



Championing our staff leads to IIP accreditation

We are very proud to announce that we have achieved Investors in People (IIP) accreditation – an internationally recognised award given to organisations which demonstrate that they care about developing their people and put them at the centre of their business plan.

In a survey run by the independent IIP auditor, staff said they 'loved' their jobs at Poole Alcock and were committed to the firm's success.



We tackled the Tough Mudder Half at Cholmondeley Castle in September – see how we got on [PAGE 2...](#)



Awarding us IIP, some of the assessor's comments included:

“
Poole Alcock
has displayed
excellence as
an organisation
”

“
The way the business
structures its work and its
Commitment to Excellence,
values and behaviour-based
strategy are resulting
in excellent outcomes for
the organisation
”

“
Throughout the assessments
there was a sense of
excitement, anticipation and
a real buzz was evident
”

“
Positive and
supportive
culture
”

We hope that being recognised by IIP will help us to continue to retain, develop and attract the best staff and will help us to drive further improvements in our wider business.

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Meet the 'Committed to Excellence' stars

Alongside our focus on staff and their development, we are equally dedicated to the quality of our customer experience...

It's summed up by 'Committed to Excellence' – our ten-point promise spelling out exactly what you as a client can expect from us, to ensure that you receive the highest possible standard of customer care and legal advice, every time you instruct us.

It covers everything from transparency about costs and giving clear and realistic timescales, to communication: simple things like making sure we call you back when we say we will – and speaking with you directly rather than writing or emailing, wherever possible.

This is fully explained at the start of every new matter – whatever it is you need us to help you with. All clients are provided with a copy of our Committed to Excellence brochure either in hard copy or PDF (a copy of which can be found [HERE](#)). There is rigorous monitoring in place to ensure the promise is kept. We also give an award each month, which can be won by any member of staff who stands out for delivering excellent service. Our most recent winners are:



Verity McKay
Solicitor
Wills and
Probate

Verity receives fantastic feedback from clients. You will often see pictures of her receiving bunches of flowers for her hard work and approachable nature. Verity has also represented the firm on numerous occasions through volunteering and is a member of the firm's Corporate Social Responsibility (CSR) team.



Ruth Holloway
Secretary
Crime
Department

Always willing to help her colleagues, Ruth is well known for going the extra mile for clients too, as this recent comment shows: 'The administration support and communication from Poole Alcock was exceptional throughout, with prompt return of phone calls and correspondence. I must thank Ruth Holloway in particular for her commitment and tenacity.'



Josh Phillips
IT
Assistant
High Street

One of our unsung heroes (until now!), Josh is part of the firm's IT and Case Management team. He works primarily as a software scripter, making our case management systems bespoke, which has a fantastic impact on internal efficiencies and resulting client service.

Dabber's Den deadline

Calling all entrepreneurs... entry into the Dabber's Den competition (based on a similar concept to the popular BBC2 show 'Dragon's Den') will close at 12 noon on 31st October 2018.



It's the chance for local people with a great new business or business idea to win a prize worth **£10,000** – including **£5,000 cash** – if they can convince a panel of local experts including our very own 'dragon,' Partner Scott Harding, that they are the one to back.

The winner will be chosen in November and the prize includes cash plus business advice and support from ourselves and fellow dragon company, accountancy firm Howard Worth.

For more details, click dabbersdencompetition.co.uk



Well done to the **Edleston Road** team for supporting this year's Macmillan Coffee Morning.

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Sarah-Jane Dunhill
Partner –
Head of Litigation
Department

DEPARTMENT SPOTLIGHT

**Don't know how to stand up for your rights?
Being sued?
Ask if we can help you!**

Q What is Litigation?

A It's legal action about any kind of dispute not covered in family matters, employment or personal injury – so it covers contractual matters, disputes between neighbours, rights of way issues, shareholder disputes, probate disputes etc. As part of the practice area, it also covers Alternative Dispute Resolution – seeing if there can be a more cost effective agreed solution between the parties involved without having to go to Court, for example through mediation.

litigation

noun

1. the act or process of bringing or contesting a legal action in court
2. a judicial proceeding or contest

Q So, can Poole Alcock get involved, even if a case isn't going to Court?

A Absolutely: we can work with our client and whoever they have the dispute with to find a way forward that is acceptable to both parties. That can be about financial compensation, agreement to go onto someone else's land etc. – all sorts of things. It can also be simply advising a client as to their current position and making them aware of the options available to them. This may be particularly relevant if someone is threatening some sort of legal action against them. In the event that the case does go to Court, we can also defend the client.

Q If a case does go to Court – is it a Jury which decides the outcome?

A No, not usually. It's normally a judge or a small panel (depending upon the type of dispute and Court) who will make the decision, and in fact, it's only a very small percentage of cases which end up in Court: usually we can help the parties come to an agreement before it comes to that.



