

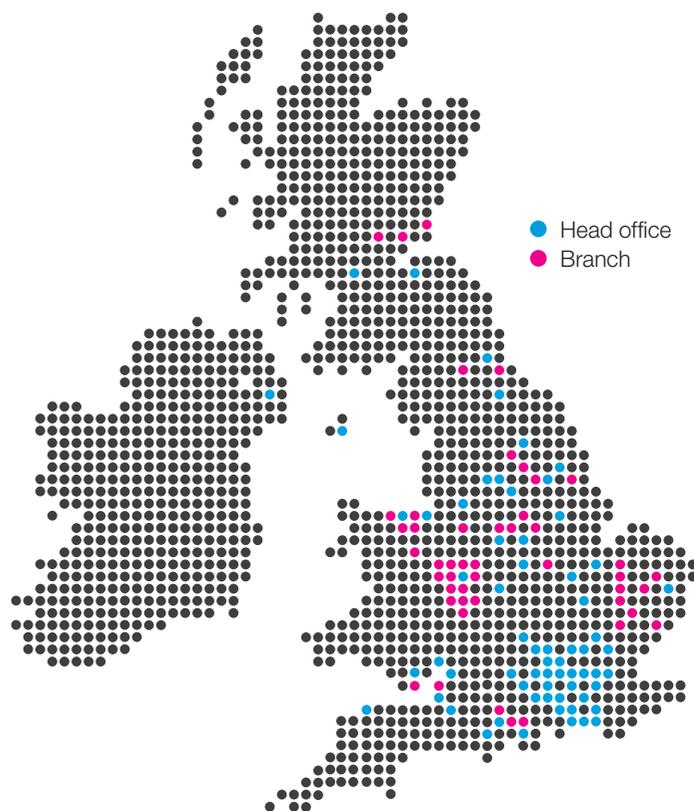
LawNet Annual Review 2012/13

LawNet

Quality assured

LawNet was created in 1989 to set new standards in legal services. The Group now represents **over 65** independent law firms in the UK and Ireland, each offering a comprehensive yet personal service.

Membership is by invitation only. All member firms are ISO 9001 accredited and committed to an overall standard of excellence that is tested and monitored by LawNet. It all adds up to greater confidence and peace of mind for member clients – whatever their legal needs.



