



HM Courts & Tribunals Service

# HMCTS Reform Programme

## Tribunals





HM Courts & Tribunals Service

# Introduction to the HMCTS Reform Programme

Guy Tompkins  
Director of Operations



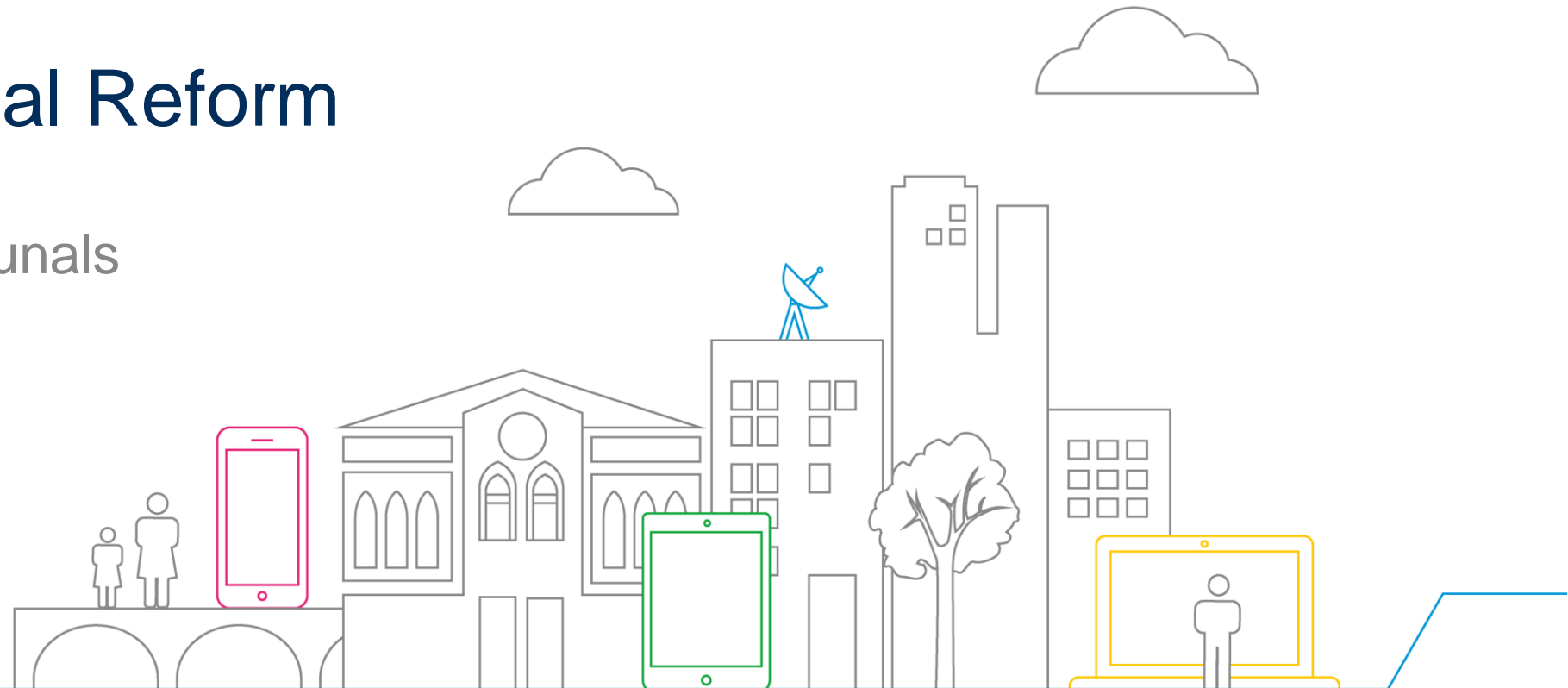


HM Courts & Tribunals Service

# Overview of HMCTS Tribunal Reform

Daniel Flury

Deputy Director, Tribunals



## Tribunal Reform Projects

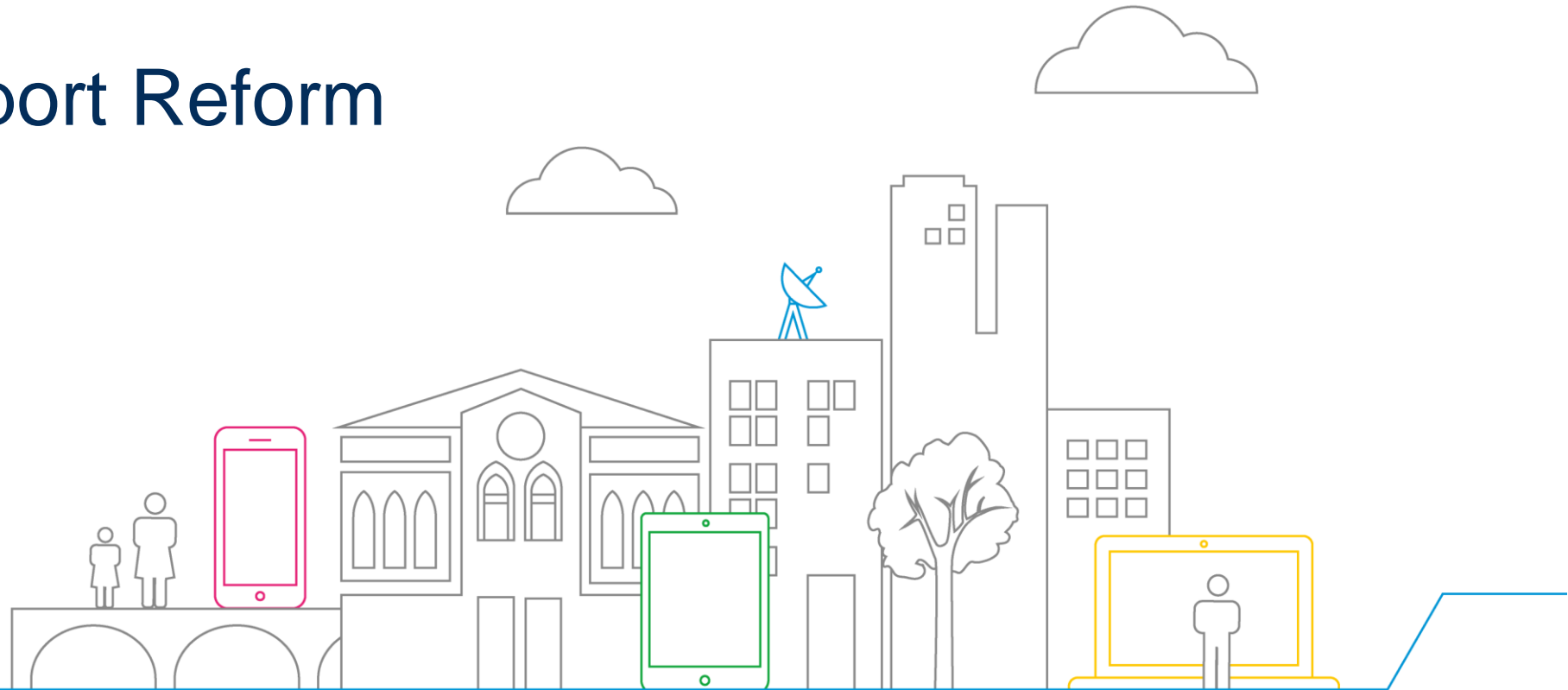
### The Vision for Tribunals

To transform a paper-heavy and complex process into a digital service that is simple, fair and accessible for all users



HM Courts & Tribunals Service

# Social Security and Child Support Reform



# Issues with the current system

**Timescales** – 25 weeks from appeal to listing

**Wholly paper process** with appellant unaware what is required and what stage appeal has reached

**Certain hearings take place in poor-quality buildings** and not convenient for appellants

**Inefficient flow of