

COMMITTED TO EXCELLENCE

poole|alcock
SOLICITORS

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Foreword

Poole Alcock LLP is a law firm, based in the North West, which has been providing legal support to individuals, families and business owners for over 125 years.

In a world of call centres, we offer a personal service, developing relationships with our clients. We are proud to have acted for generations of families for all of their personal legal needs.

For business owners, our Commercial team provides practical, expert and cost effective advice to organisations in many sectors from manufacturing to agriculture, retail to education. We develop a strong understanding of our clients' requirements so that we can deliver what they need, when they need it.

We do things differently to other law firms. We understand that we handle some of the most important, difficult and stressful moments in our clients' lives. We look after our clients because our lawyers care.

This brochure details the areas of law we can help you with. It also explains how we deliver excellence in client care and service; why we are different to other law firms.

We look forward to working with you.



David Gaut
Managing Partner



OUR PROMISE

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OUR PROMISE

Committed to Excellence

We believe that our clients deserve to receive the highest possible standard of customer care and quality of legal advice.

To achieve this, we ensure our lawyers and support team are highly skilled professionals with a passion for delivering excellent service which focusses on our clients' individual needs and circumstances.

We regularly ask our clients for feedback and how we could make our service even better, to make sure that we get it right every time. We leave nothing to chance and take nothing for granted. For these reasons we make an important commitment to all of our clients: The Committed to Excellence Promise.

How does this benefit you, our client?

We believe that if we deliver on this promise every time you use us, your journey and your experience when you need legal services will be smooth and transparent. It is our aim to reduce your worries and concerns, not to add to them by delivering a poor service that takes longer and costs more than you thought.

Why do we do this?

We want our clients to stay with us. We also want to be your first port of call whenever you need legal assistance of any sort. In addition to this, we are proud of our firm and all of our people care deeply about the quality of the service which we provide.

We really can look after you, whatever your legal need

We have a wide range of specialist teams and lawyers who can look after all of your legal needs. You will find that across all those teams and lawyers, and across all of our offices, everyone at Poole Alcock is working hard to deliver on our promise to provide a consistently excellent service.

The Committed to Excellence Promise

We promise to you, our client, that:

1. We will always rigorously assess what you need when we first speak to you about your case. We will look at the wider picture and cater for any individual requirements you may have.
2. We will explain, without unnecessary jargon, your options, our advice, timescales and what is likely to happen in your case.
3. We will be transparent on costs; there will be no surprises.
4. We will always treat you with respect and courtesy. We will call you when promised and will not keep you waiting if you come to see us.
5. Where possible, we will speak with you instead of sending lengthy emails or letters to you.
6. There will be no delays in your case caused by us.
7. Any concerns or complaints will be taken seriously and acted upon promptly.
8. We will ask you, as your case progresses, how we are doing.

Property

We know that buying or selling a property can be stressful. Our Residential Property team takes a proactive, efficient and friendly approach to alleviate some of that stress. We have a thorough understanding of all aspects of property law so you can be confident that your matter will be dealt with properly.

How the team can help you:

- Buying or Selling your Property
- Buying a New Build Home
- Buy to Let
- Investment Property
- Releasing Equity
- Re-mortgage
- Shared Ownership
- Transferring Equity
- Agricultural Land and Tenancies (see page 25)

Wills & Probate

Our Wills and Probate team often see people at the most upsetting times of their lives; they appreciate how emotional dealing with your own affairs or the estate of a loved one can be. Our services are tailored to you and your circumstances and you will be treated with the utmost respect.

How the team can help you:

- Administration of an Estate
- Asset Protection
- Court of Protection
- Inheritance Tax Planning
- Lasting Power of Attorney (LPA)
- Making a Will
- Planning for Long Term Care
- Will and Probate Disputes
- Inheritance Claims and Disputes

If you would find it difficult to attend our offices, we are happy to visit you in your home, in hospital, or at a care home.