EAST •ASHTON KCJ CAMBRIDGE-FELIXSTOWE-BURY ST EDMUNDS-THETFORD-NORWICH-IPSWICH •BREEZE & WYLES SOLICITORS LLP BISHOP'S STORTFORD-ENFIELD-HERTFORD-CHESHUNT •BUCKLES SOLICITORS LLP PETERBOROUGH-STAMFORD •GEPP & SONS CHELMSFORD-COLCHESTER-BRAINTREE •GOTELEE IPSWICH-HADLEIGH •MULLIS & PEAKE LLP ROMFORD-CHADWELL HEATH •NICHOLSONS SOLICITORS LLP LOWESTOFT •SPIRE SOLICITORS LLP NORWICH-DISS •WARD GETHIN ARCHER LTD KINGS LYNN-SWAFFHAM-DEREHAM-WATTON-ELY **EAST MIDLANDS** •ACTONS NOTTINGHAM •ANDREW & CO LLP LINCOLN-NEWARK •FIDLER & PEPPER SOLICITORS SUTTON-IN-ASHFIELD-MANSFIELD-KIRKBY-IN-ASHFIELD •ROBINSONS SOLICITORS DERBY-ILKESTON •SPEARING WAITE LLP LEICESTER **IRELAND** •MACCARTHY & ASSOCIATES DUBLIN **ISLE OF MAN** •SIMCOCKS DOUGLAS-LONDON **LONDON** •BARKER GILLETTE LLP LONDON •GRANT SAW SOLICITORS LLP LONDON •LAWRENCE STEPHENS SOLICITORS LONDON **NORTH EAST** •HAY & KILNER NEWCASTLE UPON TYNE-WALLSEND •SWINBURNE & JACKSON LLP GATESHEAD-RYTON-HEXHAM-WASHINGTON-CHESTER-LE-STREET **NORTH WEST** •CULLIMORE DUTTON CHESTER •MYERS LISTER PRICE SOLICITORS LLP ALTRINCHAM **NORTHERN IRELAND** •CLEAVER FULTON RANKIN LIMITED BELFAST **SCOTLAND** •MBM COMMERCIAL LLP EDINBURGH •MILLER HENDRY PERTH-DUNDEE-CRLEFF •MILLER SAMUEL LLP GLASGOW **SOUTH** •BERRY & BERRY LLP TUNBRIDGE WELLS-TONBRIDGE-MAIDSTONE •CARTER BELLS SOLICITORS KINGSTON UPON THAMES •CLARKSON WRIGHT & JAKES LTD ORPINGTON •DARBYS SOLICITORS LLP OXFORD-THAME-ALTRINCHAM-COLCHESTER •GARDNER LEADER LLP NEWBURY-THATCHAM •HART BROWN GUILDFORD-GODALMING-CRANLEIGH-COBHAM-WIMBLEDON VILLAGE-WOKING •IBB SOLICITORS UXBRIDGE-CHESHAM •LAMB BROOKS LLP BASINGSTOKE •LEWIS & DICK EWELL-CRAWLEY •MATTHEW ARNOLD & BALDWIN LLP WATFORD-MILTON KEYNES •MERCERS HENLEY ON THAMES •PARROTT & COALES LLP AYLESBURY •REYNOLDS PARRY JONES LLP HIGH WYCOMBE •RIX & KAY SOLICITORS LLP UCKFIELD-SEVENOAKS-BRIGHTON & HOVE-SEAFORD-LONDON •ROWBERRY MORRIS READING-STAINES-RICHMOND-TADLEY •STEPHEN RIMMER LLP EASTBOURNE •VANDERPUMP & SYKES SOLICITORS LLP ENFIELD •WARNER GOODMAN LLP FAREHAM-PORTSMOUTH-SOUTHAMPTON **SOUTH WEST** •ALDRIDGE BROWNLEE SOLICITORS LLP BOURNEMOUTH-CHRISTCHURCH •DYNE DREWETT SOLICITORS SHERBORNE-SHEPTON MALLET •METCALFES BRISTOL •MOGERS SOLICITORS LLP BATH •TOLLER BEATTIE LLP BARNSTAPLE **WALES** •DOUGLAS-JONES MERCER SWANSEA •GAMLINS RHYL-RUTHIN-ABERGELE-DENBIGH-HOLYWELL •MERRILLS EDE CARDIFF-PENARTH **WEST MIDLANDS** •BAND HATTON BUTTON LLP COVENTRY •FBC MANBY BOWDLER LLP WOLVERHAMPTON-BRIDGNORTH-WILLENHALL-TELFORD-SHREWSBURY •GRINDEYS LLP STOKE-ON-TRENT-STONE •MFG SOLICITORS LLP KIDDERMINSTER-BROMSGROVE-WORCESTER-TELFORD-CLEOBURY MORTIMER-QUINTON •WACE MORGAN LLP SHREWSBURY **YORKSHIRE** •DENISON TILL YORK •EATON SMITH LLP HUDDERSFIELD •ELMHIRST PARKER LLP BARNESLEY-SHERBURN-IN-ELMET-SELBY •LATIMER HINKS DARLINGTON •OXLEY & COWARD SOLICITORS LLP ROTHERHAM •STAMP JACKSON & PROCTER HULL •SYMES BAINS BROOMER SCUNTHORPE-GRIMSBY-GOOLE-EPWORTH-HOWDEN



A warm Welcome

from John Thomas

Welcome to our annual review, highlighting the latest achievements and headlines for the LawNet community.

