

Who are We Are Digital?

We Are Digital – Who We Are

Digitally focused training company

Organisation of 50+ staff

200+ delivery partners

10 years old

Headquarters - Coventry, England

Provide support across the UK

We Are Digital – What We Do

Social Impact company

- We exist to deliver positive outcomes for learners through the provision of access to digital and online services.
- Adding value to other's quality of life

Digital Skills Training

- One-to-one and group training for various digital skills
 - Setting up a tablet
 - Using the internet
 - Microsoft office
 - Etc.

Assisted Digital

- Facilitating learners in completing their online application by providing access & guidance to digital facilities

**Her Majesty's Courts and
Tribunals Service (HMCTS)
Digital Support Service**

The Client - HMCTS

About HMCTS

Her Majesty's Courts and Tribunal Service (HMCTS) is an agency of The Ministry of Justice (MOJ) and they have a vision to deliver a world-class justice system that works for everyone in society.

£1bn reform programme

- Redesigning how services are provided

Services moving online

- Transitioning from paper forms

Varied user base

- Potentially large amount of users

Digital Support Service - Overview

“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.”

Digital Support Service - Goals

Offer users an informed choice

- Informed users can benefit from a faster, accurate and responsive service

Guide users through their HMCTS forms

- Additional training to be provided

All user outcomes are met and online application submitted

- Support results in a successful submission

Digital Support Service - Customer Journey

Referrals

- HMCTS
- Centres
- Direct WAD call

Triage & Booking

- Eligibility confirmed and booked with closest or referring centre

Support

- Support provided by delivery partner

Outcome Achieved & Feedback Received

- Application submitted and feedback survey completed

Digital Support Service - Expected Outcomes

Application is submitted online

- Each online submission counts as one outcome

Payment on a per outcome basis

- £35 for each user's 1st outcome
- £20 for each user's additional outcomes
- Users may have more than one outcome

Additional Funding

- Staff training
- Pump priming setup
- Systems integration

Digital Support Service - Expected Outcomes

Outcome Example

User	Service	Interaction	Number of Outcomes	Total Chargeable Outcomes per User
User 1	Service 1	Identified as Digitally Excluded and online process started. User needs to gather more evidence before can continue.	1	2
		User returns to Supplier to complete online form and is supported to submit online.		
	Service 2	User has a second issue with another HMCTS service. The Supplier supports them to complete and submit an online service.	1	

Digital Support Service - Project Timeline

Project commencement: 31st January 2022

Project end date: 10th October 2024

- Two further 12 month extensions possible

Regions	SSCS	SJS	Online Civil Money Claims	Help with Fees	Probate	Divorce
WMCA - Test Phase	31/01/22	14/02/22				
East	14/03/22	28/03/22	25/04/22	25/04/22	16/05/22	16/05/22
East Midlands	14/03/22	28/03/22	25/04/22	25/04/22	02/05/22	02/05/22
London	14/03/22	28/03/22	25/04/22	25/04/22	16/05/22	16/05/22
North East	14/03/22	28/03/22	11/04/22	11/04/22	16/05/22	16/05/22
North West	14/03/22	28/03/22	11/04/22	11/04/22	16/05/22	16/05/22
South East	14/03/22	28/03/22	25/04/22	25/04/22	16/05/22	16/05/22
South West	14/03/22	28/03/22	25/04/22	25/04/22	02/05/22	02/05/22
West Midlands	14/03/22	28/03/22	11/04/22	11/04/22	16/05/22	16/05/22
Yorkshire and The Humber	14/03/22	28/03/22	11/04/22	11/04/22	02/05/22	02/05/22
Scotland	14/03/22	N/A	N/A	N/A	N/A	N/A
Wales	14/03/22	28/03/22	11/04/22	11/04/22	16/05/22	16/05/22

Digital Support Service - Project Timeline cont.

Test Phase Location

- West Midlands
 - Birmingham
 - Coventry
 - Dudley
 - Sandwell
 - Solihull
 - Walsall
 - Wolverhampton

Managing Availability, Referrals and Invoicing

Bookings - Referrals

Referral Sources & Signposting

- Courts & Tribunal Service Centre (CTSC)
- GOV.UK
- We Are Digital - Marketing
- HMCTS Digital Support Centres (you)

Self-referring Options

- Ring the call centre with the user present
- Advise the user to contact We Are Digital when they are ready

Bookings - Notifications

Notification via email

- Designated email address

Notification Information

- User's name
- Contact number
- Unique ID
- Appointment Date & Time
- Type of support required
- Survey link

Variable booking duration

Bookings – Session Completion

Complete the user feedback survey

- Link provided in booking notification email

Surveys confirm support delivery

- No survey = no confirmation

Incomplete Sessions

- Without a survey, the session will appear incomplete

Survey Issues

- Contact We Are Digital immediately

Invoicing

Statement sent month's end

- Covering the whole calendar month

Dispute or agree with statement

- Incorrect statements can be disputed
- Investigated by admin

Generate invoice

- Must match statement

Send invoice to accounts@we-are-digital.co.uk

Next Steps

Service #1 Training

Next training webinar

Social Security and Child Support (SSCS)

- Tuesday 1st February 2022
- 10:30AM
- Presented by Law for Life

Prerequisites

Supplier Partner Agreement

- Sent via Adobe Sign
- Please review and return

Due Diligence Survey

- Link previously provided

Onboarding and BPSS Screenings

- All staff providing support must be screened

Training Materials

- To be uploaded and links provided

Accessing the FAQ page

www.we-are-digital.co.uk/hmcts-partner

 we are digital

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Delivering digital support to those who need it most

We'll support people:

- Filling in forms & applications
- Completing form sections related to their needs
- Connecting them with local centres for support

People will be able to access support via:

- Telephone
- Online via Zoom or Teams etc.
- Face-to-face through community and advice centres

[View FAQs](#)



Open floor for questions