

News from Quest – More Chambers, more support, more services

“ ChamberHR has been a core Chamber service for over 15 years. It is now part of the Four Services delivered to the UK network by Quest Business Services (formerly called Qdos Consulting). The good news is that the service continues to grow and there are now 51 accredited and affiliated Chambers offering the service to over 41,000 members.

More Chambers are expected to join the service as we go through 2019. This ongoing growth is partly driven by an increasing number of Chambers moving to a value based membership structure as the Four Services are a perfect fit for these frameworks as they are of such high value. A Level 3 scheme, which most Chambers have, includes five advice lines, a website featuring a huge document library plus legal expenses insurance. This has a value of at least £1500, much more than most membership subscriptions. Even the Level 1 scheme, which does not include insurance, is worth £1,000 in the marketplace. These values make joining the scheme a straightforward decision.

Of course “just having” such a high value service might look great and will help with recruitment, but it won’t help so much with retention unless members are aware of, and use, the services. That is why Quest offer all Partners access to our totally unique Service Support Programme which includes marketing collateral, social media messages, staff raining etc. It really works!

As you can tell from the growth the scheme the Four Services are very popular with Chambers, but they are also very popular with members who use them In 2018 we surveyed advice line callers and over 95% said they would recommend the service to another business.

At Quest we never stop improving. In 2019 we are about to launch our Debt Recovery Service through our legal company, Vantage Legal Protect (formerly Qdos Legal). Members can already access free advice and documents, but the service extension will enable them to have an official solicitors letter sent for just £15. This is proving very popular.

We are passionate supporters of the Chamber network and will continue to invest time and resource to help Chambers provide a first calls service to their members”