work** within HMCTS

**Poor-quality and out-of-date appeal submissions** – 70% of appeals upheld

**Little communication** through the process between HMCTS, appellant and DWP

# Transformation



**Submit your appeal online** – simplified application process

**Track your appeal by text message** – receive updates as appeal progresses through stages

**Evidence share** – Automated transfer of digital material between HMCTS and DWP

**Manage your appeal** – withdrawals, amendments, appeals all done online by appellant

**Bulk scanning and printing** – will digitise appeals received on paper

**SSCS caseworker** – will support judiciary to manage appeals

**Continuous Online Resolution...** As demonstrated





HM Courts & Tribunals Service

# Continuous Online Resolution

Social Security  
and Child Support Tribunal

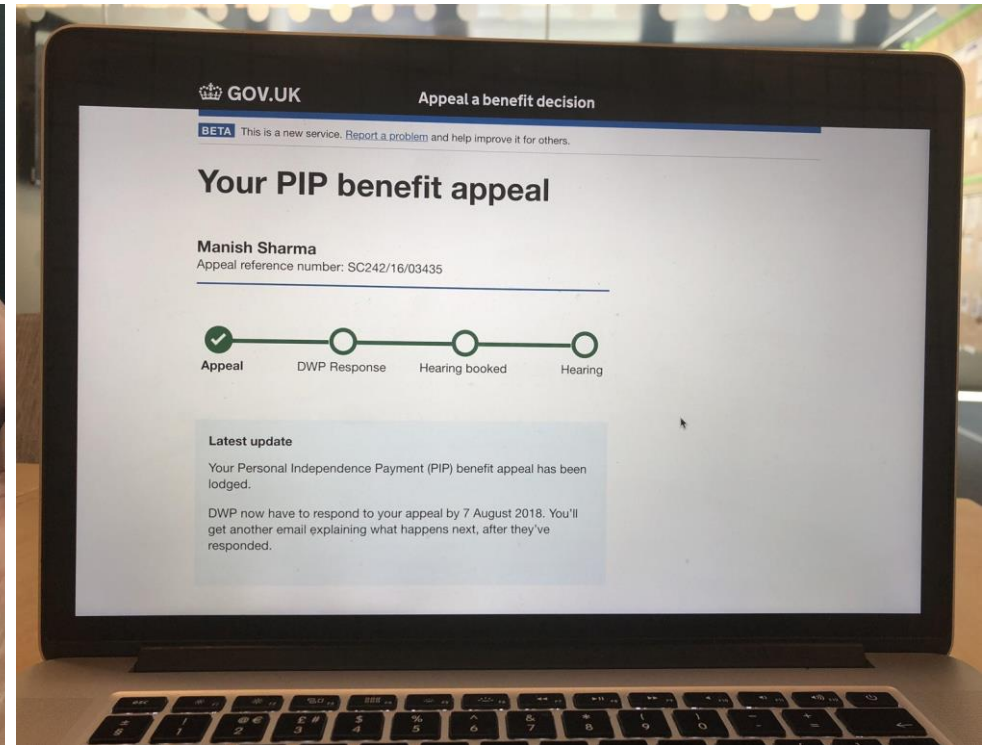
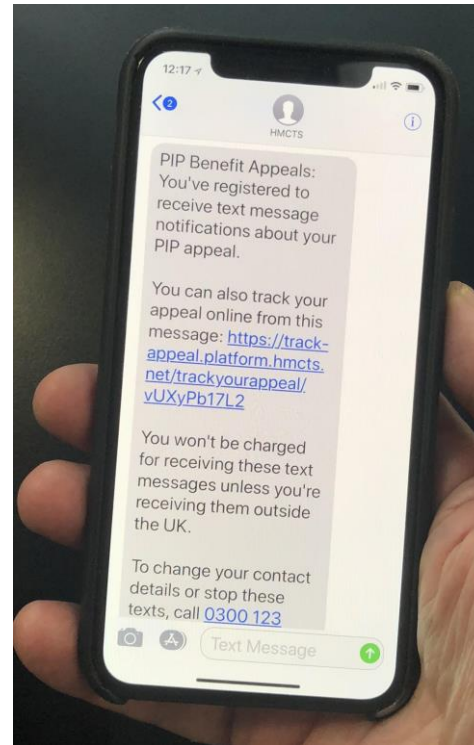
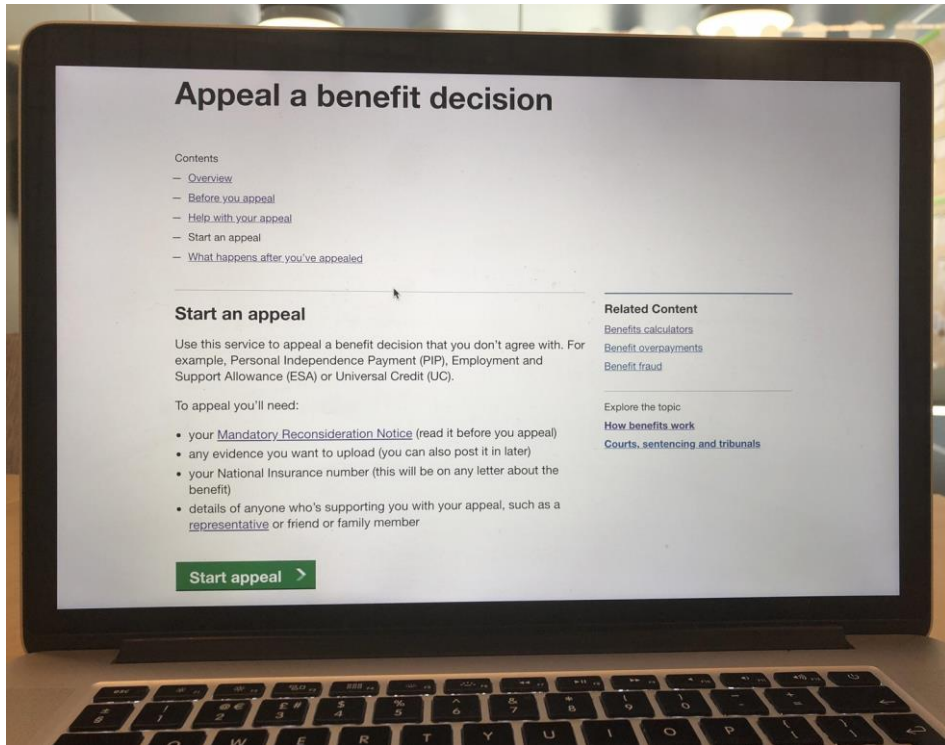




