

D&DLS Bulletin

Derby & District Law Society



www.derbylaw.net

May/June 2019

Derby & District Law Society welcomes it's new President MARTIN SALT



Ben Lawson, Julie Skill, Martin Salt and Manesha Ruparel

Also in this issue: Christina Blacklaws Reception • Legal Triathlon 2019 Results

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Editorial



A busy couple of months and this Bulletin is full of reports on a very successful Dinner and various and varied events.

At the AGM a small increase in subscriptions was approved and you should by now have had an e-mail reminding you to pay your subs and update your members please.

Firms benefit from free job advertising, an up to date website, individual specialist sub-committees, regular Bulletins, free courses, social events, our fantastic relationship with the University of Derby and Derby Junior Lawyers, sporting events, charity and local social projects such as the Debate Competition. If you want to talk about what DDLS does for your firm then please e-mail me and/ or come along to a Committee meeting.

The awards at the Dinner were well received. The category for Junior Lawyer had lots of nominations and Michael Williams (your Law Society Council Member and one of the Judges) commented on the calibre of the many "high flying" young lawyers that we have in this area. From attending Council and

meeting other Council Members from across the country is able to tell us with some authority that we are a vibrant and active local law society. Well done everyone.

The Land Registry course on 25th April was well attended. I have distributed the slides round to everyone who came but if you would like the slides then please e-mail me. I am looking into a few other FREE courses but if you have any requests or contacts then let me know. I am happy to do the admin for arranging courses that will benefit our members.

The date for a talk from Pearl Moses who is Head of Compliance and Risk at the Law Society has changed to 27th June 4-6pm, probably at Derby University Law School. I will e-mail details round soon. The DDLS cricket match against Notts Law Society will be held at Attenborough Cricket Ground on Thursday 15th August about 4pm. Advance warning of the DDLS Quiz this year - booked for Thursday 14th November.

Julia Saunders
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Sole Practitioners' Group (SPG)

Tina Attenborough

Incoming President's AGM Speech – 01.05.19



It is a privilege and honour to be named as the Derby and District Law Society and I promise to do the very best I can to represent the Society in the coming year.

It seems only a few days ago that Ben Lawson asked me if I would like to become President of the Society after him. I was initially taken aback as I consider there are numerous members of the Society who deserve this opportunity far more than I do.

I wish to thank and congratulate Ben Lawson on his year brilliant year as President and for all of his hard work. It certainly will be a tough act to follow and I can only hope to match his example.

Additionally I would like to thank our ever present administrator Julia Saunders for all of her continued hard work in the day to day running of the Society, especially in organising all of our events such as the annual dinner, which was again a tremendous success. Without her the Society would not be able to function and I am looking forward to receiving all of her much needed help in the coming year.

I also wish to congratulate Julie Skill on becoming Vice President and Manesha Ruparel on becoming Deputy Vice President.

I look forward to continuing to develop our strong ties with the University of Derby and its Law College. For me personally, and as far as I am reasonably aware, I am proud to be the first student from the University of Derby's law school (a student from 2000 to 2003) to be President of the Derby and District Law Society.

In the coming year I am looking to developing our existing links with our neighbouring law societies, in particular the Nottinghamshire Law Society with potential networking and social events. We currently have one successful annual event which is the Derbyshire v Nottinghamshire Law Societies Cricket Match and I would like to see if it is possible to add further events to the calendar.

I would also hope to include the development of these links with Derby Junior Lawyers as they are the future of our legal profession. The Derby Junior Lawyers is a very important part of the Society and I am looking forward to attending events (if invited of course!) in the coming year.

I consider one of the most difficult aspects of the profession is being able to get onto the first rung of the ladder, for example as a paralegal or a trainee solicitor. I hope that with a series of networking and social events with other societies this may provide a wide range of ideas, experiences and contacts which can be developed for our younger lawyers, as well as our established legal professionals.

I was encouraged to join the Derby & District Law Society in 2012 by the late Mr Michael Mallender of Taylor Simpson & Mosley, who was a long standing and enthusiastic member. His view was that the Society existed to support each other as fellow professionals, as well as its other functions, and it was not what the Society can do for you but what can you do for the Society. I have always taken this to heart and ever since joining I have done what I can to help.

Finally, I wish to thank you, our members, for your continued support of the society.

Again, many thanks for this great privilege and I look forward to the coming year.

Martin Salt,
President, 2019-20

Situations Vacant 1



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Outgoing President's Address



I'll start this as I began my very first piece by saying that it feels like only yesterday that I took up the role of President of Derby & District Law Society. I also take this opportunity to repeat what I said at the Annual Dinner by saying how humbled I am at having been the President for the past year.

Whilst I wanted to do things differently and in my own way, it is essential that we behave as a society should, representing our members and the community of which we are all a part and I believe that we have done that. Throughout this year we have partnered with the incredible Derbyshire Children's Holiday Centre, helping them to raise over £2,000 so they can continue to assist the children of our county in times of real need. We have also continued to partner with Derby University to assist law students and more recently, secondary school pupils of inner-city schools who have had the opportunity to learn new debating skills. It is my view that the Society has made a real difference this year and I hope that will continue moving forward. For those who attended the dinner, you will have heard me say that during the School Debating Competition this year, a teacher informed us that all 2018 participants had secured the highest grades possible in their English assessments. I would like to thank Derby University for its continued support. As President I have learned just how important our partnership is.

I am also pleased to announce that as a Society we have agreed to provide financial support to Enterprise for Education (E4) who are a public private sector partnership which aims to link employers with schools and students in a bid to create a better understanding of career opportunities as well as raising aspirations and improving employability skills for young people locally. E4E are holding an awards ceremony on 2 July 2019 to celebrate the success of young people locally and this is a great opportunity for Derby and District Law Society to provide further support to our community.

Whilst there has been a lot of looking outwards this year, we have also continued to work with and support you, our members, and it was great to see so many members at our Annual Dinner. I would like to thank all those who gave up their time to nominate local practitioners who have gone that extra mile. A huge congratulations should go to both the winners of the awards and those who received nominations. It is testament to the amazing work that goes on locally and the commitment that is shown by so many to the work that we do, that the Judges had such a difficult job deciding the eventual winners. As well as being a thoroughly enjoyable evening, it was a celebration for all members and member firms and I hope everyone who attended enjoyed themselves.

