



HM Courts &
Tribunals Service

We Are Digital

Network Training Pack 5.0

**The Users – 12 Access-to-Justice
Barriers**



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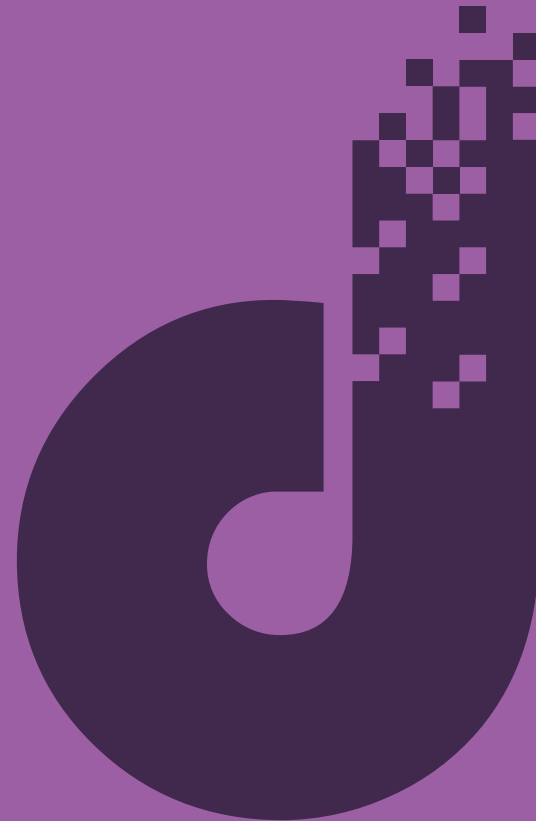
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This training pack is a guide for you to understand and take part in our Digital Support project. We Are Digital (WAD) are working in partnership with HM Courts and Tribunals Service (HMCTS) to provide digital support for HMCTS's online services.

The guide will cover:

- What digital support is and how it applies in this project
- Who you will support and how you will support them
- Training materials
- How you should record what you're learning through the project
- Service level agreements and expectations

For clarity, we refer to people who need and use the service as 'users' throughout the guide.

Contact details

For any enquires relating to this project, or from users of the service, please email centres@we-are-digital.co.uk, or call us on 03333 444019 selecting option 5 for the Training Network team

General queries, bookings & troubleshooting

If you are experiencing technical difficulties with our processes, have a general query, or are unsure of who best to contact, email the centres@we-are-digital.co.uk inbox. It is suggested that you test your systems before any bookings to prevent possible delays during a session.

Updating Centre / Trainer details

You will receive full access to our Athena system to update any details about your centre or organisation. This can include anything relating to the information we hold about your centre.

- Physical address
- Booking availability
- Booking email address/es
- Contact phone number/s
- Support staff
- Main contact person
- Unavailable dates etc.

Training Webinars

These are available via the following link <http://info.we-are-digital.co.uk/hmcts-network-training>. Here you will find the latest version of this delivery guide, supporting documents, and a webinar relating to each live HMCTS service.

- Introduction to Digital Support project
- Introduction to HMCTS online services
- How to use the Athena system
- Introduction to the services, e.g. SSCS, Divorce, PIP
- Help with invoicing
- And more

External Complaint Process

We Are Digital is committed to providing a high-quality service to everyone we deal with. To do this we need you to provide us with feedback about the service you receive. We need you to tell us if we get things wrong so that we can put them right, and help us continue to develop and improve our services.

If you have a complaint you can contact us in the following ways:

- Email: info@we-are-digital.co.uk - please add 'Complaint@' as the title of the email
- Telephone: 03333 444019
- By Post: We Are Digital, 2nd Floor, Friars House, Manor House Drive, Coventry, CV1 2TE.
- We treat all complaints seriously and you will be treated with courtesy and fairness at all times. Your complaint will be handled sensitively and promptly.

If you are contacting us, please help us by providing as much information as possible regarding your complaint. Please include any relevant dates and times, details of the concern, copies of any correspondence, and your contact details.

External Complaint Process

We will acknowledge receipt of a written complaint within 5 working days, and we will send you a full reply within 20 working days of receiving your complaint. If we cannot send a full reply within 20 working days, we will tell you the reason why and will let you know when we will be able to reply in full. Your complaint will be dealt with by the relevant Manager, or Head of Department.

In the event that we are unable to resolve your complaint to your satisfaction, you may request a review by a We Are Digital Director, and it will be subject to the same timescales as the original complaint.

Anonymous Complaints – please be aware that complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

We will not pass your personal details to any third party without your explicit consent and your complaint will remain confidential to We Are Digital. We are committed to protecting your personal information and take seriously our obligations with regard to the EU General Data Protection Regulation (GDPR).

About HMCTS

Her Majesty's Courts and Tribunal Service (HMCTS) is an agency of The Ministry of Justice (MOJ), at the heart of the justice system. They work to protect and advance the principles of justice. Their vision is to deliver a world-class justice system that works for everyone in society.

About the project

HMCTS believes it is important to offer users an informed choice about how they choose to engage with the justice system and that by reminding users of the benefits of engaging online, users can make an informed choice to benefit from a faster, more accurate and responsive service. Some users, on understanding the benefits of engaging with HMCTS services online, may choose this option but might need support to do this effectively. These users are referenced as those that choose Digital with Assistance (DwA).

Background

- HMCTS is undergoing a £1bn reform programme and is redesigning the way courts and tribunals services are provided. The programme aims to bring new technology and modern ways of working to the way justice is administrated.
- A large part of the programme is moving services online. Whilst offline paper routes will remain, the intention is that as many people as possible will take up these digital services. However, the HMCTS user base is a varied one, and there is a need to support a potentially significant number of Digitally Excluded (DE) unrepresented citizen users who cannot or choose not to go online by themselves.

