

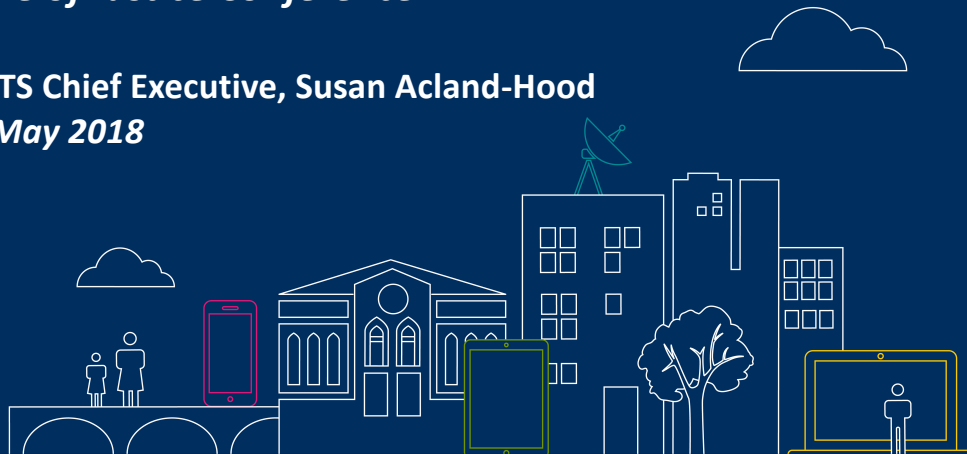


HM Courts &
Tribunals Service

Modernising the Courts and Tribunals Service

Future of Justice Conference

HMCTS Chief Executive, Susan Acland-Hood
14th May 2018



Why Reform?



We rightly enjoy an outstanding international reputation for the quality of our justice system.

But to maintain that reputation, we are investing in the modernisation of our courts and tribunals.

The system we are reforming



- Labour-intensive, paper-based systems which create error, duplication, inefficiency and overstretch, and also drive over-reliance on physical presence even to administer and move cases forward
- Many buildings not fit for purpose
- Arcane processes that are hard to administer and even harder to navigate; few modern, swift routes available even for simpler things
- Resource and time allocation do not reflect the work being done

3

The system we are reforming



4

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

5

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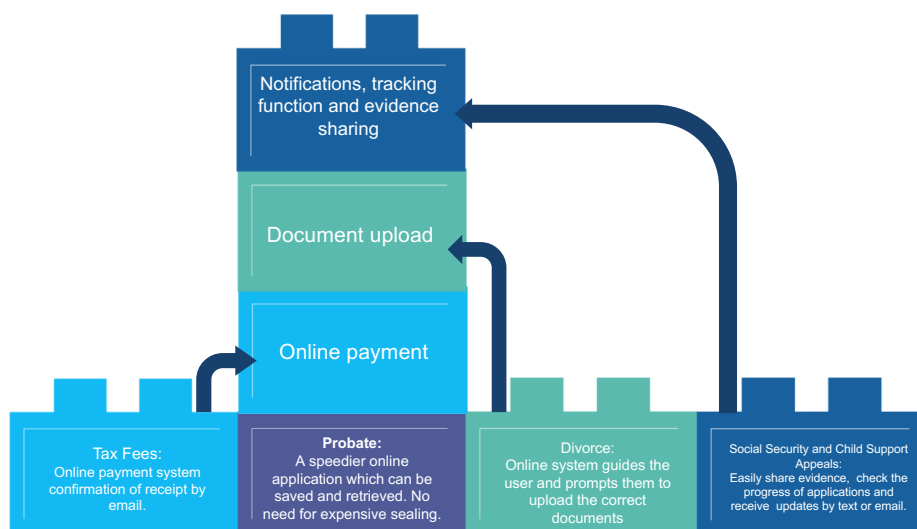
We are learning from others, but our programme is the most ambitious in the world



	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

7

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



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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.

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.

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)** **H/W/F** ☐ ☐ ☐

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.

At times in this form you will be referred to as the Petitioner or Applicant, and your spouse/civil partner will be referred to as the Respondent. These are the technical terms used in law.

