#### LEICESTERSHIRE LAW SOCIETY

## MAGAZINE



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## Letter From The Editor

#### **Matthew Olner**



LLS Magazine will stand at the forefront of discussion with insightful study, analysis of challenges and accomplishments, the promotion of Leicester as a centre of legal excellence, and the encouragement of diversity in the legal profession.

This reintroduced online magazine presence will allow us to connect

with a wider audience, breaking geographical barriers and engaging with readers from different legal systems and cultures.

The decision to resurrect the magazine came from the shared passion of our members, patrons and business partners.

In this new digital age of AI, we legal professionals need to stay ahead of the curve with new technologies and software, our ability to attract and retain talent, and adapt to new client expectations, all while staying on top of legislation and business as usual. We've discussed many

of the issues surrounding these topics in this issue.

We owe our thanks to the Leicestershire legal community and those who have supported LLS over the years. You're a part of our publishing journey and we want that to continue with each issue. Share your thoughts, ideas, and feedback with us and let us grow together as a community of legal minds.

Finally, to our President Gina Samuel-Richards, we are exceptionally grateful for your commitment so far this year and it is a delight to bring this magazine back to life with your guidance and support.

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## President's Note

#### Gina Samuel-Richards

I write as I come into the final few months of my presidency. The last nine months have been a success having achieved a number of the challenges which I set for my term. To date, it has been packed with events to promote the society as well as representing LLS amongst educators, students, businesses, other parts of the legal profession and Leicester's many communities.

In the spirit of celebration and unity, the society proudly hosted the grand LLS Awards on 19 May, an illustrious occasion dedicated to applauding the paragons of our legal community. Inspired by the tapestry of cultures that make up Leicester and Leicestershire, I opted for a Moroccan theme, offering a touch of colourful flair, and honouring the diversity of our community. Set against the majestic backdrop of Winstanley House, the evening radiated with renewed vibrancy, thanks to the refreshing ambiance of our chosen venue. A night to remember, indeed.

Following the prestigious LLS Awards, we had our annual

#### Future dates for your diary

Further information about our events will be on the LLS website

6 September FDR Seminar at Mattioli Woods

14 September
Seminar and network at Falcon Hotel,
Uppingham

5 October Visit by Lady Hale Summer Garden Party. This wasn't just a gathering, it was a close-knit mix of conversations and connections. The Garden Party is designed to foster connections, inviting our valued members, prospective members, patrons, and business partners to mingle at Trinity House.

As part of the milestones I've set for the year, I took immense pride in recognising and celebrating those who have stepped into the esteemed shoes of solicitors in the past two years. Many of us resonate with the relentless drive, commitment, and resilience required to achieve this honour. Thus, it was paramount to me that we encourage budding talents, the future vanguards of the legal profession. By offering mentorship and coaching, we can aim to nurture their growth and ensure they lead with wisdom and vision.

We have worked with LEBC to create further opportunities for GCSE and A-Level students to obtain work experience with our member firms. I, along with other members, have represented LLS

at networking and speaking events with local schools and universities encouraging younger people to consider a career in law. It is hoped that in keeping and utilising close ties, our legal community will be able to source talent from our local communities and universities.

It is noted the society can be quite Leicester-centric, so it was very pleasing that we had colleagues from the county attending the Summer Garden Party. Equally, we will be holding a networking event in Uppingham on 14 September at the Falcon Hotel, where will be welcoming Rob Barsby of aeroSparx to talk about change, growth and team building. Keep an

eye out on the LLS events page on the website for further details.

To ensure our members get the best out of their subscriptions, LLS will be working with other law groups such as Resolution Leicester to deliver much needed legal updates for our members. We are organising a seminar for 6 September, hosted by our patron, Mattioli Woods for our members practising family law.

We're thrilled to share that, thanks to our patron DG Legal, we've arranged for a visit from Lady Hale. The event will be held at the University of Leicester's Law School and we're inviting school students to join and learn from Lady Hale's insights.

We held several opportunities to promote this year's charities. However, K4Law kindly organised a Bhangra class at LBC to fundraise for Zinthiya's Trust. A number of us represented LLS and learnt a few Bhangra moves! There is a video available on the LBC LinkedIn page; however, I encourage you to donate to our charities by visiting the LLS charity web page first.

LLS has ensured its sustainability where we have brought on new patrons, business partners and members. I thank the executive board for supporting me and the various sub-boards to see this increase.























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# The rise of Pre Nuptial and Post Nuptial agreements





The law is constantly evolving to meet changing social attitudes. One of the most fundamental and positive law reforms was the introduction of 'no fault divorce' which followed the brutal Owens case that reached the news.

However, making divorce easier has not translated into an easier resolution of the issues which arise. This is because not only does fairness have a broad horizon, but one size does not fit all. There has been a rise of Pre Nuptial, Post Nuptial agreements since the landmark decision of Radmacher v Grantino in 2010.

These agreements enable couples to self-determine and fix the outcome upon separation as best they can. However, they are not guaranteed to be binding as this would require a change in the law. Nevertheless, the court should give effect to a nuptial agreement that is 'freely entered into by each side with a full appreciation of its implications unless in the circumstances prevailing it would not be fair to hold the parties to their agreement.'

There are therefore three conditions to be met for a court to give effect to a nuptial agreement:

- i) it must be 'freely entered into'
- ii) each party must have had a full appreciation of its implications
- iii) it must not be unfair to hold the parties to the agreement.

Circumstances of the parties at the time of agreement will be relevant.

As to condition iii, when an agreement makes provisions that conflict with what the court would otherwise consider to be the requirements of fairness, the court must determine whether the agreement should nevertheless be given effect. It must be remembered that the fact of agreement is both an important factor to be weighed in the balance and capable of altering what is fair.

### Making divorce easier has not translated into an easier resolution of the issues which arise.

Those will include such matters as their age, maturity, and whether either or both had been married or in a long-term relationship before. For such couples, their experience of previous relationships may explain the terms of the agreement and also show what they foresaw when they entered into the agreement.

