



HM Courts &
Tribunals Service

Reforming the Courts and Tribunals Service

Adopting new technology for a modern justice system

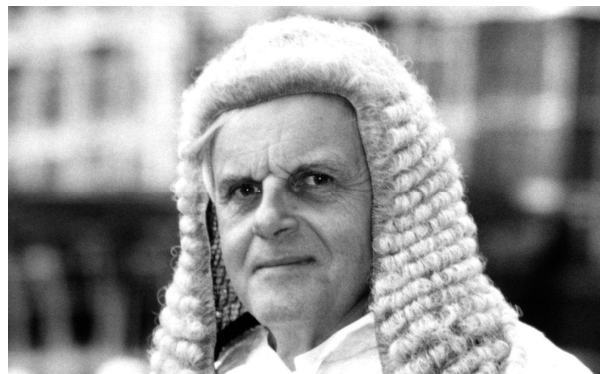
HMCTS Chief Executive, Susan Acland-Hood
The Foundation for Science and Technology
20th June 2018



How can the adoption of new technology improve the justice system?

Memorial debate in honour of
The Rt Hon Sir Brian Neill PC

1923 - 2017





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The system we are reforming



- Forbidding and hard to navigate – with high barriers to entry, few simple routes even for simple things, and many processes that feel designed round experts rather than users – which damages access
- Inefficient – with labour intensive, paper-based processes, resource and time allocation that don't match the work being done, and too much dependence on physical hearings even for things like case progression
- Overstretched and showing signs of strain – with buildings not fit for purpose, and an impression of disregard for the time and trouble of others

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The system we are reforming



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Our guiding principles



Building in partnership



Increasing transparency and accountability



Increasing accessibility



Securing financial sustainability



Being proportionate and segmented



Designing for 2050 – not 2018



Strengthening our strong, independent and trusted justice heritage



Putting people at the heart

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What we are doing – an ambitious £1bn programme of change



- **Crime Programme** – built around a new ‘service model’ for criminal work; supported by the **Common Platform Programme** – bringing police, CPS and HMCTS onto one system for criminal work – with the ability to look from end to end
- **Civil, Family and Tribunals Programme** – including the development of better ‘direct’ services (like online applications for probate and divorce) but also the development of an ‘online court’ with shared, simple rules
- **Transforming Compliance and Enforcement Programme** – changing the way we enforce debt, using more effective and modern methods
- **Underpinning change** to support these new ways of doing things – including **fully video hearings**, improved **scheduling and listing**, more **wi-fi and screens**, and changes to the **number and standard of buildings** and **how we organise administration**
- **A data and management information project** – to make sure our new systems give us intelligent, connected, open, flexible data to drive future improvement

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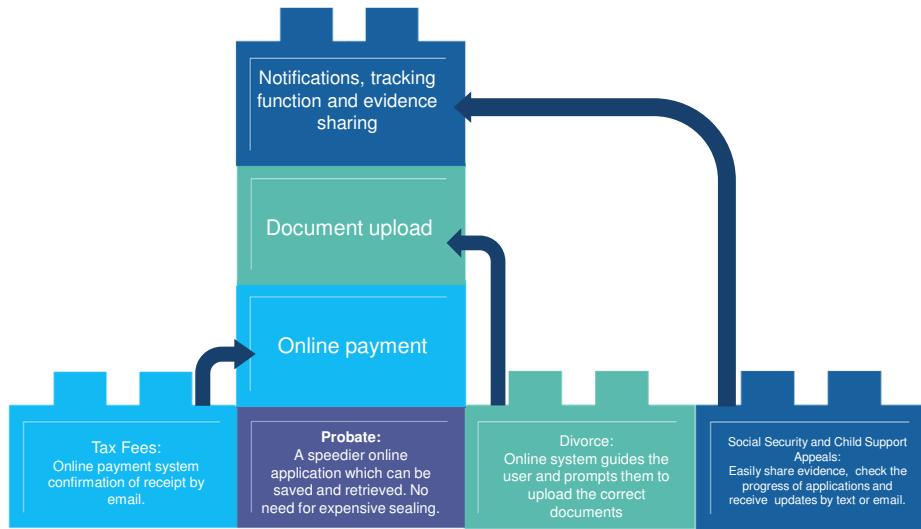
We are learning from others, but our programme is the most ambitious in the world



