

CLICKOAI LAW FIRM GUIDE 08 OF 63

# Law Firm Growth Without Extra Headcount

Find usable capacity before adding roles or technology.

|             |                                                                                        |
|-------------|----------------------------------------------------------------------------------------|
| Use it when | the firm cannot tell whether demand, flow, supervision or collection is the constraint |
| Boundary    | This is not financial, employment, valuation or investment advice.                     |

**Built for independent law firms in England and Wales**

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# 1. Frame the decision

Separate demand, work time, elapsed time, rework and collected value. A full diary does not prove useful capacity.

**Specific focus**

Measure avoidable waiting, rework and handoffs before assuming another hire is required.

**Questions to answer**

- For this guide: Measure avoidable waiting, rework and handoffs before assuming another hire is required.
- Which work is wanted?
- Where does work wait?
- Which role is the constraint?
- What work is repeated?

**Avoid**

- using revenue alone
- targets without owners
- buying software for a demand problem

## 2. Control sheet

Treat a blank evidence field as a reason to pause, not a reason to guess. Record sources and owners before changing the workflow.

| Area    | Evidence to collect            | Pass condition           |
|---------|--------------------------------|--------------------------|
| Demand  | Enquiries and accepted matters | Desired work is explicit |
| Flow    | Volume, queues and rework      | Constraint is visible    |
| Quality | Corrections and complaints     | Quality loss cannot hide |
| People  | Skill and review capacity      | Supervision route exists |
| Value   | Cost, collection and effort    | Current sources used     |

**Fail closed**

If an input, owner or approval is missing, record the gap and keep the affected step outside the proposed change.

### 3. Working record

Complete this page with counts, dates and named sources. Do not include client names, matter names, contract text or privileged material.

| Field              | Evidence or answer                                                                       |
|--------------------|------------------------------------------------------------------------------------------|
| Guide focus        | Measure avoidable waiting, rework and handoffs before assuming another hire is required. |
| Work type          |                                                                                          |
| Volume             |                                                                                          |
| Constraint         |                                                                                          |
| Rework time        |                                                                                          |
| Thirty-day measure |                                                                                          |
| Owner and date     |                                                                                          |

#### Evidence quality check

- The source is named and dated.
- An estimate is labelled as an estimate.
- The owner can reproduce the measure.
- The same method can be used after a change.

## 4. Decision record

Select the outcome that the evidence supports. A stop or no-change decision is valid.

- Stop: a required source, owner or approval is missing.
- Fix: repair the underlying route before adding technology or cost.
- Test: run one bounded change with a baseline and review date.
- Proceed: adopt only the option supported by the recorded evidence.

| Decision field        | Record |
|-----------------------|--------|
| Chosen outcome        |        |
| Reason and evidence   |        |
| Owner and approvers   |        |
| Review or expiry date |        |

### Primary sources

[Law Society: How to use lawtech in your practice](#)

[Law Society: Buying new technology](#)

[SRA: Effective supervision](#)

[SRA: Client care letters](#)

### Source status

Links checked 18 August 2026. Confirm the current version and obtain appropriate professional advice before relying on regulated, contractual, privacy, security, insurance, financial or wellbeing conclusions.