The end of this year as President also sees the retirement from the committee of Stephen Woolley and both personally and on behalf of the Society, a special thanks must be made to him for his commitment to serving on the committee for many years as well as his time as President. We are lucky that we have such a thriving junior membership but what many people don't know,

is that until 2012 that was not the case. It was during Stephen's presidential year that we saw the creation of a previously failed Derby Junior Lawyers group and having worked with Stephen to re-establish the group, I can say that it would not have happened without his unwavering support.

I cannot conclude my time as President without saying the biggest thank you possible to our administrator, Julia. It is not an understatement to say that the Society simply would not function without her.

All that is left to say is how tremendously proud I am to have been given the opportunity to be the President of Derby and District Law Society and to thank all of our members for the continued support. I hope you all support our new President, Martin Salt as you have done me, and I wish him the very best for the next 12 months.

Ben Lawson,
President, 2018-19

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Probate Choosing the right software to do the work effectively and profitably

Choosing an effective solution for your probate work is essential in a growing and competitive market. Isokon explains what you should be looking out for when choosing the right supplier.

Case management illusion

A common expression used to refer to software for probate work is 'Probate Case Management.' This is a misnomer.

Case management is the easy part of probate work. It involves keeping track of the tasks involved, and outputting a series of relatively standard letters and oaths. The case management component addresses no more than approximately 20% of probate estate administration.

The bulk of estate administration is about collecting and collating the finances of the deceased estate to enable an accurate set of accounts to be produced at the touch of a button, along with the automatic population and production of a myriad of inheritance tax forms.

Accounting system database

An accounting system (double entry to highlight errors) is a fundamental requirement to doing the work profitably and efficiently, in order to deal with the plethora of inheritance tax details, such as:

- separating post death income from accrued income
- dealing with post probate adjustments
- accounting for an abatement of assets
- dealing with capital gains/losses and revaluations
- accounting for packaged products such as ISAs and SIPPs and other financial instruments
- listing the market value of equities and their dividends
- calculating the cash value to the beneficiary who does not want shares
- auto calculating the net or gross tax of equities, gilts and unit trusts
- listing the foreign shares and calculating the tax due under double taxation agreements
- constantly recalculating the money due to the residuary beneficiaries

Dealing with these issues is clearly beyond the capability of case management software. Using an Excel spreadsheet instead to track these items and make the calculations accurately is fraught with risks to the firm.

Choosing the right probate software supplier

A search on the Internet suggests that almost every firm offering practice management software includes a probate software module tacked onto the tail end of their software.

A careful examination reveals that in most cases this 'fag end' addition is no more than rudimentary. It serves the purpose of satisfying the purchaser that it is a one stop shop, even though it is often not fit for purpose.

In these cases it is not a satisfactory solution and will often not enable your fee earners to do the work completely and satisfactorily without using a supplementary spreadsheet to perform the calculations manually.

Support from an experienced supplier

Purchasing the software is half of the solution. Quality support from your software supplier in dealing with some of the intricacies of the work is a sine qua non, especially in assisting your lesser experienced team members.

This type of expert probate work support is more likely to be available from a dedicated software supplier in this area of work than you are likely to find from a jack of all trades software supplier.

Gross profit margin of 70% plus

A bulging bank of wills is no longer a guarantee of an abundance of probate work. In the face of increasing competition, doing the work profitably is a fundamental contribution to the survival and growth of the firm. The target for doing the work profitably should be a minimum of 70% gross profit margin, which can be achieved by use of a 'fit for purpose' accounting system database integrated with an effective case management component.

Isokon Information

Isokon has invested 46,000 man hours in the development of software for probate estate administration over the last 21 years. Isokon is used by more than 40% of the law firms who do probate work. More than 200 law firms - more than 2,000 individual users.

Contact Isokon

For more information please contact Isokon on 020 7482 6555 and ask for Perry Cosh or Gregory van Dyk Watson. Or email us at <gregory@isokon.com >

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D&DLS Host Reception for Christina Blacklaws – President of The Law Society

On the 15th April DDLS hosted Christina Blacklaws at the University of Derby. DDLS and the University Law School took the opportunity to showcase the First 100 Project that is being compiled by University students to commemorate 100 years since women have been able to qualify as Solicitors. Thank you to all our members who have taken part – the completed project will be unveiled later this month.

Pictured above is **Christina, Ben Lawson** and **Sue Jennings** in front of the 100, which is made up of the photos of the local women in law who took part.

Christina spoke on women in leadership in law and the opportunities for role models, both male and female, in law going forward.

The President spoke very knowledgeably on Lawtech. Hundreds of UK businesses are at the forefront of worldwide Lawtech and the industry is worth a staggering \$15.9 billion already. The Law Society has formed a select committee and their findings are due to be published online in the next month or so. This will

be followed by roadshows from the Lawtech Delivery Panel – details of which will be circulated as soon as they are available.

A business card for Elizabeth J. Soilleux, MA, MB, BChir, PhD, FRCPath, Consultant Pathologist. The card lists her experience in haematopathology, cardiovascular pathology, and autopsy pathology. It also mentions her role as an Expert Witness Certificate holder for Civil Law, Bond Solon, and Cardiff University. Her department is the Department of Pathology, Cambridge University / Addenbrookes Hospital, Cambridge. Contact information includes Tel: 07798 643879, Email: lizsoilleux@gmail.com, and www.expertwitnesspathologist.co.uk.

An advertisement for Severn Trent Searches. It features a laptop displaying a web interface and a document titled 'NEW FEATURES INCLUDE'. The document lists: Responsive design, Quote system, Favourite searches, Improved query facility, Recommended searches, and Easier ordering process. Contact information is provided at the bottom.

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The Company

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The Role

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- You will be committed to meeting deadlines.
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A competitive salary commensurate with qualifications and experience is offered.

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During the current economic climate, a little extra help is sometimes needed and we are here to help people take care of their beloved pets. We have a large food store and cater for cats, dogs and rabbits. We offer a non-means tested service so that anyone is able to come and ask for help, all we ask

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Pet Rescue Welfare Association
Tel: 01745 571061
Email: info@pet-rescuecharity.co.uk
Llewerlydd Farm, Dyserth,
Denbighshire LL18 6BP



LEGACIES The charity relies on legacies and gifts just as many other charities do, if you wish to consider leaving Pet Rescue Welfare Association a gift in your will, that gift is marked by a permanent reminder of your kindness. Named on the website under **Eternal Friends** and a plaque on site at the rescue centre.

All legacies and gifts help provide for the animals in our care, no flash cars or large offices, just animal care and welfare.