At every level, ours is a vibrant community, reflecting the strength of the membership and the services that bind us together, such as the free professional development training or the unique professional indemnity scheme, and most recently our ground-breaking new Excellence Mark.

The Excellence Mark is designed to improve client satisfaction and benchmark results in client care throughout the group, to help firms better compete in today's market. Early results are encouraging and support our vision of quality and service-driven delivery.

Since 1989, our mission has been to help firms prosper, succeed and retain their independence. We are focussed on the individual – from the individual firms that make up the network through to the 3000+ individuals working in those firms, and I am very pleased to introduce this year's review, highlighting how this outstanding community has been driving forward, with initiatives designed to provide ever greater value to members.

A handwritten signature in white ink, appearing to read 'John Thomas', with a large, stylized initial 'J'.

John Thomas
Chief Executive

Striving for Excellence

The LawNet Mark of Excellence is a major development for the network, designed to help your firm stand apart from the competition.

What binds us as a network is our independence and the maintenance of rigorous quality standards.

What marks us out is the commitment to excellence in everything we do.

The LawNet Excellence Mark has been designed to help each firm take this commitment to a new level through exemplary client service.

Tailored support

It's a bespoke package of support designed to help you improve and measure client service standards in your firm:



Training specially designed to support fee earners and support staff in delivery of excellence client service



Client Service Charter to define service standards and let clients know what they can expect



Mystery shopping with regular calls and visits to test your services



Excellence Mark and materials to promote your commitment to excellence to clients



Online client satisfaction surveying, cutting costs & enabling peer to peer benchmarking

Why is client service so important?

Research regularly shows that the majority of people find their solicitor by recommendation or because they have used them before. As new players enter the legal services market and clients are targeted by sophisticated competitors, the type of service you provide will become even more important. Firms will only get those vital recommendations and repeat instructions if the service they provide is of a high enough quality.

A Legal Services Board study published earlier this year showed that 55% of consumers were dissatisfied with solicitors, saying that the quality of service provided was poor or not up to scratch.

But many lawyers still don't want to know what consumers are thinking - a YouGov Sixth Sense legal services survey recently reported that only 20% of those surveyed had been asked what they thought about a firm's customer service.

The legal sector is in the business of delivering professional services but that's not just about quality of advice and professional expertise. It's also about the things that make people feel valued as a customer, and these are the things which will set you apart, and that's why our Mark of Excellence has been designed to help member firms truly focus on how they service clients.

“

Client care is where we want to focus our energies as a firm to set us apart and make us the firm of choice locally and we see the Excellence Mark as the way ahead for the firm

”

Ann Davies, Lamb Brooks LLP

Law League
performance & compliance, measured

SHOPPER
Anonymous
Driving great service



Research in numbers

Over **80%** of firms participated

71% supported development of client facing brand

81% backed the introduction of a LawNet client service standard

67% supported a LawNet client satisfaction survey

Only **14%** wanted to adopt LawNet branding instead of their own

Listening to our members

The Excellence Mark was developed in response to the results of an extensive research project exploring the future direction and strategy of the network. As part of this we carried out a mix of qualitative, quantitative & desk research. Including:

- In depth interviews with members and sector experts
- Network wide online questionnaire
- Discussions at regional meetings
- Debates at board meetings.

Key findings

Our research showed us that firms wanted their LawNet membership to mean something to their clients and to help them differentiate themselves in the market.

We wanted to reflect and build on our commitment to excellence – we are an exclusive network of leading independent firms, committed to only the highest standards of technical and service excellence. We should make this count and distinguish ourselves against our competitors. The LawNet Excellence Mark will help us do that.

The importance of measuring client service and satisfaction

There are some well quoted statistics which claim that for many businesses:

- **80%** of business generally comes from **20%** of clients
- It can cost **6-7** times as much to attract new customers than it does to retain an existing one
- Most dissatisfied customers will eventually tell **9** other people about their problem
- Only **4%** of dissatisfied customers actually complain to the company

It's easy to see why the ability to measure and track client satisfaction in your firm is so important. Put simply, happy customers are more likely to use your services again and make recommendations to their friends and family.

