

YOUR GUIDE TO CHOOSING A SOLICITOR

2018/19



ACCESSIBLE DESIGN

By And For Disabled People



Award-winning designer **ADAM THOMAS**, a wheelchair-user since 1981 has over 30 years' experience of access issues. He is a leading authority on accessible kitchen design and has been involved in projects for the SIA HQ in Milton Keynes, Stoke Mandeville hospital, the Injured Jockey's Fund and the Olympic Village London 2012. Through his work he has helped hundreds of clients regain their independence, including those affected by catastrophic injury and ABI.

DESIGN MATTERS offers a comprehensive end-to-end service from design to installation with outstanding customer support. Each kitchen is tailored to the client's requirements and provides a fully accessible, safe space that is entirely fit-for-purpose. Some of our clients even report reduced reliance on PAs.



YOUR DEDICATED HOME DELIVERY SERVICE



SIA Healthcare's 2,000th Member
Gavin Walker



Over 2,600 SIA members have chosen it. 92% of SIA Healthcare members would recommend it*

SIA Healthcare is a dedicated Home Delivery Service that provides spinal cord injured people with all of their urology and stoma products and prescription medication efficiently and discreetly to their door.

"I decided to switch to SIA Healthcare because of its reliable service, because of my lifestyle and because of the travel that I do with wheelchair rugby. You have someone calling you up, reminding you, taking your stock levels and then taking your order and delivering it at a time that is convenient to you. Having the right delivery service for me is really important. It's not a worry that you need to have. Having that security and that confidence in a delivery service means that you just get on with your own life as you would, as you should."

Gavin Walker - Team GB Wheelchair Rugby Team

To find out more about SIA Healthcare you can

Visit our website www.spinal.co.uk/how-we-help/sia-healthcare

Call us on **0800 023 8841**

email us at enquiries@siahealthcare.com

SIA Healthcare is a service that has been set up by the Spinal Injuries Association and which is operated on their behalf by Bullen Healthcare Group Limited and Pharmore Plus.

*Based on SIAH survey - 154 members May 2018.



Your guide to choosing a solicitor

SIA's approved list of personal injury solicitors 2018/2019

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www.spinal.co.uk

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Every attempt has been made to ensure the contents of this Guide are accurate. The Spinal Injuries Association cannot be held responsible for any errors.

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sia spinal injuries association
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To make a referral call us today on:

0113 273 3638



ABOUT SPINAL INJURIES ASSOCIATION



About Spinal Injuries Association



We are the Spinal Injuries Association (SIA), the expert voice and leading source of support and information to people with spinal cord injury (SCI). The daily experiences of our members – their concerns, challenges and aspirations – drive our work and our vision for a fulfilled life for everyone affected by spinal cord injury (SCI).



Established in 1974, we have 10,000 members of which 7,100 have a SCI. More than 50% of our staff and 80% of our trustees are SCI.

- Our Peer Support Officers – who all have personal experience of SCI – and free Telephone Advice Line, Casework Service, offer support from the point of injury or diagnosis and beyond
- Our Public Affairs Team campaigns for change and fairness, lobbying Government and other decision makers
- Our SCI Nurse Specialists help drive improvements to the quality of care and nursing standards across the SCI community.



We show people that they are not alone and that with support and advice a fulfilled life is possible

Our values

- Work together in an environment built on respect and mutual support
- Always be user led in our decision making and development
- Empower SCI people as the experts in managing their lives
- Be committed to the ever-changing needs of SCI people by campaigning for the best treatment and care
- Challenge perceptions and behaviours towards SCI people ensuring a more inclusive society
- Have integrity in our work, collaborating with others where a greater impact can be achieved

Our purpose

To be in partnership with the spinal cord injury community to create quality and equality of life by campaigning, educating and supporting.

Our vision

Is a fulfilled life for everyone affected by SCI.

Today the need is as great as ever; in the UK more than 1,000 people a year experience SCI and there are around 40,000 people living with SCI. There is no cure but we know that with appropriate support and advice, people with SCI can lead fulfilling and independent lives. Living at home independently, being in work, and playing a full role in family life are all possible.

However, for some that is not easily achievable and advice and support are needed. For many, discrimination and hostility still exist including, for example, the fight for a suitable care package or the difficulties faced by at least 30% of people with new injuries who do not visit a NHS Spinal Cord Injury Centre for specialist rehabilitation.

