

Lexcel

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The Law Society



Assessment details

Practice / organisation name	A2 Solicitors LLP
Head office address	3 Baillie St Rochdale Greater Manchester OL16 11JJ
Assessment type (Initial, AMV1, AMV2, Full)	Full

On-site assessment dates (DD/MM/YYYY)	Start date: 24/10/18 End date: 24/10/18
Date assessment report issued to practice/in-house legal department (DD/MM/YYYY)	29/10/18

Assessor's summary

Assessor's overall comments
<p>A2 Solicitors continues to maintain a sound Lexcel standard.</p> <p>Partners continue to plan ahead to develop and sustain the practice.</p> <p>Team working and communications are strengths of the practice. Staff involvement is encouraged and partners lead by example, encouraging people to give of their best.</p> <p>Standards of client care are high, fee earners work hard to achieve the best outcomes for clients and many clients are referrals from existing, satisfied clients.</p> <p>Compliance and risk management are taken very seriously with good policies and procedures firmly embedded. Good work undertaken on implementing GDPR requirements, and all staff trained appropriately.</p> <p>The assessor would again like to thank all involved for their general helpfulness and openness.</p>

Compliance with Lexcel requirements

Section 1: Structures and strategy

Areas of good practice (Examples of good practice or areas in which minimum Lexcel requirements are exceeded)

Business planning remains a priority for the partners to develop the practice in these difficult times. Plans in place to diversify into different areas of work to ensure continues sustainability and profitability.

Excellent team working and good communications continue to be strengths of the practice, with partners leading by example.

People are consulted and feel involved in decision making wherever practical and therefore helping to improve the business.

Section 2: Financial management

Areas of good practice (Examples of good practice or areas in which minimum Lexcel requirements are exceeded)

Sound financial management and reporting systems continue in place.

Partners are rigorous in monitoring finances and annual accounts.

Section 3: Information management

Areas of good practice (Examples of good practice or areas in which minimum Lexcel requirements are exceeded)

The partners continue to invest in and maintain IT systems and procedures, replacing equipment on a rolling basis to help ensure fast and efficient system performance.

Fee earners are becoming increasingly paperless in file management.

Much work undertaken to ensure effective GDPR systems in place.

Section 4: People management (To include MAS QF evidence where relevant)

Areas of good practice (Examples of good practice or areas in which minimum Lexcel requirements are exceeded)

Learning and development, and knowledge sharing in particular, continue to be strengths of the practice.

People like and value their colleagues and work well together.

Staff involvement and good teamworking help make people feel valued and appreciated.

Section 5: Risk management

Areas of good practice (Examples of good practice or areas in which minimum Lexcel requirements are exceeded)

Compliance and risk management policies and procedures are firmly embedded and well understood by all interviewed.

Riliance used for file reviews and general risk management reporting.

Staff have received effective training on GDPR compliance.

Section 6: Client care

Areas of good practice (Examples of good practice or areas in which minimum Lexcel requirements are exceeded)

Standards of client care are very high, client feedback is very good and many new cases are as a result of the practice's reputation for quality work looking after clients' best interests, going the extra mile when necessary.

For yet another year the practice has had no claims made and levels of complaint continue to be exceptionally low.

Complaints made have been unfounded and have been well handled by the senior partner.

Section 7: File and case management

Areas of good practice (Examples of good practice or areas in which minimum Lexcel requirements are exceeded)

Files reviewed continue to be consistently well structured and organised and proactively managed by fee earners.

File reviews indicate a good level of compliance, with any trends recognised, e.g., on the use of paper mail versus email, reviewed and acted upon.