more info

MANDERSTAM INTERNATIONAL GROUP

CONSULTING ENGINEERS IN PROCESS & INDUSTRIAL ENGINEERING



Founded in 1941

EXPERT WITNESSES FOR:

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



www.mandersam.com



PLumley@Mandersam.com




020 7730 9224



020 7823 3056

10 Greycoat Place, Westminster, London, SW1P 1SB

April is Stress Awareness Month, an annual event observed every April since 1992 dedicated to increasing public awareness about the causes and cures of stress. To find out more about Stress Awareness Month, including resources to embrace it in your workplace or communities visit the [Stress Management Society website](#) 

Juggling a demanding job and a busy home life can be a major cause of stress. With this in mind we asked our Talking Heads: What top tip would you give your younger self to maintain your work-life balance?

Claire Shard

Senior Legal Advisor,
Eventum Legal

It is so easy to become caught up in the hustle and bustle of everyday life and feel like you have no spare time and to be constantly working nonstop to be productive or successful within your career. But to be absolutely honest, my advice is to remember to take time for yourself. Whether this entails having

a hobby, a rest, or just quality time with your loved ones as it is so essential for long term well-being and productivity.

When you establish clear boundaries around your working hours, you allow yourself to truly disconnect, and make self-care a priority, this then creates



and instils a healthier, more sustainable routine that ultimately enhances your effectiveness in both your personal and professional life.

Trust me, I am 43 years of age, and it has taken me a long time to figure this out, so yes, just take time for yourself is my answer!

Chloe Moran

Trainee Solicitor,
Irwin Mitchell LLP

A tip I would give to my younger self to maintain my work life balance is to ensure healthy boundaries are in place. When at home, you must not let your work life creep in. It's so easy to allow this



to happen when you can hop out of bed and log onto your work emails at 8.55am (we're all guilty of it) but there has to be a divide to ensure a healthy balance.

Give your home life the same amount of attention as you do your work. When you log off for the evening, close the door on your workspace. Switch your laptop off and put it away. Avoid checking emails, replying to messages, and even thinking about the next day. You work to enjoy life; you don't live to work.



Jan Levinson
Partner, Foot Anstey

If I could give my younger self one top tip for maintaining work-life balance, it would be to stay focused and set clear boundaries to avoid distractions. It's easy to fall into the trap of checking emails and messages at every 'ping', but constantly switching tasks reduces productivity and increases stress. Instead, I'd advise setting designated times

to check emails/ messages etc, allowing for deeper focus to give tasks at hand their proper priority.

Equally important is stepping away from work to decompress. For me, that's running most evenings, even for just 15-20 minutes; or going to the gym. It clears the mind, boosts energy and provides



a much-needed reset. Even a simple lunchtime walk, taking in the surroundings — whether it's nature or city architecture — helps shift perspective and can recharge you for the rest of the day. Prioritising these small habits makes a big difference in achieving balance and avoiding burn-out.

Louise Coutts
Associate, Commercial
Dispute Resolution,
Eversheds Sutherland

My top tip for maintaining a healthy work-life balance would be to set boundaries and make time for yourself. It's easy to get caught up in work demands and forget to prioritise your well-being. One way I carve out time for myself is through running.



Running has become my sanctuary, a time when I can disconnect from work and focus on my physical and mental health. It's not just about staying fit; it's about giving me clarity of thought. Whether it's a quick jog in the morning or a long run on the weekends, this time allows me to recharge and return to work with a refreshed mind.

So, my advice to my younger self would be to find an activity that brings you joy and make it a non-negotiable part of your routine. For me, that's running, but it could be anything that helps you unwind.



Pannone insolvency and debt teams cement industry standings for second successive year

Pannone Corporate [↗](#) has cemented its position in the latest Insolvencies and Companies List, according to the Solomonic Year in Review.

The insolvency and debt teams secured second spot in the top insolvency law firm list, for the second consecutive year. The list is based on the volume of claims issued to the High Court in 2024. Collectively, 296 claims were issued by Pannone Corporate, up from 260 in the previous year. This placed the firm ahead of the likes of Irwin Mitchell, Pinsent Masons and Addleshaw Goddard.

The report stated: “The insolvency and debt teams at Pannone Corporate continue to contribute significantly to insolvency matters, maintaining their top position and demonstrating growth on 2023 claim volumes.”

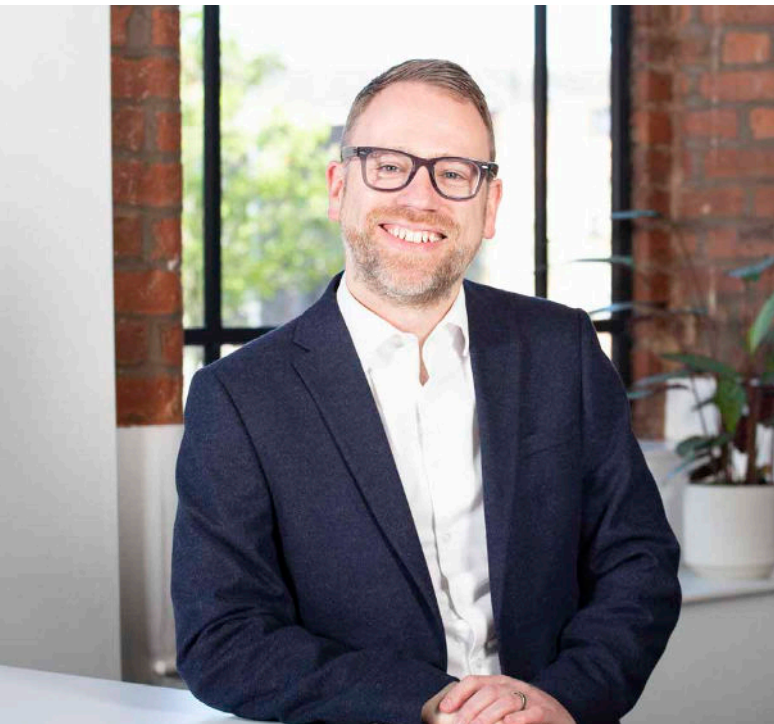
Daniel Clarke, insolvency and restructuring partner at Pannone, commented: “These numbers illustrate that the ongoing pressures facing businesses are translating into formal insolvency processes in one form or another. As the current economic climate continues to pose challenges, we’re likely to see this trend continuing throughout the remainder of 2025 and as a firm, we believe that we are well placed to assist businesses in addressing the issues arising from those challenges.”

Paul Jagger, Head of Debt Recovery at Pannone, added: “We’re delighted to have strengthened our position in the Insolvencies and Companies List, maintaining our ranking and increasing the number of claims being issued to the High Court. Our investment in the team, and the technology that underpins our work, means we are perfectly positioned to manage high volumes and achieve excellent results for our clients.”

The annual report looks at key trends and analytics on the claims issued in English High Court and the Competition Appeal Tribunal over a 12 month period.

In total in 2024, nearly 7,500 claims were issued, a drop of 4% in claims compared to the previous year.

The report states that ‘unlike the preceding years, [2024] has not been marked by a major seam of new cases centred around a national or international crisis, scandal or event.’ As such, the year revealed the underlying ‘business as usual’ activity of the English civil High Court.



