



Newsletter – March 2023 President’s Column



Greetings Members

Well, it’s been a busy first quarter to say the least.

As you will be aware by now our big news is the return of the annual dinner and this year with awards to recognise individuals and firms who are going above and beyond, and /or making a difference. I am excited to say that we have managed to get the Truro Cathedral as a venue which I feel is a fitting location to celebrate your achievements and the good you do in the community. It’s time to throw off the old energy of hiding your light under a bushel and start shouting about what a thriving and dynamic legal community we have here in Cornwall, with many of you doing some amazing things.



As always it won’t be a success without your engagement and input so, please get nominating. There must be someone in

your firm who you think deserves to be recognised for their contribution. It might be you. If so, you can self-nominate. It could be your firm as a whole. We’ve already had some nominations and sold a few tables so please book early to avoid disappointment. Further details are set out below and on the website www.cornwalllawsociety.org.uk We have sponsors from the business community for each of the awards so the dinner should also prove to be a good networking evening. I look forward to celebrating with you.

I am very pleased to announce our main sponsors for the year without whom the awards dinner and other events may not be possible. Thank you to X-Press Legal Services, Elite Wealth Management UK Ltd, Paragon Professional Indemnity Insurance, Evelyn Partners and Groundsure for their support this year. Representatives from each will be at some of our events during the year so do look out for them and say hello.



The new website is live at last! I know it took a while but do forgive us. And yes, there are still some teething issues which we are addressing. The feedback, however, so far, has been great, so thank you for your positive engagement. I hope the website will prove to be a valuable resource for everyone. The logo's looking pretty good too and has been favourably embraced by you all. It's all about the *new* this year which I trust will benefit the legal community here in the county as a whole.

We had our Winter Wellbeing Welcome event in January which was a great success with a good turnout. Thank you to LawCare, Man Down Cornwall and Emma Skilton for their presentations which sparked a very open discussion on some very sensitive issues.



We had the first Managing Partner and Equivalent lunch at the Alverton on 7th February, which was well attended and with presentations from Paragon Professional Indemnity, Groundsure on its environmental policy and LawCare. It also facilitated an open and thriving discussion on the impact of environmental concerns and also support and wellbeing of individuals in the workplace in the legal profession. I look forward to the next one on 25th May 2023 and would encourage you to come along and get involved.



I have also continued to meet with my contacts at Truro & Penwith College and Exeter University Penryn Campus. Truro & Penwith College are looking for volunteers to carry out practise interviews for their LLB undergraduate students and also work experience. Please get in touch with me or Jan if you are able to support either of these initiatives. It's about investing and supporting our future generation, so please give it some thought.

I am pleased to say that the Cornwall Law Society's Prize, which is awarded to an Exeter University student for outstanding academic performance in law modules went to Jennifer Turner this year. Congratulations on your achievement Jennifer. I am awaiting details of the presentation ceremony on which I will feedback in due course.

On more personal engagements, I attended Truro School Careers Convention earlier this month as part of a team from my firm, talking to students about a career in law and the different ways of qualifying which was very well attended and the feedback extremely positive. With recruitment as difficult as it is it's good to know that law is still popular.



In addition, I was very honoured to attend the Women in Law and Diversity Awards at the Marriott Grosvenor Square Hotel, in London, last week, my firm Paddle & Cocks LLP Solicitors being a finalist in the category of most responsible business, in amongst the City and national law firms.



The awards were hosted by Baroness Floella Benjamin, which conjured memories of Playschool, and who gave a rousing speech on her work in the House of Lords promoting the protection of children.



It was a super evening and great to catch up with I. Stephanie Boyce, past president of the Law Society of England and Wales who won the Lifetime Achievement Award and to make new connections.



I have also been speaking with Charlotte Mallin-Martin, a barrister at Guildhall Chambers, who is overseeing pro bono work for the Western Circuit. She is interested in understanding who might be willing to undertake pro bono work and how the bar can support solicitors in this pursuit. I am proposing we have a section on the website about it. Watch the space.



Last, but certainly not least, I was privileged to be invited along to the Cornwall JLD's Afternoon Tea held at the Atlantic Hotel on Saturday, (about which see further details below), which was in a word, scrumptious! It was inspiring to meet some of the very talented and up and coming lawyers we have on the horizon.

Well, that's all for now folks. I know many of you are working hard as you come to year end so good luck with that.

Verona

A. E. Verona Cocks
President

Cornwall Law Society's Chosen Charity for the Year

I am pleased to announce that the proceeds of the raffle at the Awards' Dinner will go to my chosen charity of the year – Cardiomyopathy UK. There will also be a collection in their favour.

