



HM Courts &
Tribunals Service

We Are Digital

Network Training Pack 5.0

Light version



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Digital Support – The Services

Service	Description
Appeal a benefit decision (Social Security and child support)	Digital service for people to submit and track their appeal decisions from the Department for Work and Pensions (DWP) through the Courts and Tribunals Service.
Submit a plea (Single Justice Service (SJS))	Digital service for handling summary-only, non-imprisonable and victimless offences (such as speeding, fare evasion, or not having a TV licence (TVL)).
Make a money claim	Digital service for people to resolve civil money claims online.
Apply for a divorce	Digital service for individuals to make an application to legally end a marriage or civil partnership and resolve associated financial issues.
Apply for probate	Digital service for users to apply for probate of an estate for a deceased individual in England and Wales.
Get help paying court and tribunal fees	Digital service for users to apply for help with Court and Tribunal fees.

Further information on these services can be found at the following addresses:

<https://www.gov.uk/government/collections/hmcts-reform-programme-fact-sheets>

<https://www.gov.uk/guidance/the-hmcts-reform-programme>

Appeal a benefit decision: Service Overview

Users Goal: Appeal a decision regarding their benefit from DWP

Users journey so far: The user has applied to DWP for a benefit and in most cases will have requested a mandatory reconsideration which asks DWP to consider the application again. They still disagree so are now looking to appeal their benefit.

The service: Users can choose to submit their appeal using the new digital service. This is the SSCS1 form. Once they have done this they are also able to manage their appeal and upload evidence. The following benefits can be appealed using this online service:

- Personal Independence Payment (PIP)
- Employment and Support Allowance (ESA)
- Universal Credit (UC)
- Attendance Allowance
- Bereavement Benefit
- Bereavement Support Payment Scheme
- Carers Allowance
- Disability Living Allowance
- Income Support
- Industrial Death benefit
- Industrial Injuries Disablement Benefit
- Job Seekers Allowance
- Maternity allowance
- Pension Credit
- Retirement Pension
- Social Fund

Eligibility: The user needs to have made an application for the benefit and received a decision from the DWP. In most cases, they will need to have received a Mandatory Reconsideration Notice from DWP. There are two exceptions to this, see slide X for detail.

Things you need/Documentation: A user will need their MRN (unless an exception applies) in order to complete the form and their NI number.

Useful links:

[Appeal a benefit decision – GOV.UK](#)

[SSCS Tribunals – GOV.UK](#)

The service currently covers making online appeals for multiple welfare benefits including, Universal Credit, Personal Independent Payments and Employment Support Allowance decisions that the appellant disagrees with and has challenged.

- To enable users to start, progress and, where appropriate, have their case decided online without the need to attend a tribunal hearing in person.
- Manage Your Appeal (MYA), the aim of Manage Your Appeal is to allow the appellant to upload further evidence to their appeal, track its progress, receive text and email updates, and be able to make supporting statements about the grounds of their appeal which are also automatically uploaded to CCD (Core Case Data). MYA was released in February 2020 and has attracted several thousand users.
- Submit Your Appeal (SYA), Submit Your Appeal aims to make appealing a benefits decision quicker, clearer and more accessible by allowing appellants to appeal online. Key features include a digital appeal form that can be submitted online as well as functionality to upload supporting evidence.

Useful links:

[Appeal a benefits decision – GOV.UK](#)

[SSCS Tribunals – GOV.UK](#)

Appeal a benefit decision (Social Security and Child Support)

Benefits that can be appealed via SSCS1 online:

- Attendance Allowance
- Carers Allowance
- Disability Living Allowance
- Income Support
- Job Seekers Allowance
- Industrial Death benefit
- Industrial Injuries Disablement Benefit
- Maternity allowance
- Social Fund
- Pension Credit
- Retirement Pension
- Bereavement Benefit
- Bereavement Support Payment Scheme
- Employment and Support Allowance (ESA)
- Personal Independence Payment (PIP)
- Universal Credit (UC)

Legacy appeals (tax credits, child support, vaccine damage) are only available through paper applications.

