



Fit for the future: transforming the Court and Tribunal Estate

**A response by
The Chartered Institute of Legal Executives**

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1. Introduction

- 1.1. The Chartered Institute of Legal Executives (CILEx) is the professional association for Chartered Legal Executive lawyers, other legal practitioners and paralegals. CILEx represents around 20,000 members, which includes approximately 7,500 fully qualified Chartered Legal Executive lawyers.
- 1.2. CILEx continually engages in the process of policy and law reform. At the heart of this engagement is public interest, as well as that of the profession. Given the unique role played by Chartered Legal Executives, CILEx considers itself uniquely placed to inform policy and law reform.
- 1.3. As it contributes to policy and law reform, CILEx endeavours to ensure relevant regard is given to equality and human rights, and the need to ensure justice is accessible for those who seek it.
- 1.4. This response includes contributions from some of CILEx's court users. CILEx liaised with members through its Court Users Specialist Reference Group, and conducted a survey into their experience of court closures and the Government's court Reform Programme.

2. General Points

Withhold closing courts until reforms are enacted

- 2.1. The HMCTS Reform Programme is a once in a generation opportunity. We want to see the investment have a positive enabling effect on the administration of justice, improve not hinder access to justice, and maintain high quality justice outcomes. For this to be realised the programme needs to involve the views of professionals and court users, be evidence-based, and ensure that any services or functions being retired have a fully operational replacement ready to avoid disruption.
- 2.2. The Government's proposals and principles are under-pinned by the assumption that modernising the Courts and Tribunals Service will result in reduced demand on physical spaces in court and tribunal buildings in England and Wales¹.

¹ Para 4.7 of the consultation paper for example.

2.3. Whilst this assumption may prove to be correct in the long run², we are wary that this assumption is not grounded in evidence at this time. CILEx is concerned that reductions to the court estate are being made before digital support is in place and known to be operational and effective. Putting the cart before the horse in this way risks unnecessary disruption, and could undermine the effectiveness of the Reform Programme.

2.3.1. Key modernisation projects are yet to be designed, let alone be piloted. Online Virtual Hearings for example are only entering pilot stage as of March 2018, and expanding the use of video links have yet to make a significant impact on CILEx members working in the courts³.

2.4. As a result, CILEx believes that the Government's efforts to provide an updated approach to future court closures is premature, and that it would benefit from a fuller understanding of the impact of the Reform Programme. CILEx encourages the Government to delay the on-going and future court closure proposals until a point in time at which it can establish the impact modernisation efforts have had on the demand for physical courts and tribunals. This will enable the Government to make a well-informed, evidence-based decision on how it should approach future court closure proposals.

2.4.1. If the Government chooses to continue in its current manner, it may risk closing too many courts and tribunals, resulting in a significant increase in demand for non-traditional buildings that must provide legal services.

2.4.2. The increase in demand may result in the Government accepting the use of inappropriate non-traditional buildings in order to meet the demand for legal services, courts and tribunals. This may subsequently lead to unmanageable degradation of security, protection of the public and court and tribunal users, and efficiency of the Courts and Tribunals Services.

² 54% of respondents indicated that court and tribunal modernisation will greatly reduce or slightly reduce the need for physical court space when fully implemented.

³ Only 23% of respondents indicated that the expansion of video links and virtual hearings have had a positive or very positive impact on their work.

Awareness and impact of court and tribunal reforms

- 2.5. CILEx believes the Government must improve its engagement with court users and practitioners, as failure to do so will likely impede the success of the Government's efforts to modernise the Courts and Tribunals Services.
- 2.5.1. Evidence from survey respondents suggests that the Government's engagement with court users regarding the Court Reform Programme has not been effective, with many CILEx members indicating that they are unaware of the majority of projects being undertaken.⁴
- 2.5.2. A significant proportion of respondents also indicated that a majority of the Government's projects have had neither a positive or negative impact on their work, suggesting to CILEx that it is still too early to measure the success nor impact of almost all of the Government's modernisation projects.⁵
- 2.6. As a consequence, CILEx recommends that the Government should delay all on-going and planned court and tribunal closures in the future as they are under-pinned by the assumption that the Reform Programme has "the potential to reduce our reliance on traditional court and tribunal hearing centre rooms,"⁶ and therefore the Government will "align estates changes with reduced capacity requirements which take place as a result of modernisation."⁷
- 2.7. By delaying any on-going and planned future estate changes, the Government will be able to accurately measure and establish the impact the Court Reform Programme is having on court users, practitioners, the judiciary, and the demand for physical court and hearing rooms. This will subsequently allow the Government to make an appropriate evidence-based proposal when conducting future court and tribunal closure consultations.

⁴ See Annex A.

⁵ See Annex B.

⁶ Para 1.9 of the consultation.

⁷ Para 4.59 of the consultation.

Parliamentary Scrutiny

2.8. We are mindful that the Reform Programme has not yet been subject to parliamentary scrutiny. We would welcome the Courts Bill at the Government's earliest convenience.

3. Question 1: What is your view of our proposed benchmark that nearly all users should be able to attend a hearing on time and return within a day, by public transport if necessary?

3.1. CILEx has reservations regarding the proposed benchmark that nearly all users should be able to attend a hearing on time and return within a day, by public transport if necessary.⁸

3.1.1. A meaningful justice system provides that all individuals within its jurisdiction are able to access justice when needed, including physical hearings. The benchmark provided by the Government fails to take this important consideration into account, and instead focuses on providing access to justice for "nearly all" hearing attendees.

