

Chambers Bar Directory 2022 commends 11KBW for the quality of its client service

According to instructing solicitors, “the client service provided by 11KBW is top notch, and everything about working with them is perfect.” One source enthuses: “They always go out of their way to help – when I have had situations where I needed representation or advice quickly they have done everything they could to try to accommodate me.” Clients appreciate that they “understand your requirements in terms of availability and the type of work, and they know who would benefit your client most.” Further, they can be relied upon to “come up with creative solutions to your particular needs.” The team is jointly led by the “fantastic” Lucy Barbet and Mark Dann, whom clients find to be fully on top of complex legal issues, and able to deal with rapidly developing situations in an unflustered manner. “They never panic,” according to one client, “but remain calm, sensible and responsive.” Team leader Lee Cutler receives plaudits for his “very effective approach”; commentators add: “He is very pleasant, and understands your needs and is easy to get hold of.” Among others who attract special praise are Joe Freeman and team leader Harry Gilson: “They take a very sensible approach to fees and have a pragmatic understanding of the client’s commercial drivers.” Meanwhile, clients remark that Michael Smith and Hannah Rayner “are extremely supportive, and always respond to queries immediately.” The set is notable for its provision of resources in the form of blogs, seminars and newsletters, which are highly valued by our interviewees: “The monthly public procurement and state aid updates are very useful, as was a recent webinar on Covid-19.” The Panopticon blog is also noted to be “genuinely a must-read for lawyers in the data law space.”