

# FWL SUBCONTRACTORS: WHAT YOU NEED TO KNOW.

## CASE LIST

The Bona Vacantia Division (BVD) release an updated case list every day (at an unspecified time – sometimes 8am, sometimes 3pm!). There will not necessarily be new cases every day.

Whenever the case list is released, one of the senior leadership team (SLT) in the office will post to the secret Family Wise Ltd. group on Facebook, notifying the team of the number of cases and those newly contracted.

If you are on to work that day, a case will be allocated to you by one of the SLT and you will be informed in your subcontractor chat.

The case list is published here: <https://www.gov.uk/government/statistical-data-sets/unclaimed-estates-list>

## CASE NOTES

All case notes are to be returned to the [cases@family-wise.co.uk](mailto:cases@family-wise.co.uk) email address:

- For those working during the day, the absolute latest we need notes back is 4:30pm (unless previously agreed with a member of the SLT)
- For those on evening shifts, notes need to be back by 9am the following morning. If no notes are received by then, it will be assumed that work has not been done/no progress made on that case and it may be re-allocated to another researcher.
- For those on weekend shifts, notes need to be back by 9am on Monday morning.

Case notes should also record negative searches, so that unsuccessful research is not doubled up on.

Please be conservative with the use of screenshots and links in the notes and only include when they add significant information. Links to pages for census and the 1939 register should be included, with the link to the transcription and not the image.

It is the responsibility of subcontractors to keep a personal record of which cases they have worked on, to assist with accurate calculation of commissions when the time comes. (Queries about payments/commissions/finances are to be directed solely to Kirsty personally.)

## COMMUNICATIONS

Regular communications throughout the working day are key. For new cases, a brief overview of how the case is looking (size of family, B/M/D records found (or not), any apparent difficulties, etc.) is required within the hour of being assigned the case.

All casework-related communications are to be in the “FWL” chats on Facebook with the SLT.

All feedback is always intended to be constructive, as a tool for further skill development or avenues for further research.

Please note that cases will often be shared, with several researchers involved.

## OTHER RESOURCES

FWL and the SLT have access/log-in details for the below websites, which may prove useful in HH work.

- TraceGenie (log in: FamilyWiseLtd; pw: FWL0BS1100%)
- MyHeritage
- Geni.com
- DeceasedOnline
- Newspapers.com
- British Newspaper Archive
- The Genealogist
- General Register Office (GRO)

If there are any others you may need, please ask one of the team as someone may have access.

## EVENING and WEEKEND WORK

For those working evening and weekend shift, please ensure that you have enough work to be getting on with for the duration of the shift, before it begins. Thus, contact the SLT during office hours (9am – 6pm, Monday to Friday) if you need work.

There is no guarantee that someone will be able to answer queries or provide work after hours.

## ROTA

The rota is on GoogleDrive and needs to be updated at least two weeks in advance. If you are unavailable for the entire week, please note it in the right-hand 'Notes' column so we know (and don't assume that you've just forgotten to complete it).

It will be assumed that, when marked 'Yes' on the rota for am/pm shifts that the hours worked will be 9am–1pm and 1pm–5pm, respectively. If the hours you are working differ from this, please note it on the rota.

## BRIEFING DOCUMENT

The briefing document, produced fortnightly, is for all members of the team, not just those in the office. It is pinned to the top in the FWL secret group on Facebook. Please be familiar with the goings-on of the group.

## HISTORIC CASES AND THE GOOGLE FORM

There are a lot of cases on the BVD list, several of them that have been listed for many years. As subcontractors, you can trawl through the list to see whether any of the cases are workable, with notes sent back to the office.

We currently have a GoogleForm that can be used to record information found. This is an invite-only form, so the link will need to be sent out. We are considering alternatives.

There is a lot of corporate knowledge amongst the SLT about cases, so it always pays to check to see if anyone has researched a case in the past, to ascertain if it's workable or one to avoid.

### ADVANCEMENTS

There are significant advancements available for high-performing subcontractors by way of stipend work (paid on half-day basis) and/or solicitors' referrals, family history enquiries and DNA work, among others.

Three current members of the SLT started at FWL as subcontractors and are now enjoying full-time work in genealogy. The opportunities are there.

*Enjoy the learning curve, the thrill of the chase!*