If you wish your gift to be used on something special i.e. New kennel / cattery or equipment rest assured your wishes will be honoured. Please ask your solicitor for help with your will, we can if you wish nominate a trustee to act as executors. Please ask your solicitor to contact Rev. M. Summerfield. All bequeaths to Pet Rescue Welfare Association. Registered charity number 1116170

Annual Legal Skills Triathlon

Every year Derby Law School work in partnership with Derby and District Law Society to hosting the Annual Legal Skills Triathlon.



1st Best Team Overall: Yasmine Roff (Geldards), Alexander Wood (3rd Year LL.B student) with Ben Lawson (President of DDLs) and Sue Jennings (Head of Derby Law School)

The Triathlon sees 8 trainee/newly qualified solicitors from local firms partnered up with a LL.B student of Derby Law School.

The standard is always very high and the teams work together to compete in an advocacy assessment (held in the mock courtroom at the Law School), an interview of a client and a negotiation.

This year the event was held on Wednesday 20th March at Derby Law School's building, One Friar Gate Square. The day started at 8am for the competitors and concluded at 6pm.

Awards were kindly presented by President of Derby and District Law Society, Ben Lawson, with the awards ceremony being opened with a few words from Sue Jennings, Head of Derby Law School, who praised the high standard of all participants and the hard work that had been put in throughout the day.

Triathlon Participants

Team 1- Yasmine Roff (Geldards) & Alexander Wood (3rd Year LL.B student)



2nd Best Team Overall: Philip Pearson (Cartwright King), Emily Sherwood (3rd Year LL.B student) with Ben Lawson (President of DDLs) and Sue Jennings (Head of Derby Law School)

Team 4- Tom Newton (Astle Paterson) & Barrie Archer (3rd Year LL.B Student)

Team 5- Filip Feret (Elliot Mather) & Evangelia Argyropoulou (3rd Year LL.B Student)

Team 6 - Oliver Peckham (Astle Paterson) & Rianna Gokani (3rd Year LL.B Student)

Team 7- Lauren Mahon (Banner Jones) & Ikra Yasin (3rd Year LL.B Student)

Team 8- Philip Pearson (Cartwright King) & Emily Sherwood (3rd Year LL.B Student)

Competition Judges

Advocacy –Vee Monro, Lecturer of Derby Law School and Deputy District Judge & Ben Lawson, Geldards and President of Derby and District Law Society

Interview – Manesha Ruparel, Alexander & Co, & Martin Salt, Chapman and Chubb & Kaye Howells & Lucy Schofield, 2nd year LL.B Student who played the client



3rd Best Team Overall: Lauren Mahon (Banner Jones), Ikra Yasin (3rd Year LL.B student) with Ben Lawson (President of DDLs) and Sue Jennings (Head of Derby Law School)



Outstanding Individual Interviewer winner: Thomas Brogden (3rd Year LL.B student) with Ben Lawson (President of DDLs) and Sue Jennings (Head of Derby Law School)

Negotiation – Sue Jennings, Derby Law School & Di Copestake, Freeths & Virna Simoncelli-Allan, Lecturer of Derby Law School

Triathlon Winners

Best Overall Team – Team 1

Yasmine Roff, Trainee Solicitor, Geldards
Alexander Wood, 3rd Year LL.B student, Derby Law School

2nd Best Overall Team – Team 8

Philip Pearson, Trainee Solicitor, Cartwright King, Emily Sherwood, 3rd Year LL.B student, Derby Law School

3rd Best Overall Team – Team 7

Lauren Mahon, Legal Assistant, Banner Jones, Ikra Yasin, 3rd Year LL.B student, Derby Law School

Best Individual in Advocacy

Yasmine Roff, Trainee Solicitor, Geldards

Best Individual in Interviewing

Thomas Brogden, 3rd Year LL.B Student, Derby Law School

Best Individual in Negotiation

Barrie Archer, 3rd Year LL.B Student, Derby Law School

.....
.....

Prizes

Best Overall Team - £350

2nd Best Overall Team - £250

3rd Best Overall Team - £200

Best Individual prizes- £150



Outstanding Individual Advocate winner: Yasmine Roff (Geldards) with Ben Lawson (President of DDLs) and Sue Jennings (Head of Derby Law School)



Outstanding Individual Negotiator winner: Barrie Archer (3rd Year LL.B student) with Ben Lawson (President of DDLs) and Sue Jennings (Head of Derby Law School)



From the letters and e-mails of thanks DDLs has received I think I can safely say that all those who came to the Dinner this year had a great night. There have been comments that the Dinner was less formal than previous years and I hope that that is a step in the right direction. Given the large number of Past President's who attended, and Arthur Titterton giving it large on the dance floor, we are certainly doing something right.

President Ben Lawson welcomed guests including HHJ Shant and HHJ Williscroft, District Judges and representatives from other professional bodies and local law societies.

We are always pleased to welcome our Gold Patrons the University of Derby and Severn Trent Searches, this year joined by our generous Dinner sponsors The 36 Group - Barristers Chambers in London.

The raffle raised at least £1500 for the charity Derbyshire Children's Holiday Centre. Thank you for your donations and to DJL for organising on the night. Ben was somewhat amused to receive the winners of the raffle written on a Prosecco soaked sheet of paper - wasteful!!

Following a short speech from Ben and the awards (see separate article) we were entertained by Dr Dave Bryon, who hit the right note between stand-up comedy and after dinner speech. Martin Salt (DDLs President by the time you read this) entered into the spirit of the night by showcasing his "air hostess" skills.

Music was provided by the band the Burgundy's and I am only sorry not to have heard more of them. The dance floor was soon full of movers and groovers both young and old.

Well done Martin !



Is Your Legal Software Ready to Remain Compliant in 2019?

The legal software market is amidst a period of change and consolidation. Previously, most Law Technology suppliers tended to be owner-managed businesses. However, today's landscape is very different, with a good number being bought up by larger Venture Capitalist-backed businesses looking to consolidate the market and drive product development with greater access to new technology. This focus on a dramatically reduced number of 'go-forward' products has created inevitable threats to existing solutions in use across many firms.

While older products may be supported by suppliers in the short term, many won't receive the active development needed to keep pace with industry changes and could be 'end-of-lived' in the future. Users therefore risk either not being totally compliant or will have to employ work-arounds to make them both function and comply.

MAKING TAX DIGITAL

More change is fast-approaching and increasing the pressure on firms to digitise to meet regulations. For example, HMRC's Making Tax Digital (MTD) initiative which launched in April 2019, is set to make fundamental changes to the tax system.