	Automation of case management	Video conferencing	File application online	Upload my documents	Improving workforce	Estate consolidation	Compared to HMCTS scope	Cases per annum	Programme Length (years)
UK (HMCTS)	●	●	●	●	●	●	●	+4m	6
Australia (NSW)	◐	●	●	●	◐	◐	◐	~300k	8
British Columbia (Canada)	●	◐	◐	◐	◐	●	◐	~270k	11
Netherlands	◐	◐	◐	◐	◐	◐	◐	~1.8m	9
Oregon (USA)	◐	◐	◐	◐	○	○	◐	~200k	7
Singapore	●	◐	●	◐	○	○	◐	~350k	15

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We are building components that fit together (not a single giant system) – which is more agile and reduces risk



Crime



Crime Projects



Project Name	Description
Single Justice Service (SJS)	Expanding on the existing Single Justice Procedure. Cases involving summary, non-imprisonable offences with no mitigating circumstances can be pleaded to online and digitally passed to a magistrate for decision (or, subject to legislation, a statutory fixed fine could be accepted). The option for a hearing – which might be via video – will remain.
Video Remand Hearings	More remand hearings conducted directly from the police station/custody through video, with better underpinning systems and processes
Online Plea & Allocation	Plea and allocation to take place outside the court, removing the need for allocation hearings. Defendants (initially through their legal advisers) will be able to indicate a plea online.
Case Progression	Cases will be progressed outside court by judges and authorised staff under judicial supervision. Interlocutory hearings will happen online, or via video and telephone.
Court Hearings	Improving the way court hearings work, including through better digital and video support.
Youth	Defining a clear and distinct future operating model for youths in the criminal courts within the Crime Service Model.

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Make a Plea online

Make a plea

ALPHA This is a new service - your [feedback](#) will help us to improve it.

Make a plea for an offence

Use this service to plead guilty or not guilty online.

You must be either:

- the person charged with the offence
- an official representative of the company charged with the offence

Before you start

To use this service you need:

- ▼ [For all pleas](#)
 - the Single Justice Procedure notice sent to you
 - your National Insurance number

Help and Advice

If you think you shouldn't have been prosecuted contact Transport for London
Telephone: 020 7027 9158
Email: IAP@tfl.gov.uk

Legal Advice

You can get help from either:

- [a solicitor](#)
- [Citizen's Advice](#)

For help with this online service or the court process contact the Contact Centre
Email: sjs@justice.gov.uk

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Single Justice Procedure & Automated Track Case Management



Criminal Justice Services online

BETA This is a new service - [your feedback](#) will help us to improve it.

Court Administrator

Single Justice Procedure

Search for a case

Enter case reference number or defendant's last name

Cases referred to court

No tasks to complete

Orders

[Find and print orders](#)

Information for the public

[Print list of cases awaiting decision](#)

ATCM

"Absolutely brilliant. It is so clear and easy to read and I love the screens. Built-in validation will be a huge time saver." (Legal Adviser)

"I have worked with system developers before and it has never been as good as this. I think it is good, it's clear, intuitive, easy to read and quick to move around the screens." (Magistrate)

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Common Platform

The process of whether to charge a suspect



Criminal Justice Services online Your account Sign out

BETA This is a new service - [your feedback](#) will help us to improve it.

12DE111101 T. FILLIPE Case options

Case at a glance Case material Analysis and decisions Action plan IDPC preview

10 statements **4** exhibits **2** other documents

Case markers
Not provided [Edit](#)

[Supervising officer's comments](#)
[Summary of key evidence](#)

1 suspect

Tony FILLIPE
26 years old


Proposed charges		
1. Having an offensive weapon		On 5 Mar 2017
2. Robbery		On 5 Mar 2017

Police contacts

Investigating officer	Supervising officer
PC James Brewer james.brewer@kent.pnn.police.uk	Insp Tony Dave

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Common Platform Defence accessing the IDPC



Defence Portal Messages (3) Your account Sign out

ALPHA This is a new service – your [feedback](#) will help us to improve it.

