

adopt the 'hard-sell' tactics of some of its peers. Instead it allows its tremendous work to speak loudly and clearly for itself. The clerking team, headed by "excellent" pair of senior clerks Keith Nagle and John Clark, advance the set's reputation for "friendly and approachable service." They are "excellent at keeping in touch with solicitors and at providing guidance on the suitability of different barristers to different cases." Working in tandem with them is the "charming and well clued up" Catherine Calder, the Director of Client Care and Marketing, who displays great enthusiasm and dedication in all she does.

Fountain Court Chambers

Fountain Court Chambers has "a superb reputation in the market," both for its "attentive, friendly and practical" clerking, and for the "marketing, training and talks it provides." These "are always very well received, and reflect well on Fountain Court because of the creativity they display." The set's director of clerking, Alex Taylor, is held in high esteem by solicitors, who describe him as "an absolute star and a straight shooter who is a delight to work with." He oversees "a clerking room which operates particularly well, and provides a very reliable service." Taylor "brings an added professionalism and responsiveness to the clerking team and is known for his user-friendliness." Such is the "energy and knowledge" demonstrated by him and his fellow clerks that one commentator stated: "The clerks here don't just go the proverbial extra mile, they go an extra 20 miles."

Henderson Chambers

Henderson Chambers has "a tremendous approach to client service," which is characterised by its members' "ability to strike a good balance between the technical approach and the commercial approach." Commentators are particularly keen to pay tribute to the leadership of chief clerk John White, whose clerking team is "friendly, efficient, and very supportive." It contributes significantly to Henderson Chambers' reputation as "one of the most customer-focused sets the market." John White himself is universally regarded as an engaging and thoroughly pleasant individual who offers a service that is both "extremely efficient and pleasingly delivered."

20 Essex Street

20 Essex Street is a leading commercial set of chambers whose considerable standing in the market is bolstered by the fine reputation it has for adopting a client-focussed approach to all it does. As one observer commented: "The client service from clerks and barristers alike is very good, and is becoming better year on year

as the individuals here become ever more accessible." The set's tremendous team of clerks is one of its key assets, with commentators describing them as "exemplary – no one does it better." The three senior clerks, Neil Palmer, Brian Lee, and Mathew Kesbey, all receive plaudits from a variety of sources, and provide a universally high calibre of service that sets them apart from the herd. Commentators note that "they always impress when compared with their peers." According to those in the know, there are three key areas where 20 Essex Street's clerks unfailingly deliver: "Firstly, they take a flexible and hands on approach; secondly, they have a really first class personal touch; and, thirdly, they show particular attentiveness in their communications."

Thirty Nine Essex St

Thirty Nine Essex Street is every inch the modern barristers' chambers, and "is run in a highly commercial and business-like fashion." One of the set's key assets is Chief Executive and Director of Clerking David Barnes, whose considerable contribution to the set is evident in his willingness to spearhead its future development, opening up new markets and new opportunities for the group to grow further. Together with the senior clerk, Alastair Davidson, Barnes presides over a "highly flexible and very responsive" clerking team that is "efficient, friendly and helpful." There are a number of other areas in which the set provides extra client service and added value, not least in its production of regular newsletters. The newsletter chambers publishes about Court of Protection issues is now "a bible for solicitors working in this area."

4-5 Gray's Inn Square

4-5 Gray's Inn Square can take considerable pride in the high standard of client care it provides. Commentators are quick to applaud the contribution of senior clerk Michael Kaplan, who with over 36 years of clerking experience to call upon is one of the most distinguished clerks at the Bar. His leadership sets the tone for a clerking team which impresses instructing solicitors as being not just "highly client focused" but also "commercial, flexible, and eminently sensible." Another aspect of the set's service which receives praise from clients is its provision of targeted and in-depth seminars, which keep their clients up to date with key legal developments.

Atkin Chambers

Atkin Chambers has invested heavily in its internal management in order to reinforce the service it provides to clients. This is a move that seems to have paid dividends, as commen-

tators are in full agreement that the set's "approach to client service is absolutely first rate." Senior clerks Simon Slattery and Justin Wilson have played a central role in ensuring that the clerking team is approachable and user-friendly. The duo's success is applauded by sources who note that "they are incredibly responsive, helpful, and receptive to any issues that we raise." They front a team that holds regular review meetings with clients in order to fine tune the set's service. Impressed solicitors remark that "Atkin offers a really high quality service, and whenever there has been a minor niggle the clerks have been quick to put things right."

Devereux Chambers

The Devereux Chambers brand has become increasingly linked with strong client service in recent years, which commentators put down to the set-wide leadership of the CEO, Beverley Landais, and the head clerk, Vince Plant. The set is positioning itself as a far more commercial and client orientated organisation, and the results have been impressive, with instructing solicitors quick to praise the "excellent job the set does with client service." The clerking team draws particular praise as being "highly approachable and always responsive, no matter what time of day or night," but what impresses commentators is that "Devereux Chambers from top to bottom is just a great set and very easy to use; you get responsive clerking, effective time management from counsel, and fantastic work feedback." One recent further step in the modernisation and commercialisation of the set has been the launch of its new website, which has been designed with clients' needs firmly in mind.

Maitland Chambers

Maitland Chambers scores highly for its client service, which commentators believe is principally down to the "efficient, helpful and proactive" clerking team which ensures the set's operations run smoothly. Sources particularly praise the contribution of senior clerk John Wiggs, whose "excellent and highly responsive approach" is the blueprint that the team follows. Solicitors praise the set for its user-friendliness, noting that "Maitland Chambers is great at developing and maintaining relationships with instructing lawyers." The clerking team is also praised for its in-depth knowledge of the sets barristers, with solicitors noting that "the clerks have the strengths, and skill sets of their barristers right at hand," and suggesting that this "adds considerable value to their advice."