Another factor is whether the marriage would have gone ahead without an agreement or without the terms which had been agreed.

Fairness requires that any disparity that results from enforcement of the agreement does not leave one party in a predicament of 'real need, while the other enjoys sufficiency or more'. The courts will not permit an agreement to prejudice the reasonable requirements of any children of the family.

Therefore, getting the terms right at the start is crucial in this advancing area of the law as well as reviewing the terms during the marriage.



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## Top legal case management software revealed

### in new survey



### DG Legal announces the recommended suppliers of legal case management software as chosen by law firms

One key to the success of any law firm is the ability to efficiently manage the progress of cases. An effective case management system (CMS), which meets the needs of the firm, is an integral tool in managing the firm's caseload.

DG Legal conducted an independent survey across the legal sector, asking participants about their experiences with their case management systems at the start of 2023. Participants were asked to rate providers in four areas: quality, price, value for money and after-sales service. In addition to the ratings, participants were also able to express their views through general comments on software products. These comments provided valuable background to some of the ratings observed and offered feedback on other areas that participants clearly felt key to the effectiveness of their case management system.

The results of the survey were revealed during a live webinar in April, with the top-rated provider joining to receive their award. The webinar is available to view on

demand at dglegal.co.uk/training/ previous-webinars

Participants exemplified a variety of law firms, including both private practices and those holding legal aid contracts in a number of areas. A broad cross-section of the sector was represented within the results.

A total of 427 responses were analysed with 60 providers named by participants. The number of responses was not evenly distributed across all providers, with over 13% of participants naming LEAP as their case management system (which is known for its successful marketing and sales strategies). Partners for Windows and Clio were also popular among participants.

Results in each of the four areas were considered in respect of all named providers. More specifically, in respect of providers who were named by 10 or more participants, the results showed the statistical importance of a wider pool of responses. It is interesting to note that none of the providers named

by 10 or more participants were rated in the top five of the overall results in any area surveyed.



Lawsyst, which was named by six participants, scored top in the overall results for each of the four areas surveyed. Of the providers named by 10 or more participants, Clio performed the best, again scoring top in each of the four categories.

It's advisable not to be dazzled by an impressive sales pitch and to keep in the forefront of your mind the features you have identified as being vital to your firm.

Go to dglegal.co.uk/training/freewebinars for more free webinars and online training events to aid legal and professional development. Price
Lawsyst came top of the overall results for price with a score of 10 out of 10

The results

with a score
of 10 out of 10.
However, none of
the overall topranked providers
for quality featured
in the top results
for price. Keylaw

and CasePacer achieved average scores of 8 or higher. In respect of providers named by 10 or more participants, results were more varied. Clio ranked top with an average score of 7.8. Advice PRO and LawFusion were amongst the products rated most highly by firms for price, with Advice PRO scoring 6.9 and LawFusion rated at 6.2.

#### After-sales service

For the first time, Lawsyst didn't receive a 10 out of 10 rating, although an average of 9.8 is still impressive. PracticePanther, scoring 8.8, CasePacer and LexisNexis both



well when considered for their after-sales service. Of the products named by 10 or more participants, Clio topped the ratings for the fourth time, with an average rating of 7.9. Advice PRO was the only other provider scoring close to Clio, with a score of 7.7.

Although Lawsyst performed best overall, scoring an average of 10 out of 10 for quality, many other provide were rated similarly by users. Zoho, LexisNexis, PracticePanther and

Quality

Westlaw all scored between 8.7 – 8.8. The average ratings for products named by 10 or more participants were lower than the overall results, but still represented respectable scores. Clio achieved a rating of 7.9, with Advice

achieved a rating of 7.9, with Advice PRO and LEAP scoring 7.2 and 7.0, respectively.

#### Value for money

Although price is an important measure, perhaps more useful is whether firms fee a CMS provides value for money.

Users of Lawsyst felt the price represented value for money, awarding the provider its third 10 out of 10 rating. However, those rated highly overall for price did not feature in the top scorers for value for money. Zoho, LexisNexis and PracticePanther achieved higher ratings

value for money, with ratings of 9.3, 8.8 and 8.5, respectively

Clio and Advice PRO performed well here, both achieving similar scores to those for price. Clio's score was slightly lower in respect of value for money at 7.5 out of 10, whilst Advice PRO achieved the same rating at 1.9. Other providers named by 10 or more participants did not score articularly well when considering value for money, with LEAP next in the ankings at 5.9. 8.8 and 8.5, respectively.

#### Choosing a case management system

These results only provide a snapshot of the opinions of the profession on case management systems. Any firm choosing or looking to move to a new CMS should carefully consider the most important features for the business and types of work. Some providers may offer more sophisticated data analysis or reporting features, whereas others may integrate more seamlessly with accountancy products or legal aid billing.



Value for Money

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## **SLAPPs** and abusive litigation



#### The rules and guidance of Strategic Lawsuits Against Public Participation (SLAPPs) discussed by SAS Chair and Weightmans Consultant Linda Lee

Worldwide condemnation of litigation, described as SLAPPs, has ensued over the last 10 years. The term was originally coined by Denver professors in the 1980s.

Initially regarded by many in England and Wales as an American phenomenon, there has been increasing criticism of lawyers in this jurisdiction by parliamentarians, the press and the public.

#### What is a SLAPP?

In 'Whacked By Lawsuit Costs, Old City Civic Association Disbands', John McDevitt explains the proceedings of a SLAPP: "In a typical SLAPP, the plaintiff does not normally expect to win the lawsuit. The plaintiff's goals are accomplished if the defendant succumbs to fear, intimidation, mounting legal costs, or simple exhaustion and abandons the criticism. In some cases, repeated frivolous litigation against a defendant may raise the cost of directors and officers liability insurance for that party, interfering with an organisation's ability to operate."

The Solicitors Regulation Authority (SRA) has expressed concern about abusive litigation, beginning with its original 2015 review of conduct in litigation 'Walking the Line - The Balancing of Duties in Litigation'. Considered controversial at the time given the appearance of interfering in the client-solicitor relationship, it was initially paid little heed by the profession.