From the moment of injury and throughout their lives, SCI people, their families and carers want expert advice and support. However, often they do not know where to turn. We show people that they are not alone and that with support and advice a fulfilled life is possible.

Peer Support

Our Peer Support Officers – who all have personal experience of spinal cord injury (SCI) - help newly injured people from the moment of injury or diagnosis, through their rehabilitation and beyond, as well as those with a more established SCI who are facing challenges in living with their condition. The team's personal experience of SCI makes them ideally placed to provide a positive insight into life beyond injury, giving those they support both hope for the future, as well as practical advice on topics as diverse as managing continence, working, raising a family, driving, holidays, or being an active member of society.

Driving care standards

Not everyone with an SCI has access to a specialist NHS Spinal Cord Injury Centre for rehabilitation. Instead, they are cared for in general hospitals and do not get the expert specialist care and rehabilitation that we know is essential to enable a fulfilled independent life.

Our Specialist SCI Nurses help drive standards of care by working with other healthcare professionals to put in place plans to help SCI people get the support they need and deserve, either at time of injury, during their rehabilitation or as an outpatient.

Training Professionals

In addition to providing direct support to SCI people, our SIA academy also provides education and training for professionals. This includes study days and competency training for healthcare professionals and training days for solicitors, caseworkers and expert witnesses.

Campaigning and Advocacy

We still live in an age where discrimination is commonplace and SCI people often do not get the opportunities they need and deserve to lead a fulfilled life. As well as providing support to SCI people and their families and friends, we also campaign to improve the lives of people affected by SCI. We represent the views of the SCI community to Government and other decision makers and seek to overcome the discrimination and social isolation too often experienced by SCI people.

Our campaigning work is based on what our members tell us is important to them. We are at the forefront of the fight to secure fair funding for those with the greatest care needs and are campaigning hard to ensure access to high-quality rehabilitation.

Fundraising

SIA does not receive any government funding to deliver our services. On behalf of SCI people we need to raise over £2 million per year. We work with the business community, trusts and foundations as well as individuals who generously support our work through donations and legacies. Our social enterprise, SIA Healthcare, provides a dedicated home delivery service for SCI people to meet their urology, stoma, pharmaceutical and lifestyle needs.

We also deliver education and training days and have a monthly subscription-based publication, **FORWARD** magazine, for our members.

Advice Line

The free Telephone Advice Line receives over 1,600 calls a year on a wide range of topics such as access to specialist rehabilitation, benefits information, as well as meeting care needs, employment matters and social life.



Contact us

**Spinal Injuries Association,
SIA House, 2 Trueman Place,
Milton Keynes, Buckinghamshire, MK6 2HH**

Telephone: 01908 604 191

SIA Healthcare: 0800 023 8841

Freephone Advice Line: 0800 980 0501

Email: sia@spinal.co.uk

Website: www.spinal.co.uk

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association
FOR LIFE AFTER SPINAL CORD INJURY

Social Media



Spinal Injuries Association



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@spinalinjuries



Spinal Injuries Association

Guide to symbols

Throughout this guide you will find symbols which give you information about the firms you are considering to deal with your claim.

Facilities and Services



Wheelchair access to the building



An accessible toilet in the building



Car parking for blue badge holders is available



Firm has in-house expertise on welfare benefits



Firm pays all disbursement costs for clients



This office has a clinical negligence franchise and can offer limited public funding



This firm offers a conditional fee arrangement for investigation into a clinical negligence claim



This firm has engaged the services of SIA case management



Staff from this firm regularly attend SIA's specialist solicitors training



Staff from this firm attend other relevant professional development training



This firm is prepared to negotiate its costs policy



Firm provides regular support to SIA through the Corporate Membership programme
www.spinal.co.uk/support-us/im-a-company/corporate-membership/

This firm has experience of spinal cord injury claims arising from:



Clinical negligence



Road Traffic accidents



Sporting injury



Product Liability



Accidents overseas



Occupiers liability – trips, falls etc



Armed Forces/MOD



Accidents at work/ employer's liability issues



Criminal Injuries Compensations Authority



Aviation accidents



Civil assault

In this edition of the SIA Guide we have indicated which solicitors are considered leading individuals in the field of personal injury law by two different external organisations. We have done so by showing two symbols:



The Legal 500

Every individual mentioned in The Legal 500 UK is 'recommended'. See more at: www.legal500.com



Chambers & Partners

Individual lawyers are ranked in bands from 1-6 by Chambers Directory UK. They are thoroughly assessed by a specialist team. See more at www.chambersandpartners.com

TALKING TO SOMEONE WHO UNDERSTANDS CAN BE A LIFELINE.

