



# Lexcel

## About the Standard

Lexcel is the Law Society's Practice Management Quality Mark. Written specifically for the legal profession, it allows any type and size of practice to undergo independent assessment to certify that the Lexcel Practice Management Standards are being met.

### Why do it?

In the current climate for legal services there is a growing need to provide a quality service to your clients and gain a marketing advantage amongst your competitors.

Failures in administration and service delivery tend to lead to most complaints and claims against law firms, particularly in the areas of casework and communication with clients. This coupled with the increasing pressures to meet and comply with certain legislative provisions means Lexcel will provide practices with the framework to take preventative action.

Also there are more risks associated in taking on cases now. Yet risk can and must be assessed and managed. Increasingly, indemnity insurers will be looking at what risk management procedures your practice has in place – which ultimately affect your premiums.

### How will my practice benefit?

By investing in Lexcel, your practice is likely to benefit in a wide variety of ways:

- Establishing a framework to meet compliance requirements e.g. solicitors code of conduct 2007
- Improved marketability to prospective clients
- Improved client care
- Conflict of interest
- Solicitors have the appropriate skills, knowledge and training to carry out their work – plus reducing mistakes
- Supervision of staff and management efficiency
- Assistance with Best Value Compliance for local authorities

In addition, the need for good communication is essential both internally and externally.

### Lexcel provides a structure to do this

Investing in practice management now will reap benefits in the future.

### How does it Work?

Lexcel uses a simple transparent process:

- Independently assessed
- Available to any size or type including commercial, local government and sole practitioners
- Flexible approach, allowing you to design your own procedures
- Three year validity, with annual monitoring visits

### Lexcel Assessment through Centre for Assessment Ltd

CFA is a leading specialist provider of assessment services to the legal sector, and has delivered Lexcel assessment on behalf of the Law Society in the UK for over 10 years. The company has grown organically by providing excellent customer service to become the leading provider of Lexcel assessment with over 230 existing Lexcel customers.

### Local Support

CFA has been working in partnership with People Performance Consulting Ltd for the past 4 years delivering Investors in People and Customer Service Excellence to the Channel Islands.

Jackie Barette from PPC is a qualified Lexcel advisor/consultant and for the past 12 months, in conjunction with the CFA and the Lexcel Assessment Body, has been running a pilot on Lexcel with two local law firms in Jersey – Viberts and Benest & Syvret.

We are delighted with the success of the pilot and now wish to make this available to all law firms across the Channel Islands.

In this respect for more information or to book an appointment to discuss your requirements, please contact **Jackie** on **01534 720125** or by email at **ppconsultingltd@me.com**