This project:

- The Digital Support project provides a service aimed at resolving the barriers that prevent people from accessing HMCTS online, enabling them to receive an experience equivalent to those who do not encounter these barriers.
- The key role of the Service is to provide users of HMCTS services who may face barriers to accessing digital platforms with the bespoke support required to successfully access justice services digitally. The reason someone may require support may differ from person to person, and they may have multiple causes of Digital Exclusion that require addressing or support or other users may have limited ability or confidence to engage online and may choose Digital with Assistance
- The project will start on the **31st January 2022** and will end on **10th October 2024** with an option to extend for 2 further periods of 12 months (36 + 12 +12 months)

We Are Digital – Who we are?

We Are Digital is a social impact company - a business for good

We Are Digital helps the whole of society by empowering people with access, training and vocational skills in all things digital and online. We Are Digital takes responsibility for being a learner-first business. Everything the company does is focused on the service user, or learner, and not the people paying to help deliver the service (the customer).

Every first thought of a We Are Digital team member is the user, first and foremost.

WAD and HMCTS

We Are Digital (WAD) are working in partnership with HMCTS to further our offering and provide Digital Support (DS) to users who are facing barriers to accessing digital platforms to fill out online forms for HMCTS's justice services. WAD will focus on assisting individuals who do not have the digital skills to fill out forms online independently.

This mobilisation plan covers the first 6 months, in this period, all processes and systems critical for service delivery will be established. Delivery through the mobilisation period will be conducted in phases to optimise understanding at each point, enabling review and supporting continuous improvement. Decision points will be utilised to review the detail and ensure WAD are ready to increase service provision to the next stage.

The Users – 12 Access-to-Justice Barriers

The access to justice barriers is based on several key pieces of research undertaken by the User Research team in 2020 that shed light on how users of HMCTS experience our services. The User Research team conducted an analysis of internal research across all services, as well as analysing academic research in the justice space. Key patterns started emerging which led to the emergence of the HMCTS Barriers Framework.

An individual may face multiple barriers at once, which means that they need inclusive support to use the service.

A number of the barriers have clear links to digital exclusion and the WAD call centre triage can get users experiencing these barriers the right support. For example barriers to accessing the technology needed to complete a service, not having digital skills and confidence to engage online, or even the financial barrier that some users face (e.g. not having money to buy data). A digital barrier might also exacerbate another barrier, for example, low digital confidence or skills might prevent a user from successfully providing the right evidence or documentation if they are asked to do this online.

It is important to understand what these barriers are and be aware that they intersect, to support users appropriately.

The Users – 12 Access-to-Justice Barriers



Access to Technology

If the user does not have access to devices, software or a strong and reliable internet connection.



Physical access

If users need, but cannot gain, physical access to buildings and appropriate facilities within them.



Appropriate space & facilities

If users do not have access to appropriate to participate e.g.: if a user doesn't have a fixed address.



Communicating effectively

Someone struggles to communicate when upset or needs visual cues.



Digital Skills and Confidence

Unfamiliarity with digital technology and the language of the internet (e.g. 'URL') can be a barrier.



Emotional and mental resources

Factors, such as anxiety, exhaustion, or trauma, impact someone's mental state or capabilities in the moment



Finance

To access technology, or afford additional costs such as childcare, travel, or even money to buy data



Trust in the system

A lack of trust could mean that someone won't start a process or lose faith midway and drop out.



Providing Evidence and documentation

Not having a valid form of ID or having out of date documents.



Support

Digital, emotional, procedural and or legal support. To complete a task, or navigate the legal system.



Time

If a user can't complete a task in one sitting and a form times out. Or finding the time to gather evidence



Understanding what is happening

Understanding spoken or written information, legal processes, or having awareness of support.

The Users – Kinds of Support (DE and DwA)

To be eligible for Digital Support, users must be assessed as either:

Digitally Excluded (DE) - This is where someone cannot, or chooses not to, engage digitally at all.

Someone who either does not have access or the ability to use a digital device or who chooses not to engage online at all (preferring paper and so on).

1. The user has experience and ability in using a digital device but doesn't have access to a suitable device.
2. The user has an additional barrier that prevents them from engaging online.
3. The user has no experience or ability in using a digital device.

Digital with Assistance (DwA) - This is where someone can engage but may need help to do so.

Someone who can engage (either since they have access, some ability or some confidence) but needs more confidence and support to engage with our online services.

1. The user only wants to check the procedure. WAD will resolve these queries over the phone, appointments will not be required.
2. The user is not confident in engaging with HMCTS services online and WAD have been unable to resolve the query over the phone.

The following slides illustrate how the kind of support required is assessed.

The users – personas and mindsets

HMCTS know that their users often prefer to engage with paper forms rather than the equivalent online service. Digital exclusion is one reason for this, but there may be many other factors.

Behaviours and attitudes towards digital services can be impacted by users' emotional, as well as practical, needs and wants. Sometimes a user's digital skills and capability are not the main factors in their decision making about whether they choose a digital or paper form.

To understand our users and to ensure we offer them the correct support, we've provided some personas on the next few slides, based on user research. The personas show a variety of user 'mindsets' and reflect the diversity of our users. The examples highlight where there may be opportunities to encourage users to consider the digital option.

Leslie – Lacks trust in the system

"There is something for me around losing changes, keeping record. I am clearly an admin person"

Bio: Retired banker, lives with wife, digitally confident but takes time to get used to new services and becomes frustrated when doesn't achieve what he sets out to do.

Barriers: Digital skills and confidence in submitting the online form when always used paper before; Understanding what is happening and likes to have everything out in front of him so he can see the whole journey; Having trust in the system and worried that he will not be able to go back and change answers online like he would be able to do in the paper.

User needs: "I need to have confidence that the service will work how I expect it to, I want to get this right the first time."

*"I don't understand
what the questions on
the form want me to
say, I don't have
anyone to ask?"*

Bio: Mini-cab driver, English is a second language, lives alone, uses a smartphone to stay in touch with family abroad but doesn't feel confident in his understanding of what questions he needs to answer.