Daniel Clarke, insolvency and restructuring partner, Pannone

We'll help you Compli

A bespoke compliance consultancy service for lawyers, investors and insurers, to suit your needs and your budget including:

- Advice and training on risk and compliance, regulatory and statutory obligations
- Anti-money laundering advice and independent audits
- ABS feasibility studies and licence applications
- Complaints and claims handling
- Compliance, risk and emergency audits
- COLP & COFA/Risk management support
- Disciplinary investigations
- Orderly closures/WIP purchases

“ They are head and shoulders above their peers. They do not compromise themselves or their clients. Their integrity is of the highest standard. ”

For further information please contact: **Michelle Garlick**,
Head of Compli on **0345 070 1047** or email **compl_i@weightmans.com**



Human rights lawyers at Leigh Day share in public law award win

Human rights lawyers at Leigh Day are celebrating a major accolade from Chambers and Partners UK.

The legal directory has named the public law team at Leigh Day the Administrative Public Law Team of the Year.

The award recognises the team's work representing individuals and campaign groups, such as NGOs and charities, across a range of domestic and international public law claims.

The team is made up of solicitors from across Leigh Day's offices, including partners Stephanie Hill and Ryan Bradshaw who lead the Manchester human rights department.

Stephanie has a wide-ranging public law practice and previously represented a community group in the Supreme Court challenging a grant of planning permission on public recreation ground.

Stephanie's particular focus has been migrants' rights, and last year she settled a claim against the UK government on behalf of Yorkshire based fishermen who were recognised as [victims of modern slavery](#), having been subjected to abject conditions working on fishing boats.

Last year, Stephanie also acted on behalf of Asylum Aid, representing the charity in its [judicial review challenging](#) the Home Office's 'Safety of Rwanda' guidance, arguing that the policy unlawfully instructed decision makers to ignore compelling evidence of risk to individuals. The current Home Secretary has since withdrawn the guidance.

In 2024, Ryan's work included acting on behalf of a former Spanish embassy employee who alleges she was racially discriminated, with the High Court rejecting a legal bid from the Kingdom of Spain for state immunity. The case has since led to a ruling which could result in a change to UK law.



Ryan Bradshaw



Stephanie Hill

In Greater Manchester, Ryan represents disability campaigners who have [appealed to Andy Burnham](#) as part of a campaign to remove obstructing barriers on public pathways.

Ryan has also been instructed by the Traveller Movement to bring a [complaint against Greater Manchester Police](#) over allegations of racial profiling and excessive force on children as young as 10, following an incident at the Manchester Christmas Markets.

The public law team at Leigh Day is headed up by partners Jamie Beagent and Tessa Gregory, with the team acting in a range of human rights and environment public law cases.

These cases include a [landmark Supreme Court judgment](#) which has helped bring victory to campaigners fighting fossil fuel extraction developments, and representing [Tamil Sri Lankan asylum seekers](#) who were unlawfully detained on the island of Diego Garcia for more than three years.

[Leigh Day](#) partner [Stephanie Hill](#) said:

“It is fantastic to see the public law team’s efforts recognised by Chambers and Partners UK. We are immensely proud of the varied and important work that our team have undertaken throughout 2024, and the contributions made to this effort by members of the team in our Manchester office.”

PCS sets sights on further growth after founder claims legal award

The founder and Managing Partner of [Private Client Solicitors \(PCS\)](#) has outlined how the boutique firm is set to double its turnover over the course of the coming year.

Tasnim Khalid’s comments follow her winning her second prestigious award in the last 12 months.

Ms Khalid overcame eight other finalists to claim the Private Client Lawyer of the Year category in the Northern Powerhouse Awards.

The awards are organised by Legal 500 in recognition of the “hard work and accomplishments” of firms across the entire north of England during the last year.

Ms Khalid said that her triumph came as a “wonderful surprise” which reflected the progress made by everyone at PCS.

“It was an honour to be shortlisted alongside some of the very best family and private client lawyers working for firms that are much longer established than ourselves.

“Even though my name is on the trophy, I regard this very much as being a collective achievement.

“We have come such a long way since launching less than four years ago and couldn’t have made the impact which we have without the commitment and talent of everyone in the firm.

Continued on page 46



From p.45



“The time, effort and expenditure which has been invested in recruiting and developing very talented individuals together with cutting edge operating systems and technologies means that we are now able to offer the very best service possible to clients.

“Despite still being a relatively young firm, we are already known for our compelling combination of proven expertise and immense potential.

“That has seen us entrusted with an ever increasing volume of high-value and very complex cases by some of the country’s wealthiest and best-known individuals.

“We have put very solid foundations in place and it is already delivering success. We expect that we will double our turnover within the course of the next year alone.”

The Private Client Lawyer of the Year title was one of 49 honours decided in a prize-

giving ceremony at Manchester’s Kimpton Clocktower Hotel.

The latest edition of the influential Legal 500 listings summarised the capabilities of PCS as “extremely strong”, noting that it was one of the leading teams of specialist Private Client lawyers in the North West. Ms Khalid was herself described as “extremely adept”.

In October, PCS also featured in a list of the 250 best law firms in England and Wales compiled by The Times newspaper.

This latest recognition comes a year after Ms Khalid claimed another notable title, triumphing in the ‘One To Watch’ category for emerging female entrepreneurs in the latest edition of the Northern Power Women Awards.

Much of the PCS’ workload is made up of complex probate work, business succession and estate planning but it has also quickly become recognised as the North West’s foremost authority on sharia-related Private Client law.

Its client list features many of the region’s wealthiest individuals and most notable entrepreneurs, and its recent workload has extended across several different jurisdictions, including Spain, Hong Kong, the Middle East and North America.

During 2024, its most significant cases included the restructuring of a family office worth £100 million and a business succession planning matter extending across a number of different jurisdictions.

The PCS team also successfully dealt with a complex probate dispute worth more than £10 million, acting in their capacity as professional trustees.

In aid of



Manchester Law Society

Instituted 1838 Incorporated 1871



Dash Pub Quiz

Thursday 15 May 2025

Book in and bubbles: 18:00 – 18:30

Quiz: 18:30 – 21:30

Manchester Hall, 36 Bridge Street, Manchester, M3 3BT

Cost to attend:

£36.00 inc VAT per team member

Includes a welcome drink, a delicious supper, quiz entry and donation to We Love MCR Charity

Maximum 5 per team

[More details](#)

Kindly sponsored by

Excello Law



JLD Update and New Committee Election Process

JLD update

In February, the first National Junior Lawyers National Committee meeting of 2025 took place. MYL's National JLD representative, Emily-Jo Moore, was delighted to attend and catch up with other representatives and the executive committee following the in-person summit in September 2024.

There were some updates from the executive committee including in respect of the Criminal Legal Aid Review and SQE feedback from candidates. Excitingly it is the bicentennial anniversary of The Law Society so keep your eyes peeled for regional events to mark the occasion!

Each representative was given the opportunity to discuss how the past few months had been for their committee, what had worked well and what – if anything – we had struggled with. It served as a reminder as to just how lucky we are in Manchester to have such an active legal community and enthusiastic members that support our events. MYL continues to go from strength to strength and interest in our events remains consistently high. Some local committees continue to struggle with membership and reported being unable to run some events due to low uptake, particularly if they are located in rural areas. It was a good chance for the committees to explain their difficulties to the executive committee who offered support and some helpful suggestions.

MYL committee elections

We are delighted to announce the MYL Committee Election process for 2025.

We would like to say a massive thank you to all of our sponsors, event hosts and most importantly our members for their continued support through 2024/2025 so far.

