

Here When You Need Us Most

The Adroit Way

DOING THINGS DIFFERENTLY





Our Purpose

Adroit provides the National Bereavement Service (NBS, www.theNBS.org) which delivers an enhanced practical guidance service for an organisation's customers and/or employees when they are bereaved, without having to invest time or money training additional resource. The service assists families throughout the entire bereavement process and beyond the funeral.

The death of a family member or employee can damage someone's financial and emotional wellbeing and based on our experience, many people don't know who and where to turn to for support should the worst happen.

Our guiding principle is that our bereavement service offering will not be dictated by profit margins. This means that every customer receives the help they need with no time limits irrespective of whether they require a legal service.

Whether our customer has lost someone with no money to pay for a funeral and needs help applying for benefits or is a corporate employee with a complex £million estate, every caller receives the same level of service.

NBS has also recently launched its very own bereavement support and counselling service, enabling us to offer a completely holistic service. Sadly, due to these unprecedented times, we expect this service is going to be needed more than ever during the weeks and months ahead.



Product Combinations

Please refer to our separate pricing document for set-up fee and quarterly/annual charges for the three service options detailed in the following pages.



I Our Services

NBS Call Service* (Practical Guidance only)

Providing practical guidance and support following the loss of a loved one, we help the bereaved in areas such as finding a reputable funeral director, guidance on who should be notified of the death, funeral benefit assistance and guidance with the legal side of bereavement. There are no time constraints on any of our calls, sometimes people just need a listening ear.

Practical Plus Text Support

The NBS online support chat can be accessed from a link on the Employer's internal website, or via the internet.

Practical Plus Text & Counselling Support

Bereavement support and counselling (Phase 1).

Telephone, face to face virtual bereavement support and counselling, based on NICE** supportive and palliative care guidance 2004 3-component model for bereavement.

An initial telephone assessment based on RRL*** framework by our trained specialist to determine which level of support is needed.

Both our bereavement support and counselling are provided using video link technology such as Zoom to enable face to face support.

Introduction of our face to face/non virtual counselling across key geographical locations (Phase 2).

This is a triage service developed by Claire Henry MBE and Nikki Archer. NBS trained advisors carry out the initial assessment to determine which level of support is needed.

Nikki is Director of Supportive Care St Giles Hospice and Founder & Chair of the Association of Bereavement Service Coordinators (ABSCo). Claire has over 30 years' experience working in clinical, managerial, and quality improvement in the 3rd sector with an abundance of experience in palliative care and end of life care.

*Call Service can be provided as an inbound or outbound service

**National Institute for Health & Care Excellent

***Range of Response to Loss model, Relf, Machin and Archer 2010

I What's Included?

NBS Practical

This option provides the National Bereavement Service helpline service and discounted legal services should the employer subscribe to the quarterly/annual NBS subscription and includes:

- Monthly MI reports.
- A unique 0800 telephone number.
- Practical guidance on topics such as planning a funeral, notification (who needs to be notified following a death) wills and probate.
- A discounted will and/or free estate planning home visit (currently over the phone or via video call) and other discounted legal services, such as conveyancing and family law delivered by our sister company Adroit Legal Services.
- NBS 'What To Do When Someone Dies' leaflet (co-branded or white label).
- Adroit Legal Services co-branded Microsite (medium to large corporates).
- National coverage on all elements detailed above.
- On-site training/introduction to the service may also be provided (currently via video link).

NBS + Online Chat

NBS Practical elements plus online support which will be linked to the client's website. We will provide the technology and support to help you build this in to your existing website.

NBS + Online + Counselling and Support (full service)

NBS Practical and online chat elements plus telephone bereavement support and counselling.

NB: If employers wish to provide employees or their customers with a number of free face to face sessions as an added benefit, packages can be arranged.





Key Benefits of the NBS

- 100% impartial - we want to ensure our customers fully understand all their options and we deliver this in simple plain language.
- We are deeply passionate and every single call we receive is extremely important to us – it is a privilege to help and support people through a bereavement. We go over and above to ensure our customers receive the help they need leading to greater brand loyalty and it keeps you ahead of the competition.
- Clear transparent fixed fee pricing should any of our customers need to go through the legal administration process.
- Our panel of law firms and estate planning consultants are hand-picked by us and adhere to very high service levels and competitive pricing. We have a zero-tolerance approach with our panel firms to ensure consistency and high standards.
- We build trusted relationships with our clients and their customers who frequently ask if we can help with other areas of later life planning and other necessary legal services.
- A commercial arrangement for any legal work (or greater discounts passed to your clients or employees).

Adroit Legal Services

Adroit also has a full legal services proposition including wills and probate, conveyancing, litigation and help with family matters, combined with highly competitively priced fees for both our corporate employees and corporate client's customers. Our most popular service is our wills & estate planning. A discounted simple will/free estate planning review is an added benefit which can be offered as a voluntary or flexible benefit. Adroit manages a panel of trusted and vetted legal practitioners who operate within a strict code of practice managed and monitored by the company.

Key Benefits to Employer

- Help your staff properly plan for their family's financial wellbeing giving them peace of mind; help reduce stress and anxiety leading to increased engagement, loyalty and productivity.
- We will help you create a special offer for your employees – a discounted will and/or free estate planning review in the comfort of their own home or in the workplace *Due to the Coronavirus, many appointments are currently taking place 'over the phone' or via video call, using WhatsApp, Zoom, Facetime or Skype.
- Project a positive and caring brand image to employees and boost esteem.
- Encourage staff to make their will as part of good financial planning and take the strain away from already stretched Human Resource departments.





What Our Client's Say

JOHN LEWIS PARTNERSHIP

John Lewis Partnership

"We made the decision to work with Adroit after identifying a gap in our offerings in relation to legal advice and support for both active and retired employees. They are not a pushy sales organisation - their aim is to help everyone, which is exactly what we were looking for in a partnership."

Neilson Financial Services

Neilson Financial Services

"When deciding which bereavement service to work with, it was really important for us to choose a company that had the same customer values as us and after comparing National Bereavement Service against similar companies, the National Bereavement Service stood out by far. They genuinely do care for the bereaved and will do everything they can to support them at their time of need. We would recommend them to anyone."

Funeral Partners

Funeral Partners Limited

"We have always found the service of the highest quality. We have been exceptionally impressed with the level of client service and have only ever received positive feedback. Both our clients and our branches are extremely positive about the service which has given us confidence to move on and start to look at this area in more detail and utilise the skills of Adroit and the NBS in other areas we are testing."

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