“

We need to know how we're really performing and the LawNet Excellence Mark gives us an independent and objective way of testing that

”

Ian Curtis, Warner Goodman LLP

Spotlight on our members

Spread across the UK our members vary in size, location and specialisms but are bound together by a commitment to excellence and quality of service.

Percentage of firms by turnover



LawNet Members Geographical Spread



Number of firms total: 66

Group Chairs

Many of the LawNet Specialist groups are headed by a Group Chair. Chairs act as a figurehead for their Group, help develop content for our learning events, act as a source of knowledge for the LawNet team, and also chair the events themselves encouraging networking between other group members.

Feel free to contact the chair of your group with any thoughts or ideas about events or other initiatives that might benefit members.

If one of your groups doesn't currently have a chair and you are interested in taking up the role, contact us for more information.

Agriculture	Frank Collins	Mogers Solicitors LLP	frankcollins@mogers.co.uk
Business Development	Abby Winkworth	IBB Solicitors	abby.winkworth@ibblaw.co.uk
Commercial Litigation	Richard Pennington	Ward Gethin Archer Ltd	richardpennington@wardgethin.co.uk
Company Commercial	Mark Watson	Ashton KCJ	mark.watson@ashtonkcj.co.uk
Construction	James Coppinger	Buckles Solicitors LLP	james.coppinger@buckles-law.co.uk
Employment	Sean McDonough	Mogers Solicitors LLP	seanmcdonough@mogers.co.uk
Family	Caroline Jones	Cullimore Dutton	caroline.jones@cullimoredutton.co.uk
Intellectual Property	Mark Weston	Matthew Arnold Baldwin LLP	mark.weston@mablaw.com
Personal Injury	Andrew Munden	Warner Goodman LLP	andymunden@warnergoodman.co.uk
Planning	Niall Blackie	fbc Manby Bowdler LLP	n.blackie@fbcmb.co.uk
Practice Management	Paul Lowe	Darbys LLP	plowe@darbys.co.uk
Private Client	Richard Hall	Aldridge Brownlee LLP	richard.hall@aldridge-brownlee.co.uk
Residential Property	Claire Jones	Darbys LLP	cjones@darbys.co.uk

LawNet on the road.....

We love getting out and meeting you all and our Lunch with LawNet sessions let us do just that.

Another 6 firms signed up this year, which means we've visited over a third of the network now. If we haven't stopped off at your firm yet and you would like a visit please let us know.

It's a great way for our team to meet your team. Helping them find out more about LawNet and to make sure they're making the most of membership. And lunch is on us!

In this past year we:



Visited 6 firms



Talked to 120 people



Shared out 4kg of chocolate



Travelled 1071 miles

Challenging weather

Last year's Challenge Event on a wet and windy 30th June 2012, proved the most "challenging" yet. The gruelling trek in the Shutlingsloe area of the Peak District coupled with horrific weather conditions, meant that only 4 walkers from the original 73 managed to complete the course.

The tough weather conditions made walking nigh on impossible for most when the already wet ground was hit by downpours from lunchtime on. The field sections of the walk were like a bog, and the up and downhill sections gradually became a mud slide.

One team of walkers found themselves five miles off track, and despite getting back on to the route, were forced to retire when they could not reach the

final checkpoint in time. The conditions saw most people forced to give up about half way through and even the winning Barker Gillette team lost two members at 26 miles, just a mile before the final check point.

Over 70 walkers in 16 teams had started out, all drawn from LawNet member firms across the country, but only four walkers managed to complete the trek – the three remaining members of the team from Barker Gillette and LawNet organiser George Coombes in 11 hours and 40 minutes.

Curious Challenge Facts:

1785

The stone built Gradbach YHA was formerly a mill which was constructed in 1785 for the spinning of silk

40 years

Rainfall totals in June 2012 beat those of 2007 - which had itself broken a record which had held for nearly 40 years - our walkers can confirm that a substantial amount of it fell on June 30!