Since then, there has been a raft of guidance, some very specific. Relating to holiday claims, for example, which seek to put limits on which claims can be brought and how they can be brought. In fairness, the guidance has highlighted matters which no solicitor would dispute as correct for example, a prohibition on misleading the court.

The SRA published a Warning Notice on 28 November, 2022, on SLAPPs, stating: "The key aim of a SLAPP is to prevent publication on matters of public importance, such as academic research, whistleblowing or campaigning or investigative journalism. Claims of defamation or invasion of privacy

are the causes of action most associated with SLAPPs, but other causes of action (such as breach of confidence) could also be used for this purpose."

The warning notice refers to the government's proposed three-part test to identify a SLAPP claim.

#### A SLAPP case must:

- · relate to a public interest issue
- · have some features of an abuse of process
- · have insufficient evidence of merit to warrant further judicial consideration

Under the proposed reforms by the government, any such case would be subject to early dismissal by the

The SRA further states that: "Regardless of whether or not a case fulfils all three limbs of the above test, we are able to take action in respect of abusive conduct. SLAPP threats, if they achieve their goals, often do not reach court. Again, this does not prevent us from investigating complaints."

The SRA also lists conduct they think with litigation teams. Read it at merits disciplinary action such as:

- Seeking to threaten or advance meritless claims, including in pre-action correspondence, and claims where it should be clear that a defence to that type of claim will be successful based on what you know
- Claiming remedies to which the client would not be entitled on the facts, such as imprisonment upon a civil claim. or specific or exaggerated costs consequences
- · Making unduly aggressive and intimidating threats, such as intimidating recipients into not seeking their own legal advice
- · Sending an excessive number of letters that are disproportionate to the issues in dispute and the responses received
- Sending correspondence with restrictive labels that are intimidating but inaccurate
- Pursuing unnecessary and onerous procedural applications, intended to waste time or increase costs, such as for excessive disclosure.

The SRA also cautions against labelling or marking correspondence 'not for publication', 'strictly private and confidential' and/or 'without prejudice' when the conditions for using those terms are not fulfilled.

As some of the larger commercial firms become aware of the risks of being involved in this type of litigation or representation, clients seek a wider pool of firms to instruct than they previously. It is vital that all firms consider their exposure to this type of action, review the warning notice, and put in place policies for vetting potential clients and matters. However, training for staff in litigation should now be far wider than simply in relation to SLAPPs.

In February 2023, the SRA published its thematic review; essential reading for all COLPs sra.org.uk/sra/research-publications/ conduct-disputes.

As part of the review, the SRA visited 25 firms speaking to Heads of Departments of firms conducting commercial disputes, property disagreements or employment matters. The SRA reviewed the firms' litigation policies and procedures, litigation files, and spoke to junior fee earners. The investigation was wider than SLAPPs, looking at what the SRA regarded as abusive litigation generally.

There was concern about the number of litigators who were unaware of SLAPPs. However, the SRA has taken onboard feedback that providing examples of cases that would be regarded as SLAPPs by the SRA would assist the profession. It's anticipated that there'll be publication of case studies this year.

The SRA considered that greater knowledge and training in litigation is required in many firms and highlighted a lack of competence. It also stated there was room for improvement in how firms and solicitors manage risks in handling disputes. Although the SRA did not find any cases of improper use of

labelling of correspondence, they did discover a lack of proper policies and procedures for how to deal with litigation and what the SRA call 'reputation management matters'.

Another area of concern related to failure to make appropriate reports to the SRA. It states that although firms are not obliged to have policies and procedures in place, "they are an important tool to make sure the firm has a clear record of key issues and concerns and all staff understand their obligations and the specific risks that can arise in this area." It would seem prudent that COLPs consider such policies or consider which other means they would use to ensure appropriate reports are made to the SRA in relation to litigation.

At minimum, COLPs should ensure all litigation fee earners are aware of the key points in Conduct of Litigation and Balancing duties in litigation. The SRA indicated it will carry out further thematic reviews on this subject and calls to the Solicitors Assistance Scheme (SAS) to suggest that the SRA takes complaints relating to conduct in litigation very seriously. Anecdotally, it would seem firms are increasingly reporting opponents in litigation.

#### Legal Ombudsman Service (LeO)

From 1 April 2023. LeO scheme rules



# Recruiting and retaining legal talent



Top talent and dynamic teams are a necessity in the law firm of today. Recruitment solution provider Synergy Personnel reviews strategies to attract and retain staff

Legal sector recruitment encounters unique challenges and distinctions, therefore effective recruitment strategies are required if legal companies want to attract new talent, retain them, and develop existing teams.

The landscape of the complex legal sector is maintained and nourished by recruitment processes. Law firms, like any other organisation, of course seek to hire the very best talent. However, recruitment now plays a pivotal role within legal organisations to allow them to keep up with the rapidly evolving industry and the demands that come with it.

Driven by technology, client expectations, and the globalisation of legal services, the legal sector has been subject to many changes in recent years.

Traditional legal practices have embraced modernisation, incorporating artificial intelligence, big data analytics, and other technological advancements into their processes. Consequently, law firms now seek candidates with diverse skill sets, including a strong understanding of technology, adaptability, and an entrepreneurial mindset.

The unique challenges of legal recruitment

Recruiting for the legal sector presents its own set of challenges. Legal professionals often possess highly specialised knowledge, making it crucial for recruiters to identify individuals with the right expertise. Additionally, recruitment processes in the legal sector are more complex and time-consuming due to rigorous evaluation procedures, background checks, and ethical considerations.

Moreover, the industry's traditional hierarchy and conservative culture may create barriers in attracting diverse talent, particularly from marginalised groups. Addressing these challenges requires innovative strategies and a commitment to fostering inclusivity and diversity within legal teams.

