

Haywards Solicitors are currently in their 3<sup>rd</sup> year of accreditation with Lexcel. Lexcel is the practice management standard developed and accredited by the Law Society of England & Wales. The Lexcel Standard is a quality accreditation developed specifically for the Legal Sector, which is only awarded to those firms and in-house legal departments who meet the highest management and customer care standards. We have worked very hard to achieve this accreditation and will continue to maintain high standards as we have done so in the past.

Haywards Solicitors is unique firm in the fact that we are a female partnership. One of the Partners, Ms Louise Goodenough was one of the first Legal Executives in this country to become a Partner and the rules of Partnerships changed in 2009 to allow Legal Executives into Legal Partnerships. As such Louise was invited for drinks at the Houses of Common when ILEX celebrated their first 100 partners. Louise's business Partner Mrs Fiona Bailey is one of only a few Solicitors on the Children's Panel.

We are very much involved with charity work and for the whole of November we will be running Will Aid Month where people come and do their Wills for free and make a small donation to charity. Haywards has been a part of this scheme since it began in about 2005.

We are also about to apply for reaccreditation for the 3<sup>rd</sup> year with the Law Society's Conveyancing Quality Scheme- the mark of excellence for the home buying process. Whereby Haywards underwent rigorous assessment by the Law Society in order to secure CQS status, which marks the firm out as meeting high standards in the residential Conveyancing process.

Law Society President Lucy Scott-Moncrieff said that the Law Society introduced CQS to promote high standards in the home buying process.

"CQS has established itself as the quality mark of the home-buying sector and enables consumers to identify practices that provide a quality residential Conveyancing service. With so many different Conveyancing service providers out there CQS helps home-buyers and sellers seek out those that can provide a safe and efficient level of service."

Fiona Bailey and Louise Goodenough (Partners of the firm) say: "Haywards is delighted to continue to secured CQS status as well as LEXCEL. Buying and selling a home can be a stressful time. Choosing a solicitor to help in that process just got easier. By looking for a CQS firm like Haywards the public can seek out a firm that has proved its commitment to quality.

"The overall beneficiaries will be clients who use Haywards when buying a home. They will receive a reliable, efficient service as recognised by the CQS standard."

Both Law Society scheme require practices to undergo a strict assessment, compulsory training, self-reporting, random audits and annual reviews in order to maintain LEXCEL and CQS status. They are open only to members of the Law Society who meet the demanding standards set by the scheme and CQS has the support of the Council of Mortgage Lenders, the Building Societies Association, Legal Ombudsman and the Association of British Insurers.