Make a plea for an offence: Service Overview

Users Goal: To make a plea for the summary-only, non-imprisonable and victimless offences.

Users journey so far: A user will have received a Single Justice Procedure Notice in the post. This will include the notice with information about the SJPN, instructions on how to plea online and a paper form which they can plea on.

The service: There are two services at present. “[Make a plea for an offence](#)” and “[Make a plea for a traffic offence](#)”. The SJPN will make clear which service they need. Offences that are included within this service are things like; speeding, driving without insurance, failing to show a valid train ticket or using a television without a license.

Eligibility: To plea online a user must have received an SJPN. A user has 21 days to respond to an SJPN.

Things you need/Documentation: The user needs their SJPN which includes their URN which is needed to access the service. They will also need NI number, details of income, benefits and outgoings, employer details and if pleading not guilty details of witnesses and dates you can not attend court.

Useful links:

[Single Justice Service – GOV.UK](#)

[Single Justice Procedure Notices – GOV.UK](#)

Submit a plea (Single Justice Service)

The Single Justice Procedure allows some low level, non-imprisonable offences (DVLA, TFL traffic offences, TV licenses) to be dealt with by a single Magistrate (hence Single Justice Procedure) based on the paperwork without parties having to attend a hearing. Help with online services for handling summary-only, non-imprisonable and victimless offences.

The Single Justice Service (SJS) team provides telephone and admin support for the Single Justice Procedure (SJP).

If users self-refer to network partners, they will need to check the user's URN on gov.uk to see if this is still accepting the URN (on or past the 21-day deadline to respond). If it is, then you can still offer assistance if the user is eligible for this. However, if the URN is not recognised, then network organisations are advised to signpost the user to CTSC (SJS) at 0300 303 0656

Useful links:

[Single Justice Service – GOV.UK](#)

[Single Justice Procedure Notices – GOV.UK](#)

OCMC can be used by claimants who are claiming for less than £10,000, living in the United Kingdom and claiming against a limited company or other organisation, a sole trader or a person with an address in England or Wales.

Claims can be made online for those who believe they are owed money, but a person or organisation refuses to pay. Support can be given for filling out the right documentation online to submit a civil money claim if a person is not confident using digital devices. Support can also be provided for those who have received a money claim against them and need help responding online.

A defendant can respond online only if the initial claim was made online using the defend the claim <https://www.gov.uk/respond-to-court-claim-for-money/defend-the-claim>

Eligibility:

- This service allows people to settle claims without the need for any third-party involvement.
- Parties can make and accept offers online
- It can only be used when the sum of money claimed is specified. It cannot be used for example, if the sum to be awarded needs to be assessed by the court and has not been specified in the claim form.
- It cannot be used for injury claims.
- It does not have a facility to deal with fee remissions or claims by those with legal aid.

Once an online claim is created and the fee is paid, the online portal serves it upon Defendant immediately via email (if after 4 pm it will be the next working day). A copy of the claim is also posted to the Defendant, where 5 days is allowed for the postal claim to arrive at the Defendants address as provided by the Claimant.

The Defendant has 19 days (5 days in the postal system + 14 days to complete the form) to respond to the claim. They can request more time to fill this out, a maximum of 14 days.

Once the Claimant has completed their online claim, the Defendant can take any one of 6 different paths:

1. Defendant admits in full (Full admission)
2. Defendant admits part of the claim (Part admission)
3. Defendant defends the claim (Defence)
4. Defendant defends as already paid in full (Defence states paid)
5. Defendant defends claim and counterclaims (Counterclaim)
6. No response from the Defendant (No response)

Useful links:

[Make a Money Claim Online – GOV.UK](#) (to check if the user has tried to resolve the issue by discussion or mediation before making an online claim, as this is a requirement for using OCMC)

[Respond to a Money Claim – GOV.UK](#)

The divorce service has recently been modernised, and representatives for divorcing couples will be using MyHMCTS to submit their applications.