Every member of SIA's Outreach Team has personal experience of spinal cord injury. With support, those affected by spinal cord injury can see a brighter future.



Our Peer Support Officers all have personal experience of spinal cord injury (SCI). They help newly injured people from the moment of injury or diagnosis, through their rehabilitation and beyond, as well as those with a more established SCI who are facing challenges in living with their condition.

The team's personal experience of SCI makes them ideally placed to provide a positive insight into life beyond injury, giving those they support both hope for the future, as well as practical advice on topics as diverse as managing continence, working, raising a family, driving, holidays, or being an active member of society.

Do you have a spinal cord injury, or do you care for someone who is? Please contact your local Peer Support Officer and speak to someone who understands: **01908 604 191**

sia spinal
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FOR LIFE AFTER SPINAL CORD INJURY

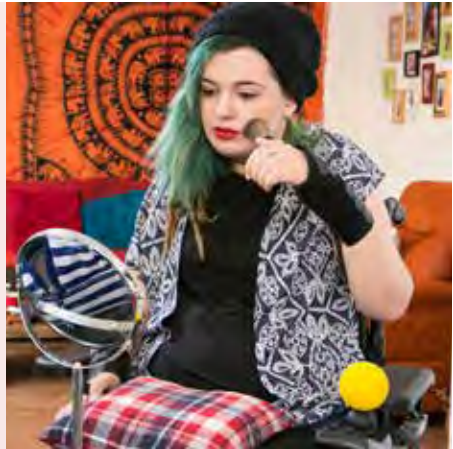
PERSONAL INJURY SOLICITORS

Personal injury
solicitors

Siga

Using this guide

SIA is keen that all spinal cord injured people should get the best possible legal advice after an accident. This is why we produce a guide listing all the solicitors firms we believe can provide this. We have also produced an App, which can be viewed on a mobile phone or tablet, listing all the firms in this printed guide. You can download it and install it either from the Apple iStore or the Google Play store. Search for SIA Solicitor.



Each firm listed has met a number of criteria, set by SIA, so we feel confident that you are dealing with the best qualified and experienced people. We ask questions about:

- The number of spinal cord injury and other high-value cases the firm has dealt with in the recent past
- The types of cases they have dealt with
- The number of years experience of the lawyers who handle spinal cord injury cases
- The level of professional indemnity insurance held by the firm
- Membership of professional associations
- How they will keep in touch with you
- What professional development training staff have received

We take up references from past clients and the content of the guide is reviewed annually by the SIA Solicitors Advisory Panel.

- Each firm listed has agreed to abide by the SIA Code of Conduct, which is backed by the Association of Personal Injury Lawyers. A copy of this Code is available on the SIA website www.spinal.co.uk/how-we-help/find-solicitor/
- All the firms listed will provide a free initial interview that will allow enough time to explore whether you have a claim for compensation or not

- The printed guide and the App give information about physical access to the firm's premises and show their areas of experience by the allocation of various symbols. (see page 9)
- All the personal injury solicitors featured will be prepared to visit you at home or in hospital if it's easier for you and many travel great distances to visit their clients
- SIA provides training courses on spinal cord injury for the solicitors listed in the Guide, so they understand your condition and what you need, to ensure the best outcome from your rehabilitation. You will be able to see at a glance who has attended a specialist solicitors training course
- Always meet with two or three solicitors before you make your choice of who to entrust with your compensation claim. It is important you feel you can get along with the person as well as believing they will fight hard to get the best possible outcome for you
- Never entrust your case to the local firm who did your conveyancing or handled your divorce – you need a specialist personal injury lawyer

How to choose a solicitor

In the aftermath of any serious injury, you and your family will need to consider legal representation. There are codes of conduct in place that prevent solicitors approaching you without invitation. Be wary of solicitors who do.

We would suggest that you always speak to two or three solicitor firms before you make a decision about who will represent you. This will allow you to consider the competency of any particular solicitor but also, importantly, what costs your solicitor may deduct from your damages (compensation). The costs that may be deducted can be large, potentially six figure sums and you need to be sure that you have the best deal.

Solicitors offer different financial arrangements and it is important that you have an opportunity to compare both competency and charging. Your choice is critically important.

