

**Over ten years  
of quality service**

"The best consultant I have ever worked with"

"You have certainly provided us with a first class service"

## Becoming a Lexcel Accredited Practice

"It is really helpful to know you are at hand as and when we need any further assistance"

### How will my practice benefit?

"Thank you for all your time and comments which we found valuable."

"Highly recommended"

### How much will it cost?

"Your input and help was very much appreciated"

"Couldn't have got this far without your help and encouragement"

### How difficult is it?

"Excellent interpersonal skills"

"Stimulating ideas"

"The office manual is super"

"Impressive"

### How long will it take?

"Very helpful and motivational"

"Support during this traumatic period has been excellent"

"Such a worthwhile exercise"

### What help is available?

"Excellent change management skills"

"Thank you so much for all your assistance, patience and guidance"

"Thank you so much for all your hard work, we could not have done it without you"

"Couldn't have done it without your support"

"Thanks for all your help. It has really paid off"

"Assisting the business through a time of substantial growth"



## What are the benefits?

Lexcel provides an “out-of-the-box” solution to the problems of

- Managing exposure to risk
- Supervision
- Maintaining service quality

## What firms with Lexcel say

Sir Stephen Lander’s independent research revealed:

93% of practices with Lexcel found the standard “useful” or “very useful”.

Most saw the main benefit as a “business improvement tool”, whilst others highlight “improved client care”, “lower insurance premiums” and “effective risk management”.

Over 81% found Lexcel improves client care, and 79% found Lexcel improves risk management. (This reinforces the earlier research finding that, on average, Lexcel firms generated 40% fewer complaints per fee earner than other firms).

Lexcel helped 69% of practices reduce insurance premiums.

Around 50% of practices gave as their main reason for adopting Lexcel “to improve practice efficiency”, whilst others said it was “to improve risk management” and “to gain favourable insurance quotes”.

Lexcel is far more compelling than other quality marks. Of firms working towards any quality mark, 73% are working towards Lexcel. The next highest percentage is Investors in People, at only 15.5%

## Our view

Lexcel is a tool and, like most tools, its effectiveness depends on how it’s used.

We prefer to see Lexcel primarily as a means of enhancing the performance of your business and securing its future. Satisfying the Lexcel assessor follows as a natural consequence.

## How much will it cost?

It depends on a number of factors, such as number of offices, fee earners, and support staff, and types of work undertaken.

But just because there are so many variables, doesn’t mean you have to write a blank cheque.

A free, no-obligation meeting at your office will enable our Lexcel consultant to give you a very good idea of the likely cost to your firm, based on our extensive experience.

We will be pleased to agree fixed prices with you so you can budget accurately.

It is normally fairly easy to demonstrate a return on investment, particularly if you turn over more than £1m a year.

A saving on PI premiums alone, though not guaranteed, may well cover the cost over three years.

## How difficult is it?

Not very.

If your firm wants to achieve the Lexcel standard, there is absolutely no reason why you shouldn’t.

It takes time and effort, particularly when preparing for your very first assessment, but a good consultant will streamline this part of the process for you, making it easier and quicker.

Although not difficult, it’s worth doing the job properly. Lexcel can be implemented with varying degrees of success. It is easy to bog yourselves down with unnecessary bureaucracy.

We believe Lexcel accreditation on its own is not enough. The system you adopt should en-



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able your firm to perform better and should be easy to maintain going forward.

## How long will it take?

There are different approaches.

Most practices, having decided to go for Lexcel, want to become accredited as soon as possible. There are some, however, that benefit from a slower, phased introduction of Lexcel procedures. It's important to take the approach that suits your situation.

As a guide, our experience indicates that a firm with 200 or so personnel could be ready for assessment within nine months — if the commitment is there.

## What help is available?

Help is available, but you need someone capable who will save you time, money and problems.

## What to look for

### Experience.

You need someone with wide experience of the legal profession as well as a thorough understanding of Lexcel.

