



Assessing the case

How do you determine the grade?

I know you didn't ask for a fourth, but I'd say a general sense of merit is obviously important, but not always, as even a claim with potentially poor merit can lead to an opened case.

What about if it is on the point where they are deciding whether to take or not, is there a time when information on the GRM is used to help with the decision?

At that point, I would not care if they think it has legs.

Is what is important to what leads to a signed case?

The situation needs to be assessed and graded

Its being experienced enough to know if this has legs, or are you a time-waster.

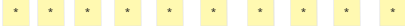
Would you use the GRM to help make a decision? Probably not, because I have a good enough grasp to know if there is something in it.

And what immediate info should be gathered and displayed so you can give a very rough, first glance idea...

Information
required to assess case

Information required to assess case

Estate size



Legal standing



Potential cost/benefits to client



Type of dispute



Existing inheritance



Merit



What documentation or evidence is available



Is it a CP dispute?



Number of parties involved and personal claims each party may have



Is there a will?



Claimant or defendant?



Whether any steps have already been taken?



Whether they can fund it



Whether it is something we can advise with

Whether we can fund the litigation

Relationship to deceased

Your relationship with them

When did they pass away?

Probate

Current probate status

1975 Grade
Yes / No / Maybe

The claim checker makes a calculation based on probate status, domicile and relationship to the deceased.

Domicile

Is there a will?

Intestate estate

Date of the will

Size of estate

Estate value

Are you in the will?

Current share

Who are the other beneficiaries?

How many beneficiaries are there?

Why is there a dispute?

Will dispute

Are they claiming financial dependence?

List of details that could be displayed on a dashboard of enquiries

AI is not going to take everyone's jobs

Because of the complexity of legal situations, creating a calculation which automatically grades cases would be unworkable, and even if it was possible at this stage, it wouldn't be safe to rely on.

So instead, the assessment of new enquiries needs to be done by an experienced/trained person.

The question is, what are the absolute bare minimum of details required to make a quick, rough assessment of the grade, at a glance on the new enquiries dashboard.

AI could definitely have a place in this process in the future, some legal firms are already using it in this way, but as with AI in the medical profession, it should only ever be used to support human processes and decision making.

Enquiries dashboard



List of all current enquiries - triage and legal teams can open this dashboard to see an overview of recent enquiries.



Purpose: Single source of truth for all current enquiries for triage and legal teams.

Shows all enquiries up until matter opened or declined

Geared around helping teams convert the best enquiries

See at a glance the grade of the enquiries

I like the idea of the A's going straight to the team leaders.

Laura Read

A lot of the time they are hungry for cases, and we don't actually know.

I might get an email from a lawyer saying 'I haven't had a JUCY case for a while'

Whereas if the lawyer saw that, they might think 'oh, I'll have that...'

And that would have made the decision for us then.

Tasks overview

1. Get an overview of all recent enquiries
2. Manage booking interviews
3. Help getting all the best cases get converted

Tech tasks

1. Open enquiries
2. Filter / search enquiries

On this dashboard, all legal teams could see all recent enquiries at a glance, and see how JUCY each case was.

These details need to demonstrate at a glance whether an enquiry might or might not be juicy.

These details would either be entered by triage when on the phone (as already happens with Perfect Portal), or be populated automatically with enquires that come through a Claim Checker form, or a referrer form.

ClientName	Referrer	Grade	Initial enquiry	Enquiry status	Enquiry owner	Open enquiry
John Smith	John & Co.	A	14/10/21	Interview booked	Richard Thomas	Open enquiry
John Smith	John & Co.	A	14/10/21	Interview booked	Richard Thomas	Open enquiry
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John Smith	John & Co.	A	14/10/21	Interview booked	Richard Thomas	Open enquiry

What filtering capabilities would be useful?
Grade
Status
Referrer??
Enquiry date??

The purpose of this second survey is to establish what details should be displayed on this page, so triage and legal teams can make a quick assessment of the grade, at a glance.

Data visualisation/design best practice says that an interface/dashboard should only contain the very most important data required for the people using the system.

So we need to create a shortlist of details - only the most important and useful

If you click on an enquiry to open it, all the details and notes will be shown anyway, just like perfect portal - we are just trying to establish the most relevant and useful details to be displayed on the main dashboard with all the enquiries on display in a handy list.

So the list of potential details needs to be ordered into a hierarchy - most important details at the top, least important details at the bottom



Reasons to proceed

Reassurance
surrounding
the merits,
and as a
consequence,
the prospects
of financial gain.

Reassurance surrounding the merits, and as a consequence, the prospects of financial gain.

Merit

Reassurance that most claims don't end up at trial.

Staying out of court

A sense of justice that they want to pursue

A determination to carry out what the deceased wanted/wanting to let someone else "win"

Wanting what is fair

Time pressure from an outside source - threatening letters from a solicitor/ family member.

Deadlines - i.e. deadline to bring a 75 Act claim

Time pressures

Reassurance
surrounding
the merits,
and as a
consequence,
the prospects
of financial gain.

If they can afford fees

Affordability

Need for answers

Wanting answers

Peace of mind

They feel confident that we know our stuff and that when we say that we can help them/resolve it they believe us.