There is a separate fee for making an application to issue without your marriage certificate: see www.gov.uk/court-fees-what-they-are

For marriages/civil partnerships in England and Wales you can order a copy of the certificate at www.gov.uk/gov/certificates. You will need to pay for each copy.

If you entered into a **religious marriage** as well as a civil marriage, these divorce proceedings may not dissolve if part of your marriage is important that the relevant authority and ~~been~~ **been** ~~marriage~~ **marriage** guidance if you are unsure.

D8 Application for a divorce, dissolution or to apply for a (judicial) separation order (D8.17) © Crown copyright 2017

Current 15-page D8 form...

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Online Divorce Application – new online service

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](#)

Continue

[Save and close](#)

10

Online Divorce Application – checks and stops



GOV.UK

Apply for a divorce

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

[Back](#)

You can't use this reason for divorce

You must have been separated for at least 2 years to use this reason for divorce.

If you want to proceed with your application, you need to [choose another reason](#).

[Is there a problem with this page?](#)

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Online Divorce Application – uploading documents



GOV.UK

Apply for a divorce

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

[Back](#)

Upload your documents

You need to upload a digital photo or scan of the following documents:

- your original marriage certificate or a [certified copy](#)

You can also upload any other documents that you want to send to the court.

[How to take the picture](#)

The image must be of the entire document and has to be readable by court staff. You can upload jpg, bmp, tiff, png or PDF files (maximum size 10MB).

Drag and drop files here
 or
[click to choose a file](#)

Uploaded files
 antonio.jpg [Remove](#)

[I can't upload my documents](#)

[Continue](#)

[Save and close](#)

12

Online Divorce Application – Staff view (core case data)



Case List Create Case	
#1513-9363-7414-9394 Print	
History	Petitioner
Respondent	Marriage certificate
Reason for divorce	Jurisdiction
Other legal proceedings	Prayer
Payment	Documents
Admin check	
FamilyMan reference	BV18D80001
Created date	Dec 22, 2017
Petitioner current name	Santa Claus
Petitioner Gender	Male
Petitioner name changed?	Yes
Name change evidence	Deed poll
	Other
Name change evidence (other)	By the order of a magic pixie
Who is petitioner divorcing?	Wife
Is same sex couple?	No
Contact details private?	No - shareable

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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."

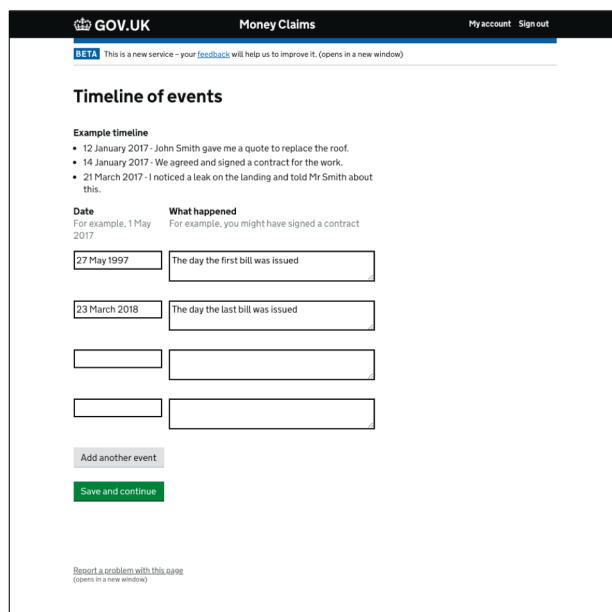
Elaine

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

Judge Clarke

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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"/>

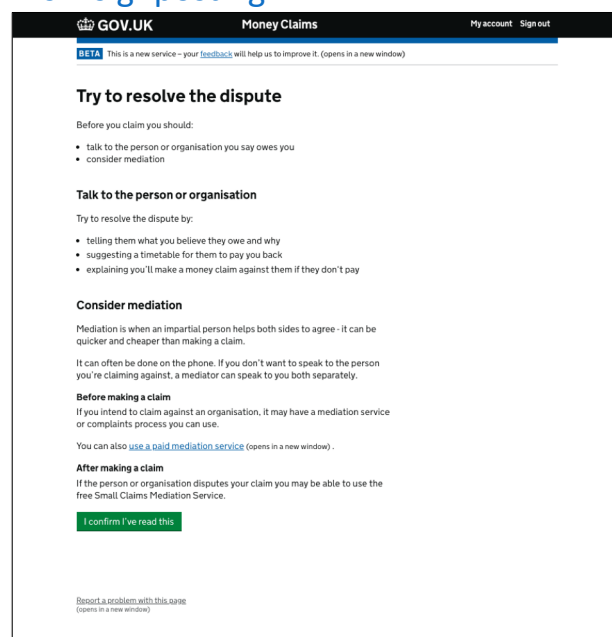
[Add another event](#)