The symbols allocated to each firm in this directory indicate which firms are able to pay upfront costs for you and which are prepared to negotiate their costs policy so you get the maximum amount of compensation awarded. The symbols to look out for are below.



To assist you with making your decision, you should consider the points below

Do you feel at ease with your solicitor?

You need to be able to communicate with your solicitor and feel that you can work with them. You should therefore ask whether the person you meet will be the person running your file.

You also need to be able to trust your solicitor. You need to feel confident that they know what they are doing and that they understand your difficulties.

Is your solicitor easily contactable?

Solicitors are individuals and each has their own unique approach to cases and clients. You should consider how easy it will be to get hold of your solicitor and if they will be able to speak with you out of hours if the need arises. Are they offering you their mobile telephone number for such emergencies?

What costs will your solicitor deduct from your damages?

How does that compare to other solicitors?

Questions you should ask before deciding who should represent you

Does your solicitor have experience of acting for clients with a spinal cord injury?

You must ensure that the solicitor you choose has the appropriate level of expertise. Ask the solicitor about their caseload. Do they regularly handle cases which have a value in excess of £2 million?

Ask the solicitor about their knowledge of spinal cord injury professionals.

It is important that your solicitor has the key contacts necessary to obtain reports to help put your case together. One way for your solicitor to keep up to date with medical and legal developments that relate specifically to spinal cord injury cases is to attend specialist training courses. You should ask your solicitor if they have done so. Symbols appear in this Guide which indicate where staff within a firm attend regular specialist training. The symbols to look out for are below.



How can your case be funded?

An initial consultation with a solicitor listed in this Guide will be free. You should discuss the funding options carefully with the solicitor. Generally, Conditional Fee Agreements, often known as 'No Win, No Fee Agreements' should be available but there may be other ways to fund your claim. Consider each of the options carefully to ensure you understand what your financial commitment will be.

You should ask the solicitor if they can offer insurance to protect you from having to pay all or part of your opponent's costs, and your own expenses, should the case be lost. Be wary if such insurance is not offered. Whilst the premium for the insurance will be deducted from your damages, this insurance is worth investing in. The premium is generally taken from your damages at the conclusion of the case.

You should ask the solicitor whether you will have to pay a contribution to your legal fees either at the outset or if you are awarded compensation. Solicitors are allowed to charge

a 'success fee'. This success fee is a percentage of your lawyer's fees and is paid from your damages at the conclusion of the case, providing your case has been successful.

The success fee is capped and can be no more than 25% of part of your compensation payment. There is a complicated formula that solicitors must, by law, use when calculating success fees and you should understand and agree the success fee before you start the claim. Some firms do not charge a success fee or claimant personal injury work.

It will often depend on the complexity of your case but you should ask the solicitor if they are able to negotiate on the success fee.

In addition to the success fee, your lawyer is able to seek from you any costs that they are unable to recover from the defence. This is their shortfall and the approach from different law firms can vary a great deal. Some firms will not seek to recoup any shortfall, others will endeavour to recoup the whole of the shortfall from your damages.

In the aftermath of any serious injury, you and your family will need to consider legal representation.



It is important to realise that different firms will potentially have different charges. This is why you should meet with at least two or three firms before you make a decision, in order to compare the costs that will be deducted from your damages. The amount of legal fees that you may be asked to pay could be a six figure sum on such a serious injury case and you need to make sure that you are getting the best possible deal.

If a solicitor asks for money on account, ask why this is necessary. It is unusual to be asked to pay money on account of costs for your solicitors. Generally, solicitors will wait until the case is concluded and you have received your damages before raising any bill.

Is your solicitor able to pay for your disbursement costs as the case proceeds? These are the costs that your solicitor incurs in preparing your case by instructing experts to prepare reports and also paying court fees. These can be substantial and your solicitor ought to have some arrangement in place in order to fund these for you.

Is your solicitor able to obtain funding for your rehabilitation and immediate needs?

Enabling access to rehabilitation services is critical for you and your family. In a case where there is no dispute in respect of liability, your solicitor should ask for an interim payment to help fund your rehabilitation and immediate needs.

Part of getting you the right help early on after your accident may involve your solicitor locating an appropriate Case Manager to co-ordinate your privately-funded care regime.

Resolving problems

If you encounter problems with your solicitor, do not be afraid to raise them. The solicitor may be unaware of your frustrations.