# Service overview

- 1 A claimant receives a decision from the Department of Work and Pensions about their entitlement to benefits, which they don't agree with.
- 2 They have the right to appeal that decision to an independent tribunal - the Social Security and Child Support tribunal.
- 3 Their appeal is heard by a tribunal panel made up of a judge, doctor and sometimes a disability expert (depending on the benefit).
- 4 The decision is issued to both parties .

# Products delivered so far



Submit a PIP benefit appeal online

Notifications

Track progress to decision

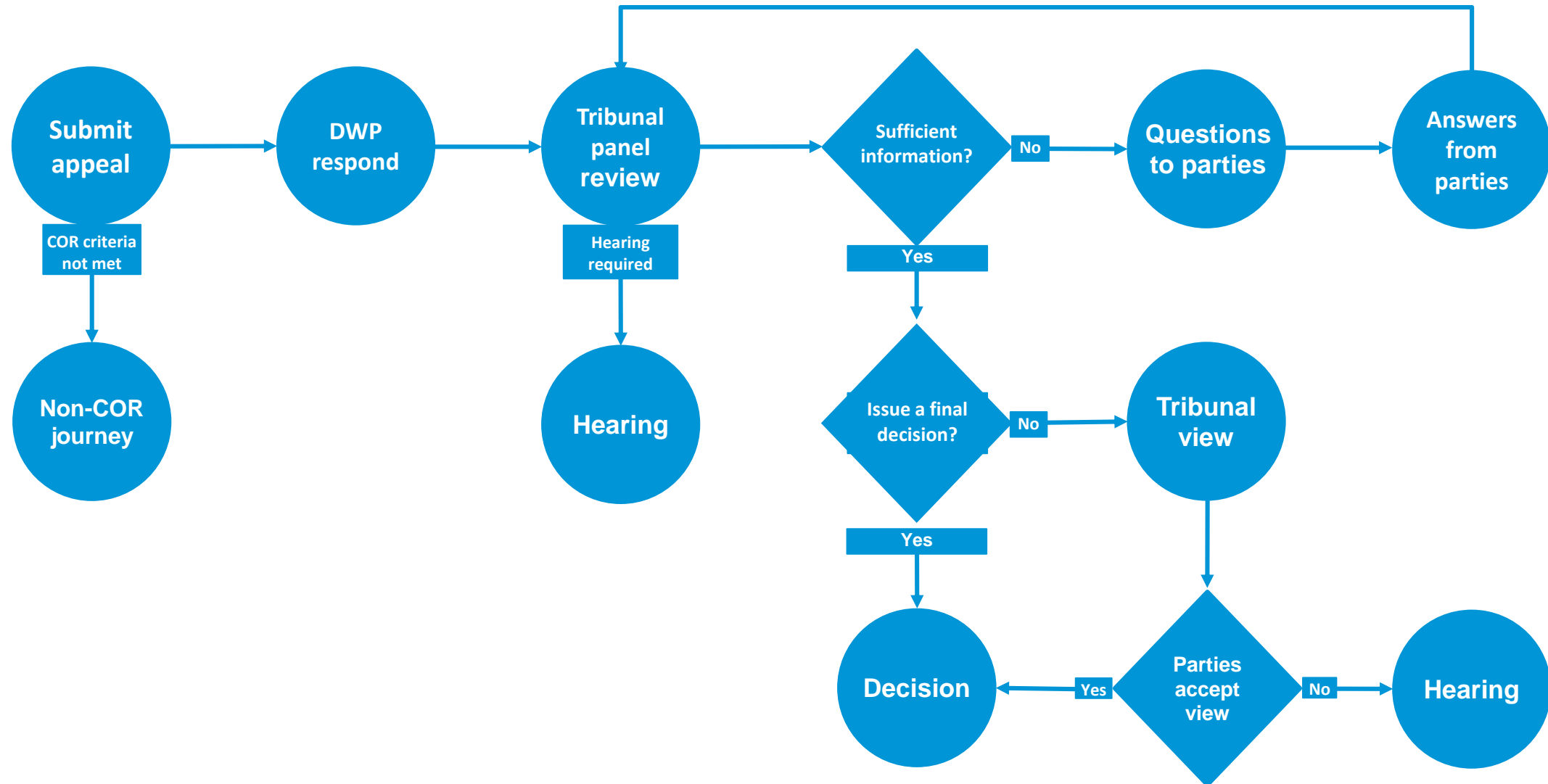
# What is Continuous Online Resolution?