Recruitment within the legal sector is a multifaceted process that requires careful consideration of the unique challenges and opportunities present in the industry. As law firms adapt to the changing landscape, effective recruitment strategies become increasingly vital in acquiring and retaining top legal talents.

By leveraging technology, fostering an inclusive work culture, and emphasising skills and culture fit, legal organisations can build strong and dynamic teams that are well-equipped to tackle the complexities of the legal world.

Ultimately, recruitment is not just about filling vacancies; it is an art form that shapes the future of the legal sector.

## Key strategies for successful legal recruitment

Building a strong employer brand

A compelling employer brand is fundamental to attracting top legal talents.

A positive reputation, highlighted through a strong online presence and employee testimonials can significantly influence candidates' perceptions of a legal organisation. Firms should emphasise their commitment to work-life balance, career progression, and a supportive work culture to appeal to potential recruits.

Networking and referrals

Legal professionals often rely on word-of-mouth referrals when seeking new opportunities. Encouraging current employees to participate in networking events and refer potential candidates can yield high-quality hires. Additionally, maintaining positive relationships with law schools and legal associations can expand the pool of potential recruits.

Mentorship and professional development

Highlighting opportunities for mentorship and professional development can be a compelling factor for legal professionals seeking growth in their careers. Offering structured mentorship programmes and continuous learning initiatives demonstrates a firm's commitment to its employees' long-term success and fosters loyalty and engagement.

Leveraging technology and data

The legal sector is not immune to the technological revolution, and law firms can use this to their advantage.

By employing applicant tracking systems, data analytics, and Al-driven tools, recruiters can streamline the hiring process, identify suitable candidates efficiently, and predict job fit more accurately.

Emphasising skills and culture fit

While academic credentials and legal expertise are important, recruiters should also focus on soft skills and cultural fit. Effective communication, problem-solving abilities, and a commitment to teamwork are essential traits in a collaborative legal environment. By assessing candidates based on technical skills and cultural alignment, firms can ensure a harmonious work atmosphere.

IISM

## Membership **Update**

Shining the spotlight on an LLS member each issue, we invite you to learn about your local legal representatives, discovering everything from how they utilise their membership to what they do for hobbies.

#### ZAINAB ZAEEM (née ZAEEM-SATTAR) - Chair of the Membership Sub-Board

2019 and works for Runnymede Law. She became a main committee member in May 2019 after joining LLS in 2018 as a sub board member. Zainab chairs the Equality and Diversity sub-board and sits on the team for Education & Training sub board.

Aside from volunteering her time at LLS, Zainab is a legal mentor for De Montfort University's employability mentoring scheme and volunteers at Leicester University's legal clinic.

Zainab qualified as a solicitor in April She also mentors students for Birmingham University's Women in Law and Women High Up's mentoring scheme and is a management member of Muslim Lawyers Action Group (MLAG).

> Zainab is a radio presenter on Ramadan FM with a show each month; 'Breaking Stereotypes' for which she recently won 'Best Presenter of the Year Award'. And when she isn't doing all of the above, Zainab takes her motorbike



#### Why be a member with LLS

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#### Financial Remedies

An event brought to you from LLS and Resolution Leicester

Wednesday, 6 September, 2023 Mattioli Woods | 4:30pm - 6:30pm

Join us to hear District Judge Birk speak about: The state of the Family Court The consultation on alternative dispute resolutions Pointers on producing good quality paperwork for hearings

Former District Judge Stamenkovich will discuss: the value of private FDR's and how these can support the Family Law Courts.

Book your space via the Leicestershire Law Society website 'Courses & Events' page: 07929 150 597 | office@leicestershirelawsociety.org.uk









## A solicitor's lien explained



### Litigation solicitor Parvien Akhtar at Bright Legal highlights section 73 of the Solicitors Act 1974

When a client fails to pay an invoice, most solicitors are aware that they have the right to exercise a lien over the client's file papers until the account has been settled in full. However, how many are aware of the provisions of Section 73 of the Solicitors Act 1974?

Under this Act, Solicitors are also entitled to a charge on any property recovered or preserved through their instrumentality for their assessed costs in relation to that matter or proceeding.

The rules are set out in Part 67 of the Civil Procedure Rules. Paragraph 67.2 states an application for an order must be made by issuing a Part 8 Claim form or if the application is made in existing proceedings, by application on notice in accordance with Part 23.

Lord Kitchin described the solicitor's equitable lien in the following terms in the case of Candey Ltd vs Crumpler & Anor [2022] UKSC 35 at [40]:

"Another feature of the solicitor's equitable lien, and one which it shares with other equitable liens, is that does not depend upon possessions of the property over which it exists. Instead, it operates by law as a first ranking right of the solicitor to be paid his or her fees out of the proceeds of the litigation, and as a form of equitable charge which binds third parties with notice of it. It is in this sense akin to a right of salvage. But it will not be effective against a purchaser for value of a legal estate without notice of it."

The key point here is whether any property was recovered or preserved through the efforts of the solicitor. The classic definition of property which has been recovered or preserved is to be found in the speech of Lord Simon of Glaisdale in Hanlon -v- The Law Society [1981] AC 124 at 180:

> "...Property has been recovered or preserved if it has been at issue in the proceedings - recovered by the claimant if it has been the subject of successful claim, preserved to the respondent if the claim fails. In either case it is a question of fact, not of theoretical "risk." In property adjustment proceedings, in my view, it has only been "recovered or preserved" so as to be the subject of a legal aid charge. What has been in issue is to be collected as a matter of fact from pleadings, evidence, judgement and/or order. I can see no reason for extending the words to items of property, the ownership or possession of which has never been questioned."

In a case I was recently involved in, all these issues were tested. A firm had been engaged by the husband to respond to the wife's claim for financial remedies including her claim that her husband had a beneficial interest in a property that was registered in the name of the husband's brothers.

Those proceedings concluded some eight years prior. It was held that the brothers were on notice of the lien despite the firm not issuing a Part 8 claim against the husband and interveners until recently. The fact that a letter had been sent to the intervening brother's solicitors putting them on notice of the firm's claim at the time was held to be sufficient notice.

