

# Leeds & Yorkshire Lawyer

The Official Journal of Leeds Law Society

 Leeds  
Law Society

October 2022  
Issue 178

## A fantastic profession

The region's best lawyers  
and firms celebrate at the  
Yorkshire Legal Awards 2022



### Leeds JLD

Kate Imeson outlines why understanding generational differences may be key to unlocking your legal workforce

### News

Harrogate and Leeds solicitor Andrew Gray has launched the Immigration Lawyers Organisation

### Society

Network with your peers over Sicilian wine and food or pick up new skills that could open more doors, all at upcoming events

### Last Word

Kim Stockburn, who recently joined Milners, discusses the reasons for her move, the highlights of her career, and more

### Comment

Patrick Walker despairs of politics but finds humour and hope in unlikely places



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**Society**

**President's column.....04**

The legal practitioner's constant in  
evolving times  
*Matthew Jones is an associate solicitor  
in the real estate team at Weightmans  
and president of Leeds Law Society*

**Events.....06**

Upcoming events from Leeds Law  
Society

**News**

**Business development.....08**

- Truth Legal founder Andrew Gray launches online platform for international immigration lawyers
- CMS advises easyHotel on €145m acquisition and financing
- Gordons supports Smiffys in UK store rollout
- Womble Bond Dickinson secures £13.4m in patent dispute for Yorkshire business
- Irwin Mitchell appointed to panel of Gleeson Homes

**Community.....10**

- Burgess Okoh Saunders opens office in Leeds
- York office move brings new milestone for Jones Myers
- Ison Harrison opens its 17th office in Yorkshire

**Appointments.....12**

The latest promotions and appointments from across Leeds and Yorkshire

**Focus**

**Events.....16**

The region celebrates at the Yorkshire Legal Awards 2022

**Young lawyers.....20**

The new age of lawyers  
*Kate Imeson is a solicitor at Gordons and the sports representative at Leeds JLD mediator*

**Local societies.....22**

It's time to step out of our bubbles  
*Natalie Cosgrove is president of the Yorkshire Union of Law Societies and a partner at Ashtons Legal in Leeds*

**Comment.....23**

Chaos, colonoscopy and chips  
*Patrick Walker is an independent mediator*

**Last word**

**Kim Stockburn.....26**

The conveyancing executive, who recently joined Milners, discusses the reasons for her move, the highlights of her career so far, the state of the property market, and more



# The legal practitioner's constant in evolving times



Matthew Jones is an associate solicitor in the real estate team at Weightmans and president of Leeds Law Society

This month, I had the honour and privilege of attending a service to mark the opening of the Legal Year in England and Wales at Westminster Abbey, followed by a luncheon at Westminster Hall as the guest of the Lord Chancellor. As someone who is passionate about history, the opportunity to attend a service within the hallowed halls of the abbey was undoubtedly one of the most wonderful things I have ever experienced.

Although a church was founded at the site as early as the seventh century, construction of the present abbey began in 1245 on the orders of Henry III. When one enters this ancient building, it is impossible not to be overwhelmed by its magnificence and the enormous amount of history contained within its walls. The abbey is the final resting place of 16 monarchs, eight prime ministers, military leaders, and the

Unknown Warrior. It has hosted 16 royal weddings and a church on the site has held the coronation of every English and British monarch since William the Conqueror. It is truly a remarkable place.

After the service had concluded, I found myself engaged in a moment of reflection. Only a couple of weeks beforehand, the very same building in which I was now sat, had held the funeral of our Queen, Elizabeth II. It had only been a matter of days since world leaders, dignitaries and members of the Royal Family had sat in these chairs to pay their final respects to this country's longest reigning monarch. I could not help but feel extremely moved.

Some of the most significant events of our late Queen's life had taken place at Westminster Abbey: the coronation of her father King George VI, her marriage to Lieutenant Philip Mountbatten and, of course, her own coronation in 1953. For our Queen, Westminster Abbey must have been one of the few constants throughout her reign. The embodiment of her faith and a building that had and would play host to all major religious events throughout her reign.

For many people, the passing of Queen Elizabeth marked an end to one of their constants. She had been the only monarch they had known. During her reign, 15 prime ministers had come and gone, society had changed dramatically and there had been seismic advances in technology yet, throughout it all, the Queen had remained. Dedicated to duty, she was a source of stability in an ever-changing world.

The legal sector too is ever-changing. In today's world, hybrid working has shifted the dynamic of the legal sector significantly

while many courts, chambers and firms are still engaged in tackling the backlog caused by the global pandemic. While the sector continually evolves, I would hope that you view Leeds Law Society as your constant. Like Westminster Abbey was to Queen Elizabeth and Queen Elizabeth was to the public, Leeds Law Society has and will remain a constant to you, its members.

It is remarkable to think of the changes that Leeds Law Society has seen since its incorporation in 1870. It is without question that the legal sector and the city of Leeds have transformed during this time. Throughout it all, however, the focus of the society has remained the same.

Not since 1953 has a president of Leeds Law Society found themselves in the role when the country has lost its monarch, a new monarch ascended, and a coronation been held. It is a once-in-a-lifetime experience. We will of course be looking to mark the occasion of the ascension of our new King, Charles III, in some way and we will welcome the thoughts of our members in this regard.

The passing of our Queen gave many of us time to pause and reflect. Society constantly changes, monarchs and prime ministers come and go, technology evolves, however, there are many constants that have and will remain virtually the same. Our sector will face challenges and transformations. But, as it has since 1870, Leeds Law Society will remain here for the benefit of its members, the legal practitioner's constant in evolving times, to meet the needs of its members and continue to influence the ever-changing landscape of the law.

# LEAP



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# Leeds Law Society's upcoming events and training

Network with your peers over Sicilian wine and food or pick up new skills that could open more doors for your business and for you personally

## A Trip to Sicily Wine & Food Tasting Networking Event

**10 November 2022, 5pm until 10pm**

Join us at our exciting networking event, A Trip to Sicily: Food & Wine Tasting Experience, with live jazz music at Veeno in Leeds.

This exciting event will enable you sample Sicilian wines accompanied by a selection of Italian meats, cheeses and bruschetta al pomodoro. Finish off with a sweet wine and a delicious traditional homemade dessert. An experienced host will give an introduction to each wine and advise which appetiser compliments each wine.

This event will not only give you the opportunity to try something out of the ordinary but will allow you to network with other business professionals.

**Book now:** <https://www.eventbrite.co.uk/e/a-trip-to-sicily-wine-food-tasting-networking-event-tickets-415984188907>

## Networking Masterclass for Legal Professionals

**15 November 2022, 12pm until 1pm**

Leeds Law Society is delighted to work with Dale Carnegie Training on a special in-person event recommended for anyone looking to demystify networking and become a more confident, concise communicator.