Changing your solicitor

You will spend many years working with your solicitor and sometimes that relationship may fail. It is important that you maintain your faith in your solicitor and if there is a breakdown of trust then you can seek to change your solicitor. This is a fairly straightforward process and much easier than people think. You should simply get your newly chosen solicitor to deal with this for you.

Complaints

SIA has introduced a Code of Conduct for solicitors whose name appears in this Directory. The Code is available on the SIA website at www.spinal.co.uk/how-we-help/find-solicitor/. If you believe a solicitor with whom you have dealt has not followed the Code, complain to SIA.



Complaints arising out of breaches of this Code of Conduct should be made in writing and addressed to:

**Chief Executive Officer SIA
Spinal Injuries Association,
SIA House, 2 Trueman Place,
Milton Keynes, Buckinghamshire, MK6 2HH.**

Email: sia@spinal.co.uk

Website: www.spinal.co.uk

Complaints will be referred in the first instance to the SIA Solicitors Advisory Panel. Thereafter the SIA Governance Group will make the final decision. Breaching this code of conduct may result in SIA solicitor members being refused entry to future publications.

Even in the best firms, things can sometimes go wrong. If you are unhappy about the way your case is being handled, you must complain.

What to do if something goes wrong

- First speak to your solicitor and ask for an explanation of the thing that is troubling you. Most complaints and misunderstandings can be settled informally like this
- If you want to take your complaint further, ask to see the firm's own complaints procedure and get the name of the person you should contact
- If an internal investigation doesn't satisfy you, you can take your complaint to the Legal Ombudsman. If you need help in presenting your case to them, contact the SIA Advice Line or your local Citizen's Advice Bureau
- The Legal Ombudsman deals with complaints about the service provided by, and the conduct of, solicitors in England and Wales. They have the powers to investigate your case fully
- The Solicitors Regulation Authority sets down the detailed rules that control the way solicitors practice in England and Wales and they have the power to take disciplinary action against a solicitor who breaches the rules

Complaints against solicitors in England

Legal Ombudsman,
PO Box 6806,
Wolverhampton, WV1 9WJ

Telephone Helpline: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

www.legalombudsman.org.uk

Complaints against solicitors in Scotland

Scottish Legal Complaints Commission
10-14 Waterloo Place,
Edinburgh, EH1 3EG

Telephone: 0131 201 2130

Email: enquiries@scottishlegalcomplaints.org.uk

www.scottishlegalcomplaints.org.uk

Complaints against solicitors in Northern Ireland

The Law Society of Northern Ireland
96 Victoria Street,
Belfast, BT1 3GN

Telephone: 028 9023 1614

Email: enquiry@lawsoc-ni.org

www.lawsoc-ni.org



Serious Injury & Clinical Negligence

Nationally renowned, our specialist Clinical Negligence and Serious Injury Groups comprises barristers who are recognised as leaders in their field.

Complemented by a dedicated clerking team, both groups house over 40 counsel including 4 QC's specialising in high value catastrophic injury claims including spinal cord and other related injuries.

For more information please contact:

Multi-Track & Clinical Negligence Team

Tel: **0845 241 7006**

Email: **MT@no5.com**

Senior Practice Managers:

Zoe Tinnion Email: **ZoeT@no5.com**

Clare Radburn Email: **ClareR@no5.com**

Chief Executive & Director of Clerking:

Tony McDaid

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Cobden House Chambers are Proud to Support the SIA and the fantastic work they do.

Our expert Personal Injury team specialise in assisting vulnerable claimants throughout the process of rehabilitation and litigation to ensure they receive the very best treatment, care and representation possible.

In recent years we have successfully recovered millions of pounds for claimants who have sustained life changing traumatic injuries including spinal injuries and spinal cord injuries.

For more information please contact our Director of Clerking who would be happy to discuss how we may best meet the needs of you and your clients.