Despite the claim being for modest

In conclusion this is a great piece of legislation, very helpful to solicitors when a lien over papers is simply ineffective. Given the trend towards electronic files, I suspect we will see a few more applications under the Act.

legal costs, the

of £100,000.

ongoing litigation

costs are in excess



Online Banking

# AI, ChatGPT, and the professional services firm – an enterprise risk?



Clients have recently enquired with insurance brokers Marsh on Al tools.

John Kunzler and Victoria Prescott consider the risks of this new technology from various perspectives and offer thoughts on how to adapt

#### Clients of professional service firms as users of free Al

Public use of ChatGPT-type technology potentially challenges aspects of the traditional knowledge and experience advantage professionals rely on to generate profit. The possibility of a lay person with free Al support undertaking certain tasks without professional support may further threaten business models. This strategic risk will develop uniquely for different client sizes and service lines. Most material shared online is probably categorised as 'know what' factual information and opinion on the processes and rules rather than 'know how' asking how to actually execute specific tasks

Despite media reports indicating Al's apparent ability to pass professional exams, there's evidence that incorrect answers are often created. Given the speed of progress, it's probable that Al solutions will be reliable soon. Firms should assess the impact on services they offer and the likely increased frequency of limited retainers that may in turn require additional controls to manage risk.

#### Professional service firms as users of free Al

It may prove difficult for professional services firms to control colleagues' use of external Al services. However, users need to be mindful that questions asked of Al systems could potentially reveal privileged or confidential information. Additionally, using these services for work-related tasks may also breach intellectual property-rights.

Even utilising such services to trawl and identify if others have made similar enquiries might reveal an interest. Enquiry timing might reveal strategies, plans, and concerns, and those holding data stemming from enquiries may use it for their own purposes. Furthermore, it may possibly be obtained by bad actors, who could seek to exploit it or find ways to poison the data pool to manipulate results.

Firms may need to modify existing employment procedures to explicitly clarify that such usage is not permitted, if that is the position chosen.

#### Changing service delivery by professional services firms

ChatGPT may give a lay user confidence to take steps themselves that a professional might otherwise undertake. However, the current reliability of results is questionable.

Many professional service firms deploy AI to support clients with more interactive FAOs and some basic services. For larger firms, pressure from clients for efficiency and practitioner's own use of AI (as part of internal support) have existed for some time. For example, accounting firms use AI to review documents such as board minutes and leases. The professional service provider still has significant value to offer, despite AI's free information and expertise.

Firms can provide reliable operating processes and deal with situations that are more bespoke, and potentially use Al products for more standard situations. Indeed, many firms are investing heavily in database access to enable clients to self-serve with advice.

As an example (although not necessarily using AI), one law firm provides access to data on the average settlement size for different types of employment allegations. Rather than seeking individual advice, the user enters the location and allegations to receive an idea of average reported settlements.

### Are risks of providing these services covered by professional indemnity insurance?

For law firms regulated by the Solicitors Regulation Authority (SRA), we would expect professional indemnity claims arising out of reliance on such advice to fall to the wide terms of cover provided by the SRA Minimum Terms and Conditions.

The terms of this compulsory minimum cover are considered the broadest of any professional indemnity insurance (although even wider cover can be negotiated).

More generally, it would be prudent for professional services firms to consult with their broker and regulator. This can prevent potential surprises about whether claims are covered and if the service was compliant.

Requirements of professional regulators and the Information Commissioners Office (ICO) will also need to be heeded. Accounting and surveying bodies are at various stages of considering this, but in the meantime, the ICO has issued specific guidance.

#### Users and providers: both sides of the issue

Overall, we consider that there are significant risks as a provider and user of Al, which ought to be monitored

and managed appropriately.

#### Professional services firms as providers of internal AI services

Firms are developing support systems for colleagues internally. More logical and higher quality search access and solutions to policies, procedures, and 'know-how' may be extremely useful. However, a key issue is the ongoing effort required to maintain these systems with up-to-date information.

Additionally, it would be unsurprising if some clients seek to limit use of highly sensitive information to a particular work group, albeit this is not a new issue. If security is breached – and internal Al compromised – the usage data or corruption of data and Al based results may also create reputational risks for the firm and clients.

#### Professional service firms as providers of external Al services

As this is a significant area of risk, it may be useful to treat what is being provided as a product. As a reputational risk – and a novel area – we believe it is worth considering whether use of these tools and creation of products creates fundamental new hazards. We have opted to use the bow tie risk tool as a lens to consider prevention and mitigation.

#### The risks for various sectors

Product risk is familiar to some professional services firms, particularly IT developers and brokers. The Financial Conduct Authority (FCA) publishes guidance on this regularly. Although the focus of much of this is consumer exposure, the governance methodology is worth considering. Specifically, brokers selling products

are expected to install governance and oversight processes to 'design, approve, market, and manage products throughout the products' lifecycle to ensure they meet legal and regulatory requirements.'

Historically, software developers and electrical engineering insurance policies have often limited or excluded claims completely related to product performance failure. Losses arising from negligently made claims about product capabilities in sales processes, were often not covered. It should also be noted that much of the latest FCA Consumer Duty rules will apply to retail customers and SME business, not just the small individual consumer from 31 July. 2023. Although expectations of other regulators about duties to consumers might differ in relation to Al products, we would be surprised if they diverge much from this approach.

As more pure professional services firms may now be offering what are considered products, we suggest implementation of roles, processes and procedures for these products' design, approval, marketing, and maintenance. This enables firms to control the risk, test products, and check feedback. The FCA model's product lifecycle envisages the need for product withdrawal or enhancement to ensure current needs are met. This is an important issue. In a mature risk environment such products are internally risk managed and licensed for a set period; after which they need to re-qualify through the compliance

Simply, it is understood that without ongoing review and updating, the product will fail.

