



Regulatory SORTED For Small Firms Programme

Our Regulatory SORTED for Small Firms programme offers a fully functional solution to your regulatory needs.

Teal
Compliance

Compliance specialist and CEO of Teal Compliance, Amy Bell, leads a team of expert consultants with over 100 years' combined experience, providing support and guidance to small firms on the rules and regulations they need to know.



I've been building effective compliance programmes for small firms for over 15 years, and as a member of, and current Chair of, the Law Society's Money Laundering Task Force, I fully understand the problems that can be faced.

At Teal, we believe in:

- [Being honest with our clients](#) - we'll never recommend a solution which doesn't fit with a firm's risk profile.
- [Giving our clients practical help](#) - we'll implement our solutions quickly and apply our guidance immediately.
- [Sharing what we have](#) - we share our knowledge and experience and provide valuable support to our clients when they need it.

Since I founded Teal Compliance in 2018, my team of experts and I have worked with law firms of all sizes, and it's clear to us that smaller firms need a compliance programme which can be implemented quickly and monitored easily.

It's through my knowledge and understanding of the issues small firms face that I've created Teal Compliance's SORTED for Small Firms programme. It's designed to ensure compliance becomes embedded in your organisation, and that your people understand their role in protecting both your clients and your firm.

This guide helps you understand a little more about the Regulatory SORTED for Small Firms programme we offer. But, if you'd like to know more, simply get in touch.

A handwritten signature in black ink that reads "Amy".

Amy Bell, CEO of Teal Compliance



The Issues

We often talk to owners of the small firms we work with about the issues they face and find there's a common theme. They find compliance frustrating and often tell us the hardest thing about compliance is that even though they spend a significant amount of time and effort on it, the processes don't always seem to work.

Our clients also say that it's often difficult to find out what a "risk based approach" means in practice, and it's also difficult to engage staff. Even when everything's in place, staff don't always follow the routines.

We hear about these issues regularly and find that there are common causes.

The Causes

We understand that compliance can be frustrating, but we can see that it's often caused by:

- 1** Small firms trying to make an 'off the shelf' policy and toolkit fit their business, without being clear on what they want to achieve.
- 2** Small firms often don't have enough resources to enable them to fully implement and monitor compliance procedures.
- 3** Staff are often not engaged with compliance. Training can be formulaic and technical, and often isn't relevant to their role.
- 4** Staff often believe that compliance takes time that they simply haven't got. It causes delays and leads to difficult conversations with their clients, which makes them feel uncomfortable.

The Solution

Our Regulatory SORTED for Small Firms programme is the solution. It's based on our '6Cs of Compliance', which is a 6-step method that guides you through making a practical compliance framework.

Building an effective compliance framework for your firm will ensure that your clients' problems are solved, and your lawyers can deliver a great service with confidence that they're doing the right thing. This will enable your firm to thrive, with access to the information needed to improve your service delivery.

The 6Cs of Compliance consist of:

1. Clarity

Everyone in the firm needs absolute clarity about what's required for compliance, and why it's important. We achieve this through providing masterclasses for those responsible for managing compliance, and also provide training for the whole firm.

2. Capacity

By working with Teal, you'll have access to experts in their field. They'll work with you to ensure compliance policies and procedures meet the expected requirements and are monitored regularly.

3. Communication

No-one likes reading policies or coming to compliance training. We change that. With readable, practical policies and procedures, staff know what the requirements are and, through our interactive live training sessions, they find out why it's relevant and important.

4. Commitment

We'll ask everyone in the firm to commit to working together and supporting the building of a programme that actually works. It's a real team effort!

5. Consistency

Through our regular reviews, we'll test your compliance procedures. If we find that they're not working, we'll find out why and suggest a solution.

6. Culture

In a recent poll of compliance professionals, 43% said they wanted to know how to build a compliance first culture. Although there's not a simple answer, it is achievable. Through clear communication, consistency, and sometimes consequences, we'll work together to build a programme which becomes part of every day life at your firm, giving you confidence that you have your practice SORTED.





What You Can Expect From Us

Our Regulatory SORTED programme is designed to support compliance officers and managers.

