PDA Development & Assessment

Legal Sector Products and Services

Quality, Risk, Compliance Monitoring and Management

Development and Implementation of Individual Projects

File Review Service

Consultancy to Award

Pre-Assessment and Review Checks

Training and Development

Legal and Professional Practice Award

Establishing Local Networks

Legal Sector Marketing Services

ALERT©

HELP ?

QUALITY / RISK / COMPLIANCE MONITORING AND MANAGEMENT SERVICE

A cost effective way for you to manage your quality, risk and compliance issues

Although many firms have a full time quality / compliance / risk manager, there is a large number whose resources do not permit such appointments. In some firms these roles are undertaken on a part time basis by a partner or other senior member of the organisation, in many cases reducing the time available for fee-earning work.

We can be your quality, risk and compliance manager

We can monitor the implementation of your systems and tell you whether they are working as intended. If you wish we can also help you to develop and refine your systems in the first place.

The ultimate responsibility for risk and compliance must always lie within the firm, but it can be supported through our Quality, Risk, and Compliance Monitoring and Management service tailored to your requirements and resources through our ALERT© process.

The process

In consultation with us, you specify what you want us to do and how often you want us to visit your firm. Once underway, we present you with regular verbal and detailed written reports. We also summarise findings statistically enabling you can see at a glance how your organisation's quality systems are performing

You may wish us to take a full role in the management of quality, risk and compliance, or simply assist with certain aspects; the choice is entirely yours.

Some of the areas that you may want us to assist you with could include:

- file reviews;
- complaints and claims reviews;
- the development and / or monitoring of key plans, policies, processes and procedures (including Office / Quality Manuals);
- Money Laundering Regulation procedures updates to relevant members of staff on key parts of the Solicitors' Code of Conduct;
- the development of strategic, business, and marketing plans;
- the development, monitoring and testing of your Business Continuity Plan.

This list is not intended to be exhaustive; there may be other areas that you can think of. Just let us know and we can discuss them with you.

The costs

This service is charged on a time spent basis, plus expenses.

We recognise that every organisation has their own requirements and so we take into account the scope and complexity of the activity to provide you with a quotation tailored to your needs.

PDA Maple House, Old Scriven, Knaresborough, North Yorkshire HG5 9ED | enquiries@pdalimited.com | +44 (0)1423 797878

www.pdalimited.com

DEVELOPMENT AND IMPLEMENTATION OF INDIVIDUAL PROJECTS

Helping you to surmount individual challenges and make the most of opportunities

You may want to develop and implement an initiative or initiatives to improve the operation of your organisation, but have difficulty finding the time to work on them.

Your firm may have a particular issue connected with quality, risk, compliance, training, communication or marketing and you need help with it.

We can develop and drive the projects with you

Our extensive experience with many law firms and legal departments enables us to share with you a wealth of experience and operational practices that we can put to work for you.

Underpinned by our ALERT© process, we will help you at every stage of the project – from scoping to measuring the Return On Investment. We can even drive and implement the project for you if required.

The process

In consultation with us, you determine what you want the project to achieve. We prepare the project plan with/for you, considering every aspect and use of resources to optimise the success of the final ‘product’. We also agree Key Performance Indicators to enable you to track and measure that success.

Once the project is underway, our ALERT© process maximises the benefits to your organisation and keeps you informed at regular intervals - and in control at all times.

We work with you on site and remotely as appropriate. Crucially, we are there when you need us to deliver on time, on specification and on budget.

The costs

This service is charged on a time spent basis, plus expenses.

We recognise that every organisation has its own requirements and so we take into account the scope and complexity of the activity to provide you with a quotation tailored to your needs.

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PDA Development & Assessment

FILE REVIEW SERVICE

Identifying and dealing with potential problems and risks

File reviews are seen within the Legal Sector as a mixed blessing. For some they provide a barometer of the levels of client care, and compliance with Solicitors' Code of Conduct Rule 2 in particular. For others they can be seen as a time consuming 'tick box' process.

Although not explicitly stated, the SRA sees file reviews as evidence of compliance with some parts of Rule 5.

We will handle your file reviews

We conduct file reviews for you and provide you with a report outlining the strengths and potential problem trends that emerge.