MTD requires firms to record and report their VAT transactions digitally. Firms must therefore have

suitable software in place that can record all VAT transactions and submit the data to HMRC via a new Application Programming Interface.

With paper only records no longer acceptable, solutions must be both capable of recording all transactions digitally and communicating directly with HMRC's systems. Firms should therefore check the status of their systems, ensuring they have the controls to maintain an efficient and compliant operation.

STAYING COMPLIANT

The investment from software suppliers in 'go-forward' products could result in the products already in use by firms no longer being supported and in many cases, 'end of lived' or 'sunsetting'. Those that don't ask questions of their providers therefore risk breaching legislation or incurring higher fees.

For example, a firm's existing supplier could request that they change to an alternative system, which could come at a large expense to the business. Alternatively, keeping the existing system could mean that they simply won't be compliant from the moment any new legislation takes effect, or are forced into buying expensive "add on" products which have a limited life span and are cumbersome to implement and use.

The process of implementing and migrating data to another software system could also be overlooked. Data migration takes considerable time and resources to make sure it's done right. Leaving this close to regulatory deadlines or incomplete before systems cease could force firms to accept high renewal or migration fees, or even a lengthy agreement on a solution they aren't fully satisfied with.

Taking active precautions, such as asking suppliers about the state of existing software or seeking advice from legal IT experts will help firm managers to make early decisions about the best course of action when faced with potentially outdated or non-compliant products. Taking these steps now could help firms to reap the benefits of providers which offer fast migration with full support and expertise, giving their practice maximum compliance and longevity and allowing them to thrive in an increasingly digital sector.

Tim Smith,

Technical Director at Insight Legal Software Ltd

To discuss this topic further or the services we can offer, please give us a call on 01252 518939, email us at info@insightlegal.co.uk or visit our website; www.insightlegal.co.uk

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Wales and Scotland are Seeing Fastest Growth in Charitable Bequests

Charities in Wales and Scotland are seeing faster income growth from gifts in Wills than other parts of the UK according to a new research report published by the 200-strong charity coalition Remember A Charity.

The UK Legacy Fundraising Market 2019 summarises income from gifts in Wills to the nation's top legacy-earning fundraising charities, exploring the impact of the recession and subsequent economic recovery.

While charities across the UK have seen legacy income growth of 10% over the past decade, the smaller markets of Wales and Scotland have risen by 23% and 35% respectively. Health charities receive the largest share of donations, but the market is diversifying with many smaller and community-based organisations now being named in Wills. Overseas aid, environmental and services charities are increasing their space in the market, while those in the religious and social care fields are losing ground.

Rob Cope, director of Remember A Charity, says: "Charitable bequests are often linked with the largest household name charities, but the market is growing and changing with non-profit organisations of all sizes and causes coming to the table. For many of these charities and their beneficiaries, a legacy gift can be completely transformational."

Importance of legacy giving

Underlining the importance of bequests to charities across the country, the research finds that legacies now account for 28% of the UK's voluntary donations. For the top 1,100 fundraising charities alone, this equates to over £2.2 billion of vital charitable funding. For charities such as RNLI, legacies fund 6 in 10 lifeboats and a third of Cancer Research UK's life-saving research.

Cope adds: "As awareness about legacy giving increases and the professional Will-writing community continues to make their clients available of the option of including a gift in their Will, we're seeing a long-term increase in the proportion of estates including a charitable gift."

"There is growing appetite for people to support the good causes they care about long after they are gone. Once supporters understand that gifts in Wills don't have to be particularly large and can fit around their wishes to look after family and friends, a charitable bequest can be a surprisingly easy and efficient way to give."

Currently, one in six probated estates include a charitable gift, but with the latest consumer tracking poll indicating that four in ten of the over 40s would like to do so, Remember A Charity believes there is significant potential for further growth.

Challenges of a post-Brexit world

Legacy income patterns tend to mirror the shape of the economy and reflect the number of estates going through probate. When property prices increase, inevitably estate and legacy values do too. While the report highlights that the 2008 recession led to a notable fall in income to charities, the market was quick to recover and growth continued in the subsequent years.

Looking to the future, the coalition expressed some caution about the years ahead. With the impact of Brexit as yet unknown and a rapidly ageing population facing rising care costs, estate values may well suffer and that could have a considerable impact on the nation's charities.

Cope adds: "Charities are increasingly reliant on gifts in Wills and although the number of donors is on the rise, we can see that legacy income is being stretched across a broader marketplace. The charity sector is likely to feel that stretch all the more as we deal with the uncertain economic future of a post-Brexit world. It's vital that charities work collaboratively with the legal sector and government to normalise legacy giving and provide a more stable basis for this vital income stream for the years ahead."



Leave a gift for the next generation

Donations and legacies enable us to offer the 'extras' that make a real difference to our patients.

When it comes to your will, we understand that the needs of your friends and family come first. After you have met the needs of your family you may like to leave a gift in your will to help provide for the healthcare of future generations.



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We specialise in early intervention, and prevention working with children and families, young people and adults through one-to-one counselling, community support and befriending services.

We also deliver on-campus support in East Midlands, schools, colleges and universities.

Eating Disorders have the highest mortality rate of all mental health illness, and impact the whole family not just the individual.

Any legacy, donation, or charity of the year awards will ensure that we can continue our great work.

Please call us on 01332 367571 to help.



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If you are thinking about writing your will or making adjustments to an existing one, we would ask you to consider leaving a legacy to Action For Elders

Later Life – it's your future too

#think differently about ageing

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Legacies are an important source of income for us, and provide a fitting way for those who value our services to continue their support.

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New College Worcester

National residential school for children who are blind or vision impaired

Derby & District Law Society Legal Awards 2019



Cathryn Selby



Lisa Haythorne



Dianne Collins



Matthew Bettany

Well done to all who were nominated for an award and thank you to our panel of Judges – Sue Jennings, Michael Williams and Alan Goodwin.

Large Firm of the Year was won by Nelsons Solicitors – Cathryn Selby collected the award.

Small Firm of the Year was won by the Derbyshire Law Centre – Lisa Haythorne collected the award.

Lawyer of the Year was won by Dianne Collins from Nelsons Solicitors

Junior of the Year was won by Natalie Haydon-Yeung. Highly commended were Lucy Tissington of Elliot Mather and Claire Cooper of Freeths.

Law Student of the Year awarded on behalf of DDLS and the University of Derby was won by Matthew Bettany.