Barriers: Digital skills and confidence in using smartphone for engaging in a lengthy online application; Understanding what is happening and worried that he will misunderstand the questions and make a mistake which could lead to losing access to resources; Having trust in the system and Communicating effectively.

User needs: "My English is not good, I think I will lose my benefit if I don't receive help."

Angela – Anxious and nervous online



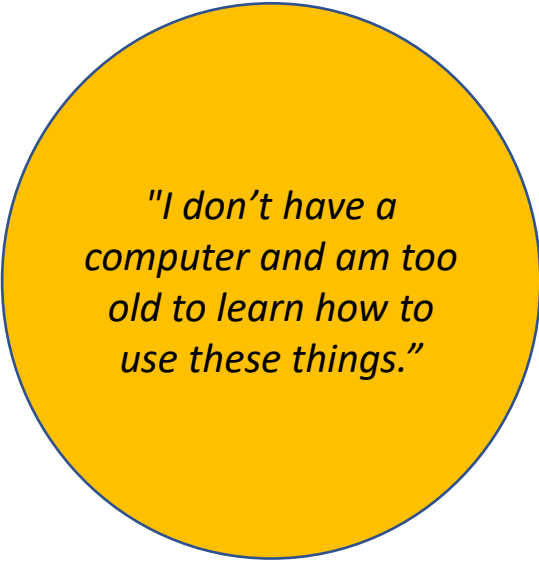
"I thought it would be easier - but it just kept kicking me out"

Bio: Retired and asks husband when needs support, part-time carer for nephew, able to complete basic tasks online like banking and shopping, with the relative amount of confidence.

Barriers: Emotional and mental resource feeling easily overwhelmed by the task at hand; Having trust in the system is unsure about trusting online applications; Support needs and prefers to speak to people to ask questions and resolve the concern.

User needs: "I want to be able to read the forms and come back to them and wasn't sure if this was possible with online applications so prefer paper."

Isabel – Isolated and shielding at home



"I don't have a computer and am too old to learn how to use these things."

Bio: Widow living alone and shielding with long term health problems, has a carer who doesn't speak English and no access to a digital device or ability to engage with online services.

Barriers: Support needs and prefers to speak to people to ask questions and resolve concerns; Access to technology and digital skills and resources given the absence of access and ability to use these; little Understanding of what is happening.

User needs: "I would be fine with a paper form, that's the way I've always done it."

Nick – No money and emotionally anxious

*"I feel like it's gone
from bad to worse and
I don't know how to
make it stop getting
worse."*

Bio: Recently unemployed with no money for internet access, struggling to make ends meet financially and find it hard to ask for help, can become upset when challenged.

Barriers: Emotional and mental resource feeling easily overwhelmed by the task at hand; Having trust in the system is unsure about trusting online applications; Support needs and prefers to speak to people to ask questions and resolve the concern, Access to technology and Finance are also barriers.

User needs: "I can't do this anymore, I don't know where to start and how to get out of the situation I am in, I feel trapped."

Fiona – Feels responsible and wants to do the right thing



"I like to have it all there in front of me. I can see what I'm doing and so can everyone else"

Bio: Civil Servant and mother of 3, **confident in using online forms** but wants to be clear about procedures and “do things the right way”, is helping her mother with HMCTS applications.

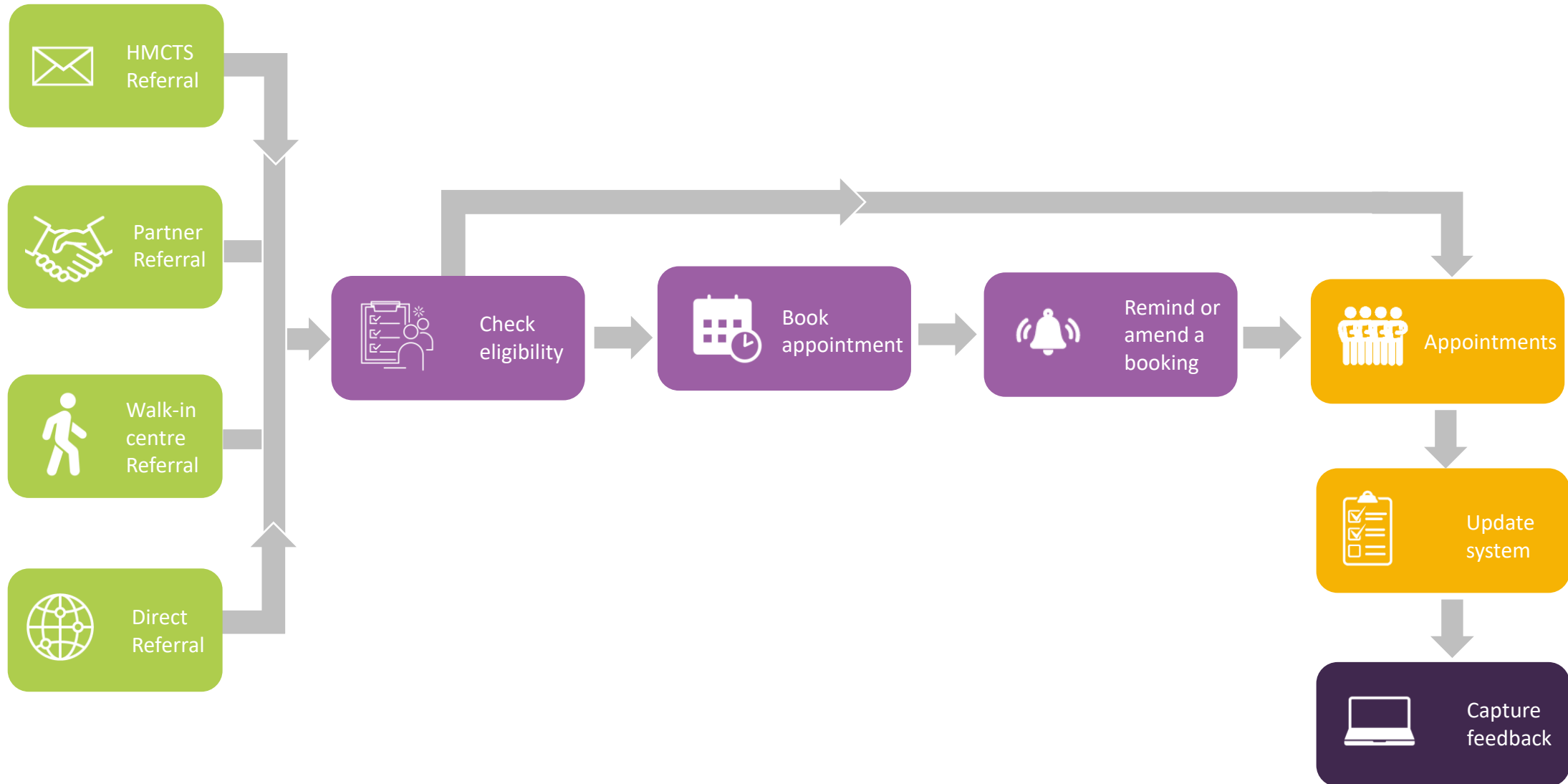
Barriers: Emotional and mental resource feeling overwhelmed by several questions on the application and responsible for getting this right; Time is a limited resource given her other roles; Support needs and prefers to engage other family members to help with decisions on the form.