1570m

The combined height of Shutlingsloe, Shining Tor and the Roaches tackled on the challenge is 1570m - 200m higher than Ben Nevis

275

Sausages eaten over the weekend

1930's

A group of Wallabies, Three Yak and a Nilgai Antelope were released on to the Roaches in the 1930's - the last wallaby seen was in 2009 (Yaks and antelope not seen since 1950s)

Tapping into group expertise

The LawNet referral panels are a great way to extend the service you can offer your clients. Bringing together experts from across the network in several specialist fields, they help members to share expertise and, if you are a member of a scheme, to generate additional work. As all LawNet firms are committed to excellence and high service standards, you can be confident that your client will be looked after.

There are 9 specific areas covered:

- Agriculture
- Clinical negligence
- Construction
- Crime
- Insolvency
- Leasehold enfranchisement
- Planning
- Renewable energy
- Workplace mediation.

Benefits

- Extend your service offering to clients
- Free 15 minute diagnostic telephone discussion
- Peace of mind that your client won't be poached
- Advice at discounted rates
- Competitive and efficient service.



Winners: Barker Gillette

“

An organization's ability to learn, and translate that learning into action rapidly, is the ultimate competitive advantage

”

Jack Welch

“

They have very good speakers and it provides an opportunity to talk to people from the other LawNet firms

”

Training and development

At LawNet we take your training seriously.

From technical updates to strategy master-classes, we're committed to providing training events that deliver what our members need.

Last year all our specialist group training remained free of charge and we were delighted to welcome over 1000 delegates to our events. The content of each course is designed in conjunction with our members to ensure they cover the topics you really wanted to know about.

We think our events offer something a bit different to the commercial market. The opportunity to learn with your peers from across the network and forge relationships in a non-competing environment is what brings people back time and again. If you haven't been to a LawNet event before make sure you look out for the next calendar and come along.

“

Training is well organised and well thought out, taking into account the needs of the members. The quality of the presenters is excellent

”

“

The training is tailored to what we want so it tends to cover topics much better than a commercial course

”

1,076
attendees



39
different speakers



88%
of firms attended at
least one training event
over the year



167
CPD hours delivered



98%
of people who completed
feedback forms rated
events as Excellent or Good



Our commitment to quality

Risk, Quality and Compliance



Quality as standard

Update on the LawNet Quality Standard

The Centre for Assessment took over as LawNet's assessment body in November 2012 and the transition process worked very well. The general consensus from firms who have been audited is that the audit has been a positive process, but more rigorous than previous audits. There have been frequent comments of "You know you have been audited!"

To help reduce the cost of auditors' travel expenses CFA has recruited three new members to its team in the South East, South West and North East.

The LawNet Quality Standard was amended to embrace the requirements of the Excellence Mark and auditing against the new requirements began in June 2013.



Being risk ready

Online risk & compliance training

QBE has continued to provide free access to VinciWorks e-learning training to all those who have completed QRisk(QBE's online risk assessment tool) and VinciWorks has offered a very generous discount to LawNet firms on its full range of e-learning courses.



“

Excellent course, presenter clearly an expert on difficult subject

”

Improving risk management

The start of 2013 saw newly approved COLPs and COFAs take up their roles, but LawNet compliance officers were well prepared to take on the challenges of these new roles due to the training that LawNet has provided since the start of OFR and this continued during 2012-13.

November 2012 saw LawNet's annual risk and compliance day with contributions from Michelle Garlick, John Verry and Matt Moore on issues facing COLPs & COFAs. QBE, again, provided an interesting role play highlighting the dangers of poor due diligence when looking at "How well do you know your partners, business and others?"

At the beginning of 2013, a workshop, specially designed for LawNet, gave COLPs and COFAs a forum to share good practice and discuss difficult issues. This event was a great success and proved so popular we had to run it again!

The answers to workshop questions which contained the collective knowledge and experience of the attendees were captured and notes produced which were shared with the compliance and quality groups. LawNet knowledge sharing at its best!

“

Very useful to meet COLPs & COFAs and hear about our obligations

”

Think LawNet!

We partner with a range of organisations to help our firms lower costs, improve efficiencies and develop their businesses. Exclusive discounted rates for members' means it's always worth checking our service directory to see if we have an offer that can help before you go out to the market.

We have developed preferential arrangements with over 40 leading professional service providers across a range of areas from library services and books to utility broking and telemarketing. And we're always on the look-out for new services to add to our portfolio. If you would like to see anything added please get in touch with one of the team.

New partners and services added this year include:



Find out more

Log in to the LawNet member website to find the most up to date information about the services and discounts available to you.

www.LawNetMemberCentre.co.uk

Service Portfolio LawNet

LawNet 2013

lawnet.co.uk Further, together

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Stay up to date

Make sure you get the latest news about what's going on at LawNet by reading our monthly newsletter. This is where we promote all new services, events, discounts for members and regular monthly competitions with a variety of prizes make it well worth a read! Last year the newsletter was viewed over 13,000 times.

If you can't view this message, view it online

LawNet Further, together

Graham Ford

Graham Ford September 2013

Click in search: 01926 886990 goonies@lawnet.co.uk

In The Chair: LawNet Competition, LawNet Events

Firm News: FBC Marby Bowdler LawNet member invited to address keynote available computing conference, Hay & Kilner Newcastle based member expands with the appointment of new team members, Lamb Brooks Louise Exley celebrating a successful result for her client, Lattimer Hinks Gordon posts raises £20,000 for North East Tension Cancer Trust, Rex & Kay Start based member expands operations in Severnside, Spiering Waite Leicester members assist The White Company with their continued expansion, Warner Goodman Property team assists as housing market on the road to recovery.

LawNet Awards 2013 - Have you entered yet?

The LawNet Awards are an excellent, and free, opportunity to celebrate the success and achievements of your firm and individuals during the past year. Winning an award also helps you raise your profile and reputation, especially within your local community.

This year's six categories have been selected to recognise excellence and best practice throughout firms as well as individual achievements. The winners will be announced at this year's annual conference on 8th November 2013.

Please visit our website to see further information. Alternatively please download our LawNet Awards entry and judging criteria pack by clicking here.

Firms can enter multiple award categories and entry is free. The closing date is Tuesday 8th October 2013. So get working on your entries now!

LawNet Awards 2013 Entry Pack

NEW OFFER, Vinci-Works - Risk & Incidents Registers

Our partnership with VinciWorks, who provide member firms with a full range of online risk and compliance CPD accredited training courses, has now been extended to include their new Risk Register and Incidents Register.

The purpose of these tools, which LawNet members can access for an approximate 40% discount off list price, is to help your firm manage risk in accordance with CRR regulations.

- VinciWorks Risk Register - allows firms to upload risks, controls implemented to mitigate risks and to manage & monitor the implementation of risks and controls. Benefits include centralising risk activities, trend reporting, analysis and reporting plus much more.
- VinciWorks Incidents Register - allows firms to track incidents, breaches, losses and complaints. Benefits include flexible sorting, filtering and display of data, presentation-ready reports plus much more.

Please download this PDF which outlines the full range of features and benefits for both registers.

Each register comes with two hours training and support from VinciWorks's risk team and there is also a first line support service available at no additional cost. A free demonstration is also available. For prices please click here.

Please complete the fax back form with your firm's requirements and the VinciWorks client services team will contact you.