It's a rolling programme which is delivered, initially, over 2 years. The programme will provide you with confidence that your firm has everything in place to be compliant, and your lawyers and staff will understand exactly why they should be compliant, providing you with proof that your controls are working.

Our Regulatory SORTED for Small Firms programme consists of:



Stage 1: Groundwork

Diagnostic Policy Review: We'll ask you to send us all of the policies and procedures which your firm has to manage your compliance. We'll review them and arrange a call with your COLP and to discuss how compliance works within the firm.

Annual Masterclass: We'll run our masterclass training course for the COLP and any other members of your compliance team, which include sessions on:

- Roles and responsibilities of compliance officers
- Client care responsibilities
- Relationships with third parties
- Transparency rules
- Equality and diversity
- Continuing competence
- Solicitors' accounts rules



Stage 2: Design

Finalising the Programme of Support: We'll prepare a report of recommendations to monitor compliance over the coming year.



Stage 3: Delivery

Annual Staff Training: We'll provide training on the SRA Standards and Regulations to ensure everyone is aware of the expectations on them and how those are embedded within the firm. This course is also suitable for induction training throughout the year.

Quarterly Review: Every quarter we'll meet with you (in person or remotely) to discuss any forthcoming changes to the Rules and Regulations, check processes are being followed and deal with any issues which we've identified. Most of our clients use this day for file reviewing, but some choose to deliver additional training, or policy drafting.

Quarterly Report to the Management Team: Following the quarterly visit, we'll prepare a briefing for the management team of our findings and the plan for the next quarter.

Quarterly Newsletter for Staff: Our newsletter for staff will reinforce training and keep staff up to date on compliance issues.



Stage 4: Monitor and Review

Annual Audit: At the 12-month anniversary of the implementation of the policies and training, we'll conduct an audit to make sure they remain compliant.

Quarterly Review: We'll continue our quarterly monitoring activities which include reviewing, reporting and updating staff with our newsletter.

Annual Presentation to the Management Team: Following our audit, we'll present our findings to the management team, along with any recommendations for further improvements or remedial activity.

Ask Teal Service for your Compliance Officer: Throughout the programme, your compliance officer will have access to our 'Ask Teal' service helpline for any compliance issues which may arise.

Our Clients' Feedback

We've received some fantastic feedback from our clients over the years. But don't just take our word for it. Here's what they have to say...



"We have been using Teal to support our compliance frameworks and every aspect of our experience with them has been fantastic. From the training to the audits and especially the 'Ask Teal' helpline, nothing is too much trouble and you get quick support from some of the industry's best compliance experts. Just having them there to support our continued growth takes a huge weight off my mind. Highly recommend to firms of all size and structure!"

Right Legal Group

"We have worked with Teal for several years. They have provided us with AML training and also helped us put together our firm-wide AML risk assessment and our updated AML policy, along with assisting us with various issues as and when they arose. We have always found them to be very helpful, friendly, responsive and knowledgeable, and are happy to recommend them."

Streathers Solicitors LLP

"We rely on Teal Compliance to provide responsive, practical compliance services to Constantine Law (we do not have an in-house compliance officer/function). I would encourage all solicitor firms without their own resource to engage with Teal: they know what they are doing and they provide peace of mind regarding day-to-day compliance matters as well as responses to unforeseen (tricky) compliance matters. They have become an indispensable partner to Constantine Law in our growth journey."

Constantine Law Limited

"We have had a relationship with Teal for a number of years and they have provided a valuable resource to our compliance team. Teal combine the delivery of a personal and friendly service with city level expertise."

Wilkin Chapman LLP

"We worked with Teal Compliance who undertook a legal compliance audit for us. We had no hesitation in instructing them to carry out the audit as it was clear that their knowledge in this area is extensive. They were very impressive from the moment of our first interaction with them, right through to receipt of their final report. In fact, we have been so impressed that we will be engaging with them again to undertake bespoke training for our staff. We would have no hesitation in recommending them."

Lester Aldridge LLP

Get in touch

If you'd like to talk to us about our Regulatory SORTED programme, please get in touch.

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tealcompliance.com