User needs: “I didn’t quite appreciate the complexities of it all and in hindsight, we should have sought legal advice.”

Understanding the persona eligibility

Persona / Mindset	User Needs					
	Ability to use a device?	Access to a device?	Confidence using our service?	Needs procedural support?	Additional barriers?	Digitally Excluded or with Assistance?
Leslie	Yes	Yes	No	Yes	No	DwA
Lucas	Yes	Yes	No	Yes	Yes - Language	DwA
Angela	Yes	Yes	No	Yes	Yes - Anxious	DwA
Isabel	No	No	No	Yes	Yes – Long term health issues	DE
Nick	Yes	No	No	Yes	Multiple barriers	DE
Fiona	Yes	Yes	Yes	Yes	No	Neither

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.

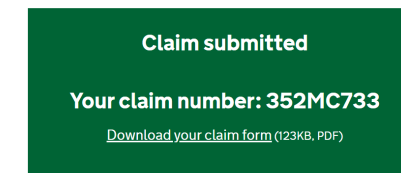
Successful application

- 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.

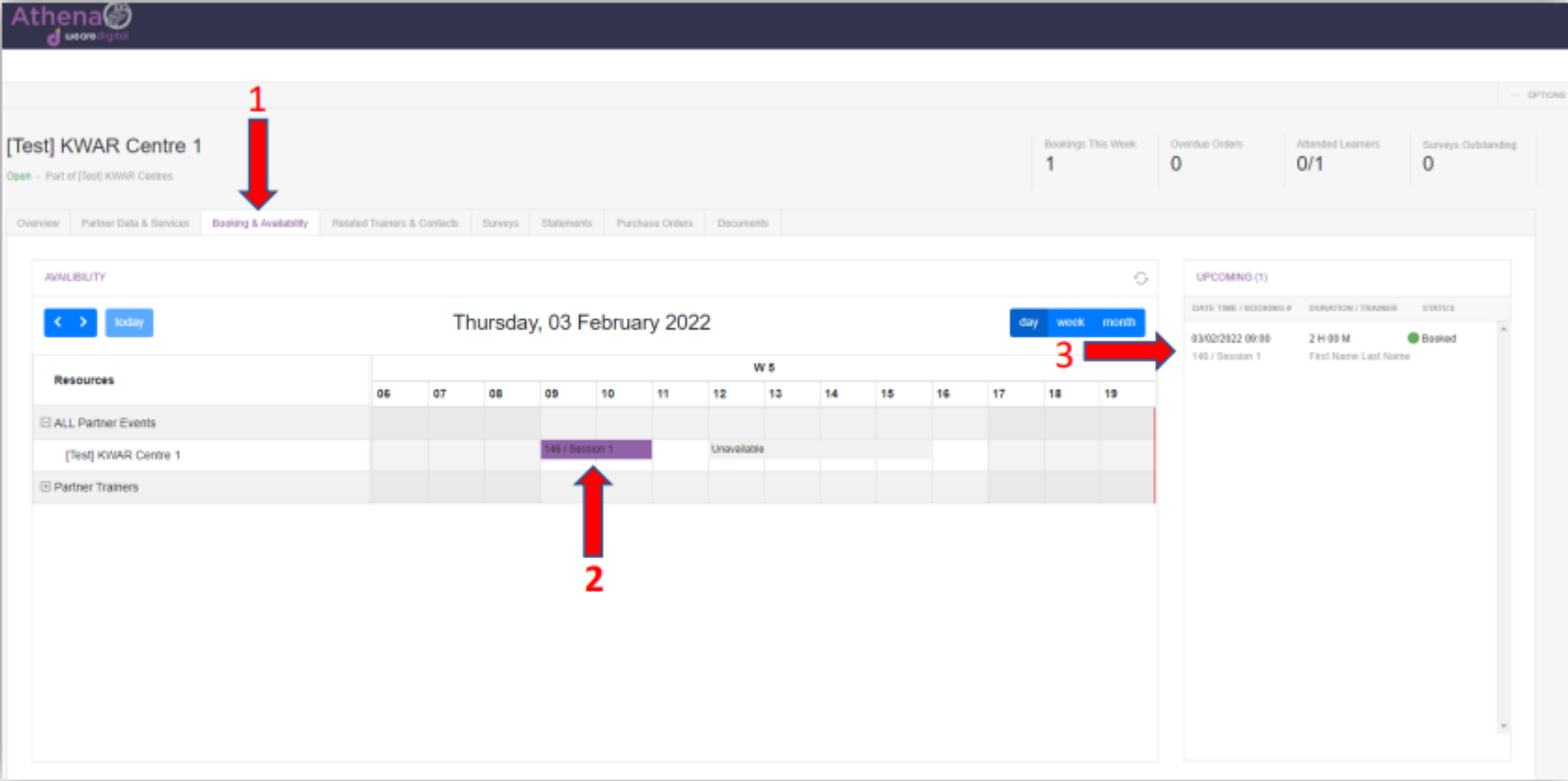
Athena

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](#)

Accessing and completing bookings

To access a booking, go to the “Booking & Availability” tab and click on either the calendar event or the upcoming booking record.

