

## Award: Older and Vulnerable Client Team, Outstanding Service

**Open to:** All Lifetime Lawyers and their teams who help deliver services to their older and vulnerable clients

This team really understands the power of working together. As a team, they have created an environment where service excellence is at the heart of everything they do. Every team member understands that older and vulnerable people may have need for additional support, care and time and that they may be facing complex and emotionally sensitive circumstances. They are able to give this with empathy and care, ensuring that their clients feel valued and supported. They work tirelessly together to get the best possible outcomes for their clients.

### Requirements

Your submission will need to consist of 3 main parts:

#### **Part 1 – Your covering statement** (a maximum of 150 words)

This should state why your team should win this award.

#### **Part 2 – Your full submission** (a maximum of 1000 words)

You will need to cover the following:

Your submission must tell the story about why your team should win the *Older and Vulnerable Client Team, Outstanding Service* award and must also cover the specific criteria below:

1. Talk about key elements of the service your team provides and how these benefit your clients
2. Talk about service improvements your team is planning for the future and how they hope to achieve them
3. Talk about how people in your team support each other to deliver outstanding client service
4. Give an example of how your team working together helped a client in a difficult situation achieve a good outcome

Please provide one piece of supporting evidence in an appendix to your submission, clearly stating to which of the four points above your evidence relates.

#### **Part 3 – Your Pearl of Wisdom** (a sentence or short paragraph)

What one piece of advice would you share with the audience to help them in their work? This could be a technical insight, a tip, an observation, something that works well for you, or advice shared with you that has stuck with you.

NB: The best pearls of wisdom may be shared with the audience as we would like to give audience members something really useful to take away from the Twilight Awards.