Cardiomyopathy UK is the only charity in the UK



supporting children, young people and adults with the life limiting heart condition cardiomyopathy and is a charity close to my heart. We will be raising money to support this charity through our events throughout the year.



Cornwall Law Society President, A.E. Verona Cocks is pleased to invite you to

the Annual Awards' Dinner on

Friday 16th June 2023

in Truro Cathedral

Welcome Drinks from 6pm

Tickets for Members - £60 per head or £600 per table of 10 (excl Vat)

Tickets for Non-Members - £65 per head (excl Vat)

Tickets on sale now until 14th May 2023.

Please contact jan.long@cornwalllawsociety.org.uk to reserve your ticket(s).

Details of the Awards, their sponsors and how to nominate are below, and on the Events page of the website.

We are very pleased to announce that our main sponsors for the year are also supporting this Awards Dinner.



Cornwall Law Society Awards

President, A.E. Verona Cocks is delighted to be announcing the Cornwall Law Society Annual Awards with thanks to sponsors of the individual awards.

The awards are:

Trainee Lawyer of the Year sponsored by



Junior Lawyer of the Year sponsored by



Commercial Lawyer of the Year

(covers commercial disputes, corporate, commercial, employment and any other practice area in the commercial arena without a specific award) sponsored by



Commercial Property Lawyer of the Year sponsored by



Private Client Lawyer of the Year sponsored by



Family Lawyer of the Year sponsored by

TBC

Residential Property Lawyer of the Year sponsored by



Bridging Lender

Large Firm of the Year (5 or more Partners/Directors) sponsored by



Small Firm of the Year (less than 5 Partners/Directors) sponsored by



To nominate anyone for any of the awards you simply need to email the name and firm of your nominee (with their email address if you know it) to jan.long@cornwalllawsociety.org.uk

Nominees will then receive an Application Form to complete and agree the terms and conditions of entry into the Awards.

You can nominate in any or all categories and you can nominate the same lawyer in different categories, if that applies, and you can nominate yourself too.

Nominations need to be received by 7th April 2023.

Applications from nominees need to be received by 28th April 2023.





As many of you will know, I took over the role of Chair of the JLD at the beginning of the year. I very much want to build the JLD back up, after a quiet few years. The committee now consists of:-

Clare Hall – Chair – CVC Solicitors

Georgina Stein-Hemmings – Vice Chair – KBG Chambers

Lexi Williams – University Representative - Stephens Scown Solicitors

Annalise Ellis – National Representative – Nalders LLP

Lucy Duffin – Social events – Penderlaw Solicitors (currently on maternity leave)

Rosie Williams (AH Solicitors) is also involved as she has kindly taken on responsibility for updating social media with details of the changes and events.

We have chosen as our charity of the year, Cornwall Air Ambulance.



At the beginning of the year, I had a virtual meeting with the Chair of Plymouth JLD and the National JLD Chair who is also from Plymouth. I explained that I wanted to try and build a relationship with Plymouth JLD and suggested a joint ball. PJLD already had a ball booked for 12th May at the Duke of Cornwall Hotel and they have recently confirmed that they are happy for Cornwall JLD members to attend. If any members are interested in attending, please do get in touch with me.

The first event of the year was a Burger Night held at the Hub Box in Truro on 26 January. It was a successful evening with those in attendance enthusiastic about the JLD.

On 4 March, I attended the first National JLD committee meeting of the year. The National JLD would like local JLDs to reach out to each other with regards to events etc as much as possible. Plymouth and Cornwall JLDs were held out as an example!

We have now had our second event of the year, Afternoon Tea at the Atlantic Hotel in Newquay. Thanks to CLS who kindly subsidised this event. The afternoon was lovely, and it was great to see some new members.



Looking forward, I am looking to organise a Women in Law talk for April and a quiz for July, and Georgina, our vice chair has been talking to her colleagues about an advocacy CPD event.

Lots of things in the pipeline, so watch this space!

Cornwall Junior Lawyers' Division (JLD) is open to law students, paralegals, trainee solicitors, solicitor apprentices and solicitors with up to five years' post qualification experience. If you would like to be on the JLD mailing list (and you're not sure if you are), please get in touch.