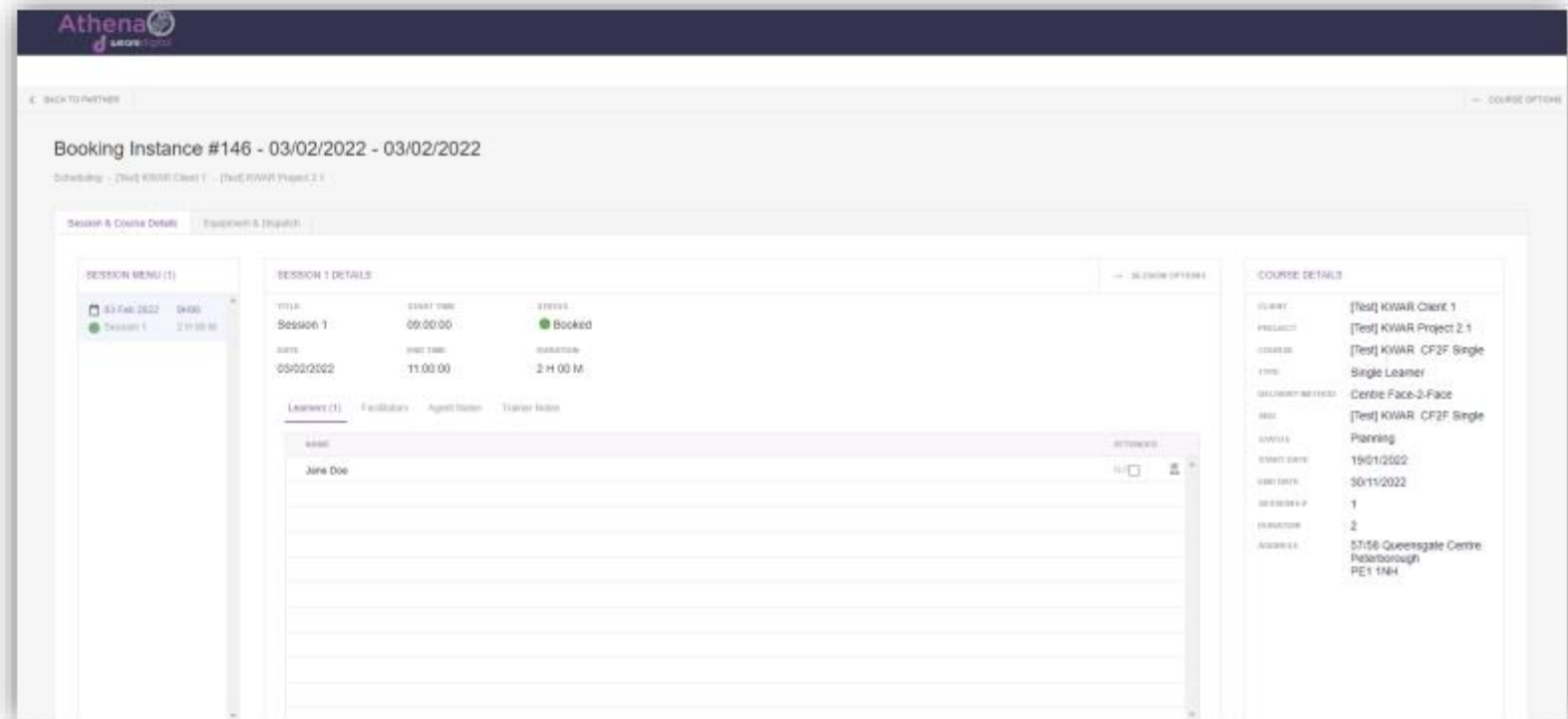


The screenshot shows the Athena system interface. The top navigation bar includes the Athena logo and a search bar. The main header displays the title "[Test] KWAR Centre 1" and a status "Open - Part of [Test] KWAR Centres". To the right, there are summary statistics: Bookings This Week (1), Overdue Orders (0), Attended Learners (0/1), and Surveys Outstanding (0). Below the header is a tabbed interface with the following tabs: Overview, Partner Data & Services, **Booking & Availability** (highlighted with a red arrow labeled 1), Related Trainers & Contacts, Surveys, Statements, Purchase Orders, and Documents. The "Booking & Availability" tab is active, showing a calendar view for Thursday, 03 February 2022. The calendar has a grid with columns for days 06 to 19. A red arrow labeled 2 points to a purple event block labeled "145 / Session 1" on the 09th. To the right of the calendar, there is a section titled "UPCOMING (1)" with a table of upcoming bookings. A red arrow labeled 3 points to the "UPCOMING (1)" button. The table has columns for DATE TIME / BOOKING #, DURATION / TRAINER, and STATUS. The first row shows "03/02/2022 09:00", "145 / Session 1", "2 H 00 M", and "First Name Last Name" with a green "Booked" status.

DATE TIME / BOOKING #	DURATION / TRAINER	STATUS
03/02/2022 09:00	145 / Session 1	2 H 00 M
First Name Last Name		

Accessing and completing bookings

In the booking record, you will see all the details regarding the booking instance.