← In financial services, governance, assessment, and product refreshes were developed in response to market failures, particularly of financial services products, such as endowments and finance insurance. Professional indemnity insurers of professional services firms have experience of suitability issues arising when homogenised advice is given to large numbers of clients and the product does not perform as expected. In the consumer space, these have created a significant number of claims, usually under £100,000 in value.

Firms designing and delivering Al products to clients should be cognisant of this risk. Subsequently ensuring there is robust product design and management with ongoing testing at least annually; possibly more often depending on feedback and changes. Providing a governance structure for a product, or putting the product through such a process, is sometimes recognised late in the product development cycle, becoming an unwelcome drag on product launch. However, experience shows that it is a necessary step.

For large professional services firms, an Al product is unlikely to generate wrong results for tens of thousands of users, making relatively modest claims – as happened in financial services. However, if outputs are wrong, the product could result in identical deficient advice being provided to multiple clients in a short period, without much chance of detection.

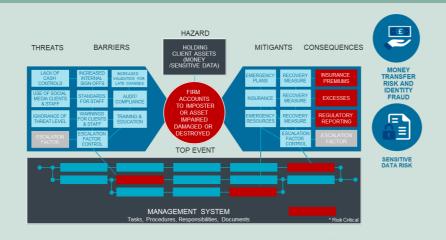
Reviewing the bow tie model, we can consider what barriers are in place to prevent product failure and how they relate to threats. A common problem can occur

when the threats alter and the system does not detect that a barrier has been breached. If the overall system can detect that the barrier has been breached - then according to the model - this is an 'escalation factor'. An oversight review of the model should then be triggered along with a potential redesign of the 'barriers'. Without this review, the likelihood of widespread product failure is more significant.

Drawing on previous involvement in the development of on-line service models, the cost of maintaining and testing product suitability is often significant; potentially eroding the apparent profitability of such approaches. There is also a governance issue regarding who should be responsible for ongoing maintenance and testing – and if they will be independent enough and motivated to undertake the role. These issues are often unpopular with innovative thinkers, who are attracted to creating novelty by leveraging know-how.

It may appear attractive and innovative to create opportunity from transforming professional services and offering what have traditionally been bespoke services as a product. However, professional services firms must develop more back-office assurance and infrastructure to support delivery of high-quality service through such products. Maintenance, design refresh, and testing must be factored into the cost, to manage product risk.

#### THE BOW TIE RISK TOOL



Most users find it helpful to define and order the key areas of the diagram:

- 1 Identify the 'hazard'
- 2 Define the 'top event' how the 'hazard' becomes problematic or uncontrollable
- 3 Identify the key 'threats' enabling the 'top event', and 'barriers' that address those 'threats'
- 4 Consider the 'consequences' and position appropriate 'mitigants' where possible

In this case: Hazard/Top event - does the use of AI or creation of AI products create fundamental change to the source of risk (hazard)?

Use of AI: In our opinion, AI use doesn't create a new 'hazard' for firms, it remains the holding of sensitive data. The 'top event' is that control/security of the data asset fails and loses value or publication damages the client's business.

Creating and selling Al products: The creation and distribution of Al products for clients does create a new 'hazard'; and requires greater thought.



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# Book review: Harvey Ingram and its Origins 1768-2012

#### Christl Hughes, Immediate Past Chair Association of Women Solicitors London, reviews the book written by Dr Adrian R Weston MBE

Litigation specialist Mukesh Patel died on 18 February, 2023 aged 54. Other colleagues we have recently lost include Adrian Weston (87), Brian Small, (88), Richard Bloor, (85) Peter Carr, (87) Richard Poyner (62) and Manjit Obhi (60). We extend our sympathy to their respective families.

Meanwhile, Geoffrey Tew born 1924 and admitted as a solicitor in 1950 is still going strong, albeit no longer at his former premises at the Victoria Park end of London Road.

But this short succinct and very well-researched book is about Harvey Ingram from its founding by Caleb Lowdham in 1768 right up to the merger with Shakespeares in 2012. With its scraps of local legal and other history, larger-than-life characters and snapshots of our profession as it used to be, it is a fascinating biography of not just the one firm.

Highlights of the retainers over the years include acting for Ronald Light and instructing Marshall Hall KC to defend him in the famous Green Bicycle Murder trial and campaigning (unsuccessfully) against the 1832 Parliamentary Reform Bill.

One of the most interesting aspects for me was the multitasking of all these rich upperclass gentlemen. Robert Harvey, for example, in addition to his day iob as a solicitor was President of Leicester Literary & Philosophical Society, Justice of the Peace, Deputy Lord Lieutenant, President of Leicester Liberal Party and Coroner: and Habif Owston was Director of Leicester Bank, Chair of Wigston Council and a Magistrate. Habif now lies in Wigston Cemetery in company with Josiah Hincks and Gertie Gitana (of "Nellie Dean" fame), and his home Bushloe House for many years the offices of Oadby & Wigston Borough Council are currently being sold for an undisclosed sum.

Samuel Stone will always be remembered for his Justices' Manual while Thomas Ingram has his St Thomas's Church in South Wigston and Ingrams Way alongside my home.

Over 350 plus years, the firm has had many names including Harvey Ingram Stone & Simpson (HISS) in 1988. It was then changed after concerns were raised that competitors might refer to the organisation as "Hiss & Boo". We did. of course.

In the final chapter, the author who retired in 1998 pulls no punches about the precarious situation in which the firm found itself prior to the final merger with national enterprise Shakespeares in August 2012.

Twelve years on, Shakespeare
Martineau Leicester office in Colton
Square continues to trade, offering
services in family, property and
corporate law. In 2021, solicitor Mark
Dunkley (LLS President 1997/98)
won the A Peter Smith Award for
voluntary service to the community.

There then follows an obituary of the author.

# Implementation of the extended fixed recoverable costs regime



Civil Justice policy advisor Kate Fox explains the fixed recoverable costs regime that will affect civil cases, why it's being rolled out, and how it may affect clients and solicitors

Civil litigators should be aware that a regime of fixed recoverable costs is going to be rolled out in October 2023 and will affect most civil cases valued up to £100,000.

