



HM Courts &  
Tribunals Service

# HMCTS Digital Support Service

## Contents

### HMCTS Digital Support Service

- The Service
- Details of the Service
- 6 HMCTS Court Forms
- Payments for Supporting Clients
- Refer Your Own Clients
- End to End User Journey
- Support for Partners -Training
- Support for Partners -Triage
- Partner Onboarding

### Contact Us

- WAD: Who We Are
- Welfare Services Delivered



## The Service

- **The HMCTS Digital Support Service provides support to people to complete online court forms through gov.uk**
- HMCTS is undergoing a Reform Programme and is moving some services online to increase efficiency and speed of case progression.

## The Partner Network

- We Are Digital (WAD) is working in partnership with HM Courts & Tribunals Service (HMCTS)- to help people access this free Service through our national network of Partners e.g., Community centres, CAB's, Libraries.
- *The project went live nationally in June 2022.*

## Who is the Service for?

People who need help include those that..

- Do not have the confidence or ability to use computers and/or online services.
- Do not have internet access or devices to get online.

## What is the Service?

- To support people filling out online court forms through the gov.uk website.
- A non-advisory service.
- To upload documents online.

## How is the Service provided?

- Remotely e.g., Teams, Zoom, phone.
- Face-to-face in your centre or in some cases in-home.



Service	Description
<a href="#"><u>Appeal a Benefit decision</u></a> Social Security and Child Support (SSCS)	To submit and track appeal decisions from the DWP through the Courts and Tribunals Service e.g., PIP, UC, ESA. <b>NOTE: In Scotland – This the only form supported</b>
<a href="#"><u>Submit a Plea</u></a> Single Justice Service (SJS)	For handling summary-only, non-imprisonable and victimless offences (such as speeding, fare evasion, or not having a TV licence).
<a href="#"><u>Online Civil Money Claim</u></a> Online Civil Money Claims (OCMC)	For people to resolve civil money claims online.
<a href="#"><u>Help with Fees</u></a> (HWF)	For users to apply for help with Court and Tribunal fees.
<a href="#"><u>Divorce</u></a>	For individuals to make an application to legally end a marriage or civil partnership.
<a href="#"><u>Probate</u></a>	For users to apply for probate of an estate in England and Wales.

Further information:

<https://www.we-are-digital.co.uk/hmcts-partner>

<https://www.we-are-digital.co.uk/hmcts-user>

## Being a partner means that:

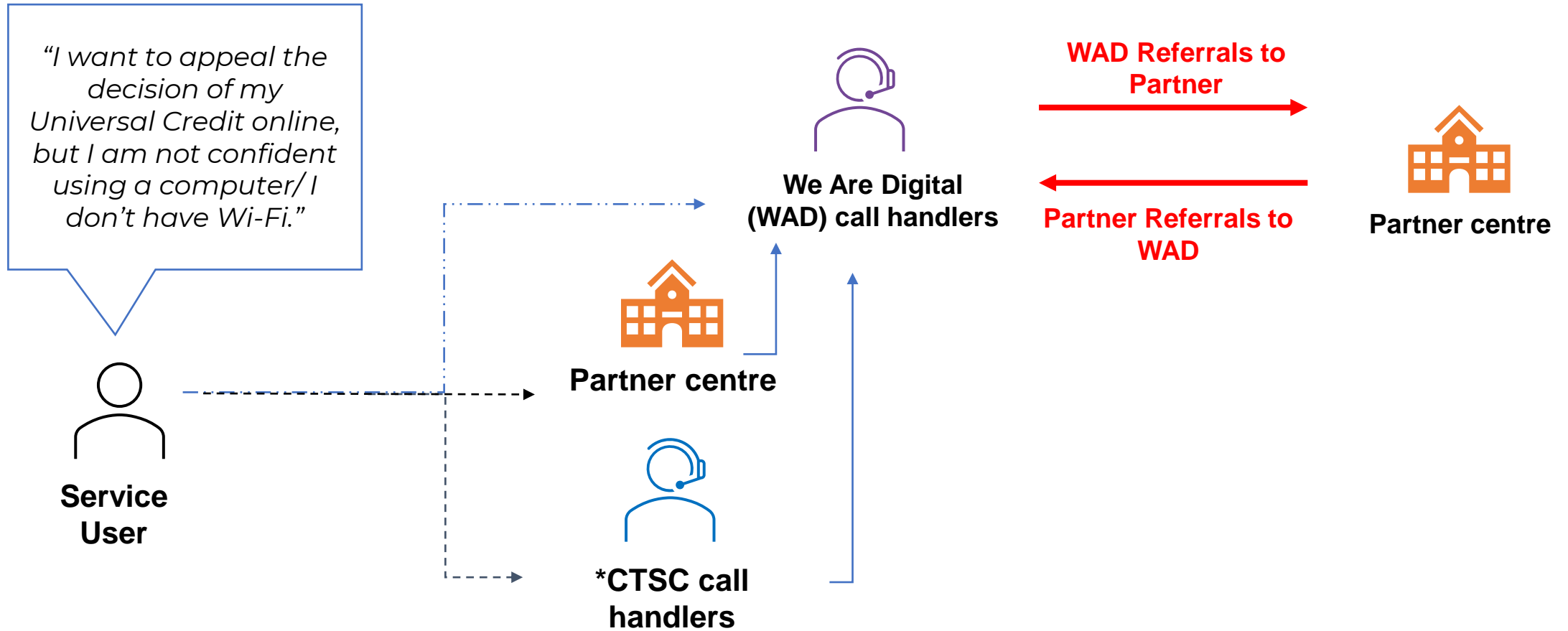
- As a Partner **you will be paid a fee of £38 for each appointment.**
- **Other payments will be made for extended, or user missed appointments.**
- It is probably work that you already do - and can get additional payments for.
- WAD will 'refer' users to you from Gov.uk and HMCTS Call Centres etc. and/or you can refer your own clients.
- *For your service users, by engaging online, they can benefit from a faster, more responsive service and case progression.*

## You can get paid for support you provide to your own clients:

- You can refer your own clients\* to this service and ensure that you get paid for the support you provide.
- You (with client present) or your client can phone us, we do a triage (a few minutes) and hand them back to you to continue to support.