*The early evaluation of an appeal with the opportunity to gather further information and resolve it online without a hearing.*



# Appeal evaluation and resolution process



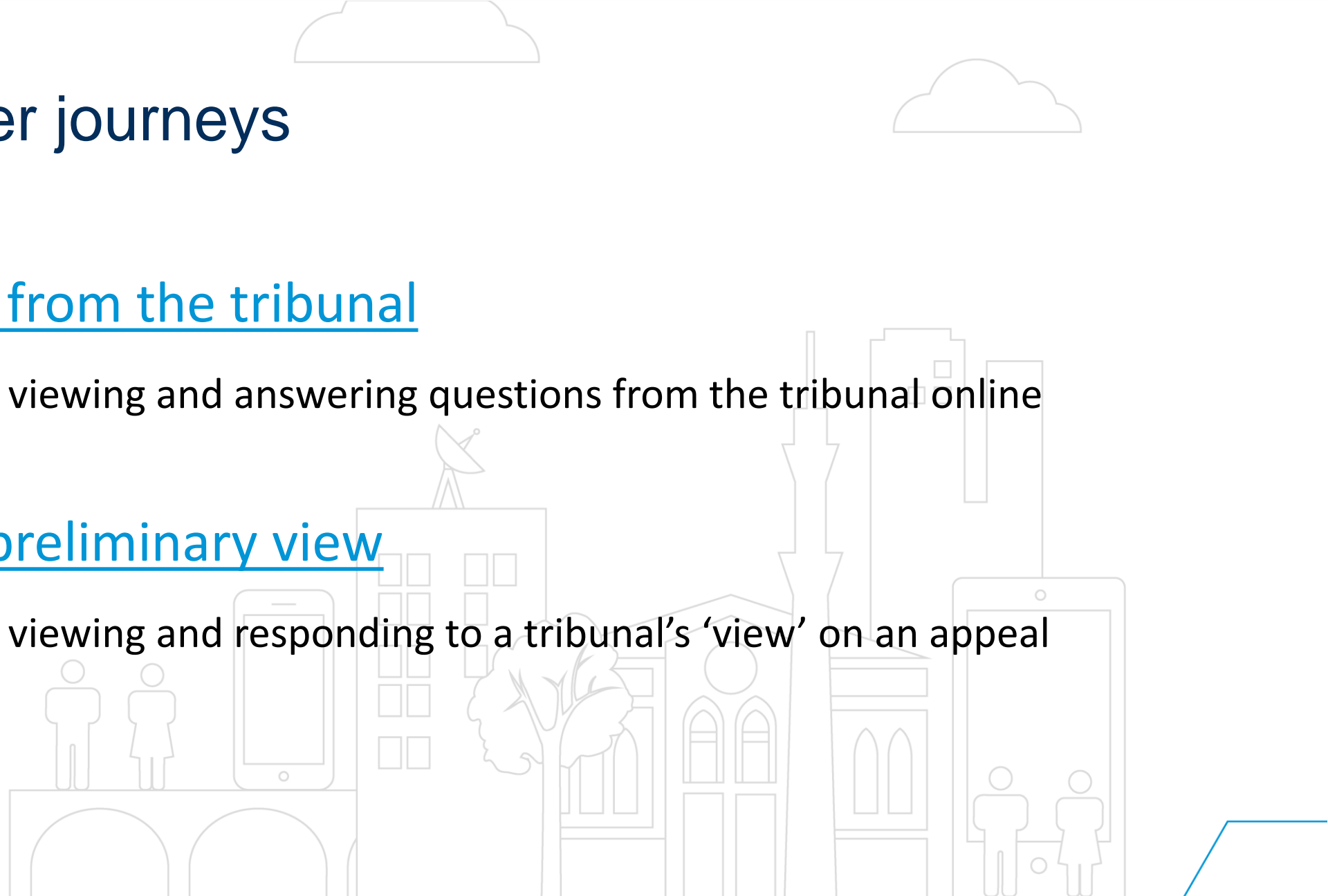
# Example user journeys

## 1. Questions from the tribunal

The appellant viewing and answering questions from the tribunal online

## 2. Tribunals preliminary view

The appellant viewing and responding to a tribunal's 'view' on an appeal



# Questions from the tribunal

- Appellant has lodged an appeal with the tribunal.
- DWP has responded to the appeal.
- The tribunal panel has reviewed information from both parties (appellant and DWP).
- They need some more information from the appellant.
- The panel has created some questions.

**Subject:** Your PIP benefit appeal: action required

**From:** PIP Benefit Appeals (pipbenefitappeals@hmcts.net)



Appeal reference number: SC242/16/03435

Dear Manish Sharma

The tribunal need some more information from you to help them make a decision on your PIP benefit appeal. The tribunal panel is made up of a judge, a doctor and a disability expert. They are separate from DWP.

Their questions will be straightforward and may mean your appeal can be resolved online.

Please answer their questions by 5 November 2018.

You will need to create an account first:

<https://hmcts-access.service.gov.uk/create-account>

PIP Benefit Appeals  
HM Courts & Tribunals Service  
Telephone: 0300 123 1142

## Invitation to come online and provide information

- Email invites the appellant to ‘provide information’ to the appellant.
- The tribunal panel are identified by role - helps to humanise the process.
- The appellant is given a deadline to provide the information.
- They have to create an account first, to protect their information.

## Sign in or create an account

### Sign in

Email address

Password

[Forgotten password?](#)

Continue

### Create an account

You need to [create an account](#) to use this service.