When looking to apply for divorce this can now be done online. Help and support may be provided for somebody who needs to apply online but does not have the skills to do so. Support can also be provided for those who are responding to divorce online.

AoS = Acknowledgement of Service

DN = Decree Nisi (court order allowing divorce)

DA = Decree Absolute (once this is issued, parties are legally divorced)

Useful links:

[The Divorce, Dissolution and Separation Act presentation](#)

[Apply for Divorce – GOV.UK](#)

[Online Divorce and Financial Remedy – GOV.UK](#)

[Get a divorce – GOV.UK](#)

<https://www.gov.uk/apply-for-divorce>

In England and Wales, Probate is the general term used to describe the legal document that is issued to allow an executor or administrator to deal with the assets of a person who has died.

When somebody has passed away, you can apply for probate of an estate. Help will be provided to fill out the online applications required to apply for probate online. Probate can be applied online or by post.

Benefits of using online services are:

- Online payment or telephone card payment for paper applications
- A 'save and return' function allows to save and revisit an application
- Acceptance of electronic signatures
- Confirmation of application once submitted
- Acknowledgement of documents received

Documents needed to submit an online application:

- The original Will
- The Death Certificate
- The associated Inheritance Tax forms
- If there's Inheritance tax to pay, you must wait 20 working days after sending the tax forms to HM Revenue and Customs before applying
- Any other supporting documents relevant to the case (e.g. a Renunciation form)

To apply via post:

- One of the following two forms need to be submitted
- Form PA1P - If the deceased left a Will
- Form PA1A - If the deceased did not leave a Will

Useful links:

[Apply for Probate - GOV.UK](https://www.gov.uk/applying-for-probate/apply-for-probate)

<https://www.gov.uk/applying-for-probate/apply-for-probate>

[Applying for probate guidance](https://www.gov.uk/guidance/applying-for-probate)

[Inheritance Tax forms - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/inheritance-tax-forms)

Help with Fees (HWF) is the system where caseworkers can process customer applications to check whether or not the customer is entitled to any reduction in their court fee(s). It is linked to the DWP (Department for Work and Pensions) database.

People may be eligible for help with court fees. Certain criteria should be met for eligibility such as savings, benefits, and earnings. Support is provided to fill out the online application to apply for help with fees (for Probate, Divorce or Online Civil Money Claims).

Useful links:

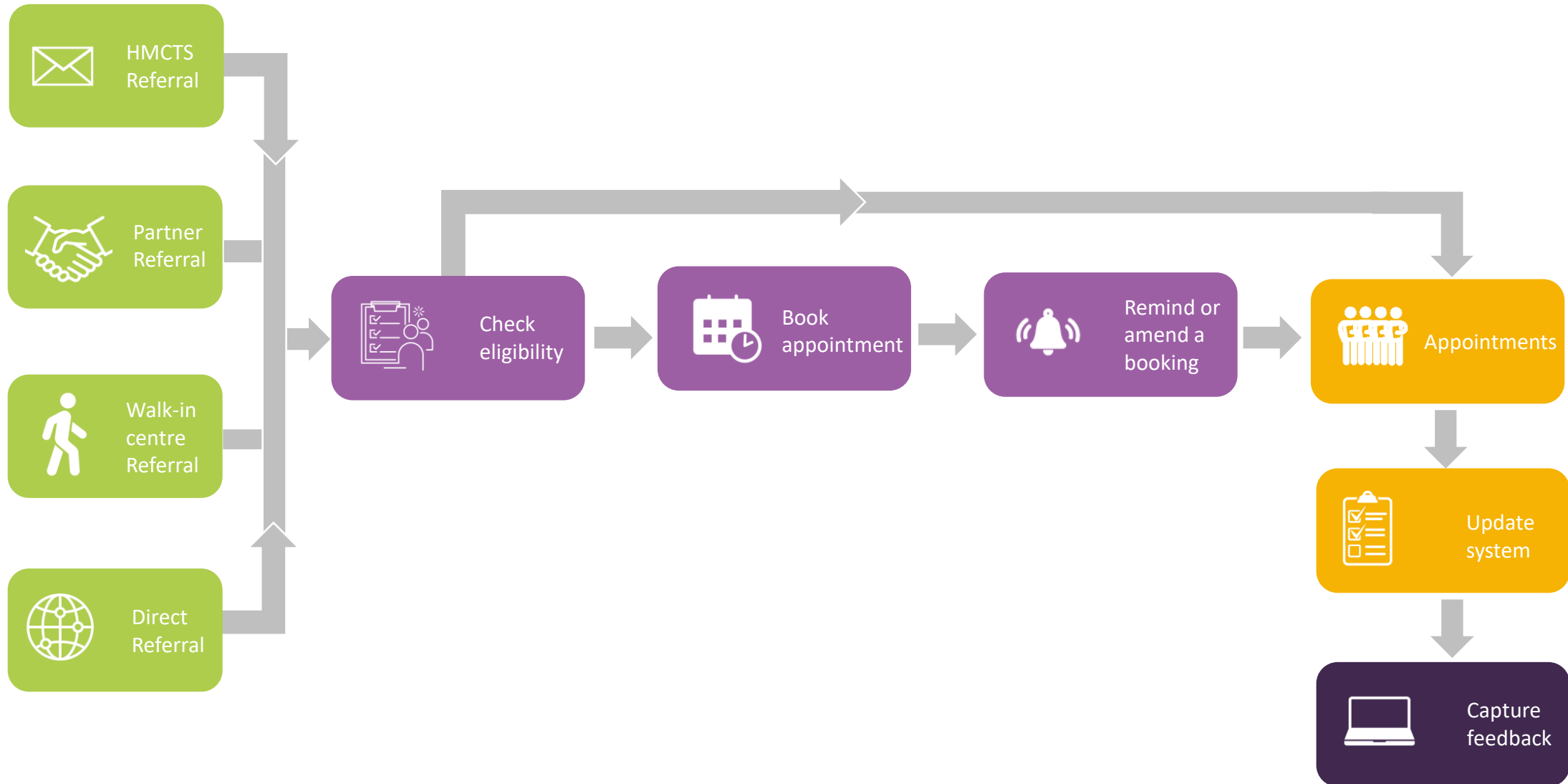
[Get help paying court and tribunal fees – GOV.UK](#)

[Help with Fees forms – GOV.UK](#)

Someone may not have to pay a fee or may have the fee reduced if they:

- Only have a small amount of savings
 - Need to have less than £3,000 in savings and investments if you're under 61)
 - You can have up to £16,000 in savings if your fee is between £1,000 and £10,000, or if your or your partner are 61 and over.
- Receive certain benefits
 - income-based Jobseeker's Allowance (JSA)
 - income-related Employment and Support Allowance (ESA)
 - Income Support
 - Universal Credit (and you earn less than £6,000 a year)
 - Pension Credit (Guarantee Credit)
- Are on a low income.
 - If you're not on any of those benefits, you usually need to earn £1,170 or less a month before tax if you're single. Or £1,345 or less a month if you have a partner.

Delivery process



Making contact - Options

- User contacts CTSC and has a preliminary triage and then is transferred onto WAD to book in their appointment
- User walks into their nearby centre and is passed through to WAD as a user of one of the justice services. This would also cover a user calling or emailing their local centre.
- User contacts WAD directly (e.g., after viewing advertising) via:
 - National telephone line: 03300 16 00 51
 - Dedicated email address: support@we-are-digital.co.uk

WAD check the user's eligibility and assess the type of support required:

- Access to a computer, smartphone or laptop
- Internet access (Wi-Fi, broadband)
- Email use, or ability to find something online
- Confidence in using HMCTS online services
- Friends or family members at home who can help with any additional support needs
- Any barriers that prevent the user from engaging with HMCTS online services
- User calls with a tech issue with the website – they would need to be referred to CTSC

If eligible for in-depth Digital Support, the user is booked in for face-to-face or remote support through the network.