### What you'll learn:

- Creating a strong first impression
- Qualities of a good networker
- Challenges we face in networking
- Nine tips for building rapport
- Asking questions
- Top networking tips

**Why you want to learn it:** Networking is a critical skill for anyone wanting to establish themselves as a professional in the legal industry. The ability to build extensive contacts with clients and your peers is a much-underestimated skill when it comes to nurturing new business or looking for a new role, investor or partner.

**How it will help you:** By becoming a more confident networker you will enhance your people skills and interpersonal relationships, which will get you noticed—opening more doors for your business and for you personally.

**Book now:** [https://my.leedslawsociety.org.uk/calendar\\_detail.html?eid=864509F5-8D21-4C81-A96C-11DC7CA5D9BF](https://my.leedslawsociety.org.uk/calendar_detail.html?eid=864509F5-8D21-4C81-A96C-11DC7CA5D9BF)

## Festive Networking Lunch

**22 November 2022, 12pm until 3pm**

Join us for our Festive Networking Lunch at the Fourth Floor Bar & Brassiere at Harvey Nichols. This is the perfect opportunity to increase your contacts within the legal profession and the business community that supports it.

The society welcomes members and non-members from the legal and business sectors.

Enjoy a welcome drink of prosecco or orange juice in the private bar area, followed by a delicious festive two-course lunch and tea or coffee.

**Book now:** [https://my.leedslawsociety.org.uk/calendar\\_detail.html?eid=7142E295-D3A5-4F8B-8C1A-041689DBDB3C](https://my.leedslawsociety.org.uk/calendar_detail.html?eid=7142E295-D3A5-4F8B-8C1A-041689DBDB3C)





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## Truth Legal founder Andrew Gray launches online platform for international immigration lawyers



Harrogate and Leeds solicitor Andrew Gray has launched the Immigration Lawyers Organisation, a new platform to raise the quality of immigration law practiced internationally.

Gray (pictured), founder of Yorkshire firm Truth Legal Solicitors, decided to create the Immigration

Lawyers Organisation after seeing “many examples of poor immigration law practice”.

Called the Immigration Lawyers Organisation, the platform will act as a quasi-regulator of immigration lawyers internationally by distributing a badge signifying high standards of practice, subject to verification.

In order to become a verified member of the platform and be allowed to use the badge, international immigration lawyers must adhere to a stringent charter of obligations.

Membership is free, but only verified members who have confirmed their acceptance with the charter during an

interview can carry the Immigration Lawyers Organisation badge.

More than 1,000 lawyers and law firms are currently registered on the platform.

As the Immigration Lawyers Organisation grows, it is also hoped the platform, which accepts reviews from clients, will serve as a means of quality lead generation for international immigration practitioners.

Explaining the aims of the platform, Gray said: “Although the overwhelming majority of immigration lawyers internationally offer a wonderful service, some poor immigration practitioners are causing mayhem to their clients. Often, immigration clients are most vulnerable and usually using a foreign lawyer from their home country. If something goes wrong, it is usually very difficult for the client to seek redress.

“And in the unlikely event that a client suffers loss at the hands of their immigration lawyer, no amount of money could make up for the devastation that is caused, often splitting up families, and ending careers. In the UK, the Home Office are particularly robust and unforgiving when deadlines are missed, or the wrong paperwork is submitted. A mistake by an incompetent immigration lawyer could easily mean that a client is forbidden from work. An error by a lawyer might even lead to a client being deported.

“And here in the UK our legal services are—quite rightly—tightly regulated. Other countries do not regulate their lawyers to the same degree. This platform will, hopefully, screen-out the worst immigration lawyers. Conversely, the best immigration lawyers stand to get far more quality leads.”

## CMS advises easyHotel on €145m acquisition and financing



Lawyers from the CMS Sheffield office have advised easyHotel on its acquisition and financing of eight franchised Benelux hotels from real estate and private equity fund manager Crossroads Real Estate.

The deal, worth €145 million, is part of easyHotel's European growth

drive announced in December 2021 and is fully supported by majority shareholders, ICAMAP and Ivanhoé Cambridge.

The international chain of hotels, founded in 2004, aims to offer affordable travel to all. This latest acquisition of three hotels in Amsterdam, two in The Hague, and properties in Rotterdam, Maastricht and Brussels offers a further 793 rooms to easyHotel's growing European capacity.

The move also demonstrates the company's commitment to developing its presence in Europe through growth and acquisition to become the pan-European leader of low carbon hotels.

CMS corporate partner Gareth Saynor (pictured), who led the transaction, said: “We are delighted to have advised easyHotel on this latest deal and congratulate them on completing a strategically important acquisition.”

“This is a period of significant change in the hotels sector, and we are proud to be at the forefront of advising hotels clients as they confront significant market challenges. Our lead role in this deal further demonstrates CMS' ability to advise on major international transactions from our offices in Sheffield and Manchester.”

Nichola Buchanan, head of legal at easyHotel, said: “This is a fantastic milestone for the easyHotel group as we continue with our growth strategy. CMS have been a great support throughout this complex cross jurisdictional project, and it has been a pleasure to have them by our side.”

The multidisciplinary, cross-border CMS team was led by Gareth Saynor and included James Crossman and James Clarke (corporate), Josie Hearnden, Oliver Ellington, Paradis McCall and Sian Moore (finance), and was supported by lawyers from the firm's offices in Spain.



## Gordons supports Smiffys in UK store rollout



Fancy dress retailer Smiffys has appointed Gordons to advise on its UK store expansion rollout.

Gordons has so far advised on lease negotiations for stores in Newcastle, Oxford and Headingley. A fourth store in Leeds city centre is currently being finalised to expand beyond its existing

store in Liverpool.

Established in 1894, Smiffys has more than 2,000 stockists worldwide and distribution centres in the UK, Poland, Australia, the US and China.

Smiffys currently supplies more than 7,000 products to retailers in 42 countries, as well as direct to consumer via its website.

Commenting on the store expansion programme, Smiffys

director Elliott Peckett said: "Our strategic growth plan involves both UK and overseas expansion. Within the UK, there is a significant opportunity for us to expand our retail store network."

"We hired Gordons as the firm has proven experience of successfully acting for fast growing retail brands implementing store rollouts."

"We receive fast, practical advice that enables us to keep up the momentum on negotiations. Gordons will continue to play an important role as we further expand our store portfolio."

Headquartered in its 13,000 sqft creative hub in Leeds, Smiffys employs more than 200 people globally.

James Kimberley, commercial property partner at Leeds- and Bradford-based Gordons, said: "Smiffys' decision to complement its direct-to-consumer business with bricks and mortar stores in places with strong demand for fancy dress, particularly from students, is a smart move."

"It further enhances the retail experience whilst providing a platform for additional sales. We look forward playing our part in helping the company continue to expand throughout the UK."

## Womble Bond Dickinson secures £13.4m in patent dispute for Yorkshire business



Womble Bond Dickinson has advised longstanding client Geofabrics, a Yorkshire-based manufacturer of geotextiles and geocomposites, on a big patent litigation win.

Geofabrics, the successful claimant and patent holder, has been awarded £13.4 million in compensation and £900,000 in costs in the long running patent dispute.

According to Womble Bond Dickinson, few UK patent cases reach the point where the court adjudicates on the amount of damages payable. Between 2000 and 2019, there were only four UK patent cases in which damages awards were made by the UK courts, totalling about €1.6 million.

The case centred on the protection of Geofabrics's geosynthetic

Tracktex liner technology, which is protected by a patent filed in 2010.

Intellectual property partner James Love, associate Tim Barber and solicitor Razvan Popa led the Womble Bond Dickinson team's work on the case.

Love (pictured), who is head of intellectual property at Womble Bond Dickinson, commented: "This represents a landmark result for our client and we are very pleased that our national IP team was able to bring this complex litigation to a satisfactory conclusion."

Gordon Donald, managing director at Geofabrics, added: "We are delighted with the court's decision, which vindicates the protection of our intellectual property and encourages innovation." "It has been a pleasure working with James and the rest of the WBD team."

## Irwin Mitchell appointed to panel of Gleeson Homes



Gleeson Homes has appointed Irwin Mitchell to its panel for its property legal work.

The Irwin Mitchell team that secured the appointment was led by

Leeds-based Northern property transactional partner Michelle Beaumont, who is head of the firm's housing sector, and Danny Revitt, co-head of real estate disputes and based in Sheffield.

The panel covers areas such as transactional property, planning and environment, real estate disputes, construction, commercial agreements, and disputes and regulatory work.

Irwin Mitchell said that its inclusion on the Gleeson property legal panel could generate instructions from up to 10 regional land directors/heads of land covering the North and Midlands.

Gleeson is the trading name of part of the MJ Gleeson group of companies, a UK FTSE Small Cap housebuilder. It builds affordable, quality homes and currently operates from nine regional and one head office, based across the North of England and in the Midlands.

Revitt (pictured, left) said: "As two established businesses with ambitious growth plans and a national presence that were founded and are still headquartered in Sheffield, there is a natural synergy between Gleeson and Irwin Mitchell. We are excited to work with Gleeson as it rolls out more projects across the North and Midlands."

Beaumont (pictured, right) continued: "We already have a strong reputation in the housing sector advising major housebuilders on their legal issues. We are delighted with our appointment, which gives us the opportunity to work with a leading business in the sector."

## Burgess Okoh Saunders opens office in Leeds

Commercial law firm Burgess Okoh Saunders Solicitors has expanded its network to a prime new office location in Central Leeds.

The firm's new office is located at 20 York Place, Leeds, LS1 2EX—situated in the heart of the city's legal district and neighbouring Leeds Art Gallery, Park Square and the city centre.

The new Burgess Okoh Saunders office is led by partner Dhiran Mistry (pictured, middle), an experienced residential and commercial property solicitor.

Among Mistry's many career achievements is his work with high street lenders on a £6 million facility, to be secured on more than 20 properties.

Mistry has also acted for a developer on a site acquisition, to build and sell 50 residential properties, and assisted a client in purchasing a commercial block, comprising 30 occupational leases.

Senior paralegal Ihsan Sajid and paralegal Olivia Evans (pictured, left and right) are assisting Mistry in Leeds, where Burgess Okoh Saunders has connections with developer/property businesses such as real estate agency Khalbros,



investment property agency North Property Group and residential property estate agent Monroe Estate Agents.

## York office move brings new milestone for Jones Myers

The York office of Jones Myers is celebrating further expansion with a move to bigger city centre offices to accommodate the firm's growth.

The team of niche family lawyers is now based in contemporary new premises spanning 2,200 sqft at The Quadrant, Bootham Row, near Bootham Bar's historic medieval walls.

Partner Nicki Mitchell (pictured, left), who is York's first qualified collaborative family lawyer and is also a family law mediator and a child inclusive mediator, leads the office.

Mitchell commented: "After launching Jones Myers in York

three years ago, we outgrew our previous premises. The move is in response to client demand for our services as our firm continues its expansion."

"We're delighted with the upbeat feedback from clients and colleagues about our office's fabulous location and its welcoming and calming ambiance."

Richard Peaker, managing partner at Jones Myers, said: "Well done to Nicki and the team for further enhancing our client portfolio and reputation in York. Our new offices reflect our standing as our firm continues its expansion across the Northeast and beyond."



## Ison Harrison opens its 17th office in Yorkshire

Ison Harrison has opened its latest branch in Wakefield, taking its total network of offices to 17.

Since becoming a 100% employee-owned business at the beginning of the year, Ison Harrison has experienced significant growth in the number of people and businesses that it acts for. The opening of its 17th office will further strengthen the firm's foothold within Yorkshire.

The new Ison Harrison Wakefield office, located at 4-6 Cross Street, boasts a team of legal experts led by branch manager Faye Chadwick (pictured, centre), a conveyancing solicitor and expert in new build property law.

Chadwick joined the property team in 2020 and has 10 years of experience working in conveyancing.

Joining Chadwick in the new office will be conveyancing colleagues Charlotte Oxby, Katie Henstock and Dayne Bailey-Mayfield. Arooj Begum will provide a family law service. The firm also plans to recruit for a variety of support roles.

Dominic Mackenzie (pictured, right), a director at Ison Harrison, will provide a wills and probate service for clients at the Wakefield office.

Mackenzie, who is from Wakefield, is the firm's divisional head

of wills and probate. Since he joined the firm, he has grown the wills and probate department to be one of the largest of its type in the area. Ison Harrison holds more than 50,000 wills for people across Wakefield and Yorkshire.

In addition to the key services of property, family law and wills and probate, the new Wakefield office will handle all legal matters, personal and business, via its network of regional offices and the vast and broad experience of its in-house lawyers.

Ison Harrison managing partner Jonathan Wearing (pictured, left) said: "We're excited to open our 17th office in the region, which is our first foray into Wakefield. This latest launch sees us further consolidate our position in West Yorkshire."

"It continues our progressive expansion enabling us to broaden our offering of the full range of legal services through a network of offices spanning the Yorkshire region. Our clients value the ability to access local legal advice by approaching a large and established modern law firm with a prominent high street presence to meet their needs."

"We are very much looking forward to continuing to establish the Ison Harrison name in Wakefield."



# Moving on up

A round-up of the latest appointments and promotions in Leeds and Yorkshire



Three new recruits have joined the specialist construction team at **Clarion**.

Brandon Pizarro has joined the team as an associate. He qualified last year at a law firm in Gibraltar before relocating back to the UK and taking up a role as an associate in the real estate team of a firm in Manchester.

He has experience of both commercial property and construction work, advising clients across a range of sectors, including development and asset management in both the public and private sector.

With an MSC in real estate from Northumbria University and a graduate diploma in law from the University of Leeds, Alice Webster has become a paralegal within the construction practice after completing a post-graduate diploma in professional legal practice at the University of Law in Leeds.

Finally, the team has welcomed Lauren Gannon, who joins as a junior paralegal.

Established five years ago and led by partner Phil Morrison, the Clarion construction team, which sits within the real estate practice, is now made up of nine people after another three colleagues joined it last year.

Morrison said: "Having joined Clarion in 2017 as its first dedicated construction lawyer, we have grown into an extremely busy practice. In particular, post-Grenfell, we have seen a marked increase in demand for our expertise around fire protection as organisations seek to enforce more rigorous safety measures. We also work closely with colleagues across the banking, commercial property and energy teams to complement their services.

"With the housebuilding, commercial property and renewable energy markets continuing to flourish, we expect to be even busier and it's vital that we not only

add to our capacity to look after clients, but also that we invest time in sharing our expertise and supporting new talent entering this specialist area of law. We are pleased to be welcoming Brandon, Alice and Lauren as they develop their careers with us."

Pizarro commented: "I'm delighted to be joining Clarion as it offers a unique opportunity—the chance to be a part of a rapidly growing firm with an exciting variety of work on offer, but which maintains a real sense of community within the workplace. I'm looking forward to being able to develop my skills and knowledge within the construction team."

Four trainees, meanwhile, have qualified at Clarion and have been retained as associates.

Georgina Lill (commercial), Rosie Day (family), Jordan Yelland-Hey (real estate) and Isabelle Hammond (corporate) all took up their roles in September.

Clarion is also continuing to support nine second year trainee lawyers, including Amy Parry (employment), Melissa Rycroft (commercial property), Harry Beckett and Becky Walters (corporate), Jonathan Schneider (commercial), Brandon Bradley (family), Ross Boddy (commercial dispute resolution), Laura Savio (business recovery and insolvency), and Daniel Shaw (contentious private client).

In addition, the firm is welcoming a further nine trainees who are embarking on their two-year training contracts with the firm.

Charlotte Hudson, Meg Gartland, Olivia Storey, Struan Mackenzie, Emily Prince, Sam Atkinson, Olamidé Owojori, Jacob Crooke and Mohammed Yoosoof have all started their training contracts.

Hudson, Gartland, Storey, Mackenzie and Atkinson were internal candidates, in paralegal roles, who have been successful in their training contract applications.



Harrogate-based **McCormicks Solicitors** has added to its team with the appointment of commercial litigation solicitor Alex Harrison.

Harrison brings experience in a wide range of commercial litigation matters to McCormicks, including disputes in contract, debt recovery, property, intellectual property and construction.

He also has experience in professional negligence claims, harassment, defamation and insolvency (individual and corporate) matters.

Harrison prides himself on giving pragmatic advice and considering whether alternative dispute resolution is suitable.

Away from the office, he is a keen mountaineer, cyclist, wild swimmer and rugby player.

He said: "I was looking to join a firm with good clients and varied work and the prospects of long-term career progression and McCormicks ticked all the boxes!"

Senior partner Peter McCormick said: "Alex has made his presence felt already thanks to his positive 'can do' attitude and he will be an asset to the team."

**Blacks Solicitors** has retained three newly qualified solicitors and offered training contracts to three new trainee solicitors in its September 2022 intake.

The three newly qualified solicitors—Ellie Stansfield, Jack Dodd and Jenna Keough—have worked within eight teams across the Leeds-headquartered firm over the course of their training contracts.

These include wills and probate, employment, residential property, commercial property, dispute resolution, corporate and commercial, and family law.

The solicitors received a high level of training within each area and worked closely with clients to secure a range of relevant legal expertise.

Stansfield will join the commercial property team, specialising in providing property-related support to financiers, investors and developers, while Dodd will work within the family law team, which deals with all aspects of

divorce and separation, financial settlements, and disputes relating to children.

Keough will work with the wills and probate team, which assists clients with drafting their wills, powers of attorney and administration of their estates.

Commenting on her new position as a qualified solicitor, Stansfield said: "I am thrilled to have the opportunity to continue my journey at Blacks Solicitors following qualification into the commercial property team.

"I thank Blacks for their valuable training and support throughout my time working with the different teams, and I'm really looking forward to continuing to gain valuable experience within the firm."

Alongside the newly qualified solicitors, Blacks currently has six trainees and eight apprentices.

Three new trainees started their training contracts in September 2022: Daisy Jackman, a paralegal in wills and probate; Georgina Bevis, a paralegal in property disputes; and Thomas Yau, a paralegal in the corporate law team.

Beth Brindley recently became the firm's first apprentice to successfully complete its six-year apprenticeship scheme.

The training contracts at Blacks last for two years. The roles and responsibilities of trainees and apprentices include working in different areas of law and receiving a high level of training in each discipline, while experiencing considerable client contact.

Tom Moyes, training partner at Blacks, commented: "We are delighted to retain the entirety of our newly qualified cohort, and to continue developing the talent of the future with our numerous apprentices and trainees. Ellie, Jack and Jenna all bring different skills to the table, and have performed commendably during their training contracts. I am sure they will all progress to have very successful careers as solicitors with us.

"We continue to invest heavily in our training initiatives which stands us in good stead for our continued growth in Yorkshire's ever competitive legal market, and to ensure that our clients continue to receive the very best standards of service. We remain fully committed to the training and retention of our trainee and apprentice solicitors, and nurturing the next generation of solicitors."





Sir Roger Marsh, former chair of the Leeds City Region Enterprise Partnership (LEP), has joined **Squire Patton Boggs** as a senior business and strategy adviser.

As chair of the LEP, Sir Roger led the organisation through a period of significant transformation, securing the country's largest Local Growth Deal settlement and bringing £1 billion of investment to the region.

Sir Roger was also instrumental in agreeing the West Yorkshire devolution deal, and in bringing Channel 4's new national headquarters and news centre to Leeds.

John Alderton, managing partner of Squire Patton Boggs in Leeds, said: "We are delighted to welcome Sir Roger to the firm. With the vast and wide-ranging experience that Sir Roger brings, our clients will have an additional resource to support their strategic development and growth.

"Sir Roger will provide assistance and strategic advice around fast growth and key sectors such as technology, fintech and health-tech. In addition, his knowledge of inward investment and trade for UK plcs, in both traditional and growth markets, will be a real asset."

In addition to his role at the LEP, Sir Roger was also a

member of the West Yorkshire Combined Authority and a former senior partner at PwC in Leeds. He is currently chair of the NP11 group of Northern local enterprise partnerships and the Piece Hall Trust. He is also a commissioner of The Global Britain Commission.

Sir Roger was awarded an OBE in 2015, and then knighted in the Queen's Birthday Honours list in 2021 for services to business, economy, and the community across the North. He is also a Deputy Lieutenant for West Yorkshire.

Commenting on his appointment at Squire Patton Boggs, Sir Roger said: "With my background in professional services and expertise in local and global markets, Squire Patton Boggs is a natural fit for me. I have worked alongside the firm for many years as it has grown from its roots in Bradford into a leading regional, national and global law firm.

"We have shared experience and ethos of driving and transforming the Northern economy towards being a net contributor, as achieved locally pre-pandemic through business growth and support. I am really looking forward to the opportunities that our combined efforts will bring to businesses currently operating in or seeking to invest across the region."

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**Milners** has bolstered its property team with a brace of new appointments.

The law firm, based in Leeds city centre, Harrogate and Pontefract, has strengthened its conveyancing team with the appointment of Kim Stockburn.

Solicitor Tiffany Jackson has also joined the firm, boosting its commercial property specialism.

Both new hires joined Milners from McCormicks Solicitors. Their appointments expand its team of people to 40.

Stockburn, a conveyancing executive, has been helping people buying or selling a home since 1987, throughout Harrogate and the wider Yorkshire district, as well as across all areas of England and Wales.



She joins a team, led by residential property manager John Robson, at a time when it has been re-awarded a top accolade by the Law Society for the way it meets conveyancing best practice and safeguards against potential fraud.

Jackson brings a wide range of skills and experience to Milners, most notably supporting the launch of the COVID-19 vaccination centre at Elland Road, Leeds.

A graduate of the University of Law in Leeds, she has a track record in executing transactions spanning all areas of commercial and agricultural property, including sales and purchases, lease renewals and surrenders, and freehold and leasehold agreements.

Commercial property partner Mathew Haynes said of the new arrivals at the firm: "We're thrilled to add two people of Kim and Tiffany's calibre to our pool of legal talent.

"Their blend of legal expertise, experience and local knowledge will add an extra dimension to our range of services."

He added: "Few people can boast as much conveyancing expertise as Kim—and it is a real coup that she has chosen to work with us.

"For almost four decades, she has helped clients based just around the corner and in remote areas of the world.

"She has built up an excellent reputation for meeting a client's individual needs—whether that is for one of her many first-time buyer customers, or those more established on the property ladder buying properties in the multi-million pound range."

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**Andrew Jackson Solicitors** has appointed Edward Allen as a partner in its private client practice.

Allen has spent more than a decade advising clients on a range of estate planning matters, including inheritance tax, business succession, asset protection and wills.

He regularly acts for high-net-worth individuals, with a particular focus on business owners such as farming families.

Allen is a full member of the Society of Trust and Estate Practitioners and has, for the past two years, ranked as an "associate to watch" in Chambers and Partners' High Net Worth Guide.

Commenting on his appointment at the Hull-, York-, Grimsby- and Scarborough-based firm, Allen said: "Andrew Jackson justifiably has a reputation as being one of the region's leading private client practices, which is praised for its expertise and diligence.



"I am really looking forward to playing a key role in ensuring that we continue to provide clients with an exceptional service and advice that is tailored to their needs, whilst adding my specialist knowledge and expertise of acting for clients in the agricultural sector."



Lois Smith has qualified as a solicitor at **Schofield Sweeney**, becoming one of Yorkshire's first legal apprentices to do so via the Solicitors Qualifying Examination (SQE) assessments route.

Smith joined the firm in September 2015, initially undertaking a business administration apprenticeship. She then went on to study an LLB (Hons) Legal Practice Course with BPP. This is a part-time degree programme primarily designed for learners who are on a solicitor apprenticeship scheme and takes six years to complete.

Commenting on the achievement, Smith, who is focusing on commercial property, said: "I am extremely happy to be continuing my career as a qualified solicitor in the commercial property team in Leeds, after seven years with Schofield Sweeney.

"The solicitor apprenticeship route is a great opportunity to qualify as a solicitor with no student debt. I have gained seven years' experience alongside becoming a valued member of the team and the support I have had from the firm, the partners, and other members of my team has been crucial to getting me to where I am today."

While at Schofield Sweeney, she trained in the commercial property, litigation and corporate teams across our three offices, gaining experience across a range of legal departments.

Rob Hayes, partner in the commercial property team at Schofield Sweeney, said "All of us are delighted that Lois has achieved her goal of qualification after undertaking the apprenticeship route. Working closely with Lois as she has progressed, I can vouch for the enthusiasm and dedication that she has brought to our team and the firm.

"We firmly believe that the apprenticeship route is a great way to embed colleagues into the culture of the business and her training will enable her to hit the ground running as she begins her career as a qualified solicitor. I am looking forward to working with her as we develop the next generation of apprentices at Schofield Sweeney."

Neil Towse, HR manager at the firm, added: "Lois's success in qualifying as a solicitor via this route, together with how well she has developed at the firm, has shown that solicitor apprenticeships can be a meaningful and alternative route into the legal profession. We are now in the process of looking at how we can create more roles within the firm, so that others can follow in her footsteps."

Smith is joined by Leigh Freeman and Harry Whyte as newly qualified solicitors.

Freeman, who started her training contract in September 2020, said: "I am delighted to be staying with the firm and joining the private wealth and succession team in Leeds. I have had such an enjoyable time during my training contract, and I am looking forward to the next steps."

# The region's best lawyers and firms celebrate at the Yorkshire Legal Awards 2022

**Thornton Jones, Ison Harrison and DAC Beachcroft** were named the Law Firms of the Year on 6 October

The Yorkshire Legal Awards 2022 ceremony on 6 October saw dozens of fantastic law firms and practitioners at the top of their games prevail across 25 categories.

The 2021 Small, Medium and Large Law Firms of the Year are Thornton Jones, Ison Harrison and DAC Beachcroft, respectively.

David Greenwood from Switalskis Solicitors was also named Yorkshire Lawyer of the Year for 2022—to cap off a fantastic ceremony where the entire local profession celebrated its fantastic achievements and looked toward a productive 2023.

Reflecting on the judging process and the finalists and winners, Matthew Jones, president of Leeds Law Society, said: "As a judge on the 2022 panel, I was amazed when reading the nominations at the diversity and depth of talent here in Leeds and Yorkshire. I know that every president says the same thing year after year but with all honesty and sincerity, the quality of talent is truly astonishing."

The Yorkshire Legal Awards will be back in 2023. Over the next few pages you can find out who won each and every category, and why.



## SPONSORS





# All the winners and what the judges had to say



**Law Firm of the Year: Small**  
**Thornton Jones**

"The winner of Law Firm of the Year: Small is a fantastic high street practice with big ambitions after an impressive two years. Feedback from clients is a particular highlight, while its staff are encouraged to demonstrate the firm's values in everything they do through a transparent reward process that is delivering results."



**Law Firm of the Year: Medium**  
**Ison Harrison**  
**Sponsored by PracticeEvolve**

"The winner of Law Firm of the Year: Medium is a shining example of an excellent commitment to both its employees and Yorkshire. The firm is now operating under an employee-owned model, which is unusual for the region but is already paying off. And it is growing at a good rate, serving Yorkshire better than ever before."



**Law Firm of the Year: Large**  
**DAC Beachcroft**  
**Sponsored by LexisNexis Enterprise Solutions**

"The winner Law Firm of the Year: Large impresses for delivering a range of initiatives to serve different groups, most notably one that supports the return of legal professionals to the profession. This firm is also highly committed to the region with a large presence in Leeds and a growing set of local and national clients."



**Niche Law Firm of the Year**  
**Thrive Law**

"The winner of Niche Law Firm of the Year has grown rapidly since its inception and is securing impressive outcomes for employment law clients. Wellbeing is at the top of its agenda, leading this firm to partner with likeminded organisations, develop novel technology that will really make a difference to clients, and practising what it preaches by supporting employees with important initiatives."



**Banking and Finance Law**  
**Schofield Sweeney**

"The winner of the Banking and Finance Law award is a Yorkshire firm with national outreach in quite a specialist and challenging market. It's competing with a tight group of firms and making a significant impact—all as a local firm."



**Commercial Property**  
**Clarion**  
**Sponsored by Groundsure**

"The winner of the Commercial Property award is serving a large variety of clients. The winner's strong offering is allowing it to compete against bigger firms and punch above its weight. It's also doing commendable pro bono work in commercial property."



**Corporate and Commercial**  
**Mills & Reeve**

"The winner of the Corporate and Commercial award is a standout firm doing incredibly valuable work. Its deal value is exceptional and its pro bono efforts on behalf of charities and not-for-profits are exemplary. A superb win for a fantastic firm."



**Private Client  
Best Solicitors**  
*Sponsored by Perfect Portal*

"The winner of the Private Client award goes above and beyond for clients, as shown by its outstanding service during the pandemic. The winner does what needs to be done for clients and is a shining example of what a law firm is capable of."



**Criminal Law**  
*GT Stewart Solicitors & Advocates*  
"The winner of the Criminal Law award is providing a vital service. This firm is consistently excelling, securing favourable outcomes for often vulnerable clients, across a great diversity of cases. It also demonstrates a broad commitment to staff and is encouraging young people to consider a career in criminal law."



**Chambers of the Year**  
*Parklane Plowden Chambers*  
*Sponsored by Porsche Centre Leeds*  
"The winning barristers' chambers boasts a great level of expertise. It's also hugely helpful to clients, delivering free webinars and training well beyond what's expected. This is a stand-out chambers."



**Diversity and Inclusion**  
*Frederick Solicitors*

"The winner of the Diversity and Inclusion award is doing great work in this area and really stands out for taking a cohesive approach within the firm, with clients and in the community. Lower fees for low-income clients is a fantastic example of its approach making a big difference."



**In-House Team of the Year**  
*University of Huddersfield*  
"The winner of In-House Team of the Year is a fine team representing a Yorkshire institution. This team does compelling work that really impresses, demonstrating superb talent and expertise that are a credit to both the organisation and the region. This team sets the standard for in-house legal services."



**Employment Law**  
*Thrive Law*  
*Sponsored by St Philips Barristers*  
"The winner of the Employment Law award is really excelling in its delivery for employment law clients, both in terms of outcomes and client care. Its cases are also having a big impact. This is a fantastic firm and well-deserved winner."



**LawTech Initiative of the Year**  
*DLA Piper*

"The winner of LawTech Initiative of the Year has developed and deployed wonderful software that works across borders. It's a massive time-saver for lawyers and improves client response time. An absolutely stand-out innovation built on collaboration right here in Leeds."



**Family Law**  
*Zira Hussain, Broadway House Chambers*  
*Sponsored by Spire Barristers*

"The winner of the Family Law award stands out for the volume of their pro bono work, but really the winner shines across the board. They are a great example to the region."



**Intellectual Property**  
*Shakespeare Martineau*  
"The winner of the Intellectual Property award is a big hitter in the international field operating right here in Leeds. It's a relatable firm doing impressive litigation work, while engaging in lots of pro bono activity for clients to improve their knowledge and capabilities. A fantastic example of the strength of intellectual property expertise and experience in Yorkshire."



**Litigation and Dispute Resolution**  
**Bevan Brittan**

"The winner of the Litigation and Dispute Resolution award is a stand-out performer in this practice area, impressing across the board and ticking every box for the judges. It's winning challenging cases and attracting a large volume of new instructions. It's also finding the time to do lots of charity work, enhancing an already excellent reputation."



**Debt Recovery**  
**DWF**

**Sponsored by HCE Group**

"The winner of the Debt Recovery award is a major player in this practice area in Yorkshire and from the excellent outcomes it continues to secure for clients, it's clear why. The winner is also having a significant impact on the fight against fraud, ensuring that targeted sectors and businesses have the tools they need to recover stolen sums."



**Regulatory & Compliance**  
**Park Square Barristers**

"The winner of the Regulatory and Compliance award is of the highest calibre, enjoying a particularly successful year, expanding its team to ensure top customer service and receiving excellent feedback from clients. It's a go-to set for this kind of work and is highly rated."



**Residential Property**  
**Crombie Wilkinson Solicitors**  
**Sponsored by InfoTrack**

"The winner of the Residential Property award is a market leader for first-time buyers, impressing with a dedicated offering that helps many people at a huge moment in their lives. It's also innovating to remove much of the paper waste in this practice area, while offering clients the digital means of communication they're used to in other areas of their lives."



**Rising Star of the Year**  
**Chelsea Brooke-Ward, Park Square Barristers**

"The winner of Rising Star of the Year is a brilliant professional who was promoted to head of their team after just three years. Their work has seen promising growth in their practice area. This rising star is also dedicated to making a difference. Their fantastic achievements include writing highly popular legal blogs."



**Trainee Solicitor of the Year**  
**James Camidge, Hudgell Solicitors**

"The winner of Trainee Solicitor of the Year is carrying out work well beyond what a trainee would usually do. They are highly reliable and capable—and already have a CV of big, important cases. This winner is outperforming their peers."



**Partner of the Year**  
**David Lister, Simpson Millar**

"The winner of Partner of the Year is an outstanding leader who grew their department into a major revenue centre for their firm, which is all the more impressive because they did so coming out of the pandemic. The winning partner is also real trailblazer who developed an innovative one-solicitor divorce product that was the first of its kind."



**Managing Partner of the Year**  
**Dan Herman, Stewarts**

"The winner of Managing Partner of the Year has overseen fantastic growth at their office, while continuing to operate a fully-fledged legal practice that has seen them emerge as a premier legal talent in their area. They are highly rated by staff and clients alike, and considered to be an outstanding leader."



**Yorkshire Lawyer of the Year**  
**David Greenwood, Switalskis Solicitors**  
**Sponsored by Park Square Barristers**

"The Yorkshire Lawyer of the Year for 2022 is doing extremely important work both within Yorkshire and nationally, putting the region on the map as a centre of legal excellence. Their effort, commitment, expertise and experience are all top draw. The winner is a shining example for the rest of the region to follow."

# The new age of lawyers

**Kate Imeson**, a solicitor at Gordons and the sports representative at Leeds JLD, outlines why understanding generational differences may be key to unlocking your legal workforce

For the past few decades, law firms have been dominated by the Boomer generations (born 1946 to 1964) and Gen X (1965 to 1980). But recently, Millennials (1981 to 1996) and Gen Z (1997 to 2012) have begun to appear, adding generational diversity into law firms.

Having such a mix of generations means that lawyers within the same workplace may have different qualities and priorities as a result of their various life experiences. With individuals being such a huge asset to law firms, it can be helpful to understand what may be important to the recent generations, given that, as they move up into the workplace, they are likely to set the trends that shape employment for decades.

Some of their shared qualities and priorities are therefore set out below.

**Technology.** Millennials grew up among emerging technology. They saw cassettes, floppy disks, VHS and CDs, and the emergence of mobile phones, MP3 players to iPods, tablets and smart watches (this list goes on). As a result, relevant technology, online presence and electronic applications can be attractive to Millennials.

**Recognition.** Millennials grew up around Boomers who offered them constant praise and most were also born in times of prosperity. Going into law was a big decision and achievement for them, and was likely backed by their parents' support. Being told that their job is important and receiving recognition for their performance (as they have throughout their lives) can therefore be received well by Millennials.

**Security.** Gen Z grew up during global unrest, terror threats, the financial crisis and the resulting recession and so in the workplace, they can be quite realistic, frugal and cautious. It is common for Gen Z to appreciate job security, competitive salaries and reassurance in their roles.

**Diversity.** Growing up in an ever-changing world and with parents who may have lived overseas or travelled more than their peers, Gen Z are likely to



have an increased awareness of global social issues. They may be aware of different routes to law and be generally quite accepting. Consequently, they can appreciate equality and diversity in law firms.

**Health conscious.** Mental health and work-life balance remain key priorities of both generations. When new generations feel stressed or pressured, they may take time off to address their health. So it is key for individuals to be confident that their employer will understand and respect the importance of their health. It can also be beneficial to have workplace resources in place, so that individuals can be honest to firms and where necessary, gain the support they need.

**Transparent.** Based on their ability to easily find reviews online about the technology, recognition, security, diversity, support and overall culture of law firms, both generations can value transparency and appreciate openness—pre-employment and throughout their careers. This includes clarity about job roles, pay structures, goals, targets, additional responsibilities, pressure, progression, work-life balance, and other general pros and cons of a workplace.

Consequently, a workplace that considers these qualities and priorities (among others) can be considered attractive to both Millennials and Gen Z. Law firms that take these factors on board could help their workplace thrive, retain these generations and increase engagement across all demographics.

On the other hand, failure to consider the attributes of emerging generations could cause dissatisfaction. In line with the points above, displeased individuals are likely to be articulate and transparent about how they feel, post online reviews and begin trends, eg, flexible working post-lockdown, the Great Resignation and quiet quitting.

While all generations (including Boomers, Gen X, Millennials and Gen Z) may have similar qualities, their life experiences and priorities may be wholly different. It can therefore be helpful for firms to embrace the changes that the new generations bring, as this may in turn create successful, positive and thriving workplaces across all generations.



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# It's time to step out of our bubbles

**Natalie Cosgrove**, president of the Yorkshire Union of Law Societies and a partner at Ashtons Legal in Leeds, on why local law societies are vital to the profession

We are consumed with living in bubbles, or rather—we have been conditioned to be. If the last two to three years have taught us anything, it is that we can exist in our own bubbles that we form ourselves to create safety, companionship and support.

We are inherently focused on our area of law. We know it, we 'get it' and we don't dare step out of our comfort zones. We see what is happening to criminal practitioners, we see what has happened to the low value personal injury market and yet, we don't 'get it'. Not because we have no empathy, quite the opposite. We stay in our bubbles and in our lanes. It is safe.

Talking of lanes and the miles I have covered over the last two and a half years, Yorkshire is a grand county, vast if you will. There are many country lanes I have travelled to law societies the length and breadth of this magnificent county.

Whether it is a personal bubble, a professional or geographical bubble, the one thing I have learned is that we are all facing the same struggles: retaining talent, working structures, whether hybrid works, COVID, delays in progressing matters, court delays, sickness, mental health in our team. Miles and practice areas differ but the concerns and issues we face are still the same.

That has been the resounding reflection I have, and yet there is help, there are resources and your local law societies are the hub of that. This is my plea to you, support and join your local law societies. Apathy will be end of our profession. Too much? No, we are busy, we are so busy and adding in another element of extra-curricular, or expense, is perhaps the last thing you want to do.

I suggest it is exactly what we need to do. When we come together, we are stronger, we are more positive. We see this at the Yorkshire Legal Awards, we see it at the Legal Walks, at smaller gatherings in your location. Bringing lawyers together works. It makes us feel less in our bubble and reminds us that we are part of a community of likeminded people who want to do the best for our clients and be respected for that.

Yet, it doesn't always feel that way. We are often under so much pressure, to-do lists are too long, caseloads too high and let us not talk about the paucity of pay that our legal aid colleagues are paid. In a time when the world seems a little bit uncertain and chaotic (and no doubt by the time we publish there may be another government)—life is inherently stressful.

The readership of this brilliant magazine are from all areas of Yorkshire. There is life, there is greatness in the smaller corners of the legal world: Doncaster, Sheffield, Barnsley and Hull, Huddersfield, York, Harrogate, and the legal centre that is Leeds. All who the Yorkshire Union represent.



I see it all on my travels and you should too, I implore you to. I get it, it isn't top of your priorities, but please make it. Find the balance, support, cheerleaders and resources you perhaps didn't know existed.

It's more than networking, it's more than knowing we're all busy and working terribly hard. It's more than something for your CSR report. As lawyers, we really aren't unionised, yet things happen to us. Things are imposed on us. Apathy will be the end of us if we don't act. How? Your local law society. Why? When we come together, we are more than our constituent parts. When? Whenever, but the sooner the better—surely. Linking up with other firms, other lawyers and allied professionals is vital for us to step out of those bubbles we have imposed on ourselves, consciously or unconsciously.

We are changing and improving as a profession. My closing wish to you is to join my long-standing plan, that the Yorkshire Union will provide virtual work experience and eventually mentoring from our local firms and societies for those wishing to enter the profession for whom accessing such experiences is either non-existent or challenging.

There is a clear disproportion and inaccessibility to this profession for many and the profession should be accessible for everyone regardless of race, sex, class or other characteristics.

We are piloting a scheme and if you would like to know more, please contact me at [natalie.cosgrove@yorkshireunion.org.uk](mailto:natalie.cosgrove@yorkshireunion.org.uk).

# Chaos, colonoscopy and chips



**Patrick Walker is an independent mediator:**  
[www.imediate.co.uk](http://www.imediate.co.uk)

**Patrick Walker** despairs of politics but finds humour and hope in unlikely places

As I write this, the country is once again devoid of leadership, an economic plan or any strategy to survive, let alone grow. Like the melting icecaps, it is man-made chaos. I should probably have said man- and woman-made chaos, but we can't blame Liz Truss for absolutely everything. It seems to me that the mess was already there, but instead of trying to clean it up, the UK government has switched the vacuum to blow and spread it to every aspect of our life.

This is a mast year in which oak and many other trees are producing far more acorns and nuts than is usual and I keep wondering whether this should give us hope or is a cry of desperation as so many magnificent trees succumb to ash die-back and other diseases. I prefer to think it is nature's way of reminding us that we must embrace rather than confront a cycle of plenty and scarcity, drought and flood, laughter and sadness.

I guess that means literally singing in the rain and finding humour wherever we can. Undergoing biopsy examination of the prostate is not generally a smiling matter, but I was reminded of my own very Yorkshire experience (look away now if you are particularly squeamish).

The consultant asked me if I understood the procedure. I had done my research. "Well yes, basically you are going to push a large probe up my backside and then jab me with a needle 15 times." A big grin and the response: "You've got it quite wrong... it's only 12 jabs!" But the presence of a delightful nurse holding my hand might help and the procedure began. Anxious to distract me, she engaged in conversation and it turned out she was a keen member of the Otley Cycling Club. "You know they say there's no worse look than a middle-aged man in Lycra." She paused and replied, "Well, I have to tell you, from where I'm sitting there most definitely is!"

I suppose my humiliation was almost complete but I somehow managed to join the laughter. The consultant remarked I was doing quite well and I said it was probably



my public school upbringing. He wasn't sure whether I was serious.

I made the mistake of leaving this article unfinished for a few hours and now it appears we do have a new prime minister. There seems little point in naming him as by the time this goes to press, there may have been another change. In the meantime, I remain optimistic about life even if there is little empirical evidence in support, and am going to cut some potatoes on the basis that chips always help!

# Kim Stockburn

The conveyancing executive, who recently joined Milners, discusses the reasons for her move, the highlights of her career so far, the state of the property market, and more



***Congratulations on your recent move to Milners—why did you decide to join the firm and what are you looking forward to working on?***

Thank you. In conveyancing circles, Milners in Harrogate has an excellent reputation for the way in which property transactions are dealt with. Efficiency and approachability are keywords as to the way John Robson and his team deal with their transactions, and the service to clients is impeccable. Having dealt with numerous transactions over the years where Milners were on 'the other side', so to speak, I had no hesitation in joining the team when the opportunity arose. I am looking forward to continuing my conveyancing career with Milners and having the opportunity of settling back into the client care ethos of direct contact and accessibility. Everyone involved in the conveyancing process works incredibly hard and I believe that good communication and accessibility are key factors in achieving a client's goals.

***What are some of the highlights of your career as a conveyancing executive so far?***

Over the years I have dealt with numerous high-profile individuals, sports stars and celebrities, and have dealt with some simply amazing properties valued at many millions of pounds, but the delight in a first-time buyer's voice when you tell them they can go and collect the keys to their first home takes some beating.

***Tell us about the wider residential property market right now, locally and nationally—how is it faring at the moment? Are you facing any challenges that your peers can learn from?***

The property market remains buoyant, and the past few years have seen property values increase. In these days of national and global uncertainty, residential property remains a fantastic opportunity to invest and to own your own property rather than renting. Having lived and worked through similar difficult times in the past, I know first-hand that difficult times end and change into something much better.

***How do you find working in Yorkshire, and how would you sell the region to a lawyer, graduate or student considering moving to the region from, say, London?***

Working in 'God's Own County' sells itself. I enjoy staying in different parts of the UK but as Yorkshire woman, through and through, nothing beats returning home. There is so much diversity in Yorkshire and business opportunities are boundless for those who are willing to work hard. Those who work hard also need to take time to relax and whether that will be in the lovely Yorkshire Dales or living it up in metropolitan Leeds, there really is something for everybody.

***Are there any modernisations or improvements that you think firms in the region need to implement to better serve clients, either in residential property or other areas of law?***

The ability to deliver legal services has come on in leaps and bounds over the years because of IT and it has been marvellous to watch and also be a part of the IT revolution. However, it is important not to forget that we are all human beings working for and with other people, and not faceless entities. Good manners cost nothing.





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