The screenshot displays the Athena booking system interface. At the top, the header shows "Athena" and "SAGE". Below the header, the main content area is titled "Booking Instance #146 - 03/02/2022 - 03/02/2022". The interface is divided into several sections:

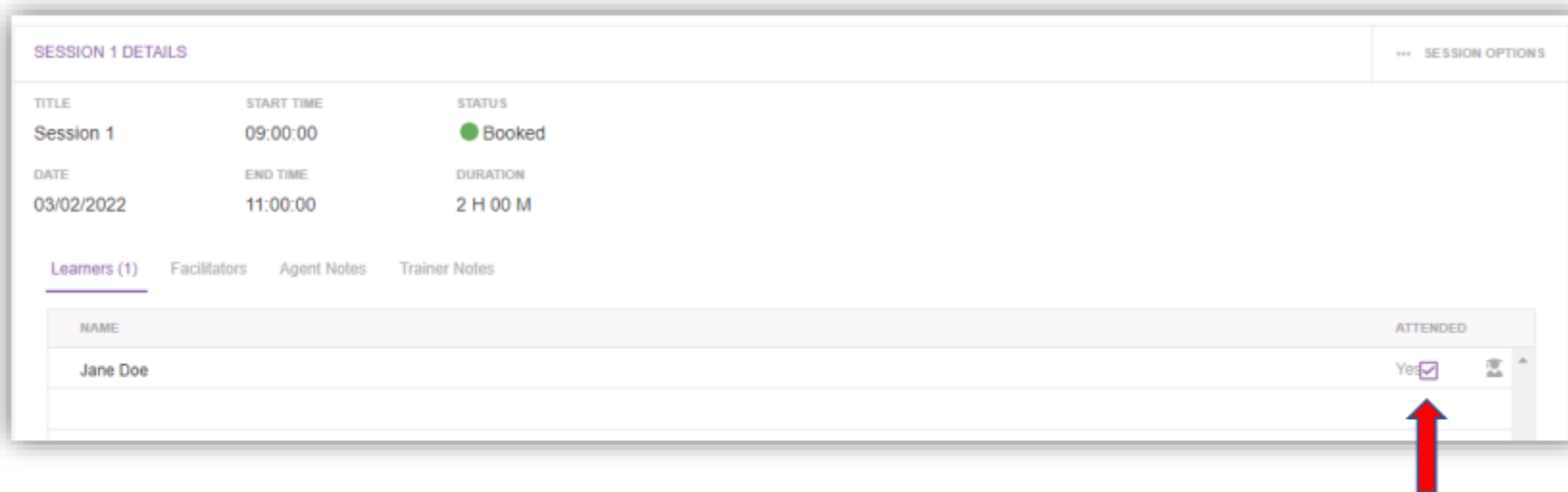
- Session Menu (1):** A list of sessions with a green dot indicating the selected session.
- Session 1 Details:** A table showing session information.

TITLE	START TIME	STATUS
Session 1	09:00:00	Booked
- Course Details:** A table showing course information.

COURSE	DETAILS
[Test] KWAR Client 1	[Test] KWAR Project 2.1
[Test] KWAR CF2F Single	Single Learner
Centre Face-2-Face	[Test] KWAR CF2F Single
Planning	19/01/2022
30/11/2022	1
2	57:56 Queensgate Centre
PE1 1NH	

Accessing and completing bookings

WE HIGHLY RECOMMEND COMPLETING THESE NEXT STEPS OF THE PROCESS IMMEDIATELY AFTER THE SESSION HAS BEEN COMPLETED AND WITH CLIENT STILL IN ATTENDANCE



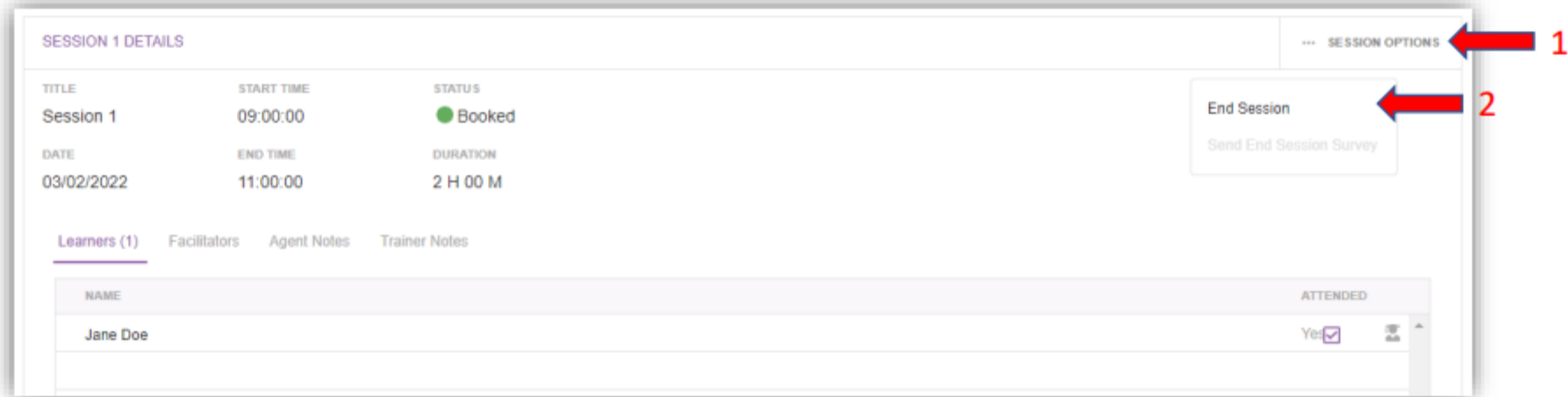
The screenshot shows a web interface for 'SESSION 1 DETAILS'. It includes fields for Title, Start Time, Status, Date, End Time, and Duration. Below these is a tabbed interface with 'Learners (1)' selected. A table lists learners with columns for Name and Attended. A red arrow points to the 'Yes' checkbox in the 'Attended' column for 'Jane Doe'.

SESSION 1 DETAILS			SESSION OPTIONS
TITLE	START TIME	STATUS	
Session 1	09:00:00	● Booked	
DATE	END TIME	DURATION	
03/02/2022	11:00:00	2 H 00 M	
Learners (1) Facilitators Agent Notes Trainer Notes			
NAME		ATTENDED	
Jane Doe		Yes ☒	

If the learner attended their session, click the checkbox located below the “Attended” column.

