

# Managing The Portal

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# **MoJ Streamlined Claims Process Reforms Conference**

MANAGING THE PORTAL

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Independent Chairman  
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**Lyons Davidson**

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# **Tim Wallis**

- **Chairman of RTA Portal Co Limited**
- (formerly independent chairman of the Portal Project Steering Group)
- **Mediator and Solicitor**
- **Director of**
  - **Expedite Resolution Limited**
  - **Trust Mediation Limited**

## **in the beginning...**

- The MoJ claims process - collaboration
- Mediating the fees
- “Electronic-ification”
- The project steering group
- November 2008 – April 2009 = 18 months (!)

## **the next bit – implementation and launch**

- Security of data – the log-ons
- Communication issues – the help desk
- Simultaneous provision via
  - web browser and
  - application to application (“A2A”) software
- Lead in time for software houses
- Build-up of claims
- Complaints, dissatisfaction, noise

## **post crisis, post cavalry**

- Thank you to the Motor Insurers Bureau!
- MIB MSL (a management services company)
- RTA Portal Co Ltd
- BAU (business as usual) still an aspiration – but that has almost been achieved

# company structure

- RTA Portal Co Limited
  - 1 x A share: Claimant Co Limited
  - 1 x B share: MIB Portal Services Limited
  - 4 x A directors + 4 x B directors + indep. Chairman
  
- MIB MSL
  - (Motor Insurers' Bureau Management Services Limited)
  
- Crif
  - (the hardware/software supplier)

# **back-filling 2010/2011**

- Completing work best done pre “live” date eg
  - long term contractual arrangements - tick
  - long term funding - continuing
  - process mapping - tick
  - data protection policies - tick
  - communication arrangements with users - tick
  - change management process - tick

## current performance

- Good performance? Time and money being saved?
- Too early to give statistical feedback on performance
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- The portal is an electronic post box to facilitate the MoJ process – not a case management tool to produce sophisticated MI
- MI reporting - been tested – still being developed
- Some basic MI may be published in the future
- Parts of the system are as yet little used / un-used
- A review of the first year is underway

# the Portal – the future – “behaviour” issues

- Good, bad and ugly behaviour - errant behaviours
- High level committee – inhibit satellite litigation - pilot
- Publish non-binding opinions
- Continuous active liaison with MoJ – and, now, regulators
- Examples of issues considered
  - Article 75,
  - multiple solicitors acting for 1 claimant
  - Insurers approaching claimants direct
- Active work in progress – pilot under review

# **the Portal – the future – Jackson LJ and Lord Young**

- **We are in a post-portal landscape**

- **Pre Young:**

“The Portal is now, hopefully, moving into less newsworthy times.”

- **Is this the Portal the right model, the right design?**

- **Does consensus matter?**

# portal's lesson learned

- A new claims system using new software must be thoroughly planned and implemented – the building blocks
- If not
  - objectives might not be (completely) met and or
  - costs of development and implementation might be disproportionate

PS Resource is an issue.

# the building blocks

## **1. negotiate/prescribe and agree a new streamlined system\* \*\***

\* eg what changes would be needed to deal with more valuable RTA claims? eg a new EL system, which would be different from an RTA system

\*\* the MoJ took about 2 years to negotiate the current system

## **2. negotiate/mediate/prescribe fixed fees**

## **3. draft Rules \*\*\***

\*\*\* this time the court rules must be finalised BEFORE the software is built

## **4. prepare a business requirements document**

## **5. build the software**

## **6. test, communicate, train and then implement/rollout \*\*\*\***

\*\*\*\* software houses providing solicitors' case management systems tell us 3 – 6 months is required for this phase

NB Through, disciplined, project management required throughout

NB Funding must be in place at the outset

## **other management issues and challenges**

- The role of the MIB/MIB MSL
- Funding – the user pays concept
- Holding the ring if extension proceeds
- Delivering any extension effectively (without history repeating itself)
- Making the behaviour committee experiment work

## **and finally...**

- Good, solid progress is being
- MoJ requirements are (mainly) being met
- Users and software suppliers will be supported appropriately
- Users: proactively ensure staff understand and are correctly interpreting the MoJ rules (Do you know that your organisation is not causing behaviour problems?)
- The biggest lesson learned?: well planned, consensually based change has great potential

# MOJ Streamlined Claims Process Conference

The Brewery  
16<sup>th</sup> June 2011