Embrace your local community and find a new and exciting way to give with Foundation Derbyshire.



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Several methods of giving are possible. Please visit www.foundationderbyshire.org to find out how you can make a difference.

Established in 1996, Foundation Derbyshire (the new operating name for Derbyshire Community Foundation) now manages endowment funds of over £6 million and has made over £14 million of grants across Derbyshire.

It's our donors – businesses, individuals, trusts and families who make this possible. Proud to be investing in their local communities, our donors use the Foundation's local knowledge to support the issues that they care about and reach groups and projects that so desperately need their help.

Foundation Derbyshire carries the UKCF Quality Accreditation, which is formally endorsed and recognised by the Charity Commission for England and Wales, encourages best practice by Community Foundations across the UK and has been held by Foundation Derbyshire since 2007.

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Experts and their evidence: some recent guidance



This year is just a few months old, but there have already been a number of interesting first instance decisions which should be of interest to any litigator involved with the use of expert witnesses.

It is clear that the authors of these judgments have sought to provide some sound practical guidance. I shall attempt to distil this into five things to think about, when discussing these authorities and others of no more than about a year's vintage.

1. Failures by experts to adhere to the orders of the Court could have dire consequences

The judgment of Mr Justice Males in *Mayr & Ors v CMS Cameron McKenna Nabarro Olswang LLP* [2018] EWHC 3669 (Comm) is one which caused quite a stir amongst litigators when it was published at the end of January 2019.

Here, the Court effectively struck out large portions of the Claimants' case (said to be worth several hundred million Euros) without peremptory order or warnings (i.e. no 'unless order'). When this issue was raised by counsel for the Claimants, Males J held that "...a party is not entitled to disregard the rules, secure in the knowledge that until an unless order is made it will always get a second chance".

This matter came before the Court on 14 December 2018 ahead of trial due to commence on 22 January 2019. It was argued by the Defendant that Professor Kilgallon, the Claimants' expert for the Turkish pharmaceutical industry, had failed to properly engage with his opposite number pursuant to the Court's order for a joint meeting and a joint report ahead of trial. There was no application for relief from sanctions and no solution to the reality of the situation proposed by the Claimants which found favour with the Court. It was held:

"13. ...When an expert fails lamentably to comply with that order the whole procedure for further expert evidence in the case is thrown into disarray. The purpose of the supplemental reports is to enable the experts to comment on and express their further views upon the points

on which they remain in disagreement, having had the benefit of a proper experts' discussion at which they can properly understand the point of view of the opposing expert.

14. That has simply not happened in this case. It is impossible for the Defendant's expert to say anything further in a supplemental report until he knows what Professor Kilgallon has to say about the matters on which he has expressed his opinion.

16. It seems to me that the position is that the Claimants have failed to comply with the terms on

which they were given permission to adduce evidence of the Turkish pharmaceutical industry in this case. The burden is on them to provide a workable solution which they have not done. It is for them too to apply for relief from sanctions. Again, they have not done so. They would need, if they were to do so, to give a proper explanation of why it is that Professor Kilgallon has taken this approach on not one but two occasions. He must have been told, he certainly should have been told after the LMM expert memorandum was produced, that this was not an acceptable way to proceed.

17. The order which I make therefore is that as matters stand the Claimants do not have permission to adduce evidence of the Turkish pharmaceutical industry at the trial. The burden will be on them to come forward, as I have said, with a proper and acceptable procedure which will include a proper joint meeting and will meet the criteria of relief from sanctions if they wish to pursue this evidence. If they have simply left it too late to do so in an acceptable way then that is something for which they must take the consequences."

The consequence of Males J's ruling was dire in that the Claimant had no evidence upon which to prove substantial portions of their case as to quantum.

The lesson is that it should be anticipated that Courts will hold litigants responsible for failures by their experts who must be required to comply with the orders of the Court, probably particularly in relation to the production of so crucial a document as a joint report following a meeting. Close and active management of experts would seem prudent to ensure compliance. In default of this, the party needing to seek relief would be advised to do so promptly and put forward practical suggestions as to how to proceed without jeopardising any trial date whilst allowing such expert evidence to be timeously adduced with reasonable time for it to be considered.

2. Every effort should be made to cooperate to agree concise agendas for experts' joint meetings

In *Saunders v Central Manchester University Hospitals NHS Foundation Trust* [2018] EWHC 343 (QB), the Claimant's claim for damages in respect of an iatrogenic injury was dismissed on the basis of the expert evidence.

Mrs Justice Yip in her judgment made specific comment as to the Parties' expert colorectal surgeons' joint reports which were produced following the inability of the Parties' legal teams to agree a joint agenda for discussion. As a result, at trial the Court was presented with a joint report of more than 60 pages, containing repetitive questions. The Court pointed out that this approach did little to further the objective enshrined in paragraph 9.2 of the Practice Direction to CPR 35 "to agree and narrow issues". It was held that "Parties should adopt a common sense and collaborative approach rather than allowing this stage of the litigation to become a battleground" and commented that "[p]erhaps greater input from Counsel may have assisted".

A few months later, Yip J again came across the same problem when trying the clinical negligence

case of *Welsh v Walsall Healthcare NHS Trust* [2018] EWHC 1917 (QB). Again, the joint statements were "not as useful as they might have been. The difficulty was caused by the inability of the parties to agree a single agenda for the experts' consideration".

Expressing certain exasperation to once again be coming across this issue and seeking an explanation, the Court was referred to paragraph 13 of the model order which states: "... solicitors shall use their best endeavours to agree the Agenda. ... In default of agreement, both versions shall be considered at the discussions. ...".

The learned judge proffered some guidance as to the proper interpretation of this at paragraph 36 of her judgment:

"36. It was suggested that the form of the model order encourages more than one agenda to be sent to the experts. I cannot agree with this. The standard direction makes it clear that the solicitors are required to do their best to agree a single agenda. In the vast majority of cases, any disagreement ought to be capable of resolution through a bit of give and take. It may be appropriate to insert some additional questions into the draft at the Defendant's request. It certainly should not become routine to provide two versions which, as here, travel over much of the same ground. That approach tests the patience of the experts (and frankly of the Court); produces a lengthier joint statement; potentially increases costs and is simply not the best way to focus on the issues. I do not think that anything further needs to be said or done in this case. However, if this worrying trend continues, parties may find that Courts begin considering costs consequences."