These reforms have been in the pipeline for quite some time, but we now have sight of what the draft Civil Procedure Rules underpinning these changes look like.

Based on the information available, practitioners are strongly encouraged to familiarise themselves with the rules and start preparing for these changes now.

Fixed recoverable costs set the amount that can be recovered by the successful side, from the unsuccessful side, in litigation. They already exist in many lower value personal injury cases, but they are now being extended across the fast track (generally cases up

to £25,000) and also into a new 'intermediate track' (generally cases up to £100,000).

The fast track and the intermediate track will each consist of four complexity bands which correspond with a table of costs setting out the amount that can be recovered for the stage at which the case concludes.

among others, cases related to mesothelioma (a cancer caused by exposure to asbestos), actions against the police, and damages claims related to abuse of children or vulnerable adults. A recent welcome development is the exemption for housing cases, albeit only for two years at this point.

The intent of the expanded regime to is to bring a level of certainty to the costs involved in litigation at the outset.

When allocating a case to a track and band, certain rules will apply such as taking into account the length of the trial and the number of expert witnesses needed.

There are some notable exemptions to the fixed recoverable costs, including,

The intent of the expanded regime to is to bring a level of certainty to the costs involved in litigation at the outset. Moving away from the traditional method of applying a solicitor's hourly rate would, in theory, allow both parties to understand the costs consequences of taking the case to court.



However, the Law Society is concerned that there are currently too many unknowns. There is a risk of satellite litigation being needed to provide clarity to issues such as banding allocation, and, of course, if there is a shortfall in the costs recovered from the costs incurred, it may be the clients who have to reach into their pockets to ensure their solicitor is paid for the work carried out.

No doubt we will be seeing an increase in commentary

on the issue as the October implementation date nears, both in terms of the policy rationale behind the changes, but also around the practical implications for practitioners and their clients.

Furthermore, we know that other fixed recoverable costs regimes are being considered, including for lower value clinical negligence claims.

Collectively, these reforms may pave the way for similar changes

in higher value or more complex litigation further down the line.

The Law Society recently ran an event to raise awareness of the changes and encourage discussion about what the impact may be on solicitors and their clients.

Solicitors who have an interest in these reforms are welcome to send feedback to civiljusticepolicy@lawsociety.org.uk to assist with lobbying and influencing efforts.

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- 'Sid', aged 16



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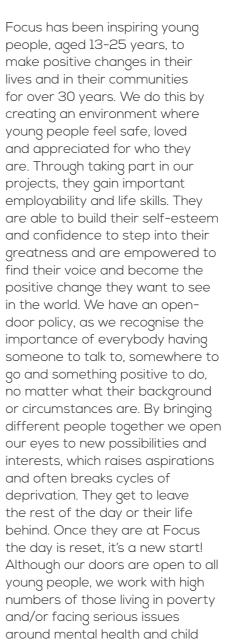
73 Church Gate, Leicester, LE1 3AN

Your support can change young people's lives.

### **Nominated Charities 2023**

For her year of reign, President Gina Samuel-Richards has selected three charities to benefit from the support of the LLS community





focus-charity.co.uk

protection.



The only national charity in the UK to support and represent people affected by sickle cell disorder, we've worked alongside healthcare professionals, parents, and people living with sickle cell to raise awareness of the disorder since 1979. We support those living with sickle cell, empowering them to achieve their full potential. We believe that individuals with sickle cell have the right to quality care. This can only be achieved if funding is made available to educate health professionals about the condition. We do not discriminate between the types of sickle cell disorders, or the ethnic groups concerned. Both sexes are equally affected and should have equal access to support and services within a confidential and sensitive environment. We have a network of committed volunteers who play an important part in running the charity, providing administrative backup, and helping with fundraising activities. Donations from the public are also part of our life support. Without them, we would be unable to finance the essential research and educational projects and we would be unable to offer children a much-needed holiday. The society benefits from the support of a wide range of individuals and organisations nationally, who play a vital role in its success.

sicklecellsociety.org



Our mission is to provide information, advice and practical support to alleviate poverty and abuse. We are a registered charity providing support to people living in Leicester and Leicestershire and our service is open to everyone. We support women and girls experiencing or at risk of all types of abuse including psychological, physical, sexual, financial or emotional abuse.

We provide one-to-one bespoke support, information, advice, guidance, mentoring, group sessions and training including the Freedom Programme.

Practical support is also provided in order to help people improve their financial position. This includes information, advice and guidance with energy, money, debt, and benefits issues

We provide support to reduce household bills, maximise income. deal with problem debt, improve financial skills, improve energy efficiency, reduce fuel and food poverty, and apply for grants to help with white goods and furniture to set up a home.

In addition, we offer opportunities to develop skills through work placements, volunteering opportunities and support to get people into employment.

zinthiyatrust.org

## The best of Leicestershire's legal community celebrate wins at the

## Leicestershire Law Society Awards 2023



#### Local firms celebrate becoming winners of #Ilsawards

Ten companies and professionals became winners of a set of exclusive awards at the Leicestershire Law Society Awards 2023 at Winstanley House on Friday, 19 May.

Organised and presented by Leicestershire Law Society's first president of African heritage, Gina Samuel-Richards kept the list of winners completely under wraps, even from herself, so she too could delight in the winners' announcements.

Our current President Gina said: "For my year-long Leicestershire Law Society presidency, 'legacy' is the theme I settled upon.

"I am the first person of African heritage to hold my office. To be the first of anything carries its own challenges and rewards.

"I took on this role with the knowledge of the weight it places on my shoulders, representing the dynamic and powerful legal community of Leicester, Leicestershire and Rutland, and representing the Black community, setting a path for all those that come after us. I hope my presidency acts as a legacy to people of this generation no matter their class, race or beliefs proving to them that no matter their background, there can be success and triumph in their future. And I know our finalists will leave their own legacy."