Your clients

No cases are currently assigned to Stokes & Partners LLP

Find a new case

Enter what's written on the charge or postal requisition

Case number (URN)

First name

Last name

Date of birth
For example, 19 8 2016
Day Month Year

[Find this person](#)

Defence Portal Messages (3) Your account Sign out

ALPHA This is a new service – your [feedback](#) will help us to improve it.

55DP0028116 Eoman COWAN

Your clients Client details **IDPC**

IDPC

[Download the whole IDPC](#)

You can also view individual documents below

Charges

[Document name 2017-02-24](#)
MG18 – Offences taken into consideration

Defence Portal Messages (3) Your account Sign out

ALPHA This is a new service – your [feedback](#) will help us to improve it.

55DP0028116 Eoman COWAN

Your clients Client details **IDPC**


Statement for Linda Thomas 2017-02-06

[Return to IDPC contents](#)


Full screen Page 1 / 12

MG11

Key exhibits



[Small bite mark to the left side of victim's left eye brow, severe swelling and bruising to her left eye](#)




[Fracture to victim's left eye needing surgery](#)

[Document name 2017-02-24](#)
MG15 – Record of interview (ROTI)

[Document name 2017-02-24](#)
MG15 – Record of interview (SON)

[Document name 2017-02-24](#)
MG15 – Contemporaneous notes of interview

Common Platform On the day of the hearing in the Crown Court



Recording a result Developer Tools Your account Sign out

BETA This is a new service – your [feedback](#) will help us to improve it.

Hearing list

View hearings by

2018 / 05 / 10 Liverpool crown court Court room 1

<p>PTP Eric ORMSBY and 1 other URN 55GD3145218</p>	<p>Go to hearing</p> <p>1 Defendant</p> <p>1 Case</p> <p>2 Offences</p> <p>Defendant Tony FILLIPE</p>
<p>PTP Tony FILLIPE URN 96GD3656418</p>	<p>Hearing parties</p> <p>Judge Andrew Menary</p> <p>Change attendee details</p>
<p>PTP Tony FILLIPE URN 53GD3919218</p>	<p>Change case details</p>
<p>Sentence Sonja ORMSBY and 1 other URN 21GD7206918</p>	
<p>Sentence Sonja ORMSBY and 1 other URN 59GD1345418</p>	
<p>PTP</p>	

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Common Platform

Recording the result, drafting order and sharing with agencies



Recording a result Developer Tools Your account Sign out

BETA This is a new service - [your feedback](#) will help us to improve it.

Hearing list [Manage hearing](#) > Enter hearing results

96GD3656416 Tony FILLIPE

Enter hearing results

Go to defendant [Tony FILLIPE](#) [Create draft results](#) [Save and continue](#)

Tony FILLIPE

1 Robbery
At 7 Warwick Parade, South Woodham Ferrers, Chelmsford, Essex robbed Jane Smith of a wallet and mob ... [More](#)

[Imprisonment Period 4 Years](#) [Imprisonment](#) [Change](#) | [Delete](#)

▶ [Result details](#)

Surcharge [sur](#) (Amount of surcharge £80) [Change](#) | [Delete](#)

▶ [Result details](#)

[Add more results](#)

2 Possess an offensive weapon in a public place
At 7 Warwick Parade, South Woodham Ferrers, Chelmsford, Essex was in possession of an offensive weap ... [More](#)

[Imprisonment Period 4 Years](#) [Imprisonment](#) [Change](#) | [Delete](#)

▶ [Result details](#)

[Add more results](#)

Log start of event

21:39

[Log another event](#)

Hearing ended	16:51	
Defendant sentenced	16:50	Change
Defendant arraigned	16:50	Change
Prosecution opened facts	16:50	Change
Defendant identified	16:49	Change
Defendant arraigned	09:04	Change
Hearing started	09:04	

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Crime – what next?



Over the next 18 months, we will....