We are pleased to share that the following members will be remaining on the committee for 2025:

- Helen Royle (Chair)
- Hannah Smale (General Director)
- Megan Lee (Social Director)
- Hannah Mycock (Charities Director)
- Lauren Scott (Charities Director)
- Cori McKeown (Inter-Professional Director)
- Ron Leong (Inter-Professional Director)
- Sam Bumby (Professional Development Director)
- Grace Matthews (Health and Wellbeing Director)
- Emma Whitehead (Health and Wellbeing Director)

Many thanks also go to the following committee members who have decided to step down after their hard work on the committee:

- Claudia Arends (General Director)
- Ana-Victoria Coast (Social Director)
- Tom Moody (Professional Development Director)
- Emily-Jo Moore (JLD Director)

With this in mind, the following committee roles are open for nomination:-

- **Social Directors** (x2 positions) - responsible for organising the various social events for MYL members
- **General Director** (x1 position) - responsible for the MYL mailing list, circulating MYL related emails to the membership database and marketing MYL events
- **Professional Development Director** (x1 position) - overseeing and organising the

MYL educational events

- **JLD Director** (x1 position) - responsible for liaising with national JLD committees, attending events and updating on relevant JLD news.

If you are interested in putting yourself forward for any of the above roles, please email Helen Royle helen.royle@family-law.co.uk , with your full name, the name of the law firm you work for, your PQE level and a short paragraph (max 250 words) about why you want to be a part of the MYL Committee/why you are applying for a particular role.

The deadline to submit your nomination is Thursday 24 April 2025, with the new committee members to be announced the following week.

Messenger Deadlines for 2025



Don't miss your chance to promote your news to the Manchester legal community. You can submit your news any time to Messenger@manchesterlawsociety.org.uk but if you have something time sensitive you want to get in a particular issue here are the deadline dates for 2025.

May 2025	17/04/2025	October 2025	19/09/2025
June 2025	23/05/2025	November 2025	24/10/2025
July 2025	20/06/2025	December 2025	21/11/2025
August 2025	18/07/2025	January 2026	12/12/2025
September 2025	22/08/2025		



MLS Advantage



More **added value** for members of the Manchester Law Society

SEARCHFLOW

SearchFlow is one of the UK's largest providers of legal due diligence data for residential and commercial property transactions, having supported over 5,000,000 instructions with more than 26,000,000 searches.

SearchFlow provides confidence and certainty, to any law firm that wants to embrace and benefit from this transformation journey. This is achieved, each day, by delivering concrete due diligence, advanced technology, intelligent data, unparalleled market experience, serious financial investment, and access to exceptional people.

By partnering with SearchFlow, the UK's property law professionals are able to deliver smarter, safer, and faster property transactions to their customers.

SearchFlow is a Landmark Information Group business, which is headquartered in the UK and is part of Daily Mail and General Trust plc (DMGT).

www.searchflow.co.uk 

Follow on Twitter @SearchFlow

LEGALRSS

LEGAL NEWS – up-to-date legal news and court judgments for your website and smartphone.

Legal RSS provides uniquely created, timely, well-written news on the latest court judgments. This can be used on your website and will ensure that your news section is up to date, current, and topical. In engaging with existing and prospective clients this will help your firm maintain and enhance its reputation as being expert in its field, plain-talking, on the ball and client-centred – key attributes for driving practice growth and profitability. This will also help you keep your website up to date with articles designed to drive in instructions and client acquisition. We cover over 60 different areas of the law, and our service can be seamlessly fed onto your website, or you can personalise each article with your own comment and key fee earner contacts. Legal RSS also provides a smartphone app which you can download for free to keep up to date whilst on the move, and we can also provide a bespoke firm version of our app.

martyn.best@legalrss.co.uk 

www.legalrss.co.uk 



Manchester Law Society

Instituted 1838 Incorporated 1871

What is MLS Advantage?

MLS Advantage partners are able to identify and advise on core issues facing your business and using their experience, expertise and market knowledge can bring you the right solutions for these issues.

We know that our members recognise the value that technology, outsourcing and

business services can deliver to the client experience as well as business processes and operational efficiency.

Our MLS Advantage partners all offer special packages to Manchester Law Society members.

Why not contact one of them today?

Compli



Compli provides regulatory and compliance advice and assistance to law firms and others in the legal sector. Whether you are a partnership, limited company, ABS or sole practitioner, our flexible, tailor-made service is designed to support you in meeting the evolving regulatory, compliance and risk challenges you face. This is underpinned by incisive commercial advice on business management and structure, all delivered by specialist teams with outstanding experience in their disciplines. Confidentiality, legal professional privilege and peace of mind is assured.

Michelle Garlick: 0161 233 7330
michelle.garlick@weightmans.com 
www.weightmans.com 

Choose... DOCUTECH OFFICE SOLUTIONS

Docutech Office Solutions is the Manchester Law Society's preferred supplier for MFPs, Copiers, Printers, managed print services, secure electronic data storage and electronic signatures. We pride ourselves in great prices, focusing on cost and emission reduction, improving your efficiency whilst maintaining a second to none service.

Before recommending any of our products we make it our business to understand your business allowing us to supply the right solution to your specific needs, whether it be from our vast range of hardware, software, technical services, or a combination of everything.

0844 259 6155
info@docutechsolutions.co.uk 
www.docutechsolutions.co.uk 

Continued on page 52



We know you want to be the best law firm you can be, and we can help you.

Here's a few ways we do that:

- Improving your client service by enabling you to send your letters, contract and response out much quicker.
- Reducing your overheads so that you can become more profitable.
- Helping you achieve the greater flexibility by hybrid working has been giving us in recent times.
- Helping optimise your head count, and your HR and infrastructure.

What do we offer you:

- A very deep understanding of your typing, transcription, document production and e-bundle needs.
- Free digital dictation software to reduce your hardware and software costs.
- A 24/7 typing service that matches your needs and your peaks and troughs in your own work levels.
- Outstanding customer service and responsiveness.
- The comfort of cyber and data security supported by our accreditations to ISO27001, ISO9001, AND ISO22310, and the endorsements of the Manchester Law Society, LawNet, Lawshare and the Cheshire & North Wales Law Society.

Martyn Best: 0345 340 3031

Martyn.Best@documentdirect.co.uk

www.documentdirect.co.uk



Mitigo provides cybersecurity and cyber risk management services to members. Mitigo will give you visibility of your cyber risks, and secure you against attacks and business disruption. Cybersecurity is not the job of IT support: it requires independent advice from cyber risk management specialists.

Without adequate protection in place, victims face ransomware attacks, serious disruption, email account takeover, theft of confidential information, financial loss, as well as reputational damage, and potential for regulator actions and fines.

Mitigo's support has been designed for law firms to offer proportionate and affordable security. After assessing your risks, Mitigo will take care of the three areas needed to keep your business safe. Services include:

- Technology
- People competence
- Governance framework

Mitigo also provides an emergency cyber breach response, which includes:

- Emergency incident response and containment
- Forensics and investigation
- Assistance with reporting obligations

0161 883 3083

mls@mitigogroup.com

www.mitigogroup.com



How we help law firms

Trusted by a growing number of law firms across all practice areas and sizes, Shieldpay is the UK's leading ThirdParty-Managed Account and Digital Corporate Escrow provider. Shieldpay's multi-award winning platform streamlines KYC/AML, client money processes and gives you full transparency on the status of funds at all times. Shieldpay is authorised and regulated by the FCA, funds held by Shieldpay are safeguarded and held with tier 1 banks. Shieldpay is able to process transactions of any size and hold funds in escrow for whatever period of time required.

