

## **Lexcel**

TSol's strategic aim is to maximise its business through developing close links with its clients, to understand their needs and to operate the resources and systems which will enable TSol to deliver the legal services their clients demand. The work of the Compliance Programme and Lexcel supports TSol's strategic aim.

What is the main focus of the Lexcel Working Group?

- To place TSol in a position to successfully meet the Law Society's Lexcel quality standard.

### **What is Lexcel?**

- Lexcel is the Law Society's Practice quality mark.

### **What are the key objectives of the Lexcel Working Group?**

- To ensure that we are operating transparently in accordance with best practice, and in particular with our own policies and procedures.
- To recognise that we need to assess and review our policies, practices and procedures continuously in order to ensure that we are operating in accordance with best practice and Lexcel requirements.
- To ensure that we are working towards quality standards across the board in Litigation and Employment Group and supporting our Corporate Teams, so that we maintain Lexcel accreditation.

Considerable work has been put in by all staff over the last year to ensure that we are all up to date and meeting our quality requirements.

## **Lexcel Frequently Asked Questions**

### **Tell me more about TSol's Compliance - Lexcel Working Group**

The main purpose of the Lexcel Working Group is to ensure that high levels of compliance are maintained so that we maintain our Lexcel accreditation.

Lexcel accreditation is not just the sole driver, rather the requirements which have to be met in order to be accredited fit well with our quality policies.

The Group is driven by senior members drawn from Litigation and Employment Group.

### **What is Lexcel, how do our Policies and Procedures fit in with this**

The Lexcel Certification Scheme allows legal organisations to undergo assessment by an independent assessor who can certify that the organisation has complied with the requirements of the Lexcel Standard. The certificate, awarded by the Law Society, covers a three year period, subject to satisfactory annual maintenance visits.

The following areas are identified in the Lexcel Quality Standards:

1. Structure and Policies
2. Strategy, Provision of Services and Marketing

3. Financial Management
4. Information Management and Facilities
5. People Management
6. Supervision and Operational Risk Management
7. Client Care
8. File and Case Management

Thought has already been given to the interpretation of the Lexcel requirements in a manner that best fits our needs. We are very much conscious of not re-inventing the wheel and creating onerous requirements where not needed.

### **What is the importance of internal Quality Audits and Auditing?**

It is intended that all Teams within Litigation and Employment Group will be subject to an internal quality audit by the Quality Audit Team at least once a year.

The purpose of auditing is to highlight any new gaps in what we say we are doing and to take any action to address these aspects before re-assessment. We do not expect this to be an onerous task, as much of what we need to do is already being done - in many instances this is more of a fine tune or providing clarification.

It is also an assurance measure as the internal Quality Audits are evidenced based and provide a reality 'snapshot' of the current state of a team against particular Lexcel standards.

Staff should also be aware that they could be randomly selected for an internal quality audit by the Auditor and are asked to cooperate with TSol's internal Quality Audit Team.

### **What are the benefits staff can expect from all of this?**

#### **Framework and Identified Standards**

Lexcel has been a driver for staff in getting our policies and procedures up to date and that good and best practice is translated into our day to day work. The standards have been set and are made explicit in terms of what the quality expectations are and how they are defined in the policies by providing a framework to staff to follow.

#### **Competing with Competitors**

With clients becoming more cost conscious and increasingly aware that there are private sector alternatives to seeking legal advice one of the initial drivers was that work will increasingly be subject to tender or other benchmarking. In these circumstances the Agency have an externally accredited industry standard quality mark to provide an element of re-assurance to current and potential clients of a quality standard in operation. The environment in which we are operating makes it increasingly likely that we will be faced with external requirements and opportunities.

#### **Clients' Perception**

We need to be more business-like both in application and also in terms of how clients view us professionally. Being Lexcel accredited improves TSol's and your standing in the eyes of our clients as well as making us more competitive.

#### **Continuous Improvement**

Achieving Lexcel acts as a driver for continuous improvement through the yearly re-accreditation and renewal every 3 years, so that we continuously remain sharp and focused.