Booking confirmation received - User

- Email confirmation
- SMS confirmation, and a reminder before their appointment
- Or letter confirmation (if they don't have an email address or a mobile phone)

Booking confirmation received - Network

- Booking confirmation including details and timings
- Guidance relating to the specific service being supported will be provided.
- Links to the area on the .gov website for their guidance notes
- Links to the surveys to be completed

Arranging the appointment

We are Digital will refer users to you via your selected email address which you provided during the onboarding phase. The initial booking will be made within the timeframes you have provided for availability. The user's name and contact number will be provided within the booking email, alongside their unique ID and the type of support required.

All emails will be sent from support@we-are-digital.co.uk

Pre-appointment – Courtesy Call

Each user with a confirmed booking must receive a courtesy call within 1 working day before the planned appointment. All of the following topics are detailed in the booking confirmation email:

- Who they will be meeting with
- Where they will be meeting
- Date and Time of the meeting
- What will be covered in the session
- How long the session will last
- What to do if they are no longer able to attend

The work we do for HMCTS will often touch on very sensitive issues, with raw emotions attached. It is therefore very important that all users are treated with respect and dignity, whilst representatives of the Digital Support service maintain a non-judgemental approach.

Some key points:

- Introduce yourself and confirm the purpose of the session
- Check the user's preferred language or communication method
- Ensure you are using an appropriate tone, to demonstrate that you are listening and that you understand what the user is saying.
- Be respectful and allow the user to tell their story
- Remain calm and show empathy
- Ask only relevant questions that add value to the Digital Support being provided
- Remain impartial
- Signposting; if the end-users raise something outside of the scope of the session, acknowledge the point and signpost them to a relevant service.

- **Local Centre support:** The user travels to their local centre who are trained in how to deliver Digital Support and have the systems ready to provide support.
- **Over the phone support:** Our in-house agents, can provide support and they can transfer over to partners
- **In Home support (face to face):** For users who require a home visit, WAD will arrange this via its network of dedicated trainers. If there is no trainer close to the user's location, WAD will approach the closest delivery partner to the customer's home address and request support to meet the customer's need.
- **Remote Delivery support:** Available for a user who requires support, but cannot travel to a partner centre, or does not want a home visit. WAD will arrange for remote delivery via the most appropriate platform, such as Google Meet, Microsoft Teams, or Zoom.

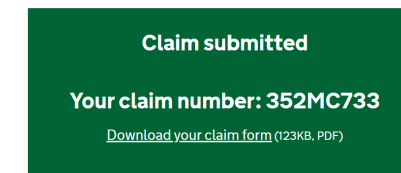
Successful application

- Once support has been delivered via any of our channels, the user will be required to fill out a short “outcome” survey. The survey acts as evidence of service delivery (and proof of the duration of the support session) and it provides valuable feedback on the service experience, social impact and outcome.
- Network will be required to complete a survey stating the user’s reference number.
- An outcome is defined as complete when a HMCTS online form has been submitted, and a Partner survey form has been submitted to We Are Digital including the HMCTS Claim reference number. At this point the outcome can be submitted for payment.
- Partners should also assist the claimant to complete a user’s survey, however if the user refuses, this will not impact the case or the payment for the outcome.
- SSCS service the user will have to submit their national insurance number

Unsuccessful application

- Complete outcome survey
- User will have to call WAD and arrange further appointments

User claim number example below



What happens next

Mary Richards has until 4pm on 26 March 2022 to respond to your claim. They can ask for an extra 14 days if they need it. We'll email you when they respond.

You can request a County Court Judgment (CCJ) against them if they don't respond.

If the defendant pays you

You need to sign in to your account to tell us you've been paid.

[What did you think of this service? \(opens in new tab\)](#).

[Go to your account](#)



Network survey submission

Our end of session surveys (completed by every user/support worker) act as a verification that the appointment has taken place. Each user that is booked will be allocated a unique reference number in the system (sent to the user and delivery partner) and this will be replicated on the survey they complete at the end of the session.