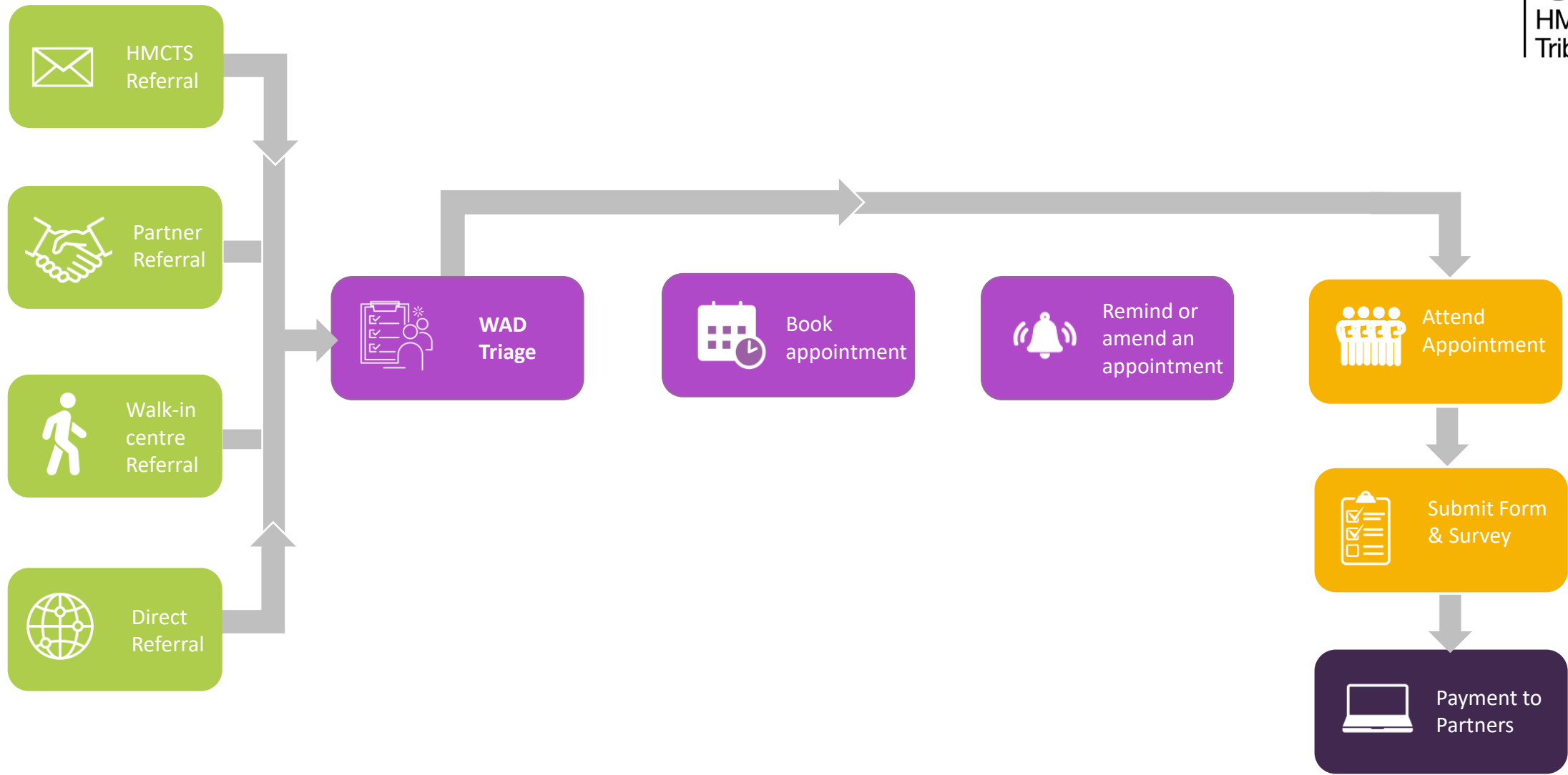
\*The client will be eligible, if they report a permanent or temporary condition such as poor literacy or lack of digital confidence. Condition does not need to be long term, i.e., stress/anxiety on the day.

# How the Service Works



\*CTSC = Courts & Tribunal Services Centre

# End to End User Journey





## We will help you deliver the Service by providing:



### Training

1. For the online forms: Training webinars available.
  2. For the Wel-Tech Partner Portal: your availability, appointments, invoicing.
- Access to training materials available: on the website <https://www.we-are-digital.co.uk/hmcts-partner>

### Marketing & Communications materials

- Promotional materials such as leaflets, website pages, and posters – to let people know you deliver or refer to the service.

# Marketing Materials - Examples



 In partnership with   
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## Do you need help filling out online court forms?

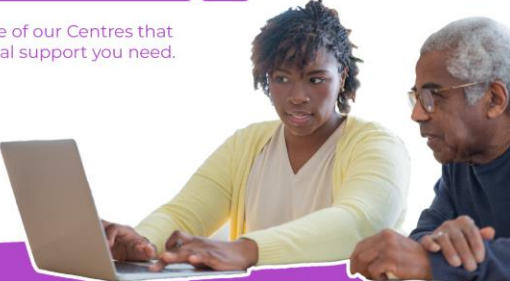
### CALL 03300 16 00 51



We Are Digital provides digital support to people who struggle to fill out online forms to:

- Appeal a Benefit decision eg. PIP, UC, ESA forms
- Submit a Plea online eg. speeding fine
- Make an Online Civil Money Claims as a claimant and respondent
- Get Help with Fees for courts and tribunals fees
- Apply for Probate
- Apply for Divorce

Get help from one of our Centres that provides the digital support you need.