## Sign in or create an account

- Appellant has to create an account or sign in, if they already have an HMCTS IDAM account.
- The account helps identify them and protect their personal information.



**BETA** This is a new service – your [feedback](#) will help us to improve it.

# Your PIP benefit appeal

## Manish Sharma

Appeal reference: SC242/16/03435

### Questions from the tribunal

You need to respond by 5 November 2018. [Extend the deadline](#)

[Tell us more about your work in a factory](#)

[What help do you need with cooking?](#)

[What pain do you have when walking?](#)

### Providing additional evidence

If you have any additional information that is relevant to your appeal, you can [submit it to the tribunal](#).

▶ [Contact us](#)

## Question dashboard

- High-level information about the appeal (name, reference number etc.).
- A list of questions, which the tribunal panel has created.
- A deadline to answer those questions (extendable by one week).
- A link for providing additional evidence (writing a statement, uploading images, documents etc.).

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[◀ Back to questions](#)

## Tell us more about your work in a factory

You said in your appeal that you work in a factory. Please can you give us a bit more information about this:

- What type of factory work do you do?
- What sort of activities does it involve?
- How much time you have had off in the past year because of your health condition?

You can write as much as you want

I want to provide evidence to support my answer

Submit answer to the tribunal

Save for later

[▶ Contact us](#)

## Question from the tribunal

- An example of a question that could be asked by a tribunal panel.
- Appellant has a low tolerance for repeatedly coming online and answering questions.
- Each question should extract as much information as possible (using a broad subject and sub-questions).
- Option of saving an answer and submitting it later.

- What type of factory work do you do?
- What sort of activities does it involve?
- How much time you have had off in the past year because of your health condition?

You can write as much as you want



I want to provide evidence to support my answer

You can upload evidence to support your answer such as letters, photos and documents. If you are taking a picture of a letter, place it on a flat surface and take the picture from above.

Choose file

#### Uploaded files

No files uploaded

▶ [You can also post evidence to the tribunal](#)

Submit answer to the tribunal

Save for later

▶ [Contact us](#)

## Uploading evidence

- The appellant can upload evidence in relation to their answer, for example a letter from their doctor.
- They also have the option of posting evidence to the tribunal if they struggle with uploading.
- Information is only displayed if they check the box that indicates they wish to provide evidence.
- There is also the opportunity to upload evidence when they submit their appeal (and they can post it in when they want).

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## Your PIP benefit appeal

### Manish Sharma

Appeal reference: SC242/16/03435

#### Questions from the tribunal

You need to respond by 12 November 2018. [Extend the deadline](#)

[Tell us more about your work in a factory.](#)

**DRAFT**

[What help do you need with cooking?](#)

[What pain do you have when walking?](#)

#### Providing additional evidence

If you have any additional information that is relevant to your appeal, you can [submit it to the tribunal](#). You don't have to submit anything if you don't want to.

▶ [Contact us](#)

## Question in draft

- This shows the dashboard if a question has been saved.
- This gives the opportunity for the appellant to review their answer with a supporter or representative before submitting it.

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**You will not be able to change your answer after you submit it.**

Confirm

Back to question

▶ [Contact us](#)

## Confirming the submission

- Appellants submit each question individually.
- Allows the appellant to submit the questions they can answer (if they cannot answer all of them).
- They are warned they will not be able to change their answer after they submit it.
- This stops them submitting answers by accident.

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# Your PIP benefit appeal

**Manish Sharma**

Appeal reference: SC242/16/03435

## Questions from the tribunal

You need to respond by 5 November 2018. [Extend the deadline](#)

[Tell us more about your work in a factory.](#)

**COMPLETED**

[What help do you need with cooking?](#)

[What pain do you have when walking?](#)

## Providing additional evidence

If you have any additional information that is relevant to your appeal, you can [submit it to the tribunal](#).

▶ [Contact us](#)

## Question submitted

- The question is marked as complete in the dashboard.

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[◀ Back to questions](#)

## You have answered the tribunal's questions

You've provided the information the tribunal have asked for. They'll review what you've sent and consider it as part of your appeal.

You'll get another email by 12 November 2018 which will explain how the tribunal want to proceed with your appeal.

[Exit service](#)

[▶ Contact us](#)

## All questions are answered

- The appellant has answered all the tribunal's questions.
- They are told they will be contacted within a week to be told how the tribunal want to proceed.
- This gives the opportunity for the tribunal to review the answers.
- The answers are also shared with DWP and are able to comment.

**BETA** This is a new service – your [feedback](#) will help us to improve it.

# Your PIP benefit appeal

## Manish Sharma

Appeal reference: SC242/16/03435

### Questions from the tribunal

You have answered all the questions and submitted them to the tribunal.

[Tell us more about your work in a factory](#)

COMPLETED

[What help do you need with cooking?](#)

COMPLETED

[What pain do you have when walking?](#)

COMPLETED

### Providing additional evidence

If you have any additional information that is relevant to your appeal, you can [submit it to the tribunal](#). You don't have to submit anything if you don't want to.

▶ [Contact us](#)

## All questions are answered

- Dashboard shows all questions are completed.

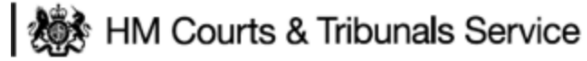


# Tribunals preliminary view

- Tribunal panel has reviewed the answers they have received from the appellant.
- They have enough information to make a decision without the appellant coming to a hearing.
- The appellant has not been offered a hearing yet so a decision cannot be issued.
- The tribunal panel create a preliminary view (early neutral evaluation), which is shared with the appellant and DWP.
- The appellant has the option of accepting the view or coming to a hearing to provide oral evidence.

**Subject:** Your PIP benefit appeal: action required

**From:** PIP Benefit Appeals (pipbenefitappeals@hmcts.net)



Appeal reference number: SC242/16/03435

Dear Manish Sharma

The tribunal have reached a view on your PIP benefit appeal.

You need to read their view and say whether you accept it by 10 December 2018.

Read the tribunal's view: <https://hmcts-access.service.gov.uk/sign-in>

PIP Benefit Appeals  
HM Courts & Tribunals Service  
Telephone: 0300 123 1142

## A view is offered

- Appellant is told that the tribunal have reached a view on the appeal.
- They are invited online to come and view it and say whether they accept it.