- Build on the work to digitise the single justice process in Lavender Hill and online pleas for TfL fare evasion cases to include **TV Licensing** and **DVLA** cases enabling greater numbers of high-volume, low-level offences to be dealt with more efficiently.
- Extend the functionality of the **Common Platform** in Liverpool, including the type and number of cases passing through it. Legal professionals will have **early access to details of their clients' charges and initial case material online**. Work will also start to plan the extension of the system into other Crown Court centres and magistrates' courts.
- Further test the use of **video hearings** for remand hearings, and in support of case progression
- Introduce the ability for defendants to indicate their plea online and **more efficiently allocate cases** to the appropriate court (subject to legislation).
- Build further functionality for the Common Platform to support **more sophisticated case progression** across the criminal justice system to help ensure that when a case goes to court the hearing is effective.

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Online Divorce Application – what we’re reforming...

Application for a divorce, dissolution or (judicial) separation

You can only make an application for divorce or dissolution if you have been in your marriage or civil partnership for at least one year. This does not apply to (judicial) separation applications.

The information you give will be used as evidence by the court to decide if you are entitled to legally end your marriage or civil partnership or to get a (judicial) separation order from your partner. A copy of this form will be sent to your spouse/civil partner by the court.

If there are exceptional reasons why your application should be dealt with urgently then please set those reasons out in a covering letter.

To be completed by the court	
Name of court	
Case No.	
Date received by the court	
Date issued	
Time issued	

There is a court fee for making this application - see notes on page 15

Help with Fees - Ref no. if applicable:

If you have to pay a fee indicate how you will pay

cheque

debit/credit card - The court will call you between 9am – 4pm Monday to Friday, using the contact details you provide later in the form to collect payment.

Section 1
Your application
(known as a petition in divorce and judicial separation)

1.1 What application do you wish to make?

Divorce on the ground that the marriage has broken down irretrievably

Dissolution on the ground that the civil partnership has broken down irretrievably

(Judicial) separation

1.2 What documents are you supplying to support your application?

In cases of urgent applications it may be possible for you to make an application to allow you to deliver the original or a certified copy of the marriage/civil partnership certificate to the court at a later date.

Your marriage or civil partnership certificate or a certified copy of the certificate from where you got married or entered into a civil partnership (a photocopy will not be accepted).

A translation that has been certified by a notary public or authenticated by a statement of truth by the person who did the translation. This should be provided if your marriage or civil partnership certificate (or a similar document issued under the law in the country you registered your marriage or civil partnership) is not in English.

© HM Courts & Tribunals Service 2017

Current 15-page D8 form...

GOV.UK Apply for a divorce Sign out

BETA This is a new service – your feedback will help us improve it

[Back](#)

Choose a reason for your divorce

You must choose one of the following reasons (legally known as the 'facts') for your divorce.

[What if we lived together after we separated?](#)

Select one of the following reasons:

- Behaviour**
Your wife has behaved in such a way that you can't reasonably be expected to live with them any more
- Adultery**
Your wife has committed adultery and you find it intolerable (unbearable) to live with them. You can only use adultery if it was with a member of the opposite sex
- Separated for 2 years with consent**
Your wife agrees to a divorce and you've been separated for 2 years or more
- Desertion**
Your wife abandoned you (left without your agreement) more than 2 years ago

[None of these apply to my situation](#)

[Save and close](#)

...new online service launched to the public in May 2018

Apply for a divorce - GOV.UK x DB Divorce/dissolution/Judicial x

Secure https://divorce-prototype.herokuapp.com/start

Apps gmail Apharao Agilesphere Review EPIC MoJ Apharao

Home > Births, deaths, marriages and care > Marriage, civil partnership and divorce

Apply for a divorce

You can use this service to apply for a divorce in England and Wales.

You can only use this service if you're applying for yourself. If you're a solicitor you must apply by post.

It costs £550 to apply online or by post.

The process is different in [Scotland](#) and [Northern Ireland](#).

[Apply for a divorce >](#)

Return to an existing application

[Sign in to continue your application.](#)

Marriage, civil partnership and divorce

[Get a legal separation](#)

[Annul a marriage](#)

[Looking after children if you divorce or separate](#)

[Money and property when a relationship ends](#)

[More](#)

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Online Divorce Application – user feedback

“Thank you ever so much for making this process so much less painful than it could have been, especially as a disabled person. The service was a lot easier because I use a wheelchair and didn't have to go out, and I also found it very easy as an autistic person to get support from the team when I had questions.”