This is how we know that the appointment has taken place and the outcome has been achieved. Surveys are handled through an online survey platform called TypeForm, from which we pull all of the data using an API

If our API doesn't find a matching survey code for the booked session code, it assumes the session has been missed and reports it as such. Follow-up reports are produced automatically and this is discussed with partners at month-end to show their activity and is linked to payments and funding.

Athena

WAD system tracks the initial booking with a bespoke customer code, and an automated API then looks for the matching survey code post-session to see if it happened. If it doesn't find a match, it is noted as a "missed" session. This links to payments and reporting for HMCTS

Athena user guide is ready to be downloaded on the following [link](#)

YOU MUST COMPLETE THIS SURVEY AND SUBMIT A VALID REFERENCE IN ORDER TO QUALIFY FOR PAYMENT. REMIND THE CLIENT TO RETAIN THE REFERENCE NUMBER

6 → HMCTS

A set of questions specific to HMCTS project (National Digital Support Service).

Please click continue to proceed

Continue

press Enter ↵

Example run through

a. HMCTS Service *

What service did you support the user with?

You can choose 1 more

☒ A Appeal a benefit decision (Social Security and Child Support) ✓

☐ B Submit a plea for an offence (Single Justice Service)

☐ C Divorce

☐ D Probate

☐ E OCMC (Online Civil Money Claims)

☐ F Help with Fees

OK ✓

Select the service

b. Appeal type *

What type of appeal did you support the user with?

Choose as many as you like

☐ A AA - Attendance Allowance

☐ B DLA - Disability Living Allowance

☐ C ESA - Employment and Support Allowance (ESA)

☐ D JSA - Job Seekers Allowance

☐ E IIDB- Industrial Injuries Disablement Benefit

☒ F PIP - Personal Independence Payment (PIP) ✓

☐ G UC - Universal Credit (UC)

☐ H Other (please specify)

OK ✓

c. Outcomes *

How many Outcomes have you delivered in this session?

0	1	2	3	4	5
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OK ✓

Submitted application(s) reference number(s)

Please provide the reference number(s) for each application submitted as part of this support session with the user.

For SSCS, Divorce and Probate, when online applications are submitted, the reference is generated as soon as the application is created. The format is a 16 digit reference e.g. 1234-5678-1234-5678.

For SSCS and Divorce, there is a second reference that is generated later with no fixed time frame for this - SSCS format starts with SC followed by 10 digits e.g. SC123/20/01234 (this is issued with a letter from HMCTS to confirm receipt of the SSCS1 and that the appeal has been accepted) but for Divorce, this will vary.

For SJS, when a plea has been submitted online, no new reference number is generated – just the one already given that is generated when the case is initially sent to court (so can be case number, URN or account number – usually found at the top of the SJPN).

Continue

press Enter ↵

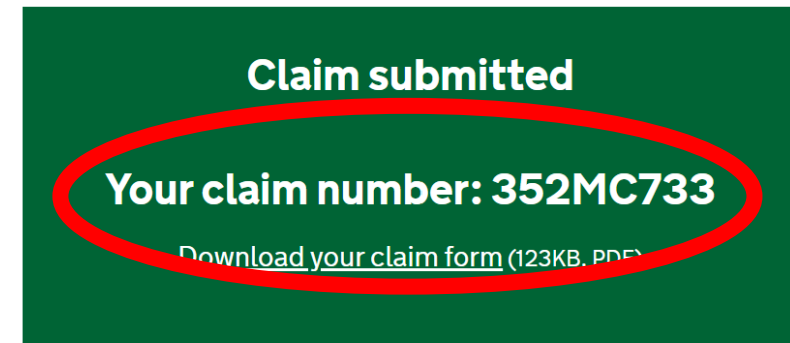
d. Outcome 1 reference number(s) *

What is the submitted application reference number(s)?

Type your answer here...



User claim number example below



What happens next

Mary Richards has until 4pm on 26 March 2022 to respond to your claim. They can ask for an extra 14 days if they need it. We'll email you when they respond.