Benefits delivered to law firms include: TPMA's will not be appropriate for every firm, but TPMA's can be a great option for firms looking to reduce their risk exposure to handling client money and in the case of specific transactions or arrangements, including:

- Full client money services
- Card and merchant services
- Corporate escrow arrangements
- Commercial rent deposits
- Trust and guardianship accounts
- Retention amounts

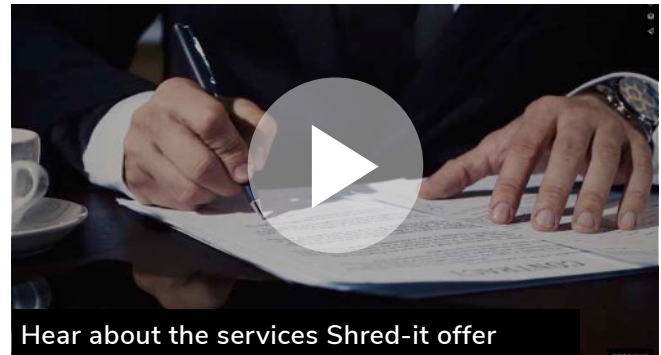
John Donigan: 07966 213957

jdonigan@shieldpay.com

www.shieldpay.com



Shred-it is a Stericycle solution that helps organisations maintain the security and integrity of private and confidential information.



Shred-it, a strategic partner of the Law Society, offers services that include:

- [document shredding and recycling](#)
- [hard drive destruction](#)
- [workplace privacy policies](#)

Shred-it is one of the largest document destruction providers in the world with more than 500,000 customers, 5,000 team members and a fleet of over 2,000 trucks globally.

Following the passing of GDPR legislation, there's never been a more important time to protect the wealth of information that is processed and stored daily.

Awareness of the security risks and the impact that a data breach can have on a business' reputation and bottom line highlights the needs for secure document and media destruction as part of a business' critical infrastructure

Protect your clients. Protect your practice.

Get Shred-it

Phone – 0800 197 1164

shredit.co.uk/en-gb

Continued on page 54



Landmark. Information

As part of the UK's largest property and land data business, Landmark Information supports the entire value chain of the property industry.

With more than 25 years' experience, we provide real estate lawyers and property conveyancing professionals with accurate and relevant land and property data. We work closely with property lawyers to

provide a dedicated personal approach, supporting the transaction risk and due diligence process. Our data, reports, software and services are in line with the Law Society and SRA requirements. They include environmental reports for both residential and commercial transactions such as, RiskView Residential, Argyll's SiteSolutions Combined, Landmark Flood, Landmark Planning, Landmark Coal and RiskHorizon for ESG due diligence.

www.landmark.co.uk or follow Landmark on Twitter: twitter.com/LandmarkUK

MLS Member Benefit: Chamber Space Access



Greater Manchester Chamber of Commerce HQ is based at Elliot House, Deansgate, right in the heart of Manchester City Centre. Over the course of the pandemic, the Chamber doubled the size of the Members' Lounge and added a hot-desking facility, so why not pop in, grab a free coffee and network?

As members of Manchester Law Society, you're welcome to use the facilities there, just notify a member of staff on

arrival. The Chamber also has a suite of 16 meetings rooms at Elliot House from conference facilities, boardrooms through to gallery rooms – and members of the Chamber get 20% off.

To find out more, visit: www.chamberspace.co.uk If you're interest in Membership, the Members' Lounge or Chamber Space, then feel free to get in touch with the team on benefits@gmchamber.co.uk



fletchers
solicitors



JOIN US FOR THE NEXT FEMALE LAWYERS BREAKFAST NETWORKING (FLBN) MANCHESTER EVENT

A networking breakfast followed by a panel discussion and Q&A on imposter syndrome with Zoe Holland MBE, Advita Patel, Billie Spooner, Saima Mazhar and Gill I'Anson, hosted by Tom Emery.

THURSDAY 15TH MAY 2025
KING STREET TOWNHOUSE, MANCHESTER

8.30am - 10.30am

Contact events@fs.co.uk for more information.



Equity, Diversity and Inclusion – why is it important?

I am so pleased that as President of Manchester Law Society, I have the opportunity to raise as my theme for the year: Equalities. I have had passion for fairness and equity throughout my career. I can remember as a fairly young child protection advocate being outraged that the Parents in a case, where they had little going for them, other than they loved their children, and their Legal Aid was removed, care orders were made. The fact they were treated differently, I found appalling and something I have never forgotten.

In Manchester we are, quite rightly, proud of our tradition of being inclusive. There continue to be far too many barriers put up when people who are different, in whatever way, are blocked from being able to further their career or achieve health parity. When we do see something, we can make a difference. We should challenge that barrier and that inequality from the smallest behaviour to any discrimination we see; that challenge is really important. In Manchester, we are a welcoming profession and we need to maintain that open arm inclusive approach to all our colleagues, clients and residents of the city. I am delighted to

work with Shane and the Committee on opportunities to make a difference.

Fiona Ledden
City Solicitor, Manchester City Council
President of Manchester Law Society

As Chair of the Equity, Diversity and Inclusion Network, it is my responsibility to ensure that we educate on and champion equity, promote inclusivity, and celebrate diversity. We made a commitment that at every opportunity we would continue to empower and encourage EDI amongst our colleagues and the industry; to bring focus and visibility to key issues and to encourage recognition of the importance of equality, diversity and inclusion for everyone. I am incredibly grateful to have a strong and dedicated committee of around 30, who are driven to ensure that equity, diversity and inclusion is pursued with passion, energy and with a sheer determination to make a difference and over the course of the year you will meet each of our valued EDI champions. Please do reach out to any of the EDI Network with ideas or discussions.

“

The world, and in particular the legal industry, is becoming more interconnected and diverse, yet sadly, recent world events suggest the important work of championing EDI and highlighting the positive benefits, is needed now more than ever

The world, and in particular the legal industry, is becoming more interconnected and diverse, yet sadly, recent world events suggest the important work of championing EDI and highlighting the positive benefits, is needed now more than ever. Recognising equity, diversity and inclusion goes beyond just celebrating it; to have a true and meaningful impact, it has to be more than just performative. At its very heart, EDI is about valuing every employee, colleague and client/service user, as an individual. Celebrating difference, embracing individuality, and bringing people together is the cornerstone of a thriving business and EDI are essential pillars to its success.

An effective and informed EDI strategy can benefit a business in a plethora of ways, for example:

- It can foster, promote and maintain a work environment which consciously promotes a positive, safe and accepting environment where everyone can be who they are and a culture where everyone has equal opportunities regardless of gender, age, race, sexual orientation, religion, disability, background and other factors. This will help mitigate against bullying, harassment and discrimination in the workplace making it a place where people want to work.
- It can encourage an increase in innovation, engagement, productivity and ultimately profitability.
- It can encourage employment from a wider and more diverse pool of talent and will always attract a wide variety of candidates, from all walks of life, which increases the chances of hiring talented employees.
- It can influence a stronger employee retention.
- With a multitude of different skills, backgrounds, life experiences and knowledge amongst employees the organisations productivity and creativity will naturally flourish.
- There will be a better the understanding of the market, consumers and competitors.
- The business case for good Equity, Diversity and Inclusion practice in the workplace and a positive and accepting culture is compelling. Here are some examples of how you can incorporate and promote EDI within the workplace:
 - Develop a clear equity, diversity and inclusion policy which emphasises respect, acceptance and celebrates difference.
 - Create new, and review existing policies, with EDI in mind.
 - Promote a flexible work environment to accommodate a diversity of cultures, languages and lifestyles. Examples of this would be by allowing employees to work remotely to accommodate those with disabilities or caring responsibilities; Permitting paternity/shared maternity leave; and by celebrating holidays from different cultures in the workplace.
 - Integrate diversity into senior leadership and management roles.
 - Develop and maintain employee resources to help educate, encourage learning and promote discussions. This will also help break down barriers and better employees understanding of each other and their clients.