Reassurance we can help

Reassurance we can help

Reassurance we can help

Reassurance we can help

Reassurance we can help

Reassurance we can help

Reassurance we can help

Reassurance we can help

Trust

Being up front about cost

Clear explanation of how costs are going to be met and there will be funded

Cost versus benefits analysis

Cost vs benefits

Desire to get matters resolved.

Wanting the dispute to end

Wanting dispute to end

Time pressure from an outside source - threatening letters from a solicitor/ family member.

Being up front about cost

Being a clear or straightforward explanation of how costs are going to be met and there will be funded

Having no choice but to deal with it

They feel that they have been transparent about what they need to do to the best of their ability

Honesty / transparency

Being secure in knowing how we are going to help

Being a clear or straightforward explanation of how costs are going to be met and there will be funded

Being a clear or straightforward explanation of how costs are going to be met and there will be funded

Transparency

1 Costs
2 Real prospects
3 Not commercially viable

Uncertainty about legal fees

the impact it will have on them financially and emotionally

Costs

* * * * *

Costs
Realistic costs
Not commercially viable
Not financially sound

Realistic costs
Not commercially viable
Not financially sound

Realistic costs
Not commercially viable
Not financially sound

Realistic costs
Not commercially viable
Not financially sound

Weak prospects

* * *

Costs
Realistic costs
Not commercially viable
Not financially sound

Realistic costs
Not commercially viable
Not financially sound

Not commercially viable

* *

the impact it will have on them financially and emotionally

Realistic costs
Not commercially viable
Not financially sound

Realisation that the process is not as simple as they anticipated

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Costs
Realistic costs
Not commercially viable
Not financially sound

Realistic costs
Not commercially viable
Not financially sound

Fear of entering into Court litigation

* *

Costs
Realistic costs
Not commercially viable
Not financially sound

Realistic costs
Not commercially viable
Not financially sound

Fear of causing upset to the family

* *

Realistic costs
Not commercially viable
Not financially sound

Realistic costs
Not commercially viable
Not financially sound

the impact it will have on them emotionally

* *

Realistic costs
Not commercially viable
Not financially sound

Want to try resolve themselves first

*

intention to only seek information / signposting

Realistic costs
Not commercially viable
Not financially sound

Realistic costs
Not commercially viable
Not financially sound

Reasons to decline

Internal survey responses

First things they say when they come on the phone

My brother-in-law is not happy to be involved in the process.
- He wants to be a silent partner.
- He doesn't want to be involved in the process.
- He doesn't want to be involved in the process.

They just want to carry on with the business.
They want to know the facts of their case.
They want to know how much it will cost.

The lawyer is not happy to be involved in the process.
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I don't know what's happening with the business!
My brother-in-law is holding family members in leading them and not disclosing information.

Unfair, sad and they don't want to have to be doing this [making a claim/defending]

"It's not fair!"
"This isn't what I want!"
"I want to know how much it will cost!"

When and who they talk.
Who they are in dispute with i.e. brother, sister etc.
Things that are being said about what has said what and when.

Family member of someone is being difficult.
Someone being disrespectful from their own perspective.
Someone being disrespectful from their own perspective.

1. They haven't kept their word.
2. They haven't kept their word.
3. They haven't kept their word.
4. They haven't kept their word.

1. They have been informed by an email or by a letter and you believe it will be done.
2. Do you have a contract?
3. Can I question a contract?

Information required to assess case

What documents are available?
What documents are available?
What documents are available?
What documents are available?

Whether the person has spending in available.
What documents are available to available.
The value of the estate.

Value of the estate.
Whether there is a will.
Is there a dispute? Is it contentious?

The value of the estate/other shares.
The nature of other potential claims such party may have.
Whether there is a will.

Value of the estate, legal position (so far as you can), potential cost benefit to client

Type of claim and whether it is a claim for a share of the estate.
Whether there is a will.
Whether there is a will.

Is there a legal argument or is someone just not happy because the outcome is "unfair".
Value of estate

Legal standing
value of estate
whether it is something we can assist with

Whether the person actually has a right to the share (i.e. is it theirs).
How much the estate is worth.
Whether the claim can hold the legal title.

1. They have been informed by an email or by a letter and you believe it will be done.
2. Do you have a contract?
3. Can I question a contract?

Reasons to proceed

Reasons to proceed to the next stage.
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Peace of mind, wanting the dispute to end and having no choice but to deal with it

Reasons to proceed to the next stage.
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- honesty / transparency
- realistic since we can help
- being up front about cost

Reasons to proceed to the next stage.
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1. They have been informed by an email or by a letter and you believe it will be done.
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Reasons to decline

1. Costs
2. Weak prospects
3. Not commercially viable

Cost
The cost of being unsuccessful, which is particularly the case where early settlement offers are made without progress of settlement offers also without bringing a particular case.

Reasons to decline to the next stage.
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the impact it will have on them financially and emotionally

Cost i.e. they can't afford it and it's not suitable for CTA / Deferred

Costs
Stress/family relationship breakdown

Cost
Who has not been said but that they might be worth of support / litigation costs to be needed in the future.

Reasons to decline to the next stage.
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