You can request a County Court Judgment (CCJ) against them if they don't respond.

If the defendant pays you

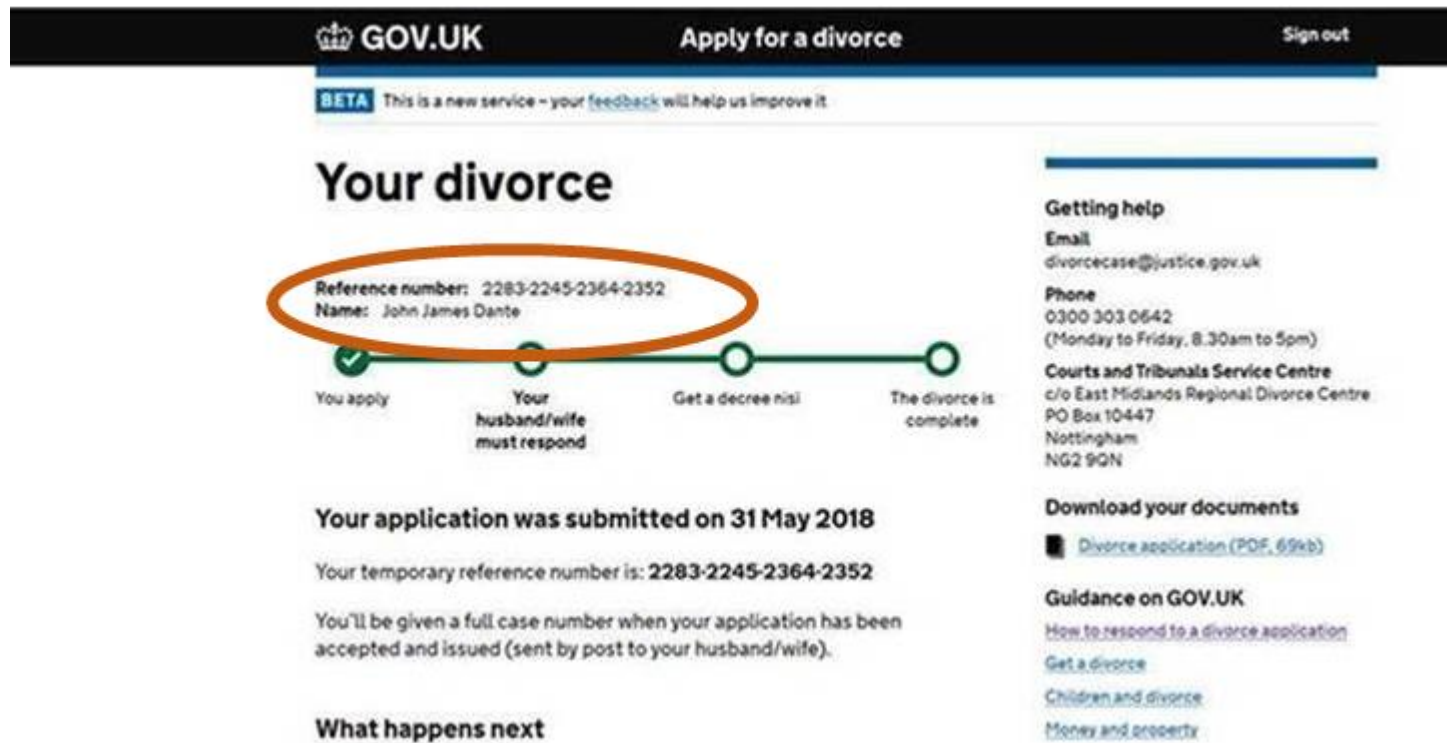
You need to sign in to your account to tell us you've been paid.