[Save and continue](#)

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

15

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 case](#) (opens in a new window)

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Civil Money Claims – notifying defendant



Dear Mary Waters

John Smith issued a money claim against you on 11 May 2018.

View and respond to this claim:

- Go to <https://moneyclaim.nonprod.platform.hmcts.net/first-contact/start>
- Enter this claim number: 007MC341
- Enter this security code: sa8mrNDQ

If you don't respond on or before 30 May 2018, you could get a County Court Judgment (CCJ). This may make it harder to get credit, such as a mobile phone contract, credit card, or mortgage.

To return to the claim against you go to:
<https://moneyclaim.nonprod.platform.hmcts.net/dashboard>

HM Courts & Tribunals Service
 Claim number: 007MC341

Telephone: 0300 123 7050
 Hours: 9am to 5pm, Monday to Friday
 Find out about call charges: <https://www.gov.uk/call-charges>


Email: moneyclaims@hmcts.gsi.gov.uk

If you're unsure an email is from the HM Courts & Tribunals Service:

- Do not reply to it or click on any links.
- Report the suspicious email to the HM Courts & Tribunals Service – find out how to report internet scams and phishing <https://www.gov.uk/report-suspicious-emails-websites-phishing>

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Civil Money Claims – making an offer



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)

Make an offer

Make it clear what you will do and by when. For example: "I will pay you £240 on 29 April 2018 by bank transfer".

If you're also asking John Smith to do something, say clearly what it is and by when it should be done. For example: "You will fix the roof by 28 April 2018."

Your offer

I will make you another cake if you pick it up on 31/05/2018

When will all parts of this offer be done?
 For example, 10 06 2018
 Day Month Year

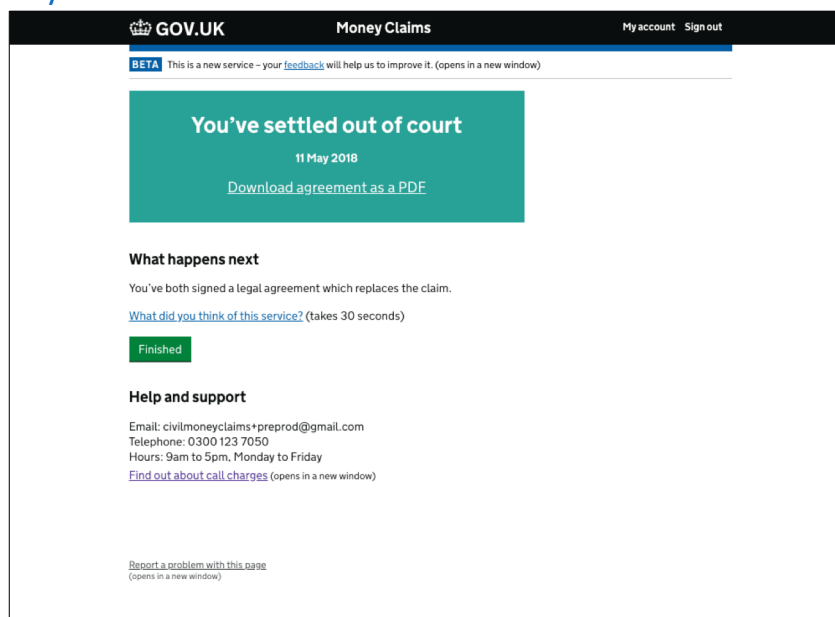
John Smith can accept or reject your offer.

