

# 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](mailto:changesomethingthatmatters@hmcts.gsi.gov.uk)**