Continued on page 58



The key to successful incorporation of an EDI mindset is to do more than just talk about it. It is important to be proactive and forward thinking about its development, implementation and maintenance. Achieving a culture that is free from prejudice requires dedicated effort from all employees, at every level and this can be difficult when people have different opinions and beliefs. It's essential to encourage a workplace where all employees feel comfortable expressing themselves without fear of judgement or discrimination. The absence of a 'safe space' may result in employees not feeling able or empowered to take part in EDI conversations which could limit their potential impact of the EDI initiative on the organisation. It is also vitally important to create a culture of communication and feedback where employees feel able to

make suggestions and start discussion.

It isn't easy. Change is not achieved overnight and even when implemented, its critical to keep matters under review, not least because of the ever changing legal landscape but also because of the evolving world in which we live. However, the huge, indisputable benefits to the employee, organisation and clients should always far outweigh the effort and work needed to create such a difference and the recognition, acceptance and continual betterment of EDI needs to be protected at all costs.

Shane Smith
Chair of the MLS Equity, Diversity & Inclusion Committee and Council Member
Associate Solicitor, Slater and Gordon Lawyers

Meet your EDI Committee



Fiona Ledden

Job Title: City Solicitor

Organisation: Manchester City Council

Member of EDI Network since 2019/2020

Email address: fionaledden@btinternet.com

Film of the minute: Wicked

Song on repeat: The Moon and St Christopher by Mary Capin Carpenter – the lyrics are fabulous

Random fact: Dame Mary Latchford

Kingsmill was the first woman to chair a Manchester Council Committee and the first Woman to become Lord mayor (1947) and still the only Woman to have an Oil Painting portrait in the Town Hall.



Shane Smith (he/him)

Job Title: Associate Solicitor

Organisation: Slater and Gordon Lawyers

Member of EDI Network since March 2019

Email address: shane.smith@slatergordon.uk

Film of the minute: Wicked

Song on repeat: Pink Pony Club by Chappell Roan

Random fact: Once appeared on the Disney Channel when I was 11 years old.



Liz Wallace

Job Title: Partner

Organisation: Weightmans LLP

Member of EDI Network since 2024

Email address: Elizabeth.wallace@weightmans.com

Film of the minute: Bridget Jones – Mad About the Boy

Song on repeat: “Worth It” RAYE

Random fact: I am faster in water than I am on land



Daniel Matchett

Job Title: Associate Solicitor

Organisation: Irwin Mitchell LLP

Member of EDI Network since 2019

Email address: Daniel.matchett@irwinmitchell.com

Film of the minute: Conclave

Song on repeat: Dancing Queen (I make no apologies!)

Random fact: I once went to a party dressed as Agnetha from ABBA, only to discover that it was not in fact a fancy-dress party (I still make no apologies!)



Matt Flanagan-Roberts (he/him)

Job Title: Senior Legal Counsel – Corporate Lawyer

Organisation: Lookers

Member of EDI Network since: Since inception in 2019

Email address: matthewflanagan-roberts@lookers.co.uk

Film of the minute: Wicked

Song on repeat: Prove Me Right by Remember Monday

Random fact: I once played music on stage with Ray Quinn and Chico from X Factor (if you know, you know)



Passover

April is a busy month this year, with four religious festivals being celebrated: Mahavir Jayanti (10 April); Passover, (sundown 12 April to sunset on April 20); Vaisakhi (14 April), and Easter (18 April – 21 April).

Passover, Pesach in Hebrew, is the Festival of Freedom, commemorating the story of Exodus, when God freed the Israelites from slavery in Egypt. Israelite settlement in ancient Egypt first occurred when Joseph, founder of one of the 12 tribes of Israel, moved his family there during a severe famine in their homeland of Canaan, now Israel. For many years the Israelites lived in harmony in the province of Goshen, but as their population grew the Egyptians began to see them as a threat, and a particularly hostile pharaoh ordered their enslavement and the drowning of all firstborn sons in the Nile. One baby boy was rescued by the pharaoh's daughter, given the name Moses (meaning "one who is pulled out") and adopted into the Egyptian royal family.

Moses was commanded by God to free his fellow Israelites from slavery and when the pharaoh refused, God unleashed 10 plagues on the Egyptians. The Israelites' homes were "passed over" during the last and most punishing plague, hence the name of the holiday. The Egyptians convinced the pharaoh to release the Israelites, and Moses quickly led them out of Egypt. However, the pharaoh changed his mind and sent his soldiers to retrieve the former slaves. As the Egyptian army approached the fleeing Israelites at the edge of the Red Sea, a miracle occurred and the sea parted, allowing Moses and his followers to cross safely, and then closed, drowning the Egyptians.



The Israelites, numbering in the hundreds of thousands, trekked through the Sinai desert for 40 years, living on manna sent from heaven and receiving the Ten Commandments on Mount Sinai, before finally reaching their ancestral home in Canaan, later known as the Land of Israel.

According to tradition, the Israelites fled Egypt in such haste that there was no time for their bread to rise. One of the most important Passover rituals is removing all leavened food products (known as chametz) before the holiday begins and abstaining from eating them throughout its duration. Chametz means leavened grain, so any food or drink that contains wheat, barley, rye, oats, etc. for example: bread; cake; biscuits; cereal; pasta and most alcoholic drinks. Instead of bread, we eat a type of flatbread/cracker called matzah. To commemorate the unleavened bread, we do not eat any chametz from midday on the day before Passover starts until the conclusion of the holiday. Passover foods are unique in that, beyond the usual rules of keeping kosher, there are special rules for preparing food that is kosher for Passover. Many Jews have special Passover dishes that are only used once a year during the holiday.

The celebration of Passover is prescribed in the book of Exodus in the Old Testament (in Judaism, the first five books of Moses are called the Torah). The holiday is celebrated for eight days (seven in Israel), and incorporates themes of a Jewish homeland, remembrance of Jewish history, family, springtime, and social justice and freedom, including recognising those who are still being oppressed today. All of these aspects are discussed, if not symbolically represented, during the Passover meal known as a Seder (derived from the Hebrew word for "order" or "arrangement", because there is a ritual order that is followed,

from the order of prayers and songs to the sequence of specific foods eaten), which takes place on the first two evenings of the festival. The story of the Exodus from Egypt is retold using a special text called the Haggadah. Symbolic foods eaten at the seder are: maror (bitter herbs, usually horseradish, a reminder of the bitterness of slavery), salt water (symbolizing the tears of the slaves), charoset (sweet paste made of fruit, wine and nuts, symbolizing the mortar the slaves used to build the Egyptian pyramids), shank bone, (representing the Passover sacrifice), hard-boiled egg (symbolic of life and birth associated with the spring season), and karpas (a leafy green vegetable, symbolizing hope and redemption). It is required to drink four cups of wine throughout the seder, a celebration of freedom.

Every family has its own Passover rituals, which may reflect family tradition, the denomination of Judaism (some are more orthodox, others less traditional), or whether they are Mizrahi (from the Middle East and North Africa), Ashkenazi (originating from Central and Eastern Europe), Ethiopian, Sephardi (e.g. from Spain and Portugal) etc.

The text of the Haggadah, which has been used for generations to guide the Seder, says that in every generation each Jew must regard themselves as though they were personally brought out of Egypt. Through the annual retelling of the Passover story, Jews reflect on how their ancestors survived adversity, but are reminded that, as a people, Jews were all slaves in Egypt, and of the challenges that Jews faced over the centuries and continue to face today.