 [support@we-are-digital.co.uk](mailto:support@we-are-digital.co.uk)  
 [we-are-digital.co.uk/hmcts-user](http://we-are-digital.co.uk/hmcts-user)

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## Digital Support Service for completing online court forms

Please call **03300 16 00 51** for Digital Support

We Are Digital has partnered with HM Courts and Tribunals Service (HMCTS) to provide a free service to help people complete court forms online.

The HMCTS Digital Support Service is for people who do not have the digital skills or online access to fill out HMCTS forms online.



## Triage

- We will refer service users to you from Gov.uk, HMCTS Call Centres, etc.
- We triage to ensure that users are eligible and 'ready' for the service:
  - *Do they need digital support? Do they have e.g., an MRN for submitting an appeal? Do they have other needs?*
- We book them an appointment with Partner Centres.
- **If users comes directly to your Centre**, you can still get paid to support them – Call 03300 160 051, '**refer**' them to us and we book them an appointment with you.

## Payments

- Submit monthly invoices for payment.

## The following is the onboarding process to deliver the Service:

### 1. Partner Services Agreement:

- Sign and return partner contract.

### 2. Centre Details Form & BPSS check:

- 1. Details of Centre delivering the service. 2. Nominate delivery staff for BPSS\* check.
- \*BPSS (Baseline Personal Security Standard) – mandatory, paid for and undertaken by WAD.

### 3. Due Diligence checklist:

- Standard due diligence documentation to be returned.

### 4. Training - Online Calendar & Forms:

- Complete brief training on e.g., how to edit your calendar.
- Webinars available on how to fill out the HMCTS forms.

## Deliver Digital Support

Email: [partners@we-are-digital.co.uk](mailto:partners@we-are-digital.co.uk)

[www.we-are-digital.co.uk/HMCTS-partner](http://www.we-are-digital.co.uk/HMCTS-partner)

[www.we-are-digital.co.uk/hmcts-partner-asset-library](http://www.we-are-digital.co.uk/hmcts-partner-asset-library)



## Refer Users for Digital Support

Phone: **03300 160 051**

Text **FORM** to **60777**

Email: [Support@we-are-digital.co.uk](mailto:Support@we-are-digital.co.uk)

[www.we-are-digital.co.uk/HMCTS-user](http://www.we-are-digital.co.uk/HMCTS-user)





HM Courts &  
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03333 444 019 for partner enquiries

[partners@we-are-digital.co.uk](mailto:partners@we-are-digital.co.uk)

[www.we-are-digital.co.uk/hmcts-partner](http://www.we-are-digital.co.uk/hmcts-partner)



If you have any further questions please email  
[partners@we-are-digital.co.uk](mailto:partners@we-are-digital.co.uk)





## Who We Are

We Are Digital (WAD) is a social impact #tech4good company. Our vision is for everyone to access the digital and financial services and support they need to live their lives.

## What We Do

We have built a transformational unique impact tech platform that helps everyone wherever and however they need support. We offer a one-stop shop with the aim of ending digital poverty and alleviating financial poverty for everyone. What we do has never been more needed as we face the cost-of-living crisis.



**Digital Inclusion** – training to use technology better and get customers online.

- 489 people supported (YTD)

**Assisted Digital** – transactional help for government, banking and corporate online services. (YTD)

- EU Settlement Scheme (EUSS) - Supported 656 people
- UK Visas and Immigration (UKVI) – Supported 2333 people
- Windrush Compensation Scheme – Supported 861 People

**Financial Inclusion & Money Advice** – support to manage money better and improve financial capability.

Total impact over 3 years:

- 8,494 people helped
- £29,011,447 of financial gains for residents
- £29,684,665 of social value to people and the community

**Future of Work** – upskilling in digital themes such as digital marketing bootcamps.

- Supported over 400 people in gaining digital marketing skills to get them into work via the DfE Programme - Skills for Life.

**HMCTS Digital Support Service** – digital support to complete online justice forms.

- Over 1700 Referrals to the service and 100+ Partners have supported users to complete HMCTS forms e.g. PIP, UC, Help With Fees, Divorce, Probate.