These dicta are likely to be of some use in justifying the use of counsel or indeed more senior fee earner time at this stage and the allowance for the same at the costs budgeting stage. It is also likely to be a useful authority for a party seeking to encourage the cooperation of their opposite number when seeking to agree agendas. An issue-based costs order is certainly possible, should such an attempt meet with intransigence.

3. Think hard before seeking to restrict the scope of an opponent's expert evidence rather than leaving the matter for trial

The case of *Moylett v Geldoff & Anor* [2018] EWHC 893 (Ch) was an intellectual property matter litigated between members of the Boomtown Rats about the authorship and copyright of the hit 'I don't like Mondays'.

In this case, the first Defendant applied to strike out parts of the Claimant's expert dealing with the significant issue in the case, namely whether the music was more likely to have been composed on a guitar or a piano. It was argued that the Claimant's report was objectionable as it contained opinions from professional guitarists, for which permission had not previously been granted and further went beyond what was permissible by expressing an opinion on the ultimate question in the proceedings.

Mrs Justice Carr gave judgment on 14 March 2018. In relation to the first issue, she held that she should

apply the ratio of *Rogers v Hoyle* [2013] EWHC 1409 (QB) and hold "it is much preferable for the Court, rather than picking through expert reports, seeking to excise individual sentences and engaging in an editing exercise, to allow the trial judge to consider the report in its entirety, assuming that it is genuine expert evidence, and to attach such weight as it sees fit at the trial to those passages in the report." In the instant case, she held that the Claimant's expert had been entitled to rely upon professional guitarists and was obliged to set out that he had done so in his report. It was held that although one paragraph was on the margins of admissibility, in the context of the whole report, the expert was forming his own view based on what had been demonstrated to him and not pursuant to any suggestion that the professional guitarists themselves were providing expert opinion upon which anything turned.

As to the second question, Carr J was forthright in holding that this expert be allowed to express himself as he wished to and the weight to be placed upon such evidence be a matter for the trial judge. Insofar as it dealt with whether the music was more likely to have been composed on a guitar or a piano it was admissible evidence and might well be the subject of expert opinion in reply.

Mrs Justice Moulder made a similar ruling in *A v B* [2019] EWHC 275 (Comm) in a judgment published on 15 February 2019. Here, in a case where the Defendant challenged the Claimant's claim for an arbitral award, the Defendant took issue with parts of an expert's report. These parts of the report purported to deal with questions of construction or the application of the law to the facts – these in part were said to cut across arguments which the Defendant would wish to make at a hearing listed for March 2019. The Defendant sought to distinguish and limit the scope of *Rogers* on the basis that this can be distinguished from a report about applicable foreign law. This submission was rejected with Moulder J holding that the Court of Appeal's guidance was of general application. She held that the arguments run by the Defendant should properly be made before the judge at the March hearing and to determine the matter now would be an undesirable pre-emption.

Rogers remains of general application. Unless so obviously or grossly inappropriate that it should not be permitted to form the basis of a party's case at trial, the Courts should allow such expert evidence as a party wishes to adduce and leave the questions of admissibility and ultimately credibility and weight to the trial judge.

4. Beware of pre-emptively obtaining and utilising expert evidence for which permission has yet to be given

On an application from the Claimant for permission to rely on a report from a neurosurgeon in the clinical negligence case of *Hall v Derby Teaching Hospitals NHS Foundation Trust* [2018] EWHC 3276 (QB), Master Thornett, with unabashed frustration at the manner in which various aspects of this case had been presented over two hearings, emphasised the risks of presumptive steps being taken by a party in respect of expert evidence obtained but upon which the party had no permission to rely.

The Courts are understandably and properly keen to stress the need for proportionality, expedition and proactivity in the prosecution of claims. No doubt with this in mind, when the Claimant party in this case read in the report of its neurologist (in respect of which permission had been obtained) that the report of a neurosurgeon was required. The same was obtained and sent to the already instructed experts for comment.

This neurosurgical opinion did not support any causal link relevant to the injuries in this case. The neurosurgeon considered the Claimant's ongoing symptoms to be related to a psychiatric reaction. The Court thus assessed that his evidence when viewed in isolation was limited to whether the Claimant may require certain future treatment which was a minor aspect of the Claimant's claim. Permission to rely upon this evidence was thus refused. The Claimant was put to the expense of having to excise all reference to that evidence in the addenda reports of her other experts.

This appears a harsh judgment and open to criticism from the perspective of the Claimant's solicitors. They no doubt would have felt their client exposed by not having obtained evidence recommended by another expert, if only to assist in providing a diagnosis and prognosis by eliminating a neurosurgical aetiology. This case however serves as a stark reminder that the exercise of a Court's discretion as to expert evidence should not be taken for granted and to do so is liable to lead to costs being wasted. This must be a risk for lawyers to consider and clients and insurers to be warned about.

The more liberal approach taken on the facts of *Mays (a Protected Party by the Official Solicitor) v Drive Force (UK) Ltd* [2019] EWHC 5 (QB) by Deputy Master Hill QC on 4 January 2019, however, shows us the specific nature of the judgment as to which experts a party would be advised to instruct.

This was a high value personal injury case in which the Claimant had sustained traumatic brain injuries and orthopaedic injury pursuant to an accident at work. As a result, he lacked litigation capacity and was unable to return to paid employment. The Defendant argued that the Claimant's life-expectancy by reason of his pre-existing comorbidities (smoking, hypertension, obesity, colitis) was an important factor in the case and sought permission to rely on expert evidence as to the same. This was opposed by the Claimant.

The Deputy Master allowed the application on the grounds that this was an appropriate case for such free-standing statistical life expectancy evidence. The fact that the value of the case was high and such evidence could make a significant impact upon quantum was taken into account, as was the existing neurologist experts' inability to address all the factors potentially pertaining to life expectancy absent the index accident.

The Court emphasised that this would not lead to the opening of any floodgates for the instruction of such experts. It is however difficult to deny the utility (probably mostly to Defendant parties) in obtaining such statistical evidence in any case where there is a substantial lifetime claim for damages, such as

for care, accommodation or services, where the claiming party had some co-morbidity known to downwardly affect life expectancy and where this is not wholly addressed by other experts.

5. Imposing retrospective conditions upon reliance upon expert evidence is likely to be very difficult

The case of *Bowman v Thompson* [2019] (unreported, QB, Dingemans J, 21 January 2019) concerned a situation probably familiar to many of those involved in litigation where expert evidence is prevalent.