[Submit offer](#)

[Report a problem with this case](#)
(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)

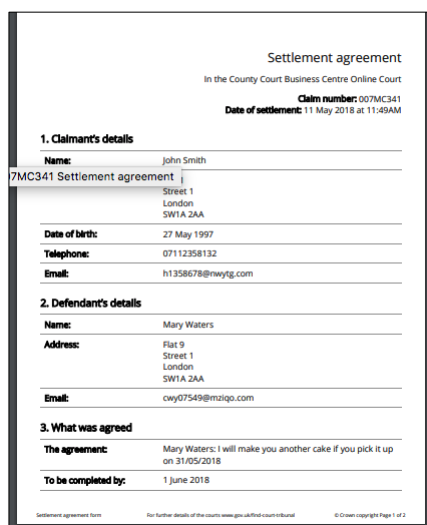
Finished

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)

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Civil Money Claims – settlement agreement



Settlement agreement
In the County Court Business Centre Online Court
Claim number: 007MC341
Date of settlement: 11 May 2018 at 11:49AM

1. Claimant's details
Name: John Smith
7MC341 Settlement agreement
Street 1
London
SW1A 2AA
Date of birth: 27 May 1997
Telephone: 07112358132
Email: h1358678@nwytg.com

2. Defendant's details
Name: Mary Waters
Address: Flat 9
Street 1
London
SW1A 2AA
Email: cwj07549@mziqo.com

3. What was agreed
The agreement: Mary Waters: I will make you another cake if you pick it up on 31/05/2018
To be completed by: 1 June 2018

Settlement agreement form For further details of the courts visit www.gov.uk/court-portal © Crown copyright Page 1 of 2

4. What this agreement means

This agreement settles the claim made by John Smith against Mary Waters. This includes all money owed in the claim, for example court fees, expenses or interest.

This agreement puts the claim on hold. Neither party can make any further claims relating to this case, other than to enforce it.

Either party can view and download this agreement from their money claims account. Both parties should keep a copy of this agreement.

5. If this agreement is broken

Either party can apply to:

- request a judgment for any money still owed from this agreement
- resume the original claim or counterclaim for the full amount of the claim
- ask the court to enforce any of the steps to be taken

To apply, download and complete form N244 from HMCTS Formfinder and send it to the County Court Business Centre. You need to say on the form which of the 3 options you're applying for.

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Civil Money Claims – user feedback



Claimants:

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

"I can't think of anything. it was really good and easy to do, 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. ie: divorce etc etc."

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

"Rather than waiting four weeks to get an acknowledgment that it's been issued, I got it in seconds"

Defendants:

"Simple and direct. Excellent"

"Very straight forward easy to follow"

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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.

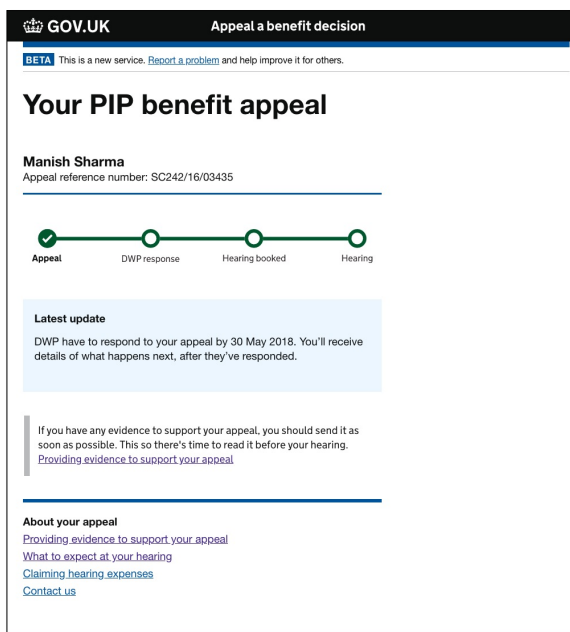
The tribunal may need to contact you and ask you some additional questions. It's important that you reply as soon as you can.

