



the Howard League
for Penal Reform

Case Study - Out of hours cover

The Howard League for Penal Reform is the oldest penal reform charity in the UK. Established in 1866 and named after John Howard one of the first prison reformers, it is entirely independent of government and is funded by voluntary donations and membership subscriptions.

The Challenge

The Howard League for Penal Reform is working hard influencing the crime and punishment debate, reducing crime and forcing through meaningful change to create safer communities, whilst lowering the number of people in prison.

The charity's solicitors often complete work at home, after spending their working day in the office and out on the road visiting young people both in prison and at home after release. Normal office hours do not really apply to a charity that alongside its campaigning work, supports individuals whenever they need it.

Although the charity has in-house secretarial resources, the solicitors require flexible support that is available outside normal office hours and as back up during busier periods.

The Solution

Our bespoke software, created in-house by our own developers, allows the charity to monitor the number of dictations on the system at any one time. If work is pressing and a backlog looks likely, the decision can easily be made to outsource the transcription work and utilise some of the more than 300 qualified legal secretaries DictateNow provides access to.

The Howard League for Penal Reform believes the service we offer would be a useful addition to any legal team, either as a primary secretarial resource or as a back up for the in-house typists, to cover busy times, sickness, holiday, etc.

The DictateNow mobile app also speeds up the process for solicitors away from the office, turning any Smartphone into a digital dictation machine. Our ISO 27001 and ISO 9001 accreditations ensure users of the service are assured of the importance we place on the security of the data we receive and process.

The Benefits

DictateNow has worked with the Howard League for Penal Reform for many years, providing an essential service to the charity's solicitors and management team. Although busy, the committed legal team always find time to complete urgent work, safe in the knowledge that their dictations will return as accurately transcribed documents, usually within 45 minutes.

Our service is based on a simple principle much appreciated by the solicitors working at the charity - no monthly fee, no minimum usage. Users pay only for each minute of dictation and know our flexible service ensures we are there whenever they need us.

"With minimal start-up costs, no monthly charges and no minimum usage policy, Solicitors can use DictateNow as much or as little as they need, only ever paying for what they use - it really is a no-brainer."

Nathaniel Baverstock
Practice Co-ordinator

In Brief

Support 24/7/365 from over 300 UK-based typists

Use as primary secretarial resource or back up

Minimal start-up costs, no monthly charges and no minimum usage

ISO 27001 and ISO 9001 accredited

**Dictate
NOW**

DictateNow House • 2 Delta Court • Manor Way • Borehamwood • Hertfordshire • WD6 1FJ

T: 0845 601 7726 • F: 07092 024 222 • E: info@dictatenow.com • W: www.dictatenow.com