This was a clinical negligence claim brought against a general practitioner where it was alleged that the Claimant's cauda equina syndrome had been mismanaged. The Claimant obtained permission to rely upon the report of a consultant urologist who provided an initial 'advisory only' report and then a substantive report following the issuing of the Claim. Thereafter, the Claimant instructed a further urologist expert, having lost confidence in the first expert.

During the course of the disclosure of the latter report, the Defendant discovered the involvement of the earlier expert and sought disclosure of this report. This was resisted by the Claimant on the grounds of litigation privilege but disclosed the earliest report on a 'without prejudice basis'.

The Defendant thus made an application to the Court that the Claimant only be allowed to rely upon his served substantive report should he disclose the one not served. This was refused on the basis that the judge held that there was no discretion to impose retrospective conditions on a party's permission to rely on expert evidence already granted.

Mr Justice Dingemans dismissed the Defendant's appeal of this decision. He held that there was no vehicle for the retrospective imposition of a condition on existing orders and even if it had been argued that the judge below should have varied the order pursuant to CPR 3.1(7), in the absence of mistake or misstatement, such an exercise of discretion would not have been appropriate.

The lesson from the Court is that the time to seek such a condition as sought by the Defendant in this case (see also *Edwards-Tubb v JD Wetherspoon PLC* [2011] EWCA Civ 136) was at the permission stage, before which is the time to seek confirmation as to whether any other experts had been instructed by their opposite number. An affirming answer should lead to the seeking of an order conditional upon the disclosure of the earlier evidence. A negative answer should be reassuring if correct and if not, potentially grounds for a Court to exercise a discretion to vary under CPR 3.1(7).

Thomas Crockett
Hailsham Chambers, March 2019

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WHY IS STAMP DUTY LAW SO CONFUSING? and could your clients be due a refund?

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Don't appoint these experts!



Chris Makin

Where you the lawyer have sweat blood on an important case, you don't want an ill-chosen expert to spoil all your good work. As an experienced expert witness in a vast range of commercial, family and criminal cases, I offer this checklist of the experts to avoid.

1. Does the expert spend all his time as an expert witness?

If so, proceed with caution. A medical person who retires and seeks to supplement their pension with expert witness assignments may very quickly fall out of date; other specialisms similarly may need someone who actually does the job as well as propounding about it. Interestingly, accountants tend not to fall into this trap. I for example have been a full-time expert in litigation for 30 years, plus acting as a mediator and expert determiner. And I know many accountancy colleagues who similarly do nothing else. We keep up to date with training, and seeing the problems caused by incompetent accountants.

See also 5 below.

2. The expert requires an advance retainer far in excess of the initial work needed

I find it quite arrogant of any expert to require a substantial first payment. Clients don't sign blank cheques any more, if they ever did. Far better is the method I use: an initial review of any case, without obligation to instruct me, and with no charge at all if the matter does not proceed. Thus the instructing solicitor has no commitment to me, and has incurred no fees with me, until I have seen the key documents, provided a typed initial review of the case, and said how much a report is likely to cost. That is good business for me, since in the vast bulk of cases my initial report shows that I understand the issues, and leads to confirmed instructions. And on the rare occasions where I am not instructed, I don't even sulk!

3. Avoid the specialist who is difficult to reach

If the specialist doesn't return calls or emails, or if a secretary is protecting him from interruptions, or if you need to give 72 hours' notice for a telecon, find someone else! Litigation can be fast-moving as we all know, with tight deadlines. What if a Part 36 offer is about to expire, and you need your accountant expert to tell you if he thinks it is reasonable or not? I work alone, I answer the phone, and you will get an answer from me within a few hours at the most. Of course, if I'm in court or doing a mediation it may be later in the day; but I appreciate the need for rapid access, and respect it.

4. How will your expert look to the judge?

First impressions, in any situation, are vital. An expert who turns up for a conference with counsel in jeans and a dirty sweater, or even just without a tie, may think this is acceptable in a courtroom. It isn't.

Similarly, think carefully about whether the expert appreciates that their function is to assist the court on matters within their expertise – that is, to explain complex matters in a way intelligible

to the informed layman, the judge or jury – or whether they consider that their function is to maintain the mystique of their profession. At client meetings or in conference, can you understand what the expert is talking about? If not, this isn't the expert for you.

5. Does the expert have courtroom experience?

See also 1 above.

When I first starting acting as an expert, many years ago, I often found myself ranged against an accountancy expert on the other side who didn't have the first idea about what became CPR 35, FPR 25 or CrPR 33. They thought that their function was for their side to win at all costs, with their help. I feared that such dabblers could spoil the reputation of my cherished profession. I joined the committee of the ICAEW Forensic Group, and we worked for 7 years to devise an accreditation scheme for forensic accountants and expert witnesses. I was in the first group to become accredited, and there are still only 100 out of the 145,000 chartered accountants who have gained this kite mark – it's stiff! So if you want a chartered accountant who knows what he is doing in this second profession of being an accomplished expert witness, this is the snappy address to put in your browser: <https://www.icaew.com/about-icaew/find-a-chartered-accountant/find-an-accredited-forensic-expert>! Or just Google ICAEW forensic accountant and look for Register. You will find a list of specialisms, with a list of those of us who have reached this high standard.

6. Look at the expert witness's adverts

If there is any suggestion in the wording of helping you to win cases, or even of "gun for hire", beware! I remember an orthopaedic surgeon who regularly lectured whilst dancing with a skeleton, and convinced defence solicitors and insurers that whiplash did not exist. Unsurprisingly, he acted only for defendants and he was very busy. But of course he became tainted, and such experts now have no place in the courtroom. Look for an expert who acts in broadly equal measure for claimants and defendants or, increasingly in family matters, as an SJE. Hot tub experience is good, too.

And look for an expert who can take the balanced view. I for instance act as a mediator and as an expert determiner. I can usually pinpoint the strengths and weaknesses of a case, which puts me in a good position to discuss with you whether to run the case, or how to settle on best terms.

7. Does this expert act only for claimants or for defendants?

See 6 above – not sensible.

Also, see what the expert has added to the literature. Have they, for example, taken a strong line in an article published in the legal press, yet be attempting to take the opposite line on your case with similar facts? This could be very embarrassing when the expert comes to be cross-examined. Do your research now, and avoid such problems. Google the expert's name, and see what they have put on their website. I, for example, have a series of blogs and a long section on the sorts of cases on which I have worked – for both sides. Why not have a peep? My web site even has videos!