Clearly, we cannot check the quality of legal advice that has been provided; your routine supervision methods should deal with that, but we can check compliance with Client Care and Regulatory requirements. These are the areas that tend to result in complaints and claims.

The process is straightforward; either you select the files, or you send us a list of current matters and we will select files from that list. We then come to your premises, carefully review the selected files and leave you with a clear 'spreadsheet' report of the findings, with any analysis (as required).

This service provides you with a clear picture of many compliance issues, and the chance to reduce fee earning 'abstraction' time.

Additional benefits

You might have already identified a potential problem area that you would like us to focus on and provide you with more detail.

Following the review, we can work with you to arrive at an action plan and if desired, seamlessly link into our other bespoke Products and Services to deal with issues.

The costs

This service is charged on a time spent basis, plus expenses.

We take into account the scope of the activity (including number of sites and fee-earners) to provide you with a quotation tailored to your needs.

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CONSULTANCY TO AWARD

Providing you with a smooth path to recognition

We have strong links with many national assessment bodies, and can offer an uninterrupted 'consultancy to accreditation' path in any of the following Standards:

Our team is hugely experienced in assessing and advising on all four Standards. The best way to know what an assessor will look for is to ask one.

The process

Using our ALERT© process, we are able to approach the consultancy from your perspective by ascertaining:

a) what you are seeking;

b) where your organisation might be against any of the Standards;

c) presenting you with a proposal to take you forward;

d) you choose how much or how little of our help that you need.

We can supply templates for Office and Quality Manuals, and help you to set up or redesign your Quality, Risk, Compliance, HR and Training systems as part of the consultancy, or as stand alone projects.

Additional benefits

The attainment of any of these awards can have many benefits including:

- widening your firm's ability to tender for contracts;
- introducing quality and monitoring processes that can help you to better manage your areas of risk, and your firm in general;
- providing you with benchmarks if you are considering collaborative, acquisition or other business arrangements with different organisations.

Some of the activities involved in this service attract CPD points.

The costs

This service is charged on a time spent basis, plus expenses.

We recognise that every organisation has their own requirements and so we take into account the scope and complexity of the activity to provide you with a quotation tailored to your needs.

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PRE-ASSESSMENT AND REVIEW CHECKS

Find out if you have 'all bases covered'

You may already be accredited with Lexcel, Investors in People or ISO 9000:2008 or the GQM, and want to ascertain if you are still meeting their requirements. On the other hand, you may have worked hard to establish the requisite systems, and want to know if you have done enough to gain one of these Standards.

A very good way of answering both of those questions is to ask an experienced assessor to 'look you over' and tell you where you stand.

The process

Our vastly experienced team of assessors has a reputation for being detailed, thorough and supportive. Click here to read some of the feedback from our clients.

One of our team would be allocated to your firm to implement our ALERT© process, having a good look at your policies, processes and procedures, and then checking to see how consistently they are applied.

In addition to checking your position against one of these Standards, you could also gain some idea of where you are against many of the key areas being checked by the SRA, including compliance with key Code of Conduct Rules.

We present you with a verbal and written report. Our reports are comprehensive and detailed. We also summarise our findings in a format that enables you to see at a glance how your organisation aligns with the Standards.

In summary, we will help you to ascertain whether or not 'all bases are covered' and identify any areas that would benefit from further attention. If required, we can then work with you to put a plan of activities in place to address any issues.

The costs

This service is charged on a time spent basis, plus expenses.

We recognise that every organisation has their own requirements and so we take into account the scope of the activity to provide you with a quotation tailored to your needs.

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TRAINING AND DEVELOPMENT

Increasing the 'Return On Investment' from your organisation's training and development

We are approved by the SRA to deliver Continuing Professional Development, which means that our training carries CPD points.

Members of the legal profession are very open about their strengths and potential weaknesses in dealing with general and specific management topics. They recognise that the Sector has changed and continues to do so.

The days of waiting for business to walk in through the door have long gone. The business environment is tougher and more competitive than ever; clients have to be found and nurtured.

Employment laws and staff expectations are constantly changing. The Solicitors' Code of Conduct expects competent managers to be in place to run the business, its people, and clients' matters.

