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

- 13th Century Icelandic saga ‘The Burning of Njal’.