If the learner **did not** attend their session (no-show), **do not** tick the checkbox, go straight to the next step.

Accessing and completing bookings



SESSION 1 DETAILS

... SESSION OPTIONS

TITLE	START TIME	STATUS
Session 1	09:00:00	● Booked

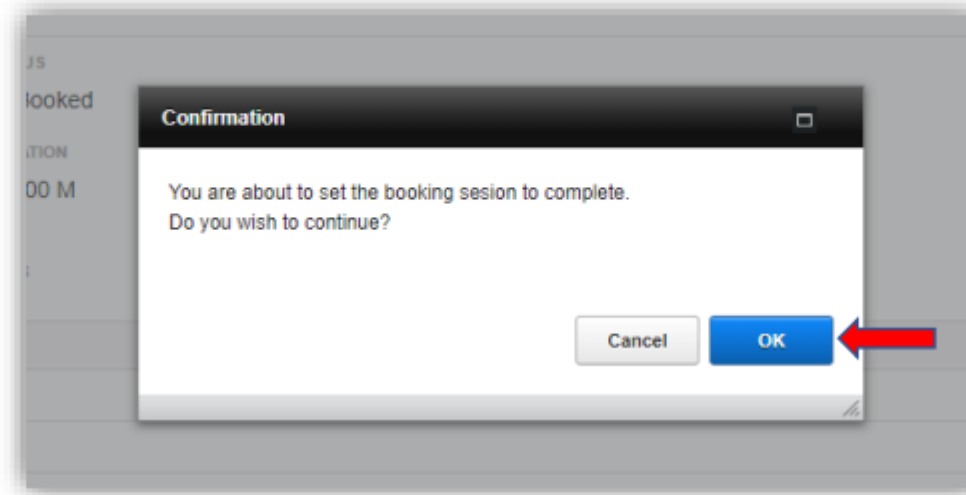
DATE	END TIME	DURATION
03/02/2022	11:00:00	2 H 00 M

Learners (1) Facilitators Agent Notes Trainer Notes

NAME	ATTENDED
Jane Doe	Yes ☒

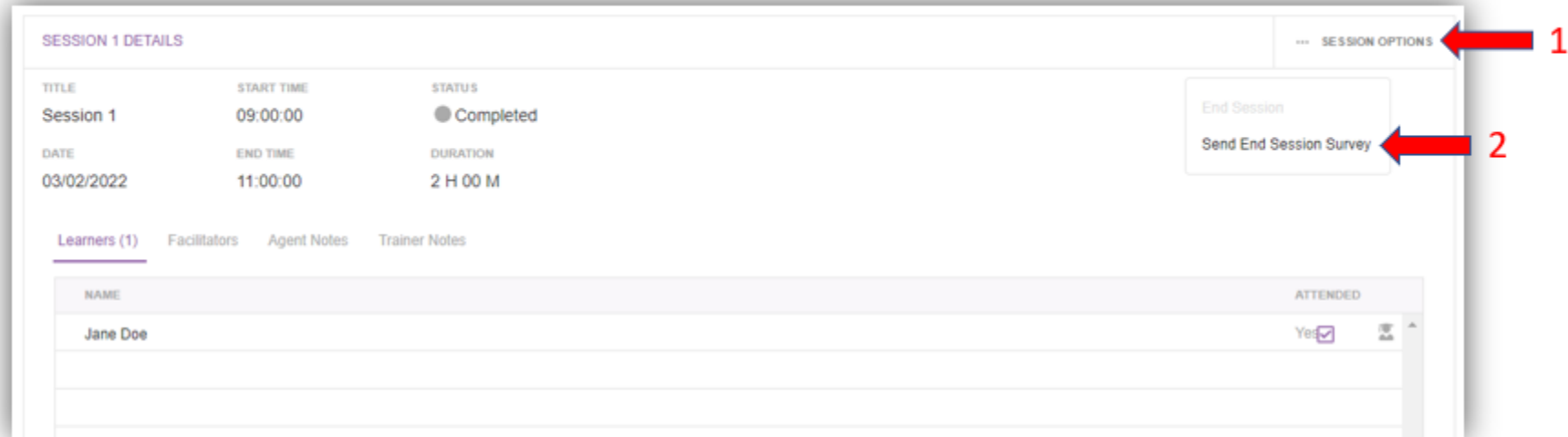
To complete the session, select “Session Options” at the top right of the session details and click “End Session”.

Accessing and completing bookings



A warning will appear asking you to confirm that you wish to complete the session. Click “OK” to confirm or “Cancel” to go back.

Accessing and completing bookings



The screenshot shows a web interface for session management. At the top, there's a header 'SESSION 1 DETAILS' and a button '... SESSION OPTIONS' (indicated by red arrow 1). Below the header, there's a table with session details:

TITLE	START TIME	STATUS
Session 1	09:00:00	Completed

DATE	END TIME	DURATION
03/02/2022	11:00:00	2 H 00 M

Below the table, there are tabs: 'Learners (1)', 'Facilitators', 'Agent Notes', and 'Trainer Notes'. The 'Learners (1)' tab is selected. It shows a list of learners with columns 'NAME' and 'ATTENDED'.

NAME	ATTENDED
Jane Doe	Yes ☒

On the right side of the interface, there's a dropdown menu with options 'End Session' and 'Send End Session Survey' (indicated by red arrow 2).