Clare Hall

CHall@cvc-solicitors.co.uk

Liking, listening, learning and the law. Working with Others in legal workplaces

[Working with Others](#) is a free online course designed to provide individual legal professionals with valuable guidance on working effectively with clients, colleagues and others. It includes written information, a range of interactive activities, and audio-visual clips from experts as well as a variety of legal professionals. Upon completion of the course, there is an optional e-certificate to download, making it ideal for Continuing Professional Development purposes. The course forms the second part of the [Fit for Law series of courses](#) which are designed to promote psychologically and emotionally healthier ways of working in law. The first part, [Managing and Understanding Yourself](#) was launched in 2020. The third part, focusing on the role of employers and organisations, will be launched in 2024/25.

In terms of working effectively with clients, Working with others explores the emotional aspects involved in interactions between lawyers and clients. It draws on clear evidence that all such encounters, regardless of whether they are with a large corporate organisation or an individual experiencing personal challenges, have an emotional component. It discusses how understanding this can assist in effectively communicating with clients either in-person or by other means. It considers the value of empathy and provides tips on managing clients' emotions as well as their expectations. At the same time, it emphasises the need for self-care when investing emotional labour into your work.

The course then moves on to consider how to work effectively with colleagues. Working with others encourages you to assess your existing workplace relationships and considers ways to enhance these. It explores working in a legal team, including team roles and the impact of the various emotions teamwork can generate. It also considers healthy ways to deal with conflict within teams. The course acknowledges the important role which leadership and management plays within workplace cultures by also providing guidance on developing leadership skills. At the same time, it also acknowledges that everyone has a role to play. Providing suggestions for supporting colleagues generally and specifically those with mental health conditions. The course also refers to the need to work with others and recognise their perspectives and emotional responses.

Working with Others was created as an evidence-based resource by four academics, in conjunction with the charity LawCare. The creators and authors are Dr Emma Jones, Senior Lecturer in Law at the University of Sheffield; Dr Neil Graffin, Senior Lecturer in Law at The Open University; Dr Rajvinder Samra, Senior Lecturer in Health at The Open University; and Dr Mathijs Lucassen, Senior Lecturer in Mental Health at The Open University. All four actively research in areas relating to mental health and wellbeing. Dr Jones is a former solicitor in private practice who now researches the role of wellbeing and emotion in legal education and the legal profession.

The content of Working with Others is based on the findings of research conducted with legal professionals in the UK and Ireland. The findings have been published in the Bristol University Press book '[Mental Health and Wellbeing in the Legal Profession](#)'.

Overall, Working with others hopes to encourage positive organisational and cultural change in the legal workplace through upskilling legal professionals and supporting them to develop their emotional competence and resilience. For more information on Fit for Law generally, please visit www.lawcare.org.uk/fitforlaw.

**By Dr Emma Jones, Senior Lecturer in Law and Director of Student Wellbeing for the School of Law,
University of Sheffield.**

You can contact LawCare about anything that is concerning you. Our support is free and confidential, and you don't have to give your name. We have 25 years of experience in supporting the legal community and everyone who provides support has worked in the law; we really do understand life in the law and all its challenges.

You can contact LawCare on 0800 279 6888, email support@lawcare.org.uk or access online chat and other resources at www.lawcare.org.uk.

Courses

25 April 2023, Early Evening - Accounting for Solicitors – A Topical Finance Update for Law Firms.



This event will be of interest to Principals, COFAs and those in a finance role within a law firm. Speakers from PKJF Francis Clark, Truro. Bookings now being taken on **Eventbrite**. Or contact jan.long@cornwalllawsociety.org.uk for further information or to book a place.

20th June 2023 – Commercial Property Update 2023 by Hannah McKinlay,

St Austell Conference Centre



Sponsored by X-Press Legal Services. Bookings now being taken on **Eventbrite**. Or contact jan.long@cornwalllawsociety.org.uk for further information or to book a place. (Booking form being sent with this Midweek Update.)

13th September 2023 – Private Client Update 2023 by Lesley King, Alverton Hotel.

To be followed by a networking event with The Law Society's Sarah Moore, Private Client Section.



Sponsored by Kin Probate. (Booking form to follow in due course.)

20th September 2023 – St John's Chambers' Property Roadshow will be returning. Save the date. Details to follow in due course.

19th October 2023 – Residential Property Update 2023 by Davide Keighley, St Austell Conference Centre

Sponsored by X-Press Legal Services. (Booking form to follow in due course.)

Managing Partner's & Equivalent's Lunch

Thursday 25th May

12 noon – 1400

Alverton Hotel

With Ryan Senior from Paragon, Alan Powell from Elite Wealth Management and Brad Osman from Cornwall Man Down





How to Streamline your Lead Generation, Conversion Tracking, and Onboarding

In today's hectic legal environment, how do you keep on top of lead generation, quote tracking, client onboarding, and case tracking without spending a fortune?

