

# HMCTS presents the 5th Annual Public User Event



We have now published recordings from all sessions held at this year's Annual Public User Event: Reforming court and tribunal services together. This year's iteration – the fifth of its kind – was held digitally over 9 and 10 November, and covered the latest progress of the reform programme across criminal, civil, family and tribunals jurisdictions as well as our cross-cutting activity.

Over 760 people attended sessions across the two days, and were given the opportunity to hear from those leading reform at HMCTS, as well as provide input, feedback and views through question and answer discussions that featured throughout the event.

HMCTS Strategy & Change Director, Gemma Hewison, reflected:

“Once again, those working in the HMCTS reform programme and our dedicated, engaged public users have done themselves proud in coming together for another inspiring event. As the title suggests, the reform programme is about reforming services, not in isolation, but alongside those who use them. Whilst this engagement happens all year round, the annual November event is our opportunity to showcase and celebrate this work, and it's fantastic to see it go from strength to strength each year.

My sincere thanks to everyone who joined, probed, questioned, shared and listened over the past two days. I'm already looking forward to welcoming you again next year.”

## **Presentations**

Attendees were given the opportunity to choose from a range of sessions across the two days, depending on their area of interest or expertise. Recordings of these sessions are [available in a playlist on YouTube](#):

## **Cross-jurisdictional**

- publication and Information project: making it easier to find and view court and tribunal lists

- remote hearings: what next?
- Find a Court or Tribunal (FaCT): a new design to help find the right court or tribunal for you
- equal justice: collecting protected characteristics data
- from insight to action: designing out barriers to justice in reform services
- helping people to access and use HMCTS services online
- closing Q&A panel

## Crime

- changes within Section 28 provision for victims and witnesses
- improving the crime service through technology
- improving the crime service through process redesign
- improving defendant engagement: encouraging take up of legal representation in custody using behavioural insight
- a new code of practice for victims of crime (Victims' Code)

## Civil

- Whiplash Reform Programme: the Official Injury Claim service
- what has the civil project delivered so far and what will the future look like?
- HMCTS small claims mediation service

## Family

- probate: digital journey so far and next steps
- ending the 'blame game': the Divorce, Dissolution and Separation Act
- Domestic abuse and other protective orders

## Tribunals

- Immigration and Asylum project: new online appeals service for appellants in person
- Royal Courts of Justice and Upper Tribunals project: digital technology
- SSCS Tribunals project: expansion of Submit your Appeal / Manage your Appeal for other DWP appeal types

## Presentation slides

### [Remote hearings: what next?](#)

PDF, 676 KB, 10 pages

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## **[Equal justice: collecting protected characteristics data](#)**

PDF, 962 KB, 14 pages

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## **[Helping people to access and use HMCTS services online](#)**

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## **[Changes within Section 28 provision for victims and witnesses](#)**

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## **[Improving the crime service through technology](#)**

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## **[Improving the crime service through process redesign](#)**

PDF, 767 KB, 16 pages

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## **[A new code of practice for victims of crime](#)**

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## **[Whiplash Reform Programme: the Official Injury Claim service](#)**

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## **[HMCTS small claims mediation service](#)**

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## [Probate: digital journey so far and next steps](#)

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## [Domestic abuse and other protective orders](#)

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## **User inclusion question responses**

At the 5th Annual Public User Engagement event, there was Q&A time at the end of each session. Across the sessions there were some questions around users' inclusion, accessibility and support needs which were not always answered. These questions have been grouped into the themes and an update has been provided.

## [User inclusion question responses](#)

PDF, 107 KB, 2 pages

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## [Video hearing question responses](#)

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## **[Social Security and Child Support question responses](#)**

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1. 12 January 2022

Added additional question response documents.

2. 3 December 2021

Added the user inclusion question responses

3. 17 November 2021

Added slide decks

4. 16 November 2021

First published.