Rebecca

“It was marvellous, pain free and less stressful than the paper form which I tried several years ago to complete but got fed up of it being rejected.”

Elaine

“It's a very accessible and easy-to-use system; well done to all involved in its design.”

Judge Clarke

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Online Probate Application

BETA This is a new service – your [feedback](#) will help us to improve it.

Apply for probate

Use this service to apply for probate (also known as a grant of representation or a grant of probate) in England and Wales.

It costs £215 to apply for probate. If the estate value of the person who has died is less than £5,000 you don't need to pay this fee. You'll also need to pay 50p for each extra copy of the grant of probate that you need.

After you have submitted the probate application and paid by debit or credit card online, you need to post the death certificate and the original will to the probate registry office. The address will be given at the end of the application.

To use this service you will need:

- the original will of the person who has died
- their death certificate (this must be the original or a certified copy)
- to be an executor
- to know if other executors are applying or the reasons why they aren't applying

[Start now >](#)

“Really easy to complete... one of the most user-friendly websites around”

“Brilliant idea and a much better way to process this sort of information. Thank you.”

“I found the online option extremely useful and for someone like me in their later 60's very easy to follow.”

“For straightforward matters I found this to be a significant forward stride in relation to the hard copy PA1 and attendant office visits.”

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Family – what next?



Over the next 18 months....

- We will extend our systems for **divorce and probate**, adding more features and making the probate system available to everyone. The divorce system will be extended to cover **financial remedy** and there will be dedicated versions for solicitors allowing them to manage multiple cases.
- Like divorce and probate, the **family public law** project will introduce an online application. In addition, the project will start to introduce seamless digital working to and through court, so that evidence can be submitted and shared electronically and cases can be managed much more securely and effectively. This will help us to test and develop a core document management system for the family courts that can then be extended, and enable in-court digital presentation of evidence.
- Within the scope of the public law project, we will also start to **digitise the adoption process** for both public and private law cases, again developing systems to manage these cases more securely and effectively. Once all the parts are complete, they will fit together so that cases can move seamlessly from one process to another.
- Start developing systems and processes to enable **private family law** litigants to initiate and manage their cases online.

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Civil



Civil Money Claims



GOV.UK Money Claims My account Sign out

BETA This is a new service - your [feedback](#) will help us to improve it. (opens in a new window)

Timeline of events

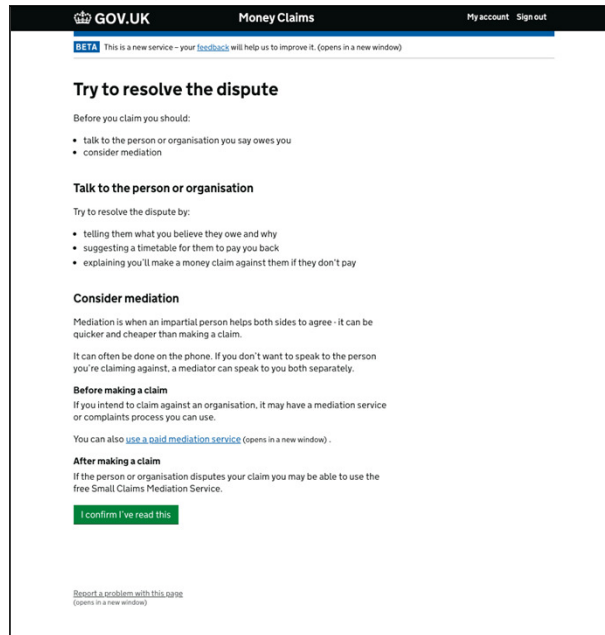
Example timeline

- 12 January 2017 - John Smith gave me a quote to replace the roof.
- 14 January 2017 - We agreed and signed a contract for the work.
- 21 March 2017 - I noticed a leak on the landing and told Mr Smith about this.

