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Challenges for Policy Makers



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Courts
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Overview

- Stage 1: Claim submission
- Stage 2: Conciliation stage
- Stage 3: Online adjudication
- Dealing with LiPs
- Monitoring performance





Stage 1: Claim submission

- Online submissions
- Replacement of PAP
- Without prejudice negotiations
- Triage
- Dispute System Design
 - Goals
 - ODR
 - Tiered procedures
 - Early settlements

The screenshot shows the top of a GOV.UK page for 'Money Claims'. It includes the GOV.UK logo, the text 'Money Claims', and a 'BETA' badge with a message: 'This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)'.

Is this claim against more than one person or organisation?

Yes No

Save and continue

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

Stage 2: Conciliation

- Cases officers
- Process pluralism
- Policy options
 - Opt-in & opt-out models
 - Incentives & penalties
 - Ensure capacity
 - In-house & referrals



Stage 3: Online judges

- From f2f hearings to written processes which may be complemented by e-hearings
- Hearing centres outside courts
- From generalists to specialist DJs
- Technology assisted decision making
- Open justice



How do we empower LiPs?

- Growth of LiP
- Separate tracks for LiPs
- Incentives & penalties
- Safeguards
- Information and advice
- Technology impacts on A2J



Monitoring performance

- Identify best practices
- Capture of information
- Procedural justice
- Distributive justice f



Thank you

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