Tackle these challenges with our ILM-endorsed training programmes

To help members of the profession to overcome these issues, we have developed our 'Legal and Professional Practice Management Programme' that is endorsed by the Institute for Leadership and Management (ILM), and carries CPD points.

How we provide the training

As with all of our bespoke products and services, the training is tailored to suit your organisation.

We provide training on site at your premises (or other appropriate venue local to your organisation). This can mean less out-of-office travelling, and more fee-earning time for your team.

With individual experience drawn from the Legal and other Sectors, our training team provides an approach that engages candidates and encourages learning and development. The feedback from candidates of our previous courses speaks volumes.

The Programme itself delivers the following core topics that can be supplemented with training and advice on other management subjects:

- Strategy
- Business Planning
- Marketing
- Leadership and Management
- People Development
- Risk

Some of the other available topics include:

- Key aspects of the Solicitors' Code of Conduct
- Project management
- Business continuity
- Managing quality
- Client care skills
- Client relationship management
- Negotiation skills
- Selling skills
- Presentation skills
- Development and delivery of training programmes

Additional benefits include:

- compliance with Solicitors' Code of Conduct Rule 5;
- increasing the cost effectiveness, accessibility and uptake of training within your firm;
- embedding important initiatives.

The costs

We recognise that every organisation has its own unique requirements and circumstances. We prepare and deliver the training programmes, including any logistics to meet those individual requirements.

With all of our activities, we provide a complete cost estimate for your approval before we begin.

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LEGAL AND PROFESSIONAL PRACTICE MANAGEMENT PROGRAMME

Aim
This programme has been designed to provide delegates with knowledge and techniques to assist them in the ever challenging world of management.

Target audience
Anyone who has, is likely to have, or is aspiring to have, management responsibilities within their organisation.

For members of the legal profession, the programme provides the training required by Practice Rule 5, and carries CPD points.

Programme design
The complete programme is endorsed by the Institute for Leadership and Management (ILM), and draws on segments from its awards at levels ranging from first line to senior manager, the majority coming from the latter.

In order to receive the ILM endorsed certificate, delegates will be required to complete the whole programme and complete a small assessed assignment. However, the programme has been designed to enable those who do not wish to complete the whole to 'pick and mix' the stand alone modules, each of which carries CPD points.

Areas covered
Strategy

- the development of a strategy;
- monitoring the strategy;
- measuring the strategy.

Business Planning

- linking business plans to the strategy;
- objective setting;
- developing a business plan;
- developing a team plan;
- measuring and monitoring plans;
- linking people to the plans.

Marketing

- marketing planning structure and sequence;
- marketing objectives;
- marketing strategy;
- marketing action plan.

Leadership and Management

- individuals;
- motivation;
- groups;
- building teams;
- leadership and management techniques;
- performance management

People Development

- performance assessment and appraisal;
- coaching;
- identifying and analysing training needs;
- learning styles;
- mentoring.

Risk

- the different types of risk;
- assessing risk;
- managing risk.

If clients so wish, the time allotted for some or all of these topics can be extended to enable them to be dealt with in greater depth.

Additional benefits
This programme is designed to deliver management knowledge and techniques, in addition to which delegates will have tools that can be used to assist their organisations in meeting some requirements of the Investors in People Standard.

We are approved by the SRA to deliver Continuing Professional Development, which means that our training also carries CPD points.

How we provide the training
As with all of our bespoke products and services, the training is tailored to suit your organisation.

We provide training on site at your premises (or other appropriate venue local to your organisation). This can mean less out-of-office travelling, and more fee-earning time for your team.

With individual experience drawn from the Legal and other Sectors, our training team provides an approach that engages candidates and encourages learning and development. The feedback from candidates of our previous courses speaks volumes.

The costs
We recognise that every organisation has its own unique requirements and circumstances. We prepare and deliver the training programmes, including any logistics to meet those individual requirements.

With all of our activities, we provide a complete cost estimate for your approval before we begin.

ESTABLISHING LOCAL NETWORKS

Developing a collaborative approach

Like many organisations, your firm has to be prudent with its resources, and it is probable that there are other law firms in your area in a similar position, and with whom you share many issues.