[What did you think of this service? \(opens in new tab\).](#)

[Go to your account](#)

Reference numbers for survey submission - examples

- For SSCS, Divorce and Probate, when online applications are submitted, the reference is generated as soon as the application is created. The format is a 16 digit reference e.g. 1234-5678-1234-5678



GOV.UK Apply for a divorce Sign out

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

Your divorce

Reference number: 2283-2245-2364-2352
Name: John James Dante

You apply → Your husband/wife must respond → Get a decree nisi → The divorce is complete

Your application was submitted on 31 May 2018

Your temporary reference number is: **2283-2245-2364-2352**

You'll be given a full case number when your application has been accepted and issued (sent by post to your husband/wife).

What happens next

Getting help
Email: divorcecase@justice.gov.uk
Phone: 0300 303 0642 (Monday to Friday, 8.30am to 5pm)
Courts and Tribunals Service Centre
c/o East Midlands Regional Divorce Centre
PO Box 10447
Nottingham
NG2 9QN

Download your documents
[Divorce application \(PDF, 69kb\)](#)

Guidance on GOV.UK
[How to respond to a divorce application](#)
[Get a divorce](#)
[Children and divorce](#)
[Money and property](#)

Reference numbers for survey submission

- For SSCS and Divorce, there is a **second reference** that is generated later with no fixed time frame for this - SSCS format starts with SC followed by 10 digits e.g SC123/20/01234 (this is issued with a letter from HMCTS to confirm receipt of the SSCS1 and that the appeal has been accepted) but for Divorce, this will vary.
- **If you do not receive this please include the users National insurance number**
- For SJS, when a plea has been submitted online, **no new reference number is generated** – just the one already given that is generated when the case is initially sent to court (so can be case number, URN or account number – usually found at the top of the SJPN).

Payment on a per outcome basis

- £35 for each outcome
- Updated 12th May 2022

Accessing regional/local support, postcode finder, local specialist centres

Our call centre is experienced in dealing with people who need more than the service they are calling about or have further situational issues.

As the leading digital and financial inclusion provider to social housing, we are acutely aware that many users who call us are leading difficult lives and it is very rarely about one standalone issue.

All staff are trained on safeguarding and prevention, updated annually.

All staff are required to do monthly training modules on data security and GDPR through our online training e-learning platform, Bob's Business. Our centre network is diverse and in many cases provide this type of support.

We have found through our work delivering a debt advice service in London, that a friendly tone and a sympathetic approach to solving users' problems can have a major impact on a person's mindset and responsiveness to the call.

We also have a formal safeguarding process, and all our staff are trained on what to do with safeguarding issues, onward organisations to signpost to, including in crisis, and we ensure staff have refresher training sessions (online and in-person)

If you identify a safeguarding concern, you should follow your safeguarding procedure.

- CMC – Civil Money Claims (over £10k)
- CTSC – Courts & Tribunals Service Centres
- GAPS2 – Generic Appeals Processing System
- HWF – Help With Fees
- OCMC – Online Civil Money Claims (under £10k)
- RA – Reasonable Adjustment
- RPC – Regional Processing Centre
- SSCS – Social Security and Child Support
- SJS – Single Justice Service
- SJP – Single Justice Procedure
- SJPN: Single Justice Procedure Notices
- WAD – We are Digital

Systems used:

- MYA – Manage Your Appeal (SSCS)
- SYA – Submit Your Appeal (SSCS)
- Common Platform – new online case management system for digital cases, used for crime and SJS.
- Libra – legacy case management system in Magistrates' Courts. It is being replaced by Common Platform.
- MyHMCTS – single place for law firms and other professional court users to issue, pay for and manage applications to the family and county court and to tribunals.

Document History

Version	Date	Author	Change Status
1.0	27 th January	Daniel McMahon	
1.1	28 th January	Daniel McMahon	National rollout dates updated (Divorce and OCMC)
1.2	11 th February	Daniel McMahon	SJS Training slides
1.3	22 nd March	Daniel McMahon	OCMC and Help with Fees service slides added and SSCS and SJS updated
1.4	11 th May	Daniel McMahon	Divorce and Probate services including with the submissions and payment sections
1.5	12 th May	Daniel McMahon	Payment model change – slide 168
1.6	12 th September	Daniel McMahon	Light version created