At X-Press Legal Services our secure, cloud-based QMP quotation management platform offers a bespoke client onboarding and case-tracking solution for collaborative conveyancing transactions.

Lead Generation with Conversion Tracker

QMP offers bespoke flexibility; from a simple quick estimate calculator to satisfy SRA and CLC transparency rules to a full client onboarding solution and case tracking platform. Whether leads are generated from referrers, your website, or direct customer enquiries, QMP quickly produces and manages bespoke conveyancing quotes branded to YOUR law firm.

Data migration 'one touch' time savings carry client and property data forward throughout each case. From initial quote through to ID and fund checks, TA6 forms, and search bundles, everything is focused on providing your law firm and clients with a seamless conveyancing transaction.

- Quick estimate calculator and full quotation facility
- Lead generation – track lead conversions with email push notifications to ensure you don't miss any new leads
- Invite and update clients via the platform with SMS and email notifications

Secure Cloud-based Platform

QMP is a maintenance-free, cloud-based solution incorporating automatic market and legislative updates, saving time and leaving your law firm free to focus on securing and managing new business. QMP can be accessed from within ICOS (our online ordering platform), providing a seamless pre-to post-completion process all the way through to SDLT and eAP1 submission. What's more, we can connect your case management system to QMP.

We provide:

- Cyber secure environment with Cyber Essentials Plus accreditation
- Client care – safe for you, safe for your clients
- Proven evidence trail of source of funds for SRA compliance, regulated by the FCA
- Dedicated QMP IT support desk

Client Onboarding

Our Quotation Module provides a quick estimate calculator that can be used as a desktop tool or embedded within your law firm's website and linked to your social media. Conveyancing leads can then be progressed with our detailed quotation tool providing measurable lead generation, tailored to your fee structure and law firm brand. A simple, user-friendly option to satisfy SRA and CLC transparency rules. Our Management Module is perfectly suited to facilitate a seamless conveyancing transaction. This module provides law firms with a client onboarding and case-tracking solution. Set and track milestones, invite and update clients and property partners, upload and retrieve files – all within a cyber secure environment. QMP can be used in conjunction with X-Press Pay, our payment service that allows law firms customers to pay for searches direct to X-Press Legal, allowing you to complete your onboarding due diligence within QMP before committing to the time and expense of opening a case within your case management system.

Local Alliances, Strategic Partnerships, Professional Networks

QMP has been developed in collaboration with local networks of conveyancers, estate agents and mortgage brokers nationwide. The platform enables your law firm and property network to manage workflows which suit you.

- Case tracking milestones can be adapted to your individual requirements
- Fee scales are fully adaptable
- Public or private messaging with both clients and professional partners
- Efficient, transparent and secure environment

Supporting Law Firms in a Digital World

As well as leads generated from your referrers, website and direct enquiries, our quick estimate calculator can be added to your 'Find a Solicitor' listing on Law Plain and Simple. Along with our regular social media activity, this can help increase enquiries to your law firm.

What's more QMP and Law Plain and Simple are complimentary resources for clients of X-Press Legal Services.

From quotation to completion and utilising the latest technology for digital onboarding, QMP is the perfect partner for your conveyancing team.

With QMP working for you and your partners day and night, why not let YOUR law firm take the lead?

Want to find out more? We would be delighted to present our solution to you in person or via a live video call.

Simply email jamesf.1324@xpresslegal.uk or call 0330 159 5324



Your PI renewal – first impressions count

For those members of the Cornwall Law Society who renew(ed) their Professional Indemnity (PI) insurance in April, you will be very familiar with the detailed PI proposal form required by your insurer. Although proposals contain broadly the same questions from year to year, there are, sometimes subtle, updates that reflect changes in insurers' risk perception or uncertainty in predicting market or economic trends. Whether it's turbulence from the mini-budget, the cost of living crisis or a broader set of economic influences, residential conveyancing is under increased scrutiny as market analysts struggle to achieve consensus on what 2023 has in store.

PI underwriters and their actuaries continuously monitor the performance of their portfolios using a wealth of risk and claims data captured within their underwriting systems, feedback from claims executives regarding emerging risks and general economic forecasts. The next step is incorporating their assessment of future exposures into their underwriting algorithms. Even the algorithm's most nuanced changes can significantly affect the firm's renewal offer, so it's important that your PI broker monitors rating and underwriting trends and contextualises what this means for your firm. For work types where there is a heightened level of insurer sensitivity, such as conveyancing, understanding new pricing and risk selection is vital.

Your PI application form provides insurers with information tailored to their individual underwriting algorithm. Although very detailed, the proposal form in isolation does not present a rounded profile of the firm. We should not underestimate the positive impact that a well-presented, preferred risk perception has on underwriters and the PI insurance terms they are prepared to offer. To supplement the PI proposal form, we have developed a thirty-point checklist to help build a profile of the firm that cannot be achieved through the proposal form alone. If you are in the process of renewing your PI insurance, you should ask your broker to provide you with their profiling checklist.

Examples of our profiler that are pertinent to conveyancing are contextualising high-value transactions by reviewing local property prices, any selective approach to work accepted and whether the work is straightforward, traditional sale and purchase. To build a general overview of your organisation, describe the partners' experience and your stable, knowledgeable team of fee earners. Does the firm perform a high proportion of its work from repeat clients? Are new clients driven to the firm by word of mouth or signposted from trusted professional firms in the local area?

Many firms have no direct relationship with underwriters and rely solely on their PI broker to provide a package of information that will influence the risk acceptance and pricing decision. First impressions last, so it's essential that your firm makes a positive one as you go into your renewal negotiations.

If this is of interest, please contact us.

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If you are a solicitor who wants to make a difference, then now is the time to consider becoming a voluntary Board Trustee at The Solicitors' Charity. The Solicitors' Charity has been helping people in the legal profession since 1858 and our work is guided by our Board of Trustees. As a new Trustee, you'll have the opportunity to shape the direction of the charity and help increase our reach and raise our profile, ensuring that we can support even more solicitors during their times of need. You will be joining a talented group of trustees – both solicitors and other experts.

Our focus is on supporting solicitors to become self-sustaining during periods of difficulty and we're committed to improving their lives through the support we provide. By joining our Board, you'll be contributing to this important mission and be a part of making a real difference.

We are currently looking for up to four new trustees who are or have been solicitors. We are particularly interested in hearing from candidates with specialisms in charity law, safeguarding, cyber security or marketing, to help strengthen the Board, but would welcome interest from anyone who is, or has been on the Solicitors' Roll for England and Wales.

We actively seek to broaden the diversity of our Board in all aspects to enrich our collective decision-making and governance. We welcome applications from candidates who may not have previous trustee experience, but who share our values and demonstrate strategic thinking with outstanding communication skills. Applicants should also be able to probe and appropriately challenge both the Executive and Board colleagues, deploying a collaborative approach and sound judgement.

JOB VACANCIES

Paddle & Cocks, Truro – Commercial Property Senior Associate (employed position with flexible working)

Cornwall Council, Truro – Senior Lawyer – Planning & Highways (flexible working available)

Coodes, Truro – Private Client Solicitor, Full time (Part time and/or other locations will be considered)

Coodes, Truro/St Austell/Falmouth – Family Solicitor Full time (Part time and/or other locations will be considered)

Coodes, Holsworthy – Commercial Property Solicitor, Full time (Part time and/or other locations will be considered)

Coodes, Mid-West Cornwall – Commercial Property Solicitor, Full time (Part time and/or other locations will be considered)

Coodes, Cornwall – Dispute Resolution Solicitor, Full time (Part time and/or other locations will be considered)

C Nicholls Solicitors, Bodmin – Private Family Lawyer and Duty Solicitor for Partnership

Neil Gilbert Solicitors, Helston – Probate Practitioner

Penderlaw, Truro – Various positions available, please visit their website for more details

Walters & Barbary – Family Solicitor/Legal Executive

Parnalls, Launceston – Experienced Residential Property lawyer

CVC Solicitors, Penzance – Commercial Lawyers

Parnalls, Launceston - Experience Commercial & Residential Property lawyer

Randle Thomas, Helston – Residential Conveyancer

Randle Thomas, Helston – General Commercial lawyer

Hine Downing, Falmouth – Experienced Commercial Property Solicitor / CILEX

Merricks, Wadebridge – Commercial Property Solicitor

Merricks, Wadebridge – Full-time Residential Conveyancer

Paddle & Cocks, Truro, across county and nationally, offering flexible working – Recruiting across several sectors, Employment, Corporate, Commercial, Commercial Property, Commercial Disputes (more details on their website)

Locums are always welcome to register with CLS. It will come as no surprise to you that there is a shortage of locums. If you know of anyone working in this way, please have them get in touch with me. Thank you.

If you want to advertise on the Recruitment page of the new website you can send me more details of the vacancy, the firm and your logo to make a bigger impact.

Email your details to: jan.long@cornwalllawsociety.org.uk