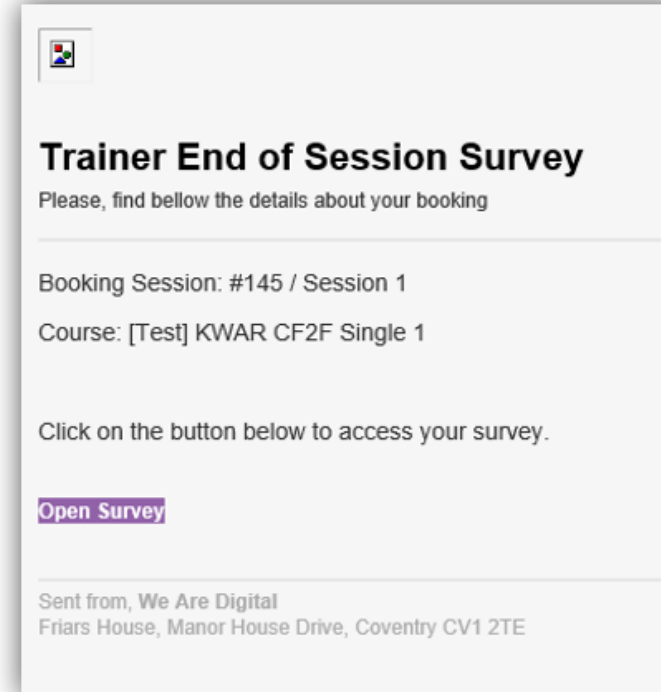
Once the session is completed, select the “Session Options” button in the top right and click “Send End Session Survey”.

This will send the required surveys to both the Learner and Delivery Partner.

Accessing and completing bookings

You will receive an email to your elected email address that appears similar to the example to the right.

Click the “Open Survey” link to be directed to the survey page.



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 ↵

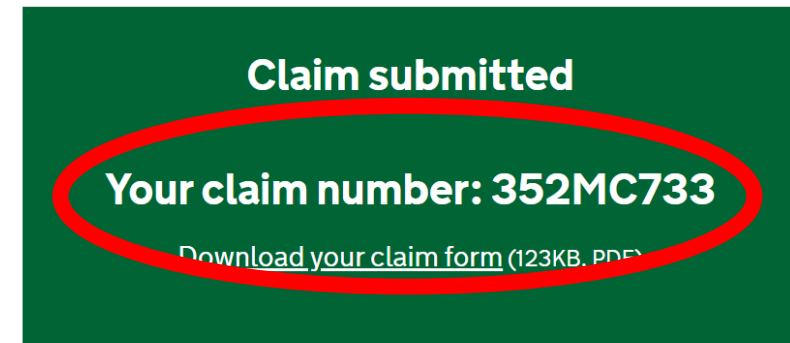
d. Outcome 1 reference number(s) *

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

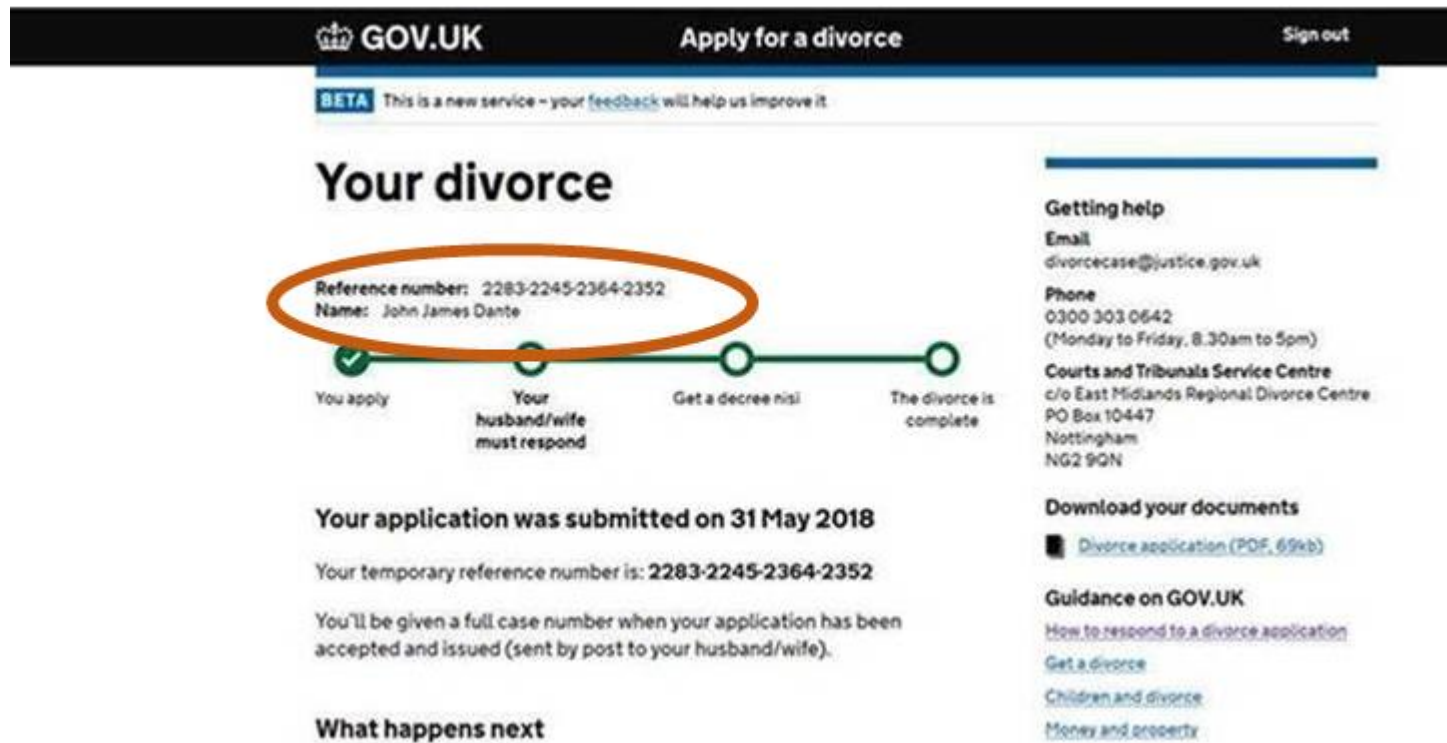
You need to sign in to your account to tell us you've been paid.

[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	Slide changes following client updates