**Andrea Cohen
Weightmans**



Bexley Beaumont continues progress with double Manchester partner hire

Fresh from topping a ranking of law firm growth for the second year in a row, [Bexley Beaumont](#) has recruited two more senior Manchester-based lawyers.

The arrival of Corporate Restructuring partner Chris Ali and Nicola Wood, who has joined the fast-growing boutique firm's Real Estate team, continues an expansion of the firm's key service areas.

A study by Codex Edge, a specialist legal market research company, found that Bexley Beaumont's partner ranks across all its service areas grew by 60 per cent during 2024.

Bexley Beaumont's co-founder and Chief Executive, Karen Bexley, said that the two latest North West appointments underlined its focus on hiring experienced, talented lawyers.

"Even though their roots are very firmly in the north, both Chris and Nicola have

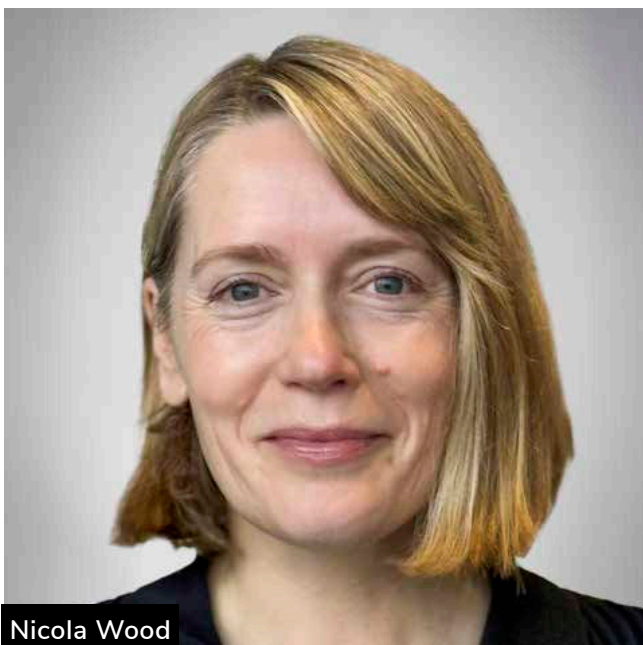
extensive experience of working with clients right across the country.

"Our ability to attract ambitious lawyers with impeccable professional pedigrees is down to Bexley Beaumont's unique operating model and our ability to help them develop their practices.

"One of the key ingredients is our providing them with a higher standard of support than they might find elsewhere in order to grow those practices and deliver exceptional service to clients."

Mr Ali joins following the publication of data by the Insolvency Service showing that there were 1,966 company insolvencies in November - 13 per cent higher than the previous month.

Over the last two decades, Mr Ali has advised insolvency practitioners, creditors, directors, accountants, debtors and financial institutions on a full range of



Nicola Wood



Chris Ali

contentious and non-contentious corporate and personal matters.

With a background in commercial and residential property law, Mr Ali also specialises in advising insolvency practitioners on complex real estate issues arising from insolvent estates.

Ms Wood, meanwhile, has considerable experience in high-value real commercial real estate transactions, advising both public and private sector clients, including financial institutions, government bodies, and insurance companies.

She has become known for her work in relation to transactions and relocations in the retail, office and logistics sectors.

The twin appointments demonstrate

how Bexley Beaumont has begun 2025 in much the same vein as 2024. Last year, it appointed 15 partners following a surge in interest from across the legal industry and now numbers 74 partners in total across the country.

The latest appointments follow further recognition of Bexley Beaumont's progress.

It has been named as one of the joint winners in the UK Business of the Year category at the International Brilliance Awards in London.

The title was one of eight claimed by those organisations considered by judges to "have made significant contributions in their fields, demonstrating leadership, innovation, and commitment to excellence".



Upcoming events: **Social Events**

14 May 2025 – [In conversation with Holocaust Survivor Tomi Komoly BEM](#)

15 May 2025 – [Posh Pub Quiz](#)

Thursday, July 03, 2025 – [Manchester Legal Awards Dinner](#)

Upcoming events: **Legal Education**

May 14, 2025 – [Employment Law Conference](#)



Another round of promotions as Fletchers Group appoints Office Heads

Fletchers Group is pleased to announce the promotion of six talented colleagues to Heads of Office across its various office locations, around the UK. This move reflects the firm's commitment to leadership development and its dedication to providing exceptional service to clients.

The newly appointed Office Heads are Michelle Heyes, Saima Mazhar, Gillian Lakes, Tim Moulton, Claire Hutchinson, and Emma Semwayo who have all demonstrated outstanding performance and leadership within the firm.

In their roles, the new Office Heads will assume overall responsibility of supporting colleague welfare and the Fletchers culture; they will act as day-to-day senior leader across their respective offices, and will become the office figurehead and role model, raising the profile and reputation of their office across each location and region in which they are located.

Saima Mazhar, Partner and Head of Clinical Negligence, will become Head of Manchester office. Since joining Fletchers in 2017, Saima has supported five clinical negligence teams in Manchester, helping to deliver excellent client care. Her diverse career journey includes experience in both Claimant and Defendant firms, offering her a comprehensive understanding of the legal landscape.

Saima was made Partner in 2022 and was promoted to Head of Department for Clinical Negligence in Manchester in 2023. She has taken an active role building and developing the Fletchers Equity, Diversity and Inclusivity (EDI) committee, and actively promotes the legal profession in the



Saima Mazhar

Greater Manchester and West Yorkshire areas working closely with schools and universities.

Each new Office Head brings a wealth of experience and a proven track record of success in their respective practice areas. These promotions underscores the firm's strategy to empower its leaders and enhance its operational effectiveness.

Adrian Denson, Chief Legal Officer of Fletchers Group, said: "I am delighted to make these promotions to such key roles, and they reflect the strength and depth of talent that we have at Fletchers. Fletchers has always built on the strength of our people and invested in their development and I am proud of this latest example of that. Promoting these six individuals recognises their hard work and talent and puts them in key roles which positions us for continued growth and excellence in serving our clients across all of our office locations. We are excited to see how they will lead their teams, their offices and help to drive our mission forward."

With this new leadership structure in place, and following the recent Managing Director appointments, Fletchers Group is set to strengthen its presence in the legal market and continue delivering quality legal services in the fields of personal injury and clinical negligence. The firm remains committed to fostering an environment that encourages growth and collaboration among its staff.

Click for more info



Manchester Law Society

Instituted 1838 Incorporated 1871

THE
EDWARDIAN

MANCHESTER

A RADISSON COLLECTION HOTEL

Pride

afternoon tea

In aid of



Saturday 23rd August 2025
12:00 to 17:00



**Peter Street Kitchen at The
Edwardian Manchester, A Radisson
Collection Hotel, Free Trade Hall,
Peter St, Manchester M2 5GP**



£45.00 including VAT per guest

Find out more!



Management Matters

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



This Month

- **Management checklist update**

- **New Momentum**

- **Lessons learned**

- **Major opportunities**

Our Management Checklist

We have previously reviewed [lists of actions](#) that were essential and the management team should be on top of them as a priority – all about commercial enhancement and survival. The current marketplace is really enhancing the need

- SRA/AML/Regulations – loads of challenges, fines and image impact – lots of client account stuff. Will include issues over accounts production by who and where/when
- Ensuring availability and lack of risk for PII insurance – early sessions needed with brokers, insurers and potential financiers
- Accounts skills – financial management, planning, forecasting handling working capital, right MI and BI essential. A major increasing demand for skills needed common to firms of all sizes – so the effective use of part time/outsource as essential
- [Resourcing](#) – in house or using third party specialisms. Image, recruitment and retention plans – includes selection criteria, education, appraisal, personal development for key business areas. Ensuring that the right skills are in place and being used for essential deliveries
- Partner commitments and business strategy – time for that stocktake.
- [Private client activity](#) – new business and existing database enhancements.