Date	What happened
For example, 1 May 2017	For example, you might have signed a contract
<input type="text" value="27 May 1997"/>	<input type="text" value="The day the first bill was issued"/>
<input type="text" value="23 March 2018"/>	<input type="text" value="The day the last bill was issued"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

[Report a problem with this page](#) (opens in a new window)

Civil Money Claims – signposting



GOV.UK Money Claims My account Sign out

BETA This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)

Try to resolve the dispute

Before you claim you should:

- talk to the person or organisation you say owes you
- consider mediation

Talk to the person or organisation

Try to resolve the dispute by:

- telling them what you believe they owe and why
- suggesting a timetable for them to pay you back
- explaining you'll make a money claim against them if they don't pay

Consider mediation

Mediation is when an impartial person helps both sides to agree - it can be quicker and cheaper than making a claim.

It can often be done on the phone. If you don't want to speak to the person you're claiming against, a mediator can speak to you both separately.

Before making a claim

If you intend to claim against an organisation, it may have a mediation service or complaints process you can use.

You can also [use a paid mediation service](#) (opens in a new window).

After making a claim

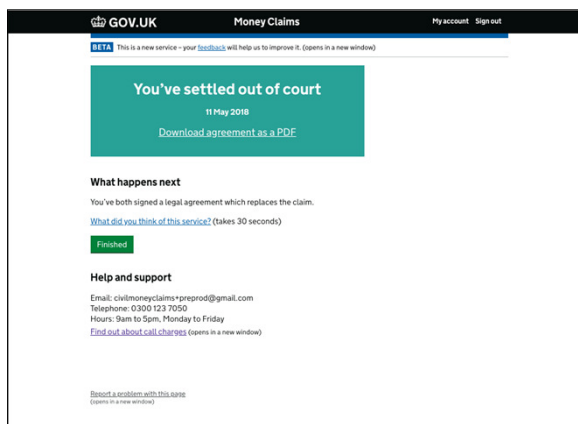
If the person or organisation disputes your claim you may be able to use the free Small Claims Mediation Service.

[I confirm I've read this](#)

[Report a problem with this page](#) (opens in a new window)

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Civil Money Claims – notification



GOV.UK Money Claims My account Sign out

BETA This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)

You've settled out of court

11 May 2018

[Download agreement as a PDF](#)

What happens next

You've both signed a legal agreement which replaces the claim.

[What did you think of this service?](#) (takes 30 seconds)

[Finished](#)

Help and support

Email: civilmoneyclaims+preprod@gmail.com
 Telephone: 0300 123 7050
 Hours: 9am to 5pm, Monday to Friday
[Find out about call charges](#) (opens in a new window)

[Report a problem with this page](#) (opens in a new window)

Claimants:

"Very easy site to use, clear and straightforward."

"If I had known how easy it would be I would have made the claim ages ago. I do believe the whole court process is antiquated and needs to be updated and all services should be like this."

"Excellent and easy to use service - great initiative to support small claimants"

"Rather than waiting 4 weeks to get an acknowledgment that its been issued, I got it in seconds"

Defendants:

"Simple and direct. Excellent"

"Very straight forward easy to follow"

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Civil – what next?



Over the next 18 months, we will....

- Expand our online **civil money claims service** – and the legal representatives' version of it - so it can be used by everyone. We will continue to add sections to the service, building it out so that in time it supports cases going to hearing as well as those settling beforehand (which will also allow us to operate paperless civil courts).
- Set out in more detail what we will do through the **civil enforcement** project and create and test new ways of working to improve the current service.
- Start a project on **possession** in October 2018. Early opportunities have been identified to **simplify** the process for Possession cases, improve **engagement** between parties and HMCTS and **digitise** the end to end service for all claims, providing support for users that need it.

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Social Security and Child Support – Submit Your Appeal



GOV.UK Appeal a benefit decision

BETA This is a new service. [Report a problem](#) and help improve it for others.

Your appeal has been submitted

Appeal DWP response Hearing booked Hearing

What happens next

DWP will be notified that you want to appeal against their decision. They have until 6 June 2018 to respond. You'll be told the next steps when DWP have responded.

The tribunal may need to contact you and ask you some additional questions. It's important that you reply as soon as you can.