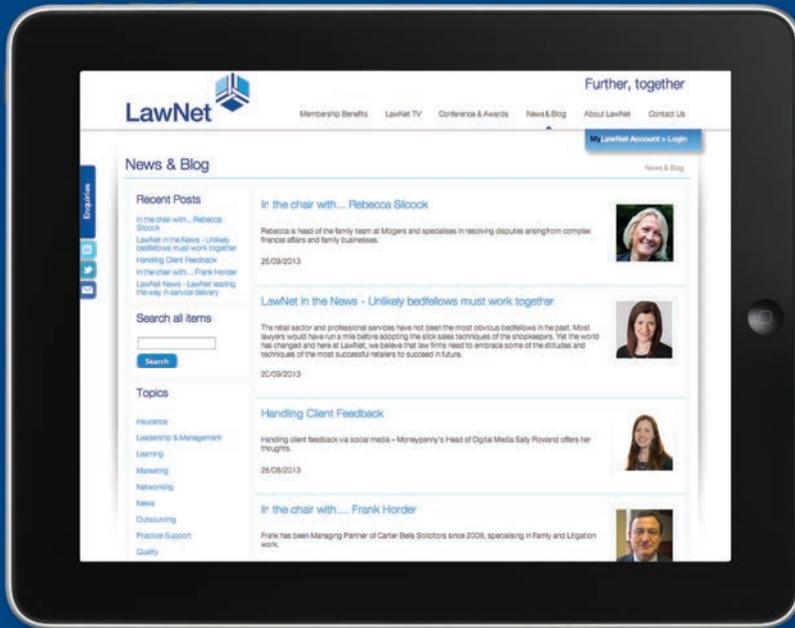
Law League - diversity questionnaires

I'm pleased to announce that we have sourced a simple solution for you to meet your SRA Diversity Data Collection requirements which must be completed by the deadline set by the SRA of 31st January 2014.

Law League, who host the LawNet Excellence Mark Client Surveys, also run law firm staff surveys and as part of our on-going relationships they will provide all LawNet members with a free survey to enable you to comply by producing a full report.

This really is an excellent tool, especially as you are already familiar with their system and its reports. Please follow this link showing sample screen shots of how your results will be displayed.

If you would like to take advantage of this offer please email stuart@lawleague.com and she will send the relevant links for you to circulate.



LawNet Blog

101

blog posts

3,800+

blog views

25

of you have braved our "In the chair" questions

Spreading the word

LawNet in the news and social media

LawNet thoughts and opinions reached a wider audience over the past year with regular blog spots on the Law Society Gazette and Legal Futures websites. We've been sharing our views on a range of issues from strategy and client service to compliance and regulation. All our articles can be accessed through the LawNet Blog which can be found at www.lawnet.co.uk/news-blog

Regular coverage in professional publications including Managing Partner magazine, Solicitors Journal and Professional Marketing magazine for both LawNet and member firms over the past year has all helped raise our profile in the sector. If you'd be interested contributing to articles about LawNet please get in touch.

Make sure you follow us on Twitter or LinkedIn and keep up to date with what's going on.



Twitter

528

followers – up from 332 at last review

164

mentions - since last review



The future - take control

“

This is the best conference I have attended. I liked the venue, the location and the speakers

”

Standing still is not an option

If there was one overwhelming message from the LawNet annual conference 2012, it was that traditional law firms must review every aspect of their business if they are to survive in an increasingly competitive market. Our series of inspirational speakers outlined how LawNet members could fight back against new market entrants, sharpen their governance and strategy, and engage more effectively with individual clients. The day really was about helping firms take control of their futures.

If you missed out and would like to hear what our speakers had to say, all the conference speeches are still available on dvd so please contact the office for more information.



Celebrating your success

This was the 5th year of the LawNet Awards and once again we were able to celebrate the success, innovation and creativity of LawNet firms highlighting inspirational initiatives taking place across the network.

Clients came out on top in the 2012 awards, with the winning firms all showcasing strategies that put their customers first. Almost every submission demonstrated how firms recognise the importance of creating meaningful client interactions, and that's going to be a game changer in the years to come.

