

Adams Harrison solicitors has undergone a vigorous annual maintenance visit in order to be audited for our Lexcel accreditation. I am pleased to report that we continue to hold the Legal Excellence Standard endorsed by the Law Society.

The firm has been Lexcel certificated since 1999. It is awarded as a Law Society legal practice quality mark for practice management and client care. Lexcel provides the framework for developing and maintaining consistent operational efficiencies and client services, as well as managing risk effectively.

Lexcel sets the required Standard in seven different areas: structure and strategy, financial management, information management, people management, risk management, client care, file and case management. Lexcel scheme rules outline the design, principles and governance processes of the scheme.

Quoting from our audit report this May we were ***“highly commended for sustaining a very high level of compliance against the Lexcel Standard”*** and that ***“compliance remains very deeply embedded within the ethos and culture of the Practice”***.

We were commended for:-

- the development of a practical and effective Business Continuity Plan
- our approach to the development and implementation of a Community and Social Responsibility Policy.
- significant work done to be compliant with GDPR
- training and staff awareness regarding Cyber Security and Cyber Crime
- applying consistently high standards in terms of training and developing our staff, together with ongoing coaching, mentoring and support offered to them.
- well developed systems and processes that are consistently implemented
- the calibre and development of support staff
- our approach to flexible working for staff
- comprehensive approach to operational risk management
- very high standards of file management

These are just a selection of the comments.

We are delighted to have been labeled as ***“an example of a really good practice, and amongst the very best that the writer (our auditor) has reviewed”*** in terms of our plans and policies. Together with being told that ***“Adams Harrison continues to be an extremely well run and extremely well managed Practice”***.