

# Solutions to Legal Provision Emerging from outside of legal services

The A4e/Howells Experience

# Jon Trigg

- Military
- City of London
- Local Government
- Public Service delivery
- Married to a solicitor!

# A4e – ‘improving peoples lives’ Howells LLP – ‘the citizens solicitor’

- Private sector providers of public services
- Long track record
- Knowledge of the customer
- Transferrable skills
- Comparable ethos and values

# Greater than the sum of the parts

- Largest provider of telephone CLA
  - Family, Welfare Benefits, Housing, Employment, Debt
- Hull and Leicester CLACs
- Over 70,000 customers dealt with
- 94% Customer Satisfaction rating

# What does the consumer want?

- Accessibility
- Affordability
- Quality
- Control

# From now on....

- Multiple models
  - Big brands e.g. Co-Op
  - 'A4e/Howells type' joint orgs
  - Prime and sub?
  - Corner shop vs supermarket
- Huge channel shift
  - Technology, e.g. web, telephone, text

# Doom and Gloom

“As for lawyers, it’s a lot more fun playing one than being one.”



- ❖ Sam Waterston – plays District Attorney in TV show Law and Order

# New Dawn

“He was a good and honest lawyer, much respected by all.



- ❖ 13<sup>th</sup> Century Icelandic saga 'The Burning of Njal'.