“

I drove back with renewed inspiration from the talks. It was motivational.... A superb mix of topics, and really well strung together. It is not often I reckon my money has been well spent

”

The LawNet Awards 2012 took place on 7th October at The Chesford Grange Hotel, Kenilworth.

And the winners were...

Law Firm of the Year:

George Davies Solicitors LLP



Law Firm of the Year: George Davies Solicitors LLP

Managing Partner of the Year:

Kim Carr, FBC Manby Bowdler LLP



Managing Partner of the Year: Kim Carr, FBC Manby Bowdler LLP

Young Lawyer of the Year:

Emma Atkins, Denison Till



Young Lawyer of the Year: Emma Atkins, Denison Till

Commitment to Client Care:

Matthew Arnold & Baldwin LLP



Commitment to Client Care: Matthew Arnold & Baldwin LLP

Excellence in Risk Management & Compliance:

Vanderpump & Sykes Solicitors LLP



Excellence in Risk Management & Compliance:
Vanderpump & Sykes Solicitors LLP

Best Website:

Ashton KCJ



Best Website: Ashton KCJ

Best Initiative, Marketing or Business Development:

Grindeys LLP

“
The aim of these annual awards is to get to the heart of what makes a LawNet firm, with an attitude of innovation that's underpinned by a commitment to excellence
”

LawNet Income & Expenditure 1.6.2012 to 31.5.2013

Income

Membership Fees		£902,269
Training		
Annual Conference	£46,974	
Other training income	£7,332	
Training Cancellation Charges	£2,500	
Training Total		£56,806
Sponsorship		£40,970
TOTAL		£1,000,045

Totals

LawNet figures

Income & expenditure

LawNet is focused on ensuring that the income it receives is used effectively to provide members with a wide range of services to support their business aims and development.

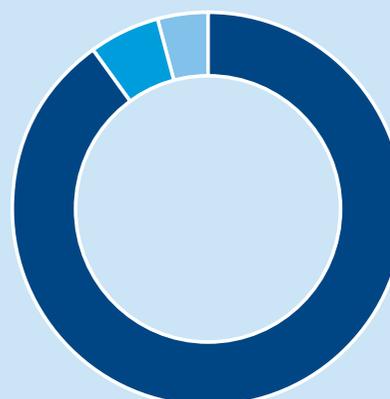
A significant highlight this year has been the investment made in the LawNet Excellence Mark package of support and tools; designed to help firms grow their businesses and maximise the value of every lead and every client interaction. Other regular key investments for members include the on-going provision of all specialist group training & networking events at no additional cost; membership of Eurojuris for all firms; free copies of Business First for all firms and the annual financial benchmarking survey.

Expenditure

Central costs & administration including premises, employment & IT		£577,001
Training, Events & Networking		
Annual Conference	£72,444	
Training Events	£61,331	
LawNet Challenge	£595	
Supper Evenings	£4,527	
Regional Group Meetings	£3,999	
Lunch with LawNet	£727	
Training, Events & Networking Total		£143,623
Publications		
Business First & Right Focus	£79,027	
LawNet Quality Standard & Services		£74,378
LawNet Marketing, PR & Website		£49,891
Delivery of Services		£90,685
(including EmployNet, Benchmarking, Eurojuris, Press Releases, Mark of Excellence)		
TOTAL		£1,014,605

Income

Where our money comes from



Expenditure

How we use it to help our firms



Board members



Rob Salisbury
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Ian Curtis
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Richard Phillips
Matthew Arnold & Baldwin LLP
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Working on your behalf

The LawNet team work hard to ensure that members have access to a wide range of services and initiatives to help them stay ahead of their competition, reduce costs, improve efficiencies and profitability.

We're always open to suggestions about how else we can help so feel free to drop us a line or pick up the phone. We'd love to hear from you.

The LawNet Board is made up of members from across the network. As your representatives they work closely with the team at LawNet to protect members' interests and help shape the direction of the organisation.

The team at LawNet



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Business development, strategy, management & insurance products



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Group emails, firm records & website support



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