Divorce & Family

If you are seeking a family lawyer, we appreciate that you are more than likely going through a life changing time. Our Family team will guide you through the process, handling each stage with sensitivity and sympathy whilst ensuring you receive affordable, high quality advice.

How the team can help you:

- Divorce
- Child Custody (Arrangements for Children)
- Finances on Separation
- Separation Agreements
- Pre-nuptial Agreements
- Police Divorce
- Domestic Violence and Injunctions
- Civil Partnership Dissolution
- Social Services Childcare Law

Employment

Our Employment team have experience in dealing with all areas of employment law and will work hard to ensure the best outcome for you is achieved. We will discuss your options with you at each stage of the process and will keep you fully informed about costs from the outset.

How the team can help you:

- Settlement or Compromise Agreements
- Disciplinary Hearings or Unfair Dismissal
- Discrimination
- Equal Opportunities
- Executive Severance Agreements
- Redundancy
- Restrictive Covenants
- Bullying and Harassment

Dispute Resolution & Litigation

We understand that finding yourself in a dispute can be a stressful time. Our Litigation team will make sure that you receive practical, timely advice when you need it most. We won't fuss or overcomplicate; we will do our utmost to resolve the matter as painlessly as possible.

We will clearly outline your options at every stage and help you to balance the financial and emotional risks against any potential rewards.

There are several ways to fund your case. These may include working with your insurance company and on a fixed fee basis. We will always work in the most cost effective way for you and discuss all options available to you.

How the team can help you:

- Alternative Dispute Resolution
- Contract Claims
- Professional Negligence Claims
- Landlord and Tenant Disputes
- Possession Claims
- Property Disputes (Right of Way, Boundary and other Property Disputes)
- Will and Probate Disputes
- Inheritance Claims and Disputes
- Debt Recovery
- Defamation Claims

Criminal & Road Traffic Defence

We know facing a criminal charge or motoring conviction can be daunting. We understand how important it is for us to be there when you need us most. Whatever your situation, we are on hand to explain the options available and to support you through a difficult time. We provide realistic, affordable advice and representation.

How the team can help you:

- All Road Traffic Offences, Driving Licence Endorsements and Fines
- Criminal Defence (Police Investigation; Magistrates Court; Crown Court)
- Serious Crime including Fraud, Money Laundering and Financial Crime

Personal Injury

We are specialists in helping individuals and their loved ones following serious accident or illness. Our experienced team will explain the issues and answer any questions you may have.

We will fight on your behalf for the best possible settlement of your claim, including support in your recovery as well as financial compensation.

Asbestos claims

Our dedicated team has many years' of experience helping asbestos victims and their families. We work closely with local asbestos charities.

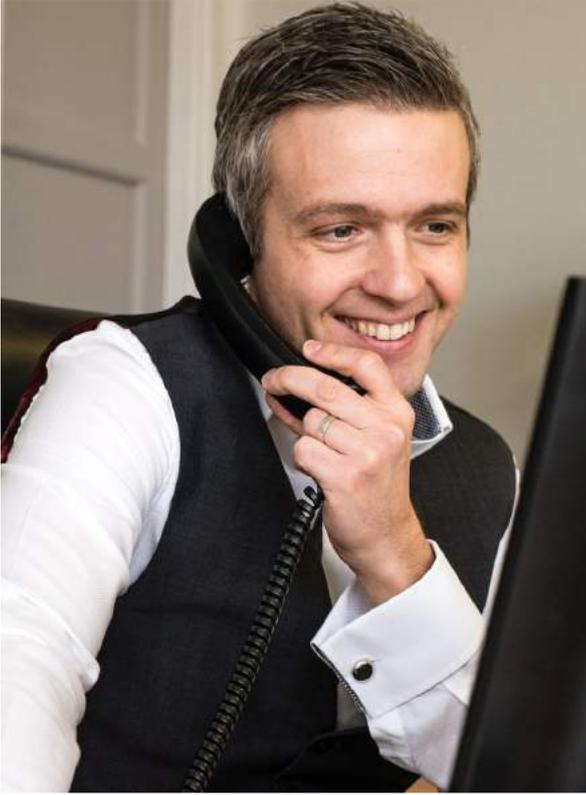
As a result, our specialist team understands the devastating impact a diagnosis of an asbestos disease can have on you and your family. We will do everything we can to make the claim process as simple as possible.