Back in December and subsequently I have referred to how many law firms are mishandling a really key topic. The right action will enhance client satisfaction and referrals, cut back on the risk of poor performance, add revenue to the business and enhance the value of the [Will Bank](#) asset.

- Same applies to a number of other activities too that are not receiving attention. About to comment.
- Business development activity to ensure client satisfaction, and development of the firm
- Brand, image and client communication. Clients need skills, market awareness and a feeling of empathy and support.
- Current PMS/CMS plans and provider relationships, newcomers. IT infrastructure reliability and security. So many added value requirements needed for performance, communication – in house and with clients
- There needs to be an action plan for each of the above items within firms and Ops Board reviews on a monthly basis

New Momentum

I am also 25% through reading another US author – John Grisham – book “The Litigators” – regularly writes stories about lawyer behaviour and law firms in the USA. That combined with last month’s references to [McCrum Legal](#) and for nearly the last 10 years operating as a consultant [Simon McCrum](#) has experience having dealt with hundreds of firms and thousands of partners. Simon has just published the third book in his Trilogy – The Perfect Partner following on from The Perfect Legal Business and The Perfect Lawyer. Certainly,



challenging and calling for strength. Brilliant challenges around attitude and style of leadership – there is so much in there about the style and effectiveness of leadership which many firms are missing – still some “I am a legal partner and am therefore always right”.

My strength of feeling on these topics was further enhanced with a LinkedIn posting by the MD of a law firm demonstrating the services, skills and empathy that his firms Private Client do bring to the market.

Initially Private Client

With the detailed work and research that I have conducted over the last 6 months, focusing mainly of private client it has confirmed to me that many law firms with lack of strategy, operational objectives and people management and development are missing out on revenue, gross profit, net profit, their asset value for potential M&A, PEP, client satisfaction and retention and development.

Summarising some of the points learned with Private Client activity. There is 50% of the adult population without a Will and all adults need them along with LPAs and the right financial advice for their assets. The state of the Will Bank with many firms is poor – maybe 30% not digitised and therefore not being contacted and even where there is a digitised database or it is on the PMS/CMS system there has been no follow up contact and therefore the clients not aware of the changing market environment and the firms not aware of whether the client has moved elsewhere is, still alive or any needed changes in beneficiaries.

Many firms still regard a Will production and a document production exercise and therefore just utilise junior staff to make it happen – more understanding is needed from accountants and IFAs. It is not a just do it cheap role – there are so many benefits for the firms and the clients. All should be checked pre issue.

Time needs to spent on database clearing up by the firm or potentially the [Will Bank](#) along with a plan for marketing to the database – empathy, awareness etc. It is also a good time to be clear on the current and planned PMS/CMS capability or some immediate added value solutions like data secure portals allowing a client to review Will and ask for amendments.

Lessons for elsewhere

Any marketing activity for the firm for new or updated business needs a bit of a plan. This should include the capabilities demonstrated on the firm’s web site plus advising clients of other departments about the service and indeed a few planned attendances at care homes and the like plus proactive collaboration

- **Potential Clients**
- Existing clients for different disciplines being retained and generating repeat business
 - Updated Wills, new houses
- Existing clients looking to broaden their use of the firm
 - Wills to conveyancing, to family, to commercial
 - Commercial to Private client
- New business

Continued on page 68



- Targeted marketplace and most effective route to it
- **Client development**
- Having a plan to take clients through a life cycle
- Target, suspect, prospect, first time client, repeat client, majority client, loyal client, advocate
- Manage the database and introduce a plan.
- **There needs to be clarity on what is working and when and consequently perpetual review. Every department and the firm need a plan.**
- **Handling of enquiries**
- Whole staff team need to understand their role and demonstrate empathy whether it is answering the phone, welcoming at the door, walking through reception
- There needs to be a script for the handling of initial enquiries designed to get the fundamental needs to provide the quote and ask for the order to deal with any objection. Once the person has said YES then we just need a few more bits of information
- There needs to be SLAs in place for method and speed of response. The PMS/CMS may be able to help but there are also added value solutions that can provide this facility for multiple PMS/CMS
- Statistics can provide the performance variations by teams and individuals. Analysis will heighten performance
- **Cross selling**
- Members from all teams in the firm should be updated on the services and benefits being offered by different departments
 - One hour a month maybe
 - Educates
 - Other staff members are meeting people from a work perspective and socially all the time.
- Provides networking opportunities “Oh, what a shame your husband has hit you – we have just the right guy in our family team”
- **Firm’s image and actions**
- With customers and potential customers in mind – we need clarity of the image that the firm needs to produce on its web site, marketing material and staff communication with clients
 - Knowledgeable, skilled and empathy
 - Clients heavily demand communication – status of a file, next action – where they don’t get it, they tell others (42%)
 - Clients want to feel and say – they are dealing with the best.
- **Staff**
- It is key that staff members are client development aware and keen to do this and encourage new clients
 - It needs to be a challenge on the personality profile for recruitment
 - It needs to be part of the job description through all levels within the firm from trainees to legal department heads
 - Performance and attitude are on the list in terms of updates from statistics or other feedback
 - It needs to be on the staff development list after appraisals

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](#)

ARE YOUR SONS
& DAUGHTERS...

...READY FOR
NEW YORK?

CAMP
NEW
YORK

APPLY NOW FOR SUMMER 2025

Let **CAMP NEW YORK** help them prepare for New York in 2025, and have:

- A summer camp placement in the New York State area
- Minimum \$2,000 salary
- A life enhancing experience – and great for their CV
- Preferred age range 18–28 years
- Full guidance and support from some of the best professionals in the business



WATCH THE VIDEO!

CLICK HERE TO APPLY NOW
CAMPNEWYORK.ORG

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.

A month with an abundance of cases, so these summaries, of necessity, are relatively brief. We begin with non-party costs orders. In **Bailey v GlaxoSmithKline UK Ltd** [2025] EWHC 186 (KB), there had been an order requiring a defendant to issue a non-party costs order by a deadline. Bourne J held that the order had not carried an implied sanction that would result in the defendant needing relief from sanctions to obtain an extension of time. However, applying the overriding objective, he refused to grant the defendant a three-year extension of time to issue its application. The defendant had been slow to act and had delayed without explanation.

Next third party costs orders. In **the Republic of Mozambique v Credit Suisse International** [2025] EWHC 395 (Comm), the issue for the court to decide was who should pay a third party's costs where the claim against her had been struck out. The candidates were the claimant who had joined the third party and another defendant who had made claims against her. Robin Knowles J held that as the other defendant had chosen to bring and maintain an additional claim against her, that had caused the third party to incur costs. The issuing of the additional claim had been from the self-interested vantage point of its defence strategy. It followed that the other defendant would pay the costs of the third party agreed as to 50% plus all the costs of the strike out application with a payment on account of £450,000.

Next, an appeal against the decision of the costs judge. In **Mundra v Secretary of State for the Home Department** [2025] EWHC 189, in earlier judicial review proceedings, the claimant had successfully challenged a period of immigration detention, with Laing J ordering the defendant to pay his reasonable costs, to be assessed if not agreed. On hearing the claimant's application for summary judgment for his costs and the defendant's application to strike out the assessment for want of a bill, the costs judge had dismissed both and ordered the claimant to pay 80% of the defendant's costs summarily assessed at £1,1440. The claimant appealed. Hill J held that the costs judge's order had been correct. As a matter of form, both applications had been dismissed: neither party had won or lost either of them. As a matter of substance, the defendant had been entirely justified in making the application and it appeared likely that it had been the defendant's application which had prompted the claimant to serve his bill. Hill J dismissed the appeal with costs summarily assessed in the sum of £4,596.48.

