



## The **co-operative** legal services

### The Co-operative Legal Services

The Co-operative Legal Services are a national legal services provider, with legal experts available to help and advise on a range of legal issues. The Co-operative Legal Services has experienced rapid growth over the past years and have an excellent reputation for legal expertise as trusted partner to their members and the general public.

The legal services sector of The Co-operative Group engaged Nine Feet Tall to help them achieve compliance with a new, significant and highly complex set of regulatory requirements known as “Alternative Business Structures” or “ABS”. This necessitated change at every level in the organisation and in every department; ensuring maintenance of linkages and interaction with The Co-operative Group.

*“Nine Feet Tall was able to provide real focused and detailed analysis, translating highly complex regulatory requirements in a clear action plan and brought a fresh and effective approach to solving issues.”*

Hugh Gregory  
**Head of Change and Business Infrastructure**

### Project Activities

1. Analysed, prioritised and summarised the regulatory requirements
2. Carried out ‘as-is’ analysis of the current state of the business and each department when measured against the new regulations
3. Created, maintained and managed project plans including development of ‘critical to success’ project metrics
4. Integrated project plans with other related projects to ensure efficient and complementary working across projects
5. Implemented a series of ‘integration events’ throughout the project to understand the level of progress made and the outstanding activities as the project progressed
6. Engaged with Directors, Heads of Department, Team Leaders, and employees to energise and support the team throughout
7. Created a communication and training plan, including training content, to be delivered to every employee as launch day approached

*“We have used contractors in the past for this type of assignment. The real difference in working with a Nine Feet Tall consultant is that they are highly experienced, have a toolkit to hit the ground running and are supported by the wider team, enabling them to ramp up and ramp down as required. Ultimately providing real value.”*