

Timetable

The day commences with registration and refreshments, between 8:20am and 9:05am.

Sessions commence at 9:10am and conclude at 4:25pm.

Full Timetable

TIMING	LECTURE THEATRE	WORKSHOP ROOM	CAFETERIA AND NETWORKING AREA
0820 - 0900			Refreshments and networking and exhibition
0900 - 0910	Welcome address		
0910 - 0955	Session 1a: Implementing AI in Legal Practice	Session 2a: Lexcel workshop; five hot topics (first run)	
1000 - 1040	Session 1b: Cybersecurity workshop		
1040 - 1100	Comfort break (served in the cafeteria and networking area)	Comfort break (served in the cafeteria and networking area)	Refreshments and networking and exhibition
1105 - 1205	Session 1c: Handling complaints, with the LeO	Session 2b: The COFA: Every Firm's Superhero; Cape Optional	
1205 - 1210	In-room changeover	Delegates access the Workshop Room	
1210 - 1255	Session 1d: Panel discussion; what to expect from Lexcel moving forward	Session 2c: Is Your Law Firm Financially Sustainable?	
1300 - 1400	Lunch (served in the cafeteria and networking area)	Lunch (served in the cafeteria and networking area)	Refreshments and networking and exhibition
1405 - 1525	Session 1e: AML hot topics workshop	Session 2d: Lexcel workshop; five hot topics (second run)	
1525 - 1535	In-room changeover	Delegates move to Lecture Theatre	
1535 - 1550	Closing remarks and prize draw		
1550 - 1625			Refreshments and networking and exhibition

Session description

Session 1a: Implementing AI in Legal Practice

In this unmissable session, expert speakers share their experiences of implementing AI in busy high street legal practices. You'll hear about the strategies for the implementation as well as the steps taken and how to manage some of the challenges and pitfalls that inevitably appear along the way. And we take a forward look as to what comes next...

Session 1b: Cybersecurity workshop

We are reminded, daily, by real-world examples of breaches, that effective Cybersecurity is a 'must' for all shapes and sizes of legal practice. With a wealth of experience to draw upon in implementing and monitoring information security controls, including ISO, the speaker shall walk the delegates through meaningful action-points that they can consider or apply to their own firms to support best practice in the security of the data and information that they process.

Session 1c: Handling complaints, with the LeO

Two Senior Ombudsmen from the office of the LeO share their vast insight on:

- Developments in complaints handling
- Making complaints work for you
- What the best do best
- Common mistakes and how to avoid them
- Dealing with LeO effectively

Session 1d: Panel discussion; what to expect from Lexcel moving forward

Lexcel has been at the forefront of legal sector quality and risk management standards for close to three decades. Like all aspects of legal practice, Lexcel moves with the times and we are delighted to welcome the Law Society's head of accreditations to participate in this forward-looking panel discussion. Joined by a Lexcel assessment centre manager, a Lexcel assessor and managers from Lexcel accredited law firms, the panel will share its view of what lies ahead and take questions from the audience.

Session 1e: AML hot topics workshop

The topic of AML needs no introduction for firms whose work falls within the scope of the MLR. In this to-the-point session, our expert speaker shares insight and provides immediate takeaways on:

- Hot topics on regulators' radars
- How to manage an Inspection from Regulators
- What 'good' can look like for Firm-Wide Risk Assessments and AML Policies
- What needs to happen for R21 independent AML audits
- Effective AML training planning and implementation
- Maintaining meaningful evidence of compliance
- Strategies for evaluating efficacy of controls and keeping up to date

Session 2a: Lexcel workshop; five hot topics (first run)

Led by a highly experienced Lexcel assessor, this workshop session is ideal for existing Lexcel firms as well as firms that are interested in moving towards Lexcel accreditation. The session spotlights hot topics and frequent concerns arising from Lexcel assessments, and how to address them. And, delegates will have the opportunity to ask questions and obtain guidance from two highly regarded Lexcel assessors.

Session 2b: The COFA: Every Firm's Superhero; Cape Optional

information to follow

Session 2c: Is Your Law Firm Financially Sustainable?

Hear from legal sector financial experts in this workshop session, as they provide guidance and action points to support firms in making the most of the opportunities for their finances, including:

- Banking and finance – how to present your information to a funder.
- Developments with client money including the SRA's support for TPMA and the Governments support for IOLTA.
- Earning more interest on client money.
- How to evidence financial stability and viability.

Session 2d: Lexcel workshop; five hot topics (second run)

This is a second opportunity to participate in the session that was first run in the morning; led by a highly experienced Lexcel assessor, this workshop session is ideal for existing Lexcel firms as well as firms that are interested in moving towards Lexcel accreditation. The session spotlights hot topics and frequent concerns arising from Lexcel assessments, and how to address them. And, delegates will have the opportunity to ask questions and obtain guidance from two highly regarded Lexcel assessors.

Closing remarks and prize draw

Our event hosts thank the delegates for participating in the conference, and outline takeaways from the day as well as spotlighting sources of further information and support. And, the winner of the prize draw will be drawn live, on-stage(!)

Finally, before we head home, the hosts will invite delegates to join them for a goodbye refreshment and networking session in the cafeteria.