8. Check the expert's disciplinary record and any reported cases

This can be another trap in cross-examination.

If the expert has been found wanting by his peers, avoid him. And if he has been criticised by a judge, *a fortiori*! One of my duties is to sit on the Investigation Committee at The Academy of Experts. In a recent case, a judge had severely criticised an expert, so that matter came to us. There were two sides to the case, and of course the expert has no right of reply to a judge's criticism, but it is on record. We advised the expert that he must tell all solicitors who now approach him that he has been criticised by a judge, but that he has undertaken additional training so that this doesn't happen again. Maybe he will not receive the same number of instructions, but far better that, than that his next case collapses when he is cross-examined by the opposing side who have done the same homework which you should have done when choosing your expert.

9. The expert changes his mind between initial opinion and testimony

This can be very nasty. Limit this risk by giving your expert full information at the earliest opportunity. And if he still lets you down, use others in future. But as for the expert who changes his opinions when other evidence shows that he should reconsider them, give that expert the respect he deserves.

10. Match your expert's speciality or sub-speciality with his opponent's

An important stage in civil litigation is the joint meeting of experts, and I prepare for such meetings just as carefully as for a trial. But if the opposing experts are from different professions, or have specialised differently, that can be a great waste of time.

For example, whilst I profess expertise on many aspects of accountancy and on business generally, I have not been a registered auditor for many years. So there is no point in asking me to apply the Bolam test in an auditor's negligence case; and I would tell you so as soon as you approached me. There are so many sub-specialisms in many professions that it is essential to choose the right one – no point in choosing an expert in the follicles of the left nostril if the case is about the right nostril! So think very carefully about what are the areas of your case needing expert opinion, and make sure you get the right expert for the job.

I hope this helps. And good luck with your future cases.

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Biog: Chris Makin is one of only 100 or so chartered accountants to become an Accredited Forensic Accountant and Expert Witness – www.icaew.com/forensicaccreditation/register. He is also an accredited civil & commercial mediator and an accredited expert determiner. He has given expert evidence at least 100 times and worked on a vast range of cases over the last 28 years. For CV, war stories and much more, go to www.chrismakin.co.uk.

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If a less than full picture of the property leads to drainage or water issues, a law firm's PI insurance usually covers any remedial work – but it can't cover the time and effort required, nor any damage to reputation. Plus the homeowner may have to carry out costly work in the future.



The home buyer

Whether a dream house, a desperately needed upgrade or a first-time purchase, complex drainage and water problems are a major setback for any homeowner. Even if covered by insurance, there's still the pain of sorting out an issue that could have been identified before – and the buyer may not have gone ahead if they'd known.



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Solving the back office puzzle

By Julian Bryan, Managing Director, Quill

True professional 'cradle to grave' solutions are difficult to find. It's rare that suppliers to the legal sector offer everything needed in a modern-day law firm's back office – that's software to manage accounts, matters and documents, and outsourced services to take over core administration functions. At Quill, however, that's exactly what we do – provide a single platform that combines the applications and outsourced support required to operate a high-performing legal business.

You only have to look at our website's home page to meet the entire series of software and services available from Quill. Users can pick and choose from: Interactive – case management, legal accounts and document management software with in-built risk management functionality; Pinpoint – outsourced legal cashiers using Interactive; Payroll – outsourced payroll and pension management service; Type – outsourced typing service delivered in association with Document Direct; Precision – outsourced legal cashiers on any software; and Bookkeeping – outsourced bookkeeping service for all sectors.

But before diving into more detail about our software and services, we'd like you to join us on a mini history tour of Quill in order to show you how this full service provision has come about. You see, we actually first started out in business way back in 1978 – over 40 years ago. Right from these early days, our systems were being designed to help practices avoid unnecessary repetitive paperwork tasks for which the law is renowned.

In the intervening 40-plus years, the legal industry remains our absolute focus, our technology has developed to the current complete cloud-based practice management system it is today, and our offerings have been extended to also include outsourced cashiers, payroll and typing services. 1978 to 2019 has been a truly remarkable journey.

To quote some statistics from the present day: our Interactive software has earned over 7,000 current users; our Pinpoint division posts over 2 million transactions every year; our Payroll team processes over 100,000 payslips annually and last year transferred over £54 million in salaries as an accredited BACS bureau; every other department just keeps growing.

Going back to why Quill's so unique, our lengthy heritage, privately owned status and one-stop-shop portfolio really set us apart from our competitors. Few of our contemporaries can boast a comparable expansive background. Fewer still can make claims about independent ownership. And even fewer can proffer a total back office product range.

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Browse through our multiplying number of case studies online and you'll see how our clients wax lyrical about our personable,

long-serving employees who are ambassadors for Quill; ethical stance evidenced by multiple accreditations and charitable giving; technologically advanced software that's won awards; and catalogue of outsourced services which allow them to concentrate on their business-critical responsibilities without distraction.

Clients repeatedly tell us that, simply by choosing Quill as their principal business partner, they're able to become "digital by default", "compliant to the letter of the CLC Accounts Code", "free to do what I do", "a successful, profit-making firm", "focused on matter management and business development", "revolutionised", "100% assured of regulatory compliance", "more economical and productive [with] use of resources – both human and material", "able to work flexibly when out of the office", "committed to the cloud concept" (note: their words, not ours!) and much more besides.

Nick Timmings, Partner at Petersfields LLP, perfectly sums up what clients think about Quill: "By relying on Quill for all our main software and service needs, we have one monthly payment, one point of contact and one primary store of our electronic files. It's so convenient and so much easier to run our business in this totally integrated way".

Allan Hunt, Senior Partner at MPP Solicitors, expresses similar sentiments: "[With] Quill we have trusted relationships. [We use] Payroll as a bolt on to Quill's Pinpoint service and Interactive software which we already subscribe to. With Quill firmly behind us, our back office operates smoothly and integrates seamlessly."

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We know that not all firms are the same. Each has differing demands which are best overcome with a differing mixture of software and services. It's our role to ascertain what this is, thereby providing the proper tools to take control of processes and optimise performance, both now and into the future. We find nothing more satisfying than empowering law firms to do just that.

To discover more about Quill, please visit www.quill.co.uk, email info@quill.co.uk or call 0161 236 2910.



Julian Bryan joined Quill as Managing Director in 2012 and is also the Chair of the Legal Software Suppliers Association. Quill has been a leading provider of legal accounting and case management software, and the UK's largest supplier of outsourced legal cashiers services, to the legal professional for over 40 years.

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