



“We have reduced the total budget for external legal services by over 20 per cent...LexisNexis has played a vital role in making those savings.”

Mark Hynes, Director of Legal and Democratic Services, Lambeth Borough Council

Lambeth Borough Council's Requirements

The London borough of Lambeth, which boasts landmarks such as the Oval cricket ground and the London Eye, is home to almost 300,000 people. In Lambeth's schools, more than 200 different languages are spoken. Such diversity brings a unique set of challenges for Legal and Democratic Services, including resolving housing disputes, dealing with property work, tackling anti-social behaviour and organising elections.

Lambeth Borough Council's legal department is a forward-thinking organisation; the traditional image of lawyers huddled together in an office has been replaced by an innovative scheme, which encourages all members to work from home and share space at the team's headquarters within Brixton Town Hall. No-one has a dedicated office; instead staff are encouraged to spend two or three days a week working remotely from home and 'hot desk' for the remainder of the time. It is an award-winning model which has resulted in the legal team doubling in size in the past three years without the need to increase building space.

“We encourage absenteeism,” says Mark Hynes, Director of the department, “our policy is to have people working from home when possible. To achieve that we need to harness the latest technology and ensure everyone has access to the most detailed and up-to-date information services.”

The LexisNexis Solution

LexisNexis offered a comprehensive solution to Lambeth's information and efficiency challenges through a combination of its Lexis®Legal Intelligence suite and its Visualfiles practice and productivity management software:

- **Lexis®Library:** the most comprehensive online research tool for legal professionals. The service ensures access to a comprehensive set of cases, legislation, commentary and current awareness across all of Lambeth Borough Council's practice areas.
- **Lexis®PSL - Employment:** this service delivers essential practical guidance, sourced, created and organised online by a team of Professional Support Lawyers. LexisPSL guides users to the most current information, common issues and resources relevant to the matter in hand, saving valuable time and giving Lambeth Borough Council's lawyers the confidence to advise their clients accurately and quickly.
- **Visualfiles:** A comprehensive legal case management solution that provides best practice workflow capability and an email and document management solution. Tailored to Lambeth's requirements, it is designed to enhance performance, drive operational efficiency and promote best practice. It is quick to deploy and easy to use, providing a view of documents, e-mail, contacts and financial data in a simple interface.

For further information visit:

www.lexisnexis.co.uk/legalintelligence or call: 020 7400 2984



“We have looked at other systems but LexisLibrary and LexisPSL, in conjunction with Visualfiles, gives us one accurate, reliable platform for all our electronic library needs.”

Mark Hynes, Director of Legal and Democratic Services

How Lambeth Borough Council Benefits

The Lexis Legal Intelligence suite – LexisPSL for practical guidance and LexisLibrary for the deeper research - has made this busy department significantly more efficient. Four years ago, the legal team relied on external lawyers for 75 per cent of its work, but that figure has now been reduced to just 25 per cent. “We have significantly reduced our budget for external legal work,” says Mr Hynes. “On social services work alone we saved £350,000 last year, LexisNexis has played an important role in making those savings.”

Their switch to LexisNexis’s online legal information service about eighteen months ago played a vital role, enabling the legal team’s forty solicitors to work anywhere, anytime because they can access the information they need at the touch of a button.

Mr Hynes singles out Visualfiles, the online case management system, for praise: “Visualfiles has been critical in developing our performance,” he says. Its introduction has reduced paper and filing cabinet space, and provides another vital tool for remote workers.

“We have made radical changes to the way we work and LexisNexis is a natural complement,” says Mr Hynes. “The package of products has made us much more efficient. It is a system which I believe offers good value for money. Without increasing our library budget, we have access to much more legal material.”

Andrew Pavlou, a project lawyer at Lambeth endorses that view. He says: “The main benefits of LexisNexis are the sheer convenience and comprehensive support it provides for the lawyers. On complex legal issues it can save me a huge amount of time.”

“Having access to LexisNexis is like having an Oracle. Our lawyers don’t have all the answers in their head but they can have absolute confidence when they turn to LexisNexis. They appreciate the depth of coverage and the fact it’s updated in real time.”

Mark Hynes, Director of Legal and Democratic Services

For further information visit:

www.lexisnexis.co.uk/legalintelligence or call: 020 7400 2984