## Sign in or create an account

### Sign in

Email address

Password

[Forgotten password?](#)

Continue

### Create an account

You need to [create an account](#) to use this service.

## Sign in

- Appellant signs in to see the tribunal's view on their appeal.

**BETA** This is a new service – your [feedback](#) will help us to improve it.

## Read the tribunal's view

You have to say whether you accept it by [date]. You can do this at the bottom of the page

### Manish Sharma

Appeal reference: SC242/16/03435

The tribunal have considered all the information submitted by you and DWP.

Their view is that you're entitled to PIP at the rate below from 3 October 2017 until 3 March 2020.

<b>Daily living</b>	Standard rate
---------------------	---------------

<b>Mobility</b>	No award
-----------------	----------

This is the same as DWP initially awarded you.

If both you and DWP accept this view, you'll be awarded PIP at the above rate.

### The reasons for the tribunal's view

## Preliminary view (upper part of screen)

- Appellant is given a summary of the view at the top of the page.
- Tells them what they have been awarded and how this compares with DWP's initial decision.
- If appellant agrees and DWP do not raise any objections, this will become the decision.

The tribunal have considered all the information submitted by you and DWP.

Their view is that you're entitled to PIP at the rate below from 3 October 2017 until 3 March 2020.

<b>Daily living</b>	Standard rate
---------------------	---------------

<b>Mobility</b>	No award
-----------------	----------

This is the same as DWP initially awarded you.

If both you and DWP accept this view, you'll be awarded PIP at the above rate.

### **The reasons for the tribunal's view**

We considered all the evidence you and DWP submitted in relation to your appeal. This includes any additional evidence you submitted.

After considering this evidence we acknowledge that you experience pain in your lower back when doing some tasks around the house. Specifically washing yourself and preparing food. We consider that this pain does not hinder you enough to be awarded the enhanced rate of the daily living component of PIP. It is therefore our view that you are eligible for Daily living at the standard rate.

You claim that you suffer pain while walking and you find it hard to plan a route, but in your written submission you also said you were going regularly to the GPs at the time of DWP's decision. You also stated that you made your own way there without the assistance of aids. It is therefore our view that you are not eligible for the Mobility aspect of PIP at any rate.

▶ [PIP activities and the descriptors we consider apply to your appeal](#)

### **Preliminary view (middle part of screen)**

- Appellant scrolls down and can view the reasons for the tribunal's view.
- These reasons are written by the tribunal panel.
- If the parties understand the reasons for the view, the hope is they will be more accepting of it.
- Appellant can also view the activities and descriptors which the panel consider apply to the appeal.

hinder you enough to be awarded the enhanced rate of the daily living component of PIP. It is therefore our view that you are eligible for Daily living at the standard rate.

You claim that you suffer pain while walking and you find it hard to plan a route, but in your written submission you also said you were going regularly to the GPs at the time of DWP's decision. You also stated that you made your own way there without the assistance of aids. It is therefore our view that you are not eligible for the Mobility aspect of PIP at any rate.

▶ [PIP activities and the descriptors we consider apply to your appeal](#)

### What happens next

You can accept the view or if you feel the view is wrong you can have a face to face hearing.

### Do you accept this view?

I accept the tribunal's view

I want a hearing

If you need help deciding whether to accept then contact your representative or talk to a friend or family member who knows about your condition.

You have to respond to this question by 28 November 2018. If you do not respond then the tribunal will review your appeal and decide how to proceed.

Continue

▶ [Contact us](#)

## Preliminary view (lower part of screen)

- Appellant is asked whether they accept the view or they want to come to a hearing.
- They are given a deadline to provide a response.

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## Are you sure you want to accept the view?

You will not be able to change your mind.

Yes, I want to accept the view

No, I want to go back

If you need help deciding then you could talk to your representative or a friend or family member who knows about your condition.

[Continue](#)

[▶ Contact us](#)

## Are you sure?

- Appellant is asked whether they are sure they want to accept the view.
- This is to safeguard against users proceeding without fully understanding the consequences.

**BETA** This is a new service – your [feedback](#) will help us to improve it.

## You have accepted the tribunal's view

This view has also been communicated to DWP.

If DWP accept, the decision will be issued and your appeal will be closed.

If they do not accept, then the tribunal will review the appeal and decide how to proceed.

You will get an email telling you whether DWP has accepted the view by 17 December 2018.

[Continue](#)

[▶ Contact us](#)

## View accepted

- Appellant is told they have accepted the view.
- They are told if DWP accept it then it will become a decision and a decision notice will be issued.



**BETA** This is a new service – your [feedback](#) will help us to improve it.

[◀ Back](#)

## A new tribunal panel will decide your appeal

A new tribunal panel will make a decision on your appeal. This may be different from the view already given.

### Do you still want a hearing?

Yes

No

[Continue](#)

[▶ Contact us](#)

## Appellant chooses hearing

- Appellant can choose a hearing instead of accepting the view.
- They are told a new panel will decide the appeal.
- This means the decision could be better, worse or the same as the view offered.
- They are asked whether they still want a hearing.

**BETA** This is a new service – your [feedback](#) will help us to improve it.

[◀ Back](#)

## Explain why you want a hearing

Continue

[▶ Contact us](#)

## Appellant is asked why they want a hearing

- This is to help understand why appellants are choosing a hearing rather than accepting the view.

**BETA** This is a new service – your [feedback](#) will help us to improve it.

## A hearing needs to be booked for your appeal

You'll receive an email with details of your hearing by 28 December 2018

If you require a hearing room with disabled access or any other support then please email the tribunal at [benefitappeals@hmcts.net](mailto:benefitappeals@hmcts.net)

Include your appeal reference number on any emails to the tribunal:  
SC242/16/03435

Continue

## Hearing needs to be booked

- Appellant is told that a hearing needs to be booked and that they will receive further notifications about this.

# Immigration & Asylum Reform



# Issues with the current system



**Timescales** – Reducing the time it takes from submitting the appeal to receiving a decision.

**All activity** takes place at the end of the process.

**Evidence bundles** are not standard.

**Home Office contest** majority of appeals.

**Poor-quality appeal** submissions.

**Little communication** through the process.





# Our Project Vision...

***“We will deliver an efficient and transparent immigration and asylum tribunal service that is simple, fair and accessible for everyone using it”***

Focus on **early resolution**.

**Transparency** for all parties.

**Reduction** of overall timeframes.

**Simplified process** for applying to, and engaging with, the service.



# Transformation



**Simplify the appeal form** – 128 fields down to 25.

**The Home Office share decision**, reasons and evidence at the start of the process.

**The legal representative** can then create a concise, focused, skeleton argument.

**Home Office review** the case and all evidence.

**A shared digital bundle.**

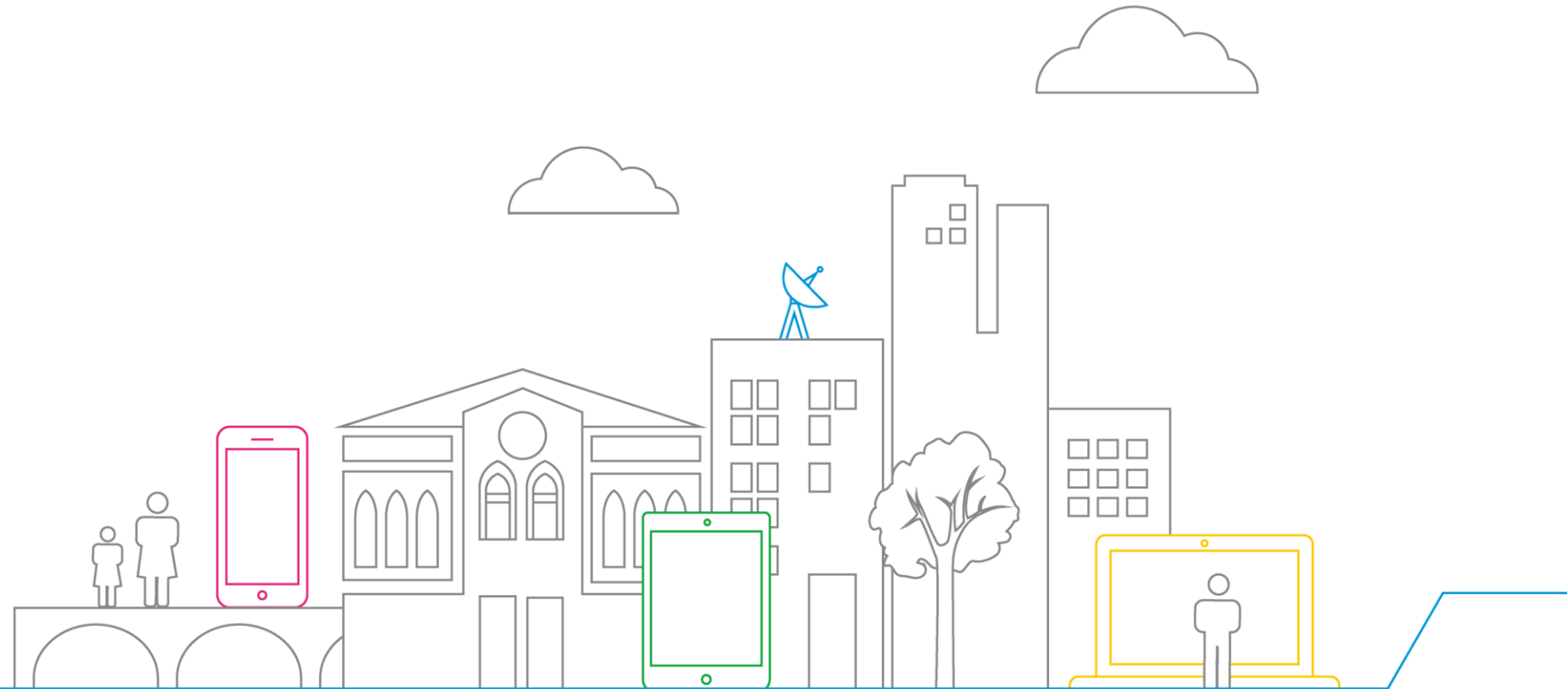
**Only list when Home Office confirm** they wish to proceed.

**A more focused hearing** based around an understood legal argument and shared evidence.

**Enhanced role for Tribunal Case Officers** – active case management.



# Next steps





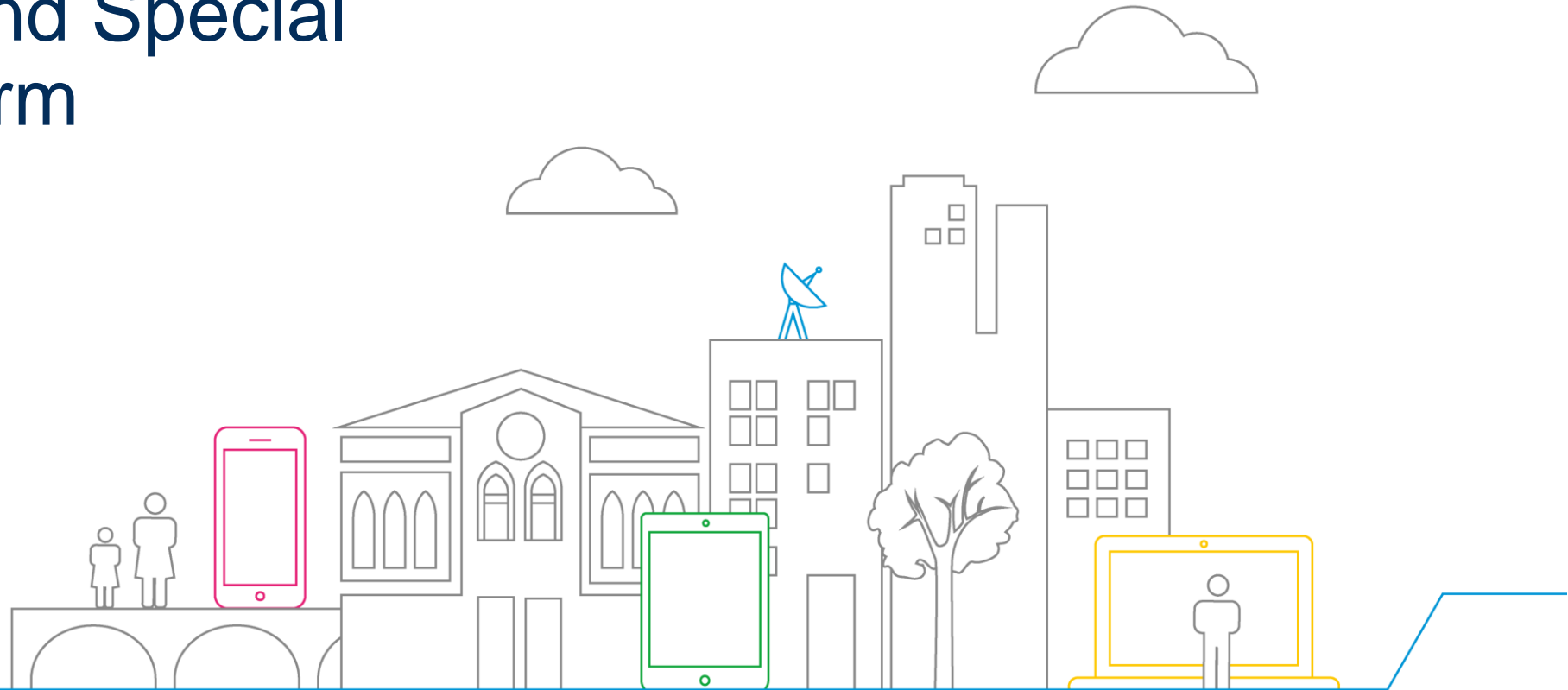
# What's next?

- Deliver pilot for selected asylum appeals from 30th January 2019.
- Expand service for legal representatives to cover Immigration appeal types.
- Develop our service to help appellants-in-person.
- Modernisation of the bail application and hearing process.



HM Courts & Tribunals Service

# Employment and Special Tribunals Reform



# Transformation



**Project now underway** to replace the Ethos case management system in ET.

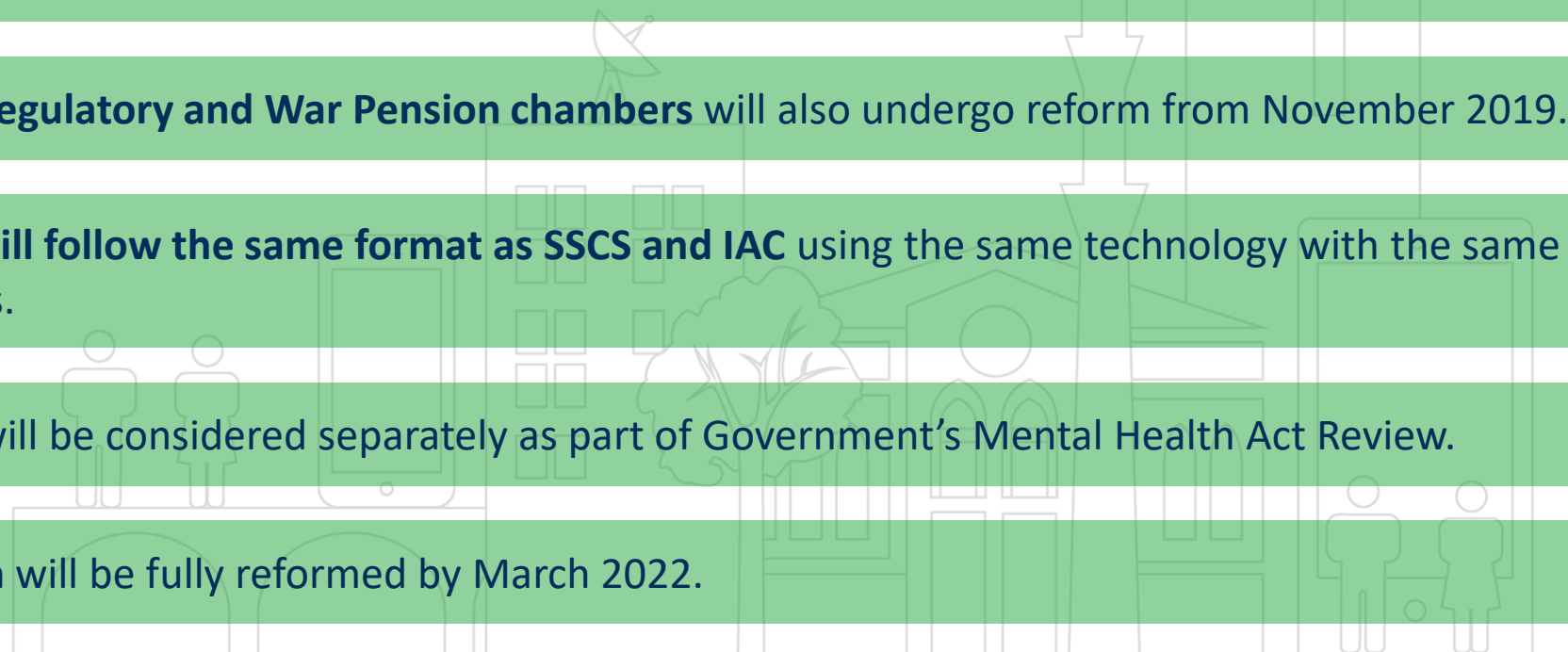
**A further project in ET will start in November 2019**, which will complete modernisation of the system and – legislation permitting – introduce the case officer role into the ET.

**Tax, Property, General Regulatory and War Pension chambers** will also undergo reform from November 2019.

**The smaller chambers will follow the same format as SSCS and IAC** using the same technology with the same objectives and outcomes.

**Mental Health Reform** will be considered separately as part of Government's Mental Health Act Review.

**Unified tribunals System** will be fully reformed by March 2022.





# Question & Answer session