Leicestershire Law Society is said to be one of the most vibrant local law societies. For this year's award ceremony, Gina wanted a theme to reflect the character of the society. She chose a Moroccan theme due to the country's melting pot of cultures – a symbolic similarity to Leicester.

With it, Gina wanted to bring Morocco's exciting colours, delicious foods, vivacious culture, and beautiful patterns and textures to Leicester.

Gina has been organising the awards ceremony over the past year in collaboration with the LLS team and headline sponsor ReviewSolicitors run by



Saleem Arif. ReviewSolicitors
– a platform that allows
transparency in the legal sector
and accountability among the
industry's professionals – aligns
with Gina's values around
education and accessibility to
legal services.

Michael Hanney CEO and Co-Founder of ReviewSolitiors, said: "These awards have a significant and lasting impact on the community. By celebrating outstanding achievements and promoting transparency, the awards not only inspire legal professionals to pursue excellence but also foster trust and confidence among clients seeking legal services.

"At ReviewSolicitors, we are strong advocates for the power of client feedback to drive improvements in legal service delivery. By partnering with the Leicestershire Law Society, we hope to encourage even more law firms and practitioners to embrace transparency, continuously improve their service, and meet



the needs of clients in an everevolving landscape."

Nominations across each of the 10 categories were investigated and diligently whittled down by this year's panel of distinguished judges.

Gina said: "Our judges have had their work cut out for them during this awards process. After meeting the finalists at this year's announcement event in the Nelsons offices, I understood the calibre of the contenders and the difficulty of the task that our judges had ahead of them. I was ecstatic to hear who the winners were and to share those special moments with them."





#### LLS President Gina Samuel-Richards

Owner of AGR Law, Gina obtained an LLB Honours law degree from Birmingham City University and gained a diploma in Legal Practice from the University of Law. She was admitted as a Solicitor in August 2008.

Consultant, director and public speaker, Gina is also a member of a multi-academy trust overseeing good governance. She is an Advisor to the board of local charities where she advises on their legal obligations and assists with the development of policy. Gina is involved with LRC offering free advice and guidance. She is also instrumental in developing governance structures within the charities. She has been a speaker at the University of Leicester or the issue of female genital mutilation and delivered legal lectures for local radio programmes.

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#### And the winners are...

Large Law Firm of the Year Smith Partnership

Small Law Firm of the Year Sponsored by KCH Garden Square Josiah Hincks

Junior Solicitor of the Year Sponsored by University of Leicester Marcus Blakelock, Weightmans LLP

Trainee/Paralegal
Sponsored by De Montfort University
Chloe Lake, Wilson Browne Solicitors

Support Staff Member of the Year Madeleine Ingall, Parity Legal

Chambers of the Year Sponsored by DG Legal 2 New Street Chambers

Solicitor of the Year Rakesh Veja, Thaliwal & Veja Solicitors

Legal Executive of the Year Sponsored by AGR Law Ahmed Mangera, Weightmans LLP

Barrister of the Year Mr Oliver Nunn, KCH Garden Square

President's Lifetime Achievement Award Mukesh Patel (1969-2023)











#### Did you know...?

The Leicestershire Law Society is a centre of legal excellence boasting more than 700 members of local practising lawyers. It holds an annual award ceremony that takes place in May each year. The venue and theme of the awards ceremony are selected by the current President. The annual Leicestershire Law Society Awards were first introduced in 2007, while the society was established in 1860.

The high-profile judging panel of 2023 consisted of: Sandra Pollock OBE of Open Mind Training & Development; Trusha Lakhani ACCA Global Council Member; Associate Head Tim Hillier of De Montfort University Leicester Law School; Associate Professor Steve Evans of University of Leicester Law School; Jamal Jeffers, Barrister of KCH Garden Square Chambers; District Judge Asjad; and Andrew Goulter of Mattioli Woods.









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## The Summer Garden Party

The Summer Garden Party is the Leicestershire Law Society's more relaxed networking event which allows members, patrons and business partners to socialise and get to know each other better, as well as welcome potential new associates.

It was a lovely affair where President Gina Samuel-Richards was also able to award a number of young people qualifying in law within the last two years with a certificate from the society.































# View From The Chair Greg Hollingsworth

It's been an incredibly busy period for the Leicestershire Law Society in this first half of 2023.

Our President Gina Samuel-Richards has hosted three of our key annual events in the form of the Civic Dinner, Annual Awards and Summer Garden Party. Each event has been well received and those of us on the Executive Board extend our hearty congratulations to Gina on their successes. Gina has worked tirelessly in her role as President and has done so with a big smile! Gina really has been a credit to LLS and our members across Leicestershire and Rutland.

The year has also brought its challenges. Our LLS Manager, Kauser Patel, has moved to pastures new. Although she has continued to be around for us, we all miss her daily tenacity and commitment to the society. Thank you Kauser for your many years of service to LLS, and we hope to still see plenty of you.

From a personal perspective, the death of Freeths' partner Mukesh

Patel cast a huge shadow over the start of the year. Mukesh passed away in February 2023 and his loss has been felt by so many. He was a true gentleman, and for his sons to collect a Lifetime Achievement Award at the

article in the magazine on the new regime. It looks certain to be coming our way, so get up to speed now!

Part of my role as the Executive Chair is to ensure we work

Gina has worked tirelessly in her role as President and has done so with a big smile! Gina really has been a credit to LLS and our members across Leicestershire and Rutland.

LLS Awards Dinner was incredibly moving. I had the pleasure of working with Mukesh on a number of occasions, and he was a fine lawyer and a fine man. He will be dearly missed.

I recently attended the Local Law Society Forum on Fixed Recoverable Costs. The draft Civil Procedure Rules for this likely change is now in circulation, so practitioners would be well advised to read Kate Fox's towards our business plan, and to continue to improve and development your local Law Society.

I'll take this moment to recite business consultant Ken Blanchard's quote: "Feedback is the breakfast of champions!"

So, if you do have any feedback about the LLS. or would like to share your ideas or get involved, please do connect with me.

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