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Director of Clerking
0161 833 6000
martin.leech@cobden.co.uk
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19 Quay Street
Manchester
M3 3HN
www.cobden.co.uk

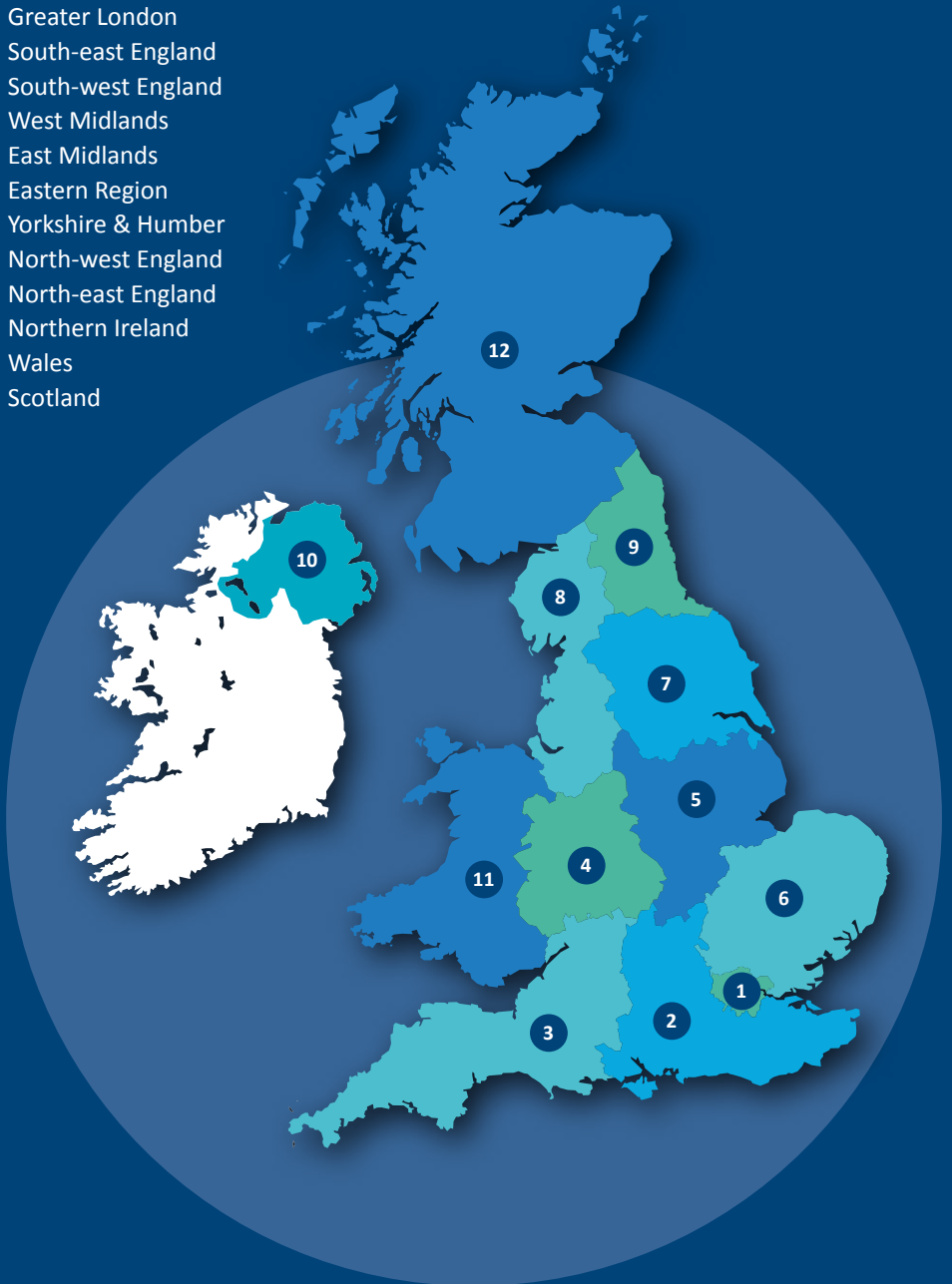


REGIONAL LIST OF APPROVED FIRMS



Key to Regions

- 1 Greater London
- 2 South-east England
- 3 South-west England
- 4 West Midlands
- 5 East Midlands
- 6 Eastern Region
- 7 Yorkshire & Humber
- 8 North-west England
- 9 North-east England
- 10 Northern Ireland
- 11 Wales
- 12 Scotland