3.1.2. CILEx believes that any benchmark should ensure that all users are able to attend a hearing within the agreed time-frame and can do so affordably (i.e. by public transport), as a way of ensuring access to justice for all, not 'nearly all'.

3.2. CILEx would welcome clarification on what constitutes "within a day." For example, if referring to a full 24 hour day this would be inappropriate as it would mean individuals, including vulnerable persons, are expected to travel during the night.

3.2.1. Additionally, will the benchmark apply to all courts including those undergoing Flexible Operating Hours pilots? Increased travel times will result in many individuals being unable to arrive in sufficient time for hearings that begin at 8am, or be able to fully travel home following hearings that finish at 8pm – especially for those relying on public transport.

⁸ 54% of respondents disagreed or strongly disagreed that it is appropriate to set a benchmark that "nearly all users should be able to attend a hearing on time and return within a day."

- 3.3. The benchmark should consider public transport as the primary form of transport to and from court in order to ensure those that are vulnerable or unable to access private vehicles are considered equal to those who are able to travel to hearings without the use of public transport.
- 3.4. The benchmark should also consider estimated travel costs for hearing attendees. Whilst some expenses for victims or witnesses can be claimed back⁹, prohibitively high costs will impact on other court users, including professionals who support those attending court.
 - 3.4.1. These costs may include the use of private vehicles (both mileage and parking), as well as public transport (ticket costs, as well as possible parking), and costs associated with private hire vehicles such as taxis.
 - 3.4.1.1. It should also be considered that costs of public transport (trains in particular) are often considerably higher during peak hours of travel, which is when attendees may often be required to travel in order to be at a hearing on time.
 - 3.4.2. Travel costs are paid for at the detriment to clients, and their lawyers who are often only paid for the time spent in Court working on the client's case. These costs are consequently faced by the lawyer's firm, who in addition to increased travel costs will also experience a significant loss of income as a result of increase travel time as a result of further court and tribunal closures.
 - 3.4.3. This rise in costs may result in law firms choosing to reduce the number of staff they employ as a way to save costs, and in extreme cases firms may even be forced to close.
 - 3.4.4. For those fortunate enough to travel using a private vehicle, further consideration should be made for the provision and accessibility of sufficient affordable parking options.
- 3.5. CILEx believes that the Government's proposed benchmark overlooks relevant issues, and will likely result in disadvantaging significant proportions of the public in England and Wales.
 - 3.5.1. Individuals in full-time or part-time employment or studies may face significant difficulties excusing themselves for a day in order to attend a

⁹ <https://www.gov.uk/going-to-court-victim-witness/expenses-for-going-to-court>

hearing. This may result in a loss of earnings for those in employment, or impact upon the development of an individual's education as a result of missing a day.

- 3.5.2. Individuals with caring or childcare responsibilities will face further difficulties finding support or assistance to ensure that their children or person(s) in care continue to be looked after. This can often result in a substantial financial burden
- 3.5.3. Those located in rural or hard-to-reach areas of England and Wales will also be unfairly impacted upon as a result of the Government's proposed benchmark. Public transport is less common when compared to major cities, towns and satellite villages. Even in areas where public transport is available, individuals located in rural areas may experience more irregular train or bus timetables and schedules.
- 3.5.4. More thorough consideration need also be given to available public transport routes, costs and affordability, particularly in areas of high deprivation. The benchmark assumes that individuals in areas with higher concentrations of low socioeconomic status individuals are able to travel as easily on public transport as those from high-income and high socioeconomic status areas of England and Wales. The benchmark therefore places an unfair expectation on individuals from these areas who often struggle to access regular and high quality public transport.
- 3.5.5. The proposed benchmark fails to take into account the high proportion of individuals with disabilities or mobility issues who face difficulties when accessing public transport, or who do not have access to specially adapted private vehicles.
 - 3.5.5.1. Attendees with disabilities should be a key consideration for the Government in the establishment of benchmarks as they may find themselves suffering more as a result of court closures. Disabled access on public transport is yet to be provided across all of England and Wales. In London alone, step-free access provided by only 70 of the 270 stations¹⁰.

¹⁰ <http://www.transportforall.org.uk/public/ug/>

3.6. The benchmark also assumes that physical access to a tribunal “will be a very rare event.” As mentioned previously¹¹, this is an assumption not yet found in evidence as we are only in the pilot stages of online virtual hearings. We are not yet convinced that the pilots and the potential subsequent roll out of the system will both be successful enough to reduce the requirement to attend a hearing in person to such an extent that it would be considered “very rare.”

4. Question 2: What is your view of the delivery of court or tribunal services away from traditional court and tribunal buildings? Do you have a view on the methods we are intending to adopt and are there other steps we could take to improve the accessibility of our services?

4.1. CILEx recognises the potential to increase access to justice by providing court and tribunal services in non-traditional settings, and for it to enable greater efficiency in the longer term.¹²

4.2. However HMCTS should be mindful that providing court and tribunal services away from traditional court and tribunal buildings may have an impact on the public’s attitude towards courts and tribunals, judges, and therefore justice itself.

4.2.1. Delivering court and tribunal services away from traditional buildings may provide some court users with a greater sense of ease as a result of feeling less intimidated by old, traditional courts and tribunals. This, in a sense, normalises the Court and Tribunals Services for members of the public, making them appear more approachable or easier to access.

4.2.2. However, some court users may no longer perceive the courts as having the same seriousness or dignity. This may manifest in more court users appearing without legal advice or representation, increased lack of cooperation, or in reduced respect and esteem for court officials, including judges.¹³

¹¹ See para 2.3

¹² Over half (54%) of CILEx respondents agreed or strongly agreed that “delivering court and tribunