

JUNE 2020

LPM

LEGAL PRACTICE MANAGEMENT

THE ONLY
MAGAZINE
FOR LAW FIRM
MANAGERS

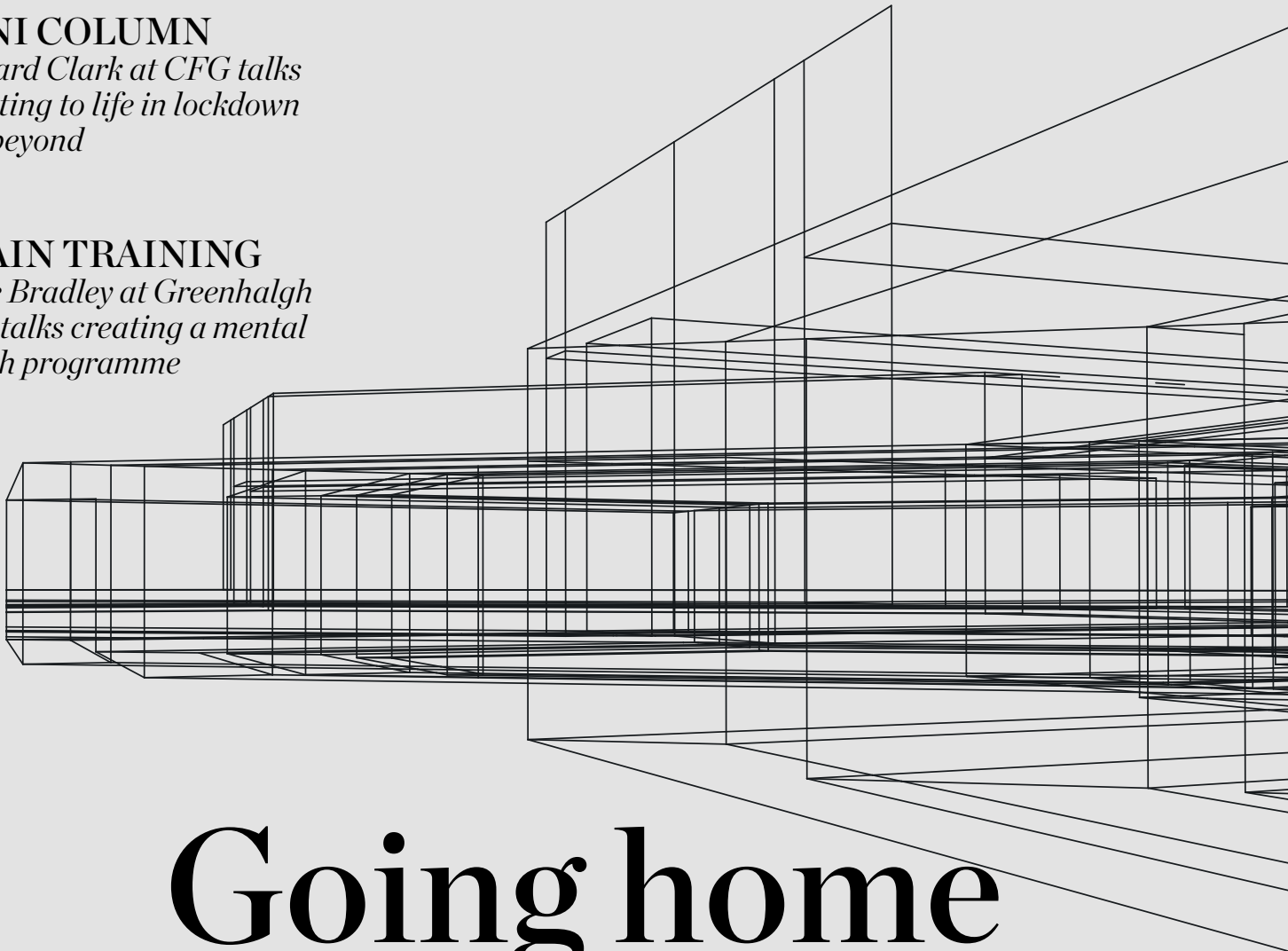
EXPERT
COLUMNISTS
AND ADVICE
FROM PRACTICE
MANAGEMENT

MINI COLUMN

*Richard Clark at CFG talks
adapting to life in lockdown
and beyond*

BRAIN TRAINING

*Steve Bradley at Greenhalgh
Kerr talks creating a mental
health programme*



Going home

*LPM takes a building inspection of the conveyancing practice area - what
can other areas learn about its fittings?*



Businesses must start thinking carefully about the post-lockdown future and the steps needed now to ensure employees feel safe and able to perform at work

Back to business?

NICK HAYNE, THE DATA MASTER

Although technology played a pivotal role in ensuring many organisations could continue to operate successfully with a remote workforce, when the worst of the Covid-19 crisis passes, a return to the traditional office is still likely to be expected, at least in the short-term.

Proactive businesses should now be considering what changes in the workplace will enable a safe working environment for the return of a workforce that may be reluctant to return until they feel confident that they're safe among colleagues and visitors.

Among the steps due consideration are:

Workspace audit: The absence of employees makes it easier to understand the changes needed for employees to work safely, while maintaining the recommended 2m physical distancing. Fixed workstations, entrances and exits to rooms and communal spaces may all have to be reconfigured to enable the free and safe movement of employees.

Safe working: Create a safe working policy with your employees, who will be well aware of the latest government advice and expect to see this reflected at work. Agree rules on distancing, hand washing, group meetings and so on, with a top-down approach to assure employees that all levels of the business understand the new reality and are working to make it achievable.

Safety measures: These might include screening for temperature, easy and quick access to hand sanitizers, staggering the working week for employees so that fewer are present in the office at any one time. The same can be done with lunch and rest breaks throughout the day, and meetings should take place electronically wherever possible.

Physical changes: Fit no-touch options for doors, taps, waste receptacles and so on, and

where possible use automated or digital assistants when dealing with repeated administrative tasks, to minimise one to one contact.

Protective equipment: Some employees may request personal protective equipment like masks, gloves, face shields, and so on, and by the time the lockdown is lifted, wearing such equipment may be compulsory. To maintain the spirit of togetherness, it will probably be wise to provide, within reason, whatever protection is requested and ensure people understand its safe use and disposal.

Public screen: If your business involves direct contact with the public, via reception for example, then consider fitting screens to protect employees stationed there, while arranging the seating to allow social distancing to be maintained.

Clean desk: Make it easier for all surfaces to be thoroughly cleaned every working day by asking employees to leave their desks free of any personal possessions or clutter.

No drinking: The office coffee machine or water dispenser should be removed for the immediate future, as they represent higher risk areas for the transmission of infection.

Plain sight: Ensure hand sanitizer isn't just available but is placed in full view of all employees, to help foster an atmosphere of mutual trust and a spirit of togetherness.

Remote ready: Be prepared for further lockdowns, by assessing what worked well and what could work better when next your people choose to work remotely, or you're forced into another similar situation.

Businesses must start thinking carefully about the post-lockdown future and the steps needed now to ensure employees feel safe and able to perform at work. It these businesses that will be best placed to not only emerge successfully from the crisis, but flourish. **LPM**



Quiss
Business support
solutions for small to
mid-tier law firms
Contact:
01827 265 000
www.quiss.co.uk
[@QuissTechPLC](https://twitter.com/QuissTechPLC)

Quiss
Excellence through experience

MANAGED IT THE WAY LAW FIRMS WANT IT

With more than 50% of our managed service clients in the legal sector, no one knows how to address the challenges you face like we do.

Experience measured in decades

For more than 30 years Quiss has helped clients adopt and implement digital technologies to maximise business opportunities and improve efficiency

Quiss benefits

- ✓ Deep knowledge of all legal sector independent software vendors
- ✓ Experience deploying sector specific critical applications
- ✓ Comprehensive 24/7/365 support with nationwide coverage

£14m

OUR REVENUE

Solid stable business with strategic plan delivering double-digit growth, year on year



OUR PEOPLE

More than 135 dedicated qualified professionals available with just one call



OUR SUPPORT

Helpdesk with 45 technicians, 24/7/365 support available and 40 mobile engineers

Azure Practice

Over the last few years Quiss Technology has invested significantly in the development of an in-house Microsoft Azure Practice – and we are now helping numerous professional services business transition parts or all of their environment to the public cloud.

If you are looking for advice or support on evaluating the options please contact us for more details.

☎ 0333 222 4334

🔗 www.quiss.co.uk

✉ enquiries@quiss.co.uk