Q Is it very expensive?

A It can be – and that's why it always pays to make sure you get good advice at the earliest opportunity before embarking on any action. One area we can help people with is investigating various funding options, including certain insurances to ensure the costs will be covered.



Q Does Poole Alcock specialise in Litigation?

A Yes! We are very experienced: we also have a strong Commercial Law team in the firm (there can often be cross over between Commercial and Litigation matters) and because we work together with all our teams so closely, we can offer a really comprehensive service.

Q What's the most unusual Litigation case you've ever had?

A I've had a few involving pet ownership – one was actually about a pet rabbit – but those are few and far between!



For more information on
our Litigation Services
[CLICK HERE](#)

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Congratulations...

...on your new legal qualifications

At Poole Alcock we are passionate about the development of our people. This month we would like to recognise the achievements of Emily, Natasha, Vicky O'Brien and Vicky Moetamedi in adding new qualifications to their names.



...on gaining a training contract with us

As our IIP accreditation shows, we put a lot of time and effort into developing our people.

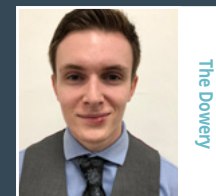
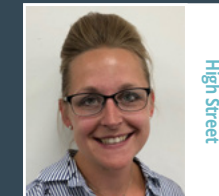
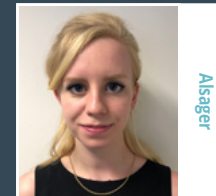
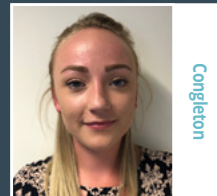
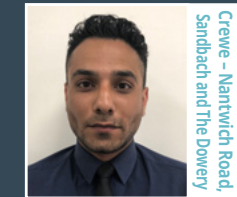
We are delighted to have awarded two new Trainee Contracts – the first step to becoming a fully qualified solicitor.

One goes to our very own Paralegal Monisha Khan and the second to new recruit Rachael Day.



Taking the next step on the career ladder...

...and joining our team



WELCOME ABOARD

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September's 'Wind Down Thursday' event



We've just held another highly successful 'Wind Down Thursday' event, jointly hosted with Watts Mortgage & Wealth Management at the Residence Restaurant & Bar.

It was a great evening of networking, making new connections and catching up with clients and local business people.

We are already looking forward to our next Wind Down event in October.

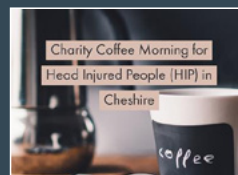


Sandbach refurb

As you can see, our Sandbach office is looking very smart following the recent refurbishment there – as demonstrated by Receptionist **Julie Wilson**.

Charity Coffee Morning for Head Injured People (HIP)

Three of our Solicitors attended a coffee morning in September organised by **Head Injured People in Cheshire (HIP)**, a charity which aims to help and support head injury survivors, their family, friends and carers.



JARGON



In the legal world and conveyancing in particular, there's lots of jargon – **Nicola Fury** helps to shed a little light.

G H I J K L M N O P Q R S



HM Land Registry: created in 1862, Her Majesty's Land Registry is the government body that holds records about the ownership of property and land throughout England and Wales, but not Scotland and Northern Ireland. It is one of the largest property databases in Europe, having 25 million 'titles' showing evidence of ownership for more than 85% of the land mass of England and Wales.

Identification: the Money Laundering Regulations 2007 require appropriate identity (ID) evidence to be provided when certain transactions take place. All solicitors are governed by the Money Laundering Regulations and are obliged to obtain satisfactory evidence of your identity. Your solicitor will provide you with details of what is required from you but in the majority of cases an up-to-date Passport and Driving Licence with suffice for an individual. There are additional ID requirements for companies that would be explained at the outset of the transaction.

Index Map Search: this is a search at the land registry to check if a property is registered or unregistered. The index map contains information on all land and property that's registered or being registered with HM Land Registry.

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Digging deep to help with the environment

We joined the Cheshire East Rangers to help tidy and clear a section of the Wheelock Rail Trail in Sandbach this summer.

It's part of our continued commitment to community projects – as Partner **Anna Burns** explained: 'It was lovely to be outside in the sunshine helping out the Rangers, knowing that we're doing something useful for the environment that we live in.'



Well done to **Anna Burns, Cherry Riddlesdin, Eve Lakin, Helen Stoller, Jamie Riseley, Nicola Fury, Daniel Brooks, Leanne Gillan, Hannah Kelly and Tasha Mafunga** for completing the Tough Mudder Half.

They raised over **£1,000** for **St Luke's Cheshire Hospice** in the process – a fantastic organisation, providing palliative care to local people...

Bring on the full course next year!



Still smiling!

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