Regional list of approved firms

1 Greater London

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Blake Morgan LLP	EC4	33
Bolt Burdon Kemp	N1	34
Brethertons LLP	WC2	36
Clarkson Wright & Jakes Ltd	London Borough of Bromley	40
Fieldfisher	EC4	46
George Ide LLP	W1	50
Hodge Jones & Allen LLP	NW1	56
Hugh James	EC2	57
IBB Solicitors	Uxbridge	58
Irwin Mitchell LLP	EC1	60
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Levenes	N22	68
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Osbornes	NW1	76
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Simpson Millar LLP	KT1	84
	EC1	84
Slater and Gordon Lawyers	WC2	88
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Thompsons Solicitors LLP	EC4	94
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Barlow Robbins LLP	Guildford	29
	Woking	29
Blake Morgan LLP	Eastleigh	33
	Oxford	33
Boyes Turner	Reading	35
Brethertons LLP	Bicester	36
	Banbury	36
Clarkson Wright & Jakes Ltd	Orpington	40
Dean Wilson LLP	Brighton	41
Gaby Hardwicke	Bexhill on Sea	49
	Eastbourne	49
	Hailsham	49
	Hastings	49
George Ide LLP	Chichester	50
	Guildford	50
Irwin Mitchell LLP	Southampton	60
Penningtons Manches LLP	Basingstoke	77
	Guildford	77
Royds Withy King	Oxford	81
Stewarts	Southampton	91
Tollers Solicitors	Stevenage	96
Trethowans LLP	Southampton	97

3 South-west England

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	Taunton	39
Enable Law	Bristol	44
	Exeter	44
	Taunton	44
	Truro	45
	Plymouth	45
Irwin Mitchell LLP	Bristol	59
Langley Wellington LLP	Gloucester	64
Lyons Davidson	Bristol	70
Metcalfes Solicitors	Bristol	72
Royds Withy King	Bath	81
	Marlborough	81
	Swindon	82
Simpson Millar LLP	Bristol	84
Stewarts	Bristol	90
Thompsons Solicitors LLP	Bristol	93
Trethowans LLP	Bournemouth	97
	Poole	97
	Salisbury	98
Wolferstans	Plymouth	99

4 West Midlands

	Region	Page No
Access Legal Solicitors	Birmingham	23
Brethertons LLP	Rugby	36
Clarke Willmott LLP	Birmingham	39
GHP Legal	Oswestry	51
Gough-Thomson & Scott	Ellesmere	52
Higgs & Sons	Brierley Hill	55
Irwin Mitchell LLP	Birmingham	59
Lanyon Bowdler	Bromyard	65
	Hereford	65
	Ludlow	65
	Oswestry	65
	Shrewsbury	66
	Telford	66
Lime Personal Injury	Birmingham	69
Lyons Davidson	Solihull	70
Slater and Gordon Lawyers	Birmingham	87
Stewarts	Birmingham	90
Thompsons Solicitors LLP	Birmingham	93

5 East Midlands

	Region	Page No
Barratts Solicitors	Nottingham	31
Freeths	Nottingham	48
Irwin Mitchell LLP	Sheffield	60
Lime Personal Injury	Leicester	69
	Nottingham	69
Nelsons Solicitors Limited	Derby	74
	Leicester	74
	Nottingham	74
Spencers Solicitors Ltd	Chesterfield	89
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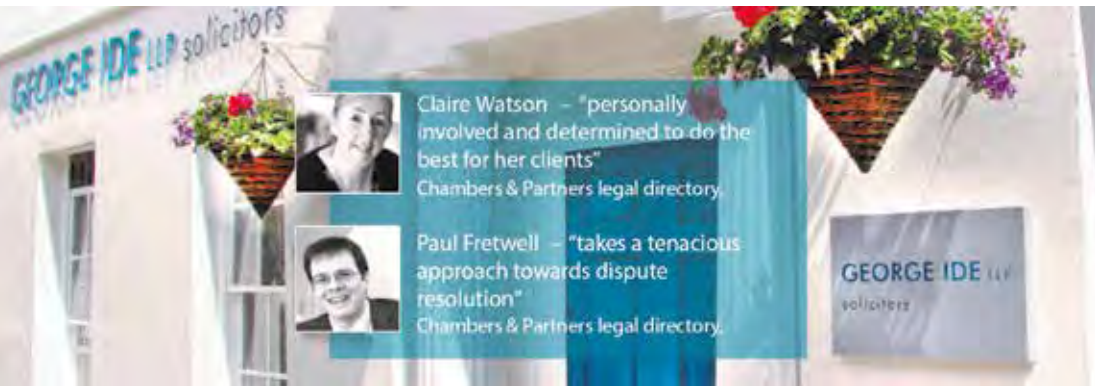
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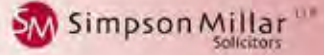
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