Although you will be in business competition with them, there is no reason why you cannot work together on common initiatives and share the resource implications. You can also share good practice, helping to develop the strength of local legal services.

We establish local networks

We can help by working with you to establish local networks that can provide many benefits including:

- working together on common issues;
- sharing good practice;
- sharing resources;
- making organisational and individual development more accessible and cost effective.

The process

You might already have connections with other firms that might like to take advantage of the networking. We can liaise with all of the interested firms and put together a plan and schedule for the network activity, and its contents.

We will organise the venue (if required), and any materials and resources that are needed. We then lead and present the network meetings.

Additional benefits

Where appropriate we can follow up on any issues that individual firms might have by liaising directly with them after the meetings, having already established or at least been provided with some insight into the elements that the firm would like to concentrate on.

The costs

With all of our activities, we provide a complete cost estimate for your approval before we begin, with the costs shared between the participating firms.

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LEGAL SECTOR MARKETING SERVICES

Without promotion, something terrible happens – nothing.

The Law Society recognises the importance of marketing by requiring firms to at least document their approach to marketing as part of the Lexcel standard. Marketing activity is relevant to firms of every shape and size.

In the changing Legal environment marketing is no longer just a means of attracting new business. Firms also have messages to deliver to outside organisations, other firms and their own internal staff. Most projects, whether internal or external, need to achieve awareness and acceptance.

PDA can deliver your marketing – efficiently and effectively

One of the PDA group of companies is a full-service design and marketing agency – and its managing director is a Lexcel assessor. We know that to receive the greatest Return on Investment, your marketing activities need to be smartly planned, implemented and reviewed in an integrated process.

We can approach your marketing requirement form three aspects:

(1) we design, print and produce the whole range of marketing materials, and/or;

(2) we provide consultancy and project management on all forms of marketing communications, and/or;

(3) we can be your very own in-house marketing team.

The Marketing pages of the PDA website provide detail as to our scope and capabilities, but as a snapshot, we design and produce:

- Advertising (including managing media schedules)
- Branding
- Brochures
- Exhibitions/events/meetings/launches
- Flyers
- Give-aways/leave-behind collateral
- Magazine inserts
- Online and email communications

For more information, please see:
www.pdalimited.com/marketing

Data

We devise and implement systems to capture, manage and deploy data – to squeeze maximum value from it. This becomes the core of all marketing activity.

These systems can identify potential clients, communicate with them in a manner that they will find engaging and appropriate – and equally as important, target valuable communication resources far more effectively.

We can be your in-house marketing team

On demand, we can integrate with your firm to become your marketing department or project manager so that your firm can take full advantage of our experience and resources as and when you need them.

ALERT©

We use our ALERT© process to underpin our marketing activity, to arrive at optimum efficiency and value for you, and to measure and track projects at every step of the way.

The costs

Our consultancy and project management service is charged on a time spent basis, plus expenses.

Tangible products (such as brochures, exhibition stands and other production items) are charged individually.

We recognise that every organisation has their own requirements and so we take into account the scope and complexity of the activity to provide you with a quotation tailored to your needs.

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THE ALERT© PROCESS

ALERT© is process management system used by PDA on all of its assignments regardless of their size and complexity. ALERT has been developed by PDA based on our vast experience gained through working over many years with law firms and legal departments of all sizes.

Inside the framework of ALERT© you have continuing involvement in, and control over, the projects at every stage.

Where appropriate we allocate agreed Milestones and Key Performance Indicators to the elements of the process so that you can measure the Return On Investment throughout the activities.

Reporting formats are adapted by us to suit the needs of individual organisations. We shape the ALERT© process to fit around you.

A **Agree** the specifics of the project. We will have a detailed discussion with you about the issues to be dealt with, and agree what you want us to do.

L **Look** at the issues to be addressed. We need to look at all aspects of the issues.

E **Examine** and analyse what is found. If we are to make recommendations, we need to undertake a detailed examination and analysis of the information that we have gleaned.

R **Report**. You will obviously want to know what we have found and what we recommend, and this information will be provided in a report.

T **Timetable**. If you decide to act on any of our recommendations, we will agree a timetabled and measurable action plan with you.