If you've signed up to email or text messages you'll get one within 3 working days with a link so you can track your appeal.

Continue

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Social Security and Child Support – Track Your Appeal



GOV.UK Appeal a benefit decision

BETA This is a new service. [Report a problem](#) and help improve it for others.

Your PIP benefit appeal

Manish Sharma
Appeal reference number: SC242/16/03435

Appeal DWP response Hearing booked Hearing

Latest update

DWP have to respond to your appeal by 30 May 2018. You'll receive details of what happens next, after they've responded.

If you have any evidence to support your appeal, you should send it as soon as possible. This so there's time to read it before your hearing.
[Providing evidence to support your appeal](#)

About your appeal

- [Providing evidence to support your appeal](#)
- [What to expect at your hearing](#)
- [Claiming hearing expenses](#)
- [Contact us](#)

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Social Security and Child Support – user feedback



“Courts, judges, decision all quite frightening. This calms you down.”

“It’s easier to track it this way rather than waiting on hold for half an hour waiting to get through to somebody.”

“It’s easy to keep track of what’s happening. It’s really good. It’s got everything I need. I wouldn’t even have to ask anyone because it’s all there”

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Social Security and Child Support – Continuous Resolution



Subject: Your PIP benefit appeal: action required
 From: PIP Benefit Appeals (pipbenefitappeals@hmcts.net)
 Date: 4 April 2018

DRAFT

GOV.UK

HM Courts & Tribunals Service

Appeal reference number: SC242/16/03435

Dear Manish Sharma

The tribunal need some more information from you to help them make a decision on your PIP benefit appeal. The tribunal panel is made up of a judge, a doctor and a disability expert. They are separate from DWP.

The questions will be straightforward and may mean your appeal can be resolved online.

Please sign in and answer their questions by 11 April 2018.

<https://benefit-appeal.gov.uk/sign-in>

The questions will be straightforward and may mean your appeal can be resolved online.

PIP Benefit Appeals
 HMCTS
 Telephone: 0300 123 1142

This message is automatically generated; please do not reply to this email.

Change your email address:
<https://www.sscs.reform.hmcts.net/progress/feedback/manage-email-notifications>

IN DEVELOPMENT

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Social Security and Child Support – Judicial interface



Judicial UI Judge Prita Shah

SCI23/16/12321 Alan Jones vs DWP

[< Back to questions](#)

Create a question

Subject

Question

[Cancel](#)

IN DEVELOPMENT

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Social Security and Child Support – User interface



GOV.UK Appeal a benefit decision **DRAFT**

ALPHA This is a new service – your feedback will help us to improve it.

[Back to questions](#)

How do you interact with people?

You said you avoid interacting with people if possible. We'd like to know more about the times when you see friends and family.

Tell us about three separate occasions in 2017 that you have met with friends and family.

Tell us:

- who you met
- when
- where
- how it made you feel

You can write as much as you want.

You can record your answer by video or audio

You can record yourself speaking the answer on a mobile phone, laptop or other recording device.

The recording should be clear and understandable. You could ask someone to help you by holding the mobile phone while you talk.

You can upload the recording by selecting 'I want to provide additional evidence to support my answer' below.

I want to provide evidence to support my answer

[Save for later](#)

IN DEVELOPMENT

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Tribunals – what next?



Over the next 18 months, we will....