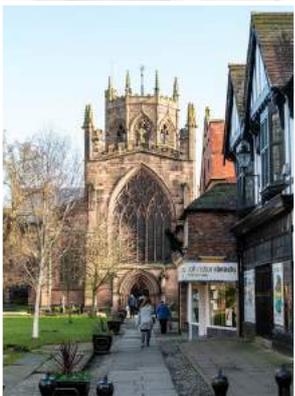
Accident claims

We specialise in helping individuals and their loved ones following serious, life-changing injuries or fatalities. These can arise from a wide range of incidents including:

- Accidents at Work
- Head Injury
- Road Traffic Accident - Driver, Passenger, Motorcyclist, Cyclist or Pedestrian
- Slips, Trips and Falls
- Spinal Injury
- Occupational Stress

We offer a free consultation with one of our specialist lawyers, whether at our offices, in hospital, or in your home. We also operate on a no win, no fee basis. There are no hidden costs.





SERVICES FOR BUSINESSES AND ORGANISATIONS

Corporate

Our Corporate team will support your business from incorporation, through expansion and restructuring, to disposal. Whether you are a sole trader, a partner, a director or an investor, we can provide the technical know-how you need.

Our Corporate team will discuss the options available and assist in putting a plan into action.

Our Corporate services include:

- Academy Conversions
- Company Formation and Business Start Up
- Company Restructuring
- Shareholders' and Partnership Agreements
- Business Sale and Purchase
- Finance Agreements
- Directors' Personal Guarantees
- EMI Schemes

Commercial

Our Commercial team has experience supporting and advising a wide variety of businesses.

We provide to-the-point, practical advice that allows you to continue to run your business successfully. Whether you need a review or redraft or just some timely advice, we are on hand to help.

Our Commercial services include:

- Terms and Conditions of Supply
- Agency and Consultancy Agreements
- Confidentiality Agreements
- Licence Agreements
- Distribution Agreements
- Website Policies
- Loan Agreements
- Security Documents

Business Assist

Business Assist is a subscription based service which entitles you to corporate and commercial legal advice and support for a monthly fixed fee.

The business world can be uncertain; with our Business Assist package, you can be sure that your legal needs will be taken care of for a fixed price. You have the reassurance of knowing that commercial legal help is only an email or telephone call away. We develop a relationship with you and get to know your specific business requirements, meaning we are able to offer an efficient and comprehensive service.

In addition, by using our subscription services you will be saving between 20% and 30% on our usual hourly rates. HR and employment advice

Packages		
	Business Assist (Two Hours)	Business Assist Premium (Four Hours)
Monthly fixed fee.	£400 20% saving on usual rate	£700 30% saving on usual rate
Annual saving (when compared to standard hourly rate of £250).	£1,200	£3,600
Advice by telephone, email or in person.	✓	✓
Review or redraft of your contracts e.g. terms and conditions of supply.	✓	✓
Review of corporate documentation e.g. shareholders' agreements, partnership agreements.	✓	✓
Review of commercial leases.	✓	✓
Initial advice on commercial litigation including letter before action.	✓	✓
HR and employment advice.	✓	✓
Led by experienced commercial solicitors.	✓	✓

Employment

We advise upon the full spectrum of employment matters: both contentious and non-contentious. We provide commercially-minded advice and work hard to ensure your employment issues are dealt with swiftly and effectively.