Next, a trio of costs cases involving Family Law. In **E (Children: Costs)** [2025] EWCA Civ 183, the Court of Appeal considered whether there should be a departure from the general practice that there should be no order as to costs in Children Act proceedings. The court held that the judge below should have acknowledged that the mother's extreme allegations that the father

had sexually abused the older children and had handed them over to a paedophile sex ring, meant that different costs considerations had arisen. The conclusion that the mother's litigation conduct had not been reprehensible or unreasonable could not stand. The mother was ordered to pay half the father's costs of the Children Act proceedings up to 3 July 2024, excluding the costs of the father's representation at any hearing in respect of which an order had been made that there be no order for costs.

In **A Father v A Mother** [2025] EWHC 364 (Fam) Ms H Markham KC made a wasted costs order against the Mother's solicitors for the loss to the father of the costs he had paid to his direct access counsel which were wasted because a hearing could not proceed. The solicitors had failed to take any steps to brief to counsel for the hearing, nor had they prepared and lodged a trial bundle for the hearing.

In **Rosemin-Culligan v Culligan** [2025] EWFC 26 Macdonald J made a costs order following the court's financial remedies decision in relation to a divorced couple, and refused the wife's application to anonymise the substantive and costs judgments. There were matters that had justified any resulting curtailment of the wife's right and her family's right to respect for their private and family life under ECHR art.8.

In **Orderly Mind Ltd v QUEUE-IT ApS** [2025] EWHC 348 (Pat) Mellor J dealt with costs budgeting and significant developments in a "not straightforward" patent case. Due to the adjournment of the trial and several changes in the infringement allegations, there had been significant developments since the original costs budgeting exercise. Further revisions would be allowed for the statement of case, disclosure, PTR, directions for trial, trial preparation, and trial in the sum of £400,000. In addition, further security for costs was warranted in excess of the £1.3m already ordered.

Finally hot off the press is an important Court of Appeal decision about retrospective Conditional Fee Agreements and whether a CFA made on 24 March 2015 had had that effect. In **Singh v Ingram** [2025] EWCA Civ 264, the court was required to find whether the judge below had been wrong to find that the term in the CFA as to retrospectivity had not been express, clear and unambiguous. Since retrospective CFAs are very common this was an important point. Coulson LJ held that anyone reading the CFA would have understood that it was retrospective because it covered, without distinction, the work done on the Claim from 13 March 2012 up to the date of the CFA, and all the work to be done on the Claim thereafter. To the relief of the solicitors and no doubt to the wider profession, the appeal was dismissed.

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



Pet of the Month

Name: Stacy Pimlott

Firm: Venus Legal

Pet Name: Loki

Pet Nickname: Loki-Lou-Lou

What kind of pet do you have?
Bearded Dragon

Is your pet: Male

How old is your pet: 4 years old

Favourite Toy: The sliding glass doors of his vivarium so he annoys his hoomans

Favourite Activity: Dancing along the glass doors or eating lots of fruit and locusts (he is very food motivated!)

Favourite Treat: Blueberries

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

My perfect day would be ... laying in the sun, on a comfy lounger, being hand-fed fruit and mario worms by my hoomans and being treated like the heroic and handsome king that I am!

My favourite thing my parents do is ... give me yummy fruit and scratches on my head and chin. Sometimes they show me off to their friends and I get extra treats for being a good boy. Sometimes I let them ask me to show my 'teefers' and when they run their finger down my jaw I oblige and show off my captivating grin (it gets me extra wormy worms) and makes mum feel proud - she is alright for a hooman apart from smothering me in kisses and putting outfits on me!



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!

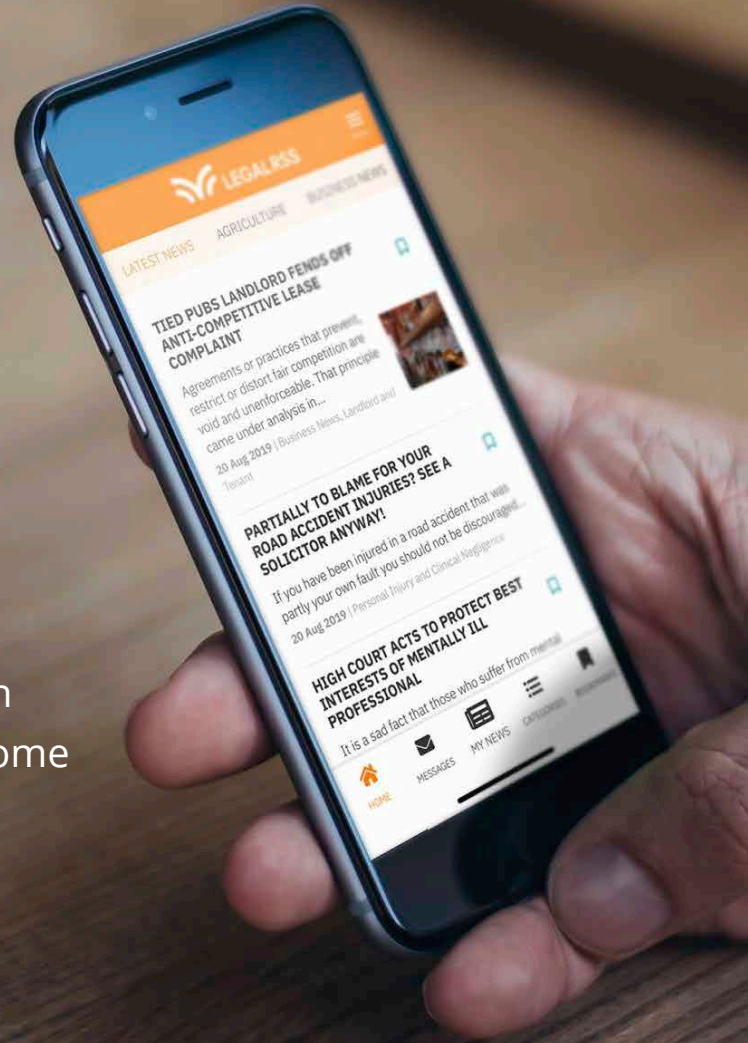
Each month we'll pick a couple of 'Pets of the Month' for the next edition so keep a look out to see if your pet has made it, modelling in *The Messenger* magazine!

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



Legal news content for your website, social media, and your smartphone

LegalRSS supports your client acquisition and retention efforts and helps you become a better and more profitable practice.



Keep up to date with the latest developments in the legal sector by downloading our **free** smartphone app today.



**If you have any questions about LegalRSS,
we'd love to hear from you.**

[CONTACT US](#)

Are **you** missing out?

Networking and referrals with over 4,600 members

An industry sounding board

Lobbying – have your voice heard

Support your local profession and join a committee

Individual and corporate memberships available

Training, development and social events throughout the year

News and insightful updates delivered directly to your inbox and MLS App

Valuable discounts from legal suppliers

Help, advice and support

Out of city members welcomed

Manchester Legal Awards

Promote your successes in our monthly magazine

Together we can make a difference!

Be part of the most vibrant local Law Society in the UK.

For more information on membership visit:

www.manchesterlawsociety.org.uk



Manchester Law Society
Instituted 1838 Incorporated 1871