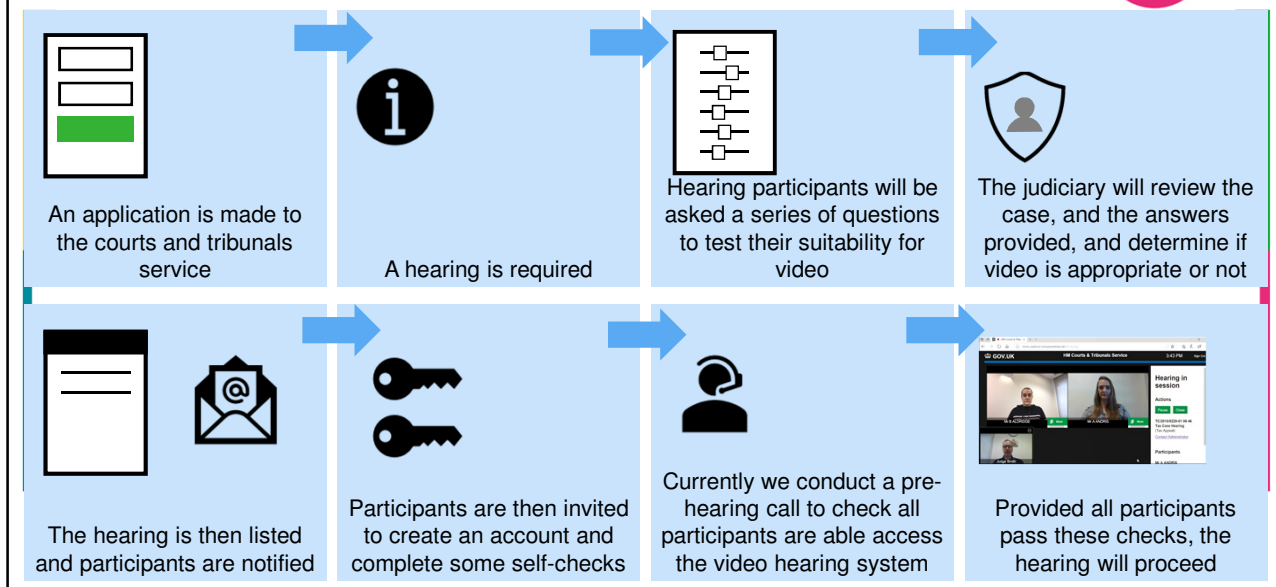
- Extend the ability to **appeal online** in the Social Security Chamber nationally.
- Introduce a similar ability to appeal online, and track appeals, for the **asylum and immigration tribunal**.
- Build an '**evidence share**' function between HMCTS and other Government Departments to allow for the efficient transmission of appeals and case bundles.
- Test and introduce a system for continuous online resolution in the Social Security and Child Support Tribunal to allow appellants to participate in **online hearings**.
- Test the use of **screens and laptops** in certain tribunals to allow hearings to be undertaken without papers.
- Expand the use of tribunal **case workers** across a number of jurisdictions.

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Cross-cutting



Video Hearings – testing the principles



Video Hearings – feedback from Appellants

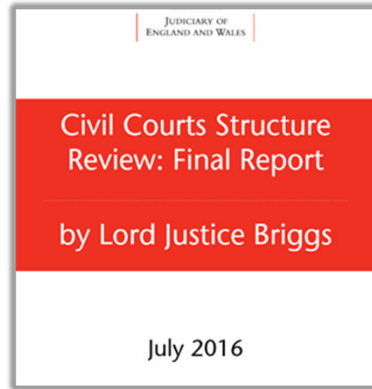


“I was really pleased to be able to take part in a video hearing as it meant I did not have to travel to London for a hearing.”

“The video hearing was approached with the seriousness a hearing demands.”

“It was impressive to see HMCTS moving towards something that is future looking.”

Putting the pieces together to create the online court



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Listening, learning and linking



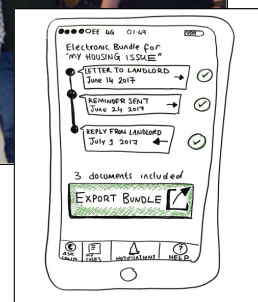
Insight and evaluation



- We understand the importance of evaluating reform. Starting small, iterating, and building in response to user feedback helps make sure that real-time evaluation drives our development.
- We have also commissioned independent academic research in the first area to trial full video hearings, the Tax Tribunal. The evaluation will focus on the way the early pilots are implemented, and on the public, professional, and judicial experience.
- We also have a dedicated strand of work focused on MI and data as part of the reform programme – which will allow us to be far more evidence-driven in future (and we are building in ways to share anonymised data with the research community too)
- With the Ministry of Justice, we are currently developing plans for a programme-wide evaluation of courts and tribunals reform - we welcome input and suggestions

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Creating an eco-system



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Continue to help to shape what we are doing



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