Our Employment services include:

- Grievance and Disciplinary Issues
- Advice on TUPE
- Bespoke Training for Staff and Management
- Drafting and Advising on Contracts of Employment
- Compromise and Settlement Agreements
- Executive Severance
- Managing Equality and Diversity
- Preparation and Maintenance of Policies and Procedures
- Redundancy
- Representation at Employment Tribunals
- Unfair Dismissal Claims

We also offer a HR service to protect you and your business from potential risks.

HR Assist

HR Assist is a fixed fee employment law solution that aims to manage and reduce the HR issues in your business, saving you time, stress and money.

This service provides you with peace of mind and enables you to focus on running your business successfully. Our specialist employment lawyers are on hand to offer all of the advice and support you will need.

We offer several packages that are tailored and priced to suit the needs of every type of business.

What does the service include?			
	HR Assist Essential	HR Assist	HR Assist Premium
Key documentation		✓	✓
Unlimited support	✓	✓	✓
Implementation of new policies/procedures		✓	✓
Review and amendment of existing policies		✓	✓
Disciplinary processes and employee grievances		✓	✓
Insurance			✓
Online HR management			✓

Commercial Property

Whether your business is moving premises, buying or selling a lease, or acquiring land for property development, you need to ensure that your interests are protected. Our Commercial Property team has extensive experience of advising business owners, developers and professional landlords, no matter how big or small their property portfolio.

Our Commercial Property services include:

- Sales and Purchases
- Lease Negotiations and Renewals
- Lease Assignments and Sub-Lettings
- Land Acquisitions for Development including Site Assembly and Preparation for Plot Sales
- Planning Agreements and Infrastructure Agreements
- Conditional Agreements and Options
- Promotion and Collaboration Agreements
- Construction Documents including Building Contracts and Collateral Warranties
- Overage Agreements and other Profit Sharing Arrangements
- Joint Ventures
- Retail and Business Parks
- Secured Lending and Bridging Finance
- Pension Fund Purchases and Financing

Agriculture

We understand these are increasingly challenging and uncertain times for farmers. Whether you are looking to manage your current land ownership, expand or diversify to pastures new or looking towards the next generation our expert team is here to help. We can provide comprehensive legal services to the farming community in all areas.

Our Agricultural services include:

- Farming partnerships
- Buying and selling land
- Developing your land
- Tenancies and licenses
- Entitlements
- Renewable energy
- Succession planning and asset protection
- Disputes
- Boundaries and rights of way

Dispute Resolution & Litigation

Disputes are a headache for businesses but are sometimes unavoidable. Our Litigation team will make sure that you receive practical, timely advice when you need it most. We won't fuss or overcomplicate; we will do our utmost to resolve the matter as painlessly as possible.

We will clearly outline your options at every stage and help you to balance any risks against potential rewards.

There are several ways to fund your case. These may include working with your insurance company and on a fixed fee basis. We will always work in the most cost effective way for you and discuss all options available to you.

Our Litigation services include:

- Alternative Dispute Resolution
- Contractual Disputes
- Commercial Property Disputes
- Director and Shareholder Disputes
- Construction and Building Disputes
- Debt Recovery
- Professional Negligence
- Dilapidation Claims and Disputes
- Landlord and Tenant Disputes
- Partnership Disputes

Regulatory Defence – Prosecution by a Public Body

Regulatory law is complex and therefore, despite best efforts, mistakes can happen. If you or your business are facing a regulatory challenge, then our Defence team can help. We won't judge or dramatise, we will work with you to resolve the situation quickly and to minimise impact on your business.

Our Regulatory services include:

- Health and Safety – Defence against Enforcement, Prohibition or Prosecution by the HSE
- Trading Standards and Consumer Protection
- Local Authority/Government Agency Investigations and Prosecutions
- Environment Agency Issues including Waste Disposal and Environmental Damage
- Driver and Vehicle Standards Agency

NOTES

A series of horizontal dotted lines for taking notes.

Our Offices

Alsager

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*Visitor and client appointments are held at The Dowery office.