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/track/manage-email-notifications>

IN DEVELOPMENT

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Social Security and Child Support – Judicial interface

Judicial UI Judge Prita Shah

SC123/16/12321 Alan Jones vs DWP

[< Back to questions](#)

Create a question

Subject

Question

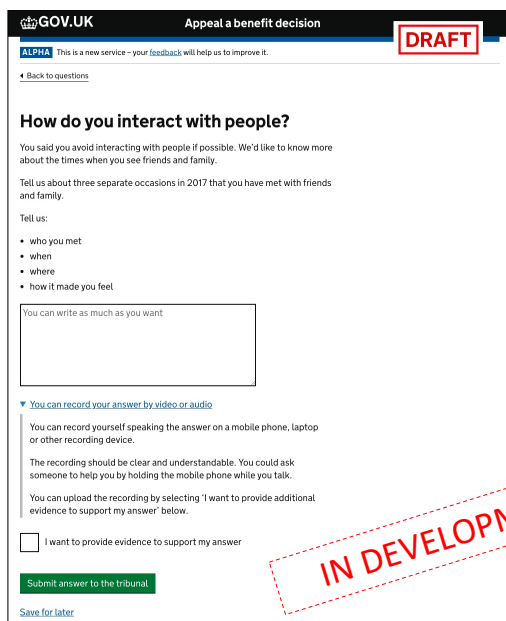
Add question to batch

[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

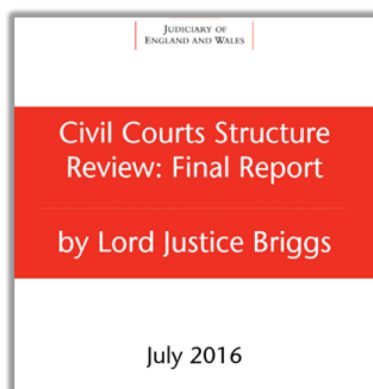
[Submit answer to the tribunal](#)

[Save for later](#)

IN DEVELOPMENT

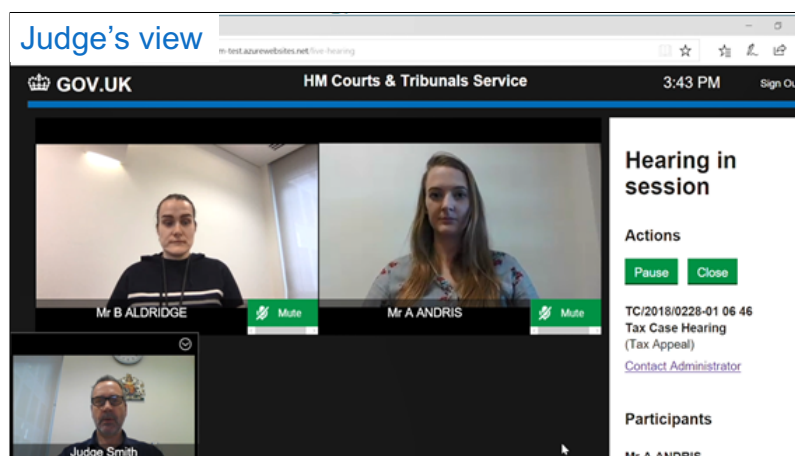
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Putting the pieces together to create the online court



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Video Hearings – testing the principles



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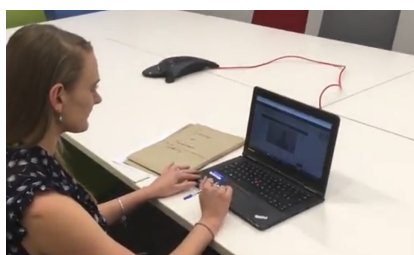
Video Hearings – feedback from Apellants



"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."



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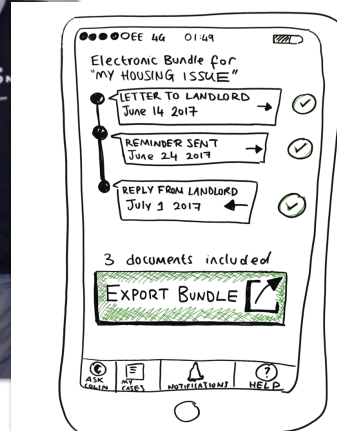
Insight and evaluation



- We understand the importance of evaluating the reforms. 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 be a qualitative study focusing on the way the early pilots are implemented, and on the public, professional, and judicial experience of full video hearings.
- 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



We want to hear your views, continuing our conversation. To hear more and then tell us what you think, you can:

- follow and comment on our blog at <https://insidehmcts.blog.gov.uk>
- tweet me at [@CEOofHMCTS](https://twitter.com/CEOofHMCTS)
- or email: changesomethingthatmatters@justice.gov.uk