

We're transforming the way we deliver justice because **justice matters**



Our guiding principles

- **Just** – the independent judiciary are supported by processes that are modern, transparent and consistent
- **Proportionate** – the cost, speed and complexity are appropriate to the nature of the case
- **Accessible** – affordable, intelligible, and available for use by all

The system will provide **targeted and supportive care** to those who need it, reducing unnecessary stress for victims and the most vulnerable.



A straightforward system

In the **modern world**, services need to take advantage of technology, and be designed around the people who use them. **We need a justice system to match.**

Justice is often seen as a long and complicated process. We have old court buildings, a lot of paper, and it can be hard for people to find the support they may need to access justice today. We're changing all of that.

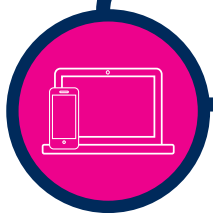


Investing for change

We're radically and permanently improving the way we deliver justice in the UK. This means **large-scale investment** in better systems and processes, and thinking again about the ways we've always done things.

How will our £1bn investment be used?

- Building a digital system for criminal justice - linking police, prosecutors and courts - putting an end to slow paper processes
- Bringing digital technology to civil and family courts and tribunals, including developing a new online court for fast resolution of simple matters
- Training and developing people, including in digital skills and excellent customer service



Customer-driven modern technology

Services will be consistent, predictable and easy to understand.

Online, people will be able to:

- Find information and guidance about the justice system
- Start and progress their case
- Access information about their case
- Resolve disputes through the online court

Support will be available for users who need help with digital services.



Customer-driven modern settings

In our modern world, justice can and should be delivered where it's most appropriate, and that may not always be in person.

- We will deliver justice online and via video-links, so that for a boundary dispute or a small money claim there's usually no need to go to a physical court.
- We will have fewer, better court buildings for those cases that do need to be heard in person. Buildings will be more flexible, and we will use them more efficiently.
- Our customer service centre staff will be available by telephone and webchat, and will help people book face-to-face assisted digital support if they need it.

We want to make the justice system easier to use and more efficient for everyone.

The result will be a more effective service, focused on what customers need.

Your opinion matters.

Let us know what you think, or find out more by contacting: changesomethingthatmatters@hmcts.gsi.gov.uk