All our clients are solicitors, and our experience, over more than ten years, ranges from teambuilding to business turnaround. You can benefit from this, as well as what we've learned from nearly a hundred Lexcel projects.

### Commercial awareness.

A consultant focussed solely on compliance can harm your business performance. You may end up ham-stringing your lawyers and burying yourselves in bureaucracy.

Because we are business consultants, we focus on the benefits to your business first and foremost, then on satisfying the assessor.

## Quality

Consultants aren't always good at taking their own medicine. Find out if they are quality assured themselves.

We are ISO 9001:2008 certified and registered. The ISO quality standard is recognised worldwide.

## Commitment.

Hit-and-run consultants often produce big reports but disappear once they have your cheque and the detailed hard work needs to be done.

We will stay with you throughout your Lexcel project, right up to assessment, undertaking as much or as little of the work as you want us to.

## People skills.

In order to realise its full potential, Lexcel has to be adopted by partners, members or directors and staff alike. Getting them to do so is not always easy and often practices need help.

In the words of our clients, as well as *"stimulating ideas"*, we have *"excellent interpersonal skills"*.

Applying our professional qualifications and experience to your Lexcel project we help your staff embrace the new culture and enable you to introduce change with minimum resistance.

## A track record.

Established for over ten years, J T-W Consulting has been privileged to work with many fine solicitors, including large, small, international, city, provincial, niche, general, private, in-house, public sector, long established and brand new practices.

You can see some of our client feedback on the front cover and some of our clients' names on the last page.



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## About J T-W Consulting

J T-W Consulting Ltd was formed in 1998.

The company specialises in business consulting for solicitors.

We are BS EN ISO 9001:2008 certified and registered — a quality assured company.

We are SRA approved CPD training providers.

Our aim is to be the first choice of solicitors seeking proficient support in strategic planning, business development, organisational change, risk management and quality assurance.

We are friendly and speak plain English.

Our location provides excellent access to national and international road, rail and air links.

## Your next step

We will be pleased to arrange for a consultant to visit your office for a free, no-obligation initial discussion about Lexcel in relation to your

practice.

Simply contact us by phone, fax, email or via our web site.

## Contact Us

Our office is open from 9.00 am to 5.30 pm Monday to Friday.

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## Some of our Clients

Abels	Goldinghams	Piers Propert
AK Law	Gudgeons Prentice	Pooley Dale
Alan Taylor & Co	Hedleys	Porter Dodson
Anthony Jeremy & May	Howard & Over	Rayners
Barkers	Jacobs & Reeves	Robert Davies Partnership
Barrington & Sons	James Morgan	Roger Richards
Battens	JSM Associates	RTL
Beers	Kenneth Elliott & Rowe	Rubin Lewis O'Brien
Blackwell - West	Kerman & Co	Russell Jones & Walker
BPE	King & Spalding International	Shah Chambers
bpe Homemove	L G Williams & Prichard	Teignbridge District Council
Bradbury Roberts & Raby	Labrums	Thatcher & Hallam
Burningham & Brown	Lawcomm	TJ Legal
Clarke Mairs	Lawyers At Work	Torbay District Council
Cooke Painter & Shepstone	Maitland Walker	University Hospitals Bristol NHS Trust
Courtney Richards	Matthew & Matthew	Unsworth Rose
Dean & Dean	Miller Rosenfalck	Vale of Glamorgan Council
Deveraux & Co	MLM	Wansbroughs
Dyer Burdett	Moore Blatch	Watmores
E Edwards, Son & Noice	Morisons	West Sussex County Council
Ersan & Co	Mustoe Shorter	WHCG
Everett Tomlin Lloyd & Pratt	Nantes	Wiggin
Exeter City Council	Parkes Browne	William Sturges
Farrer & Co	Peachey & Co	Wolferstans
Fussell Wright	Phillips	Wood - Atkins Commercial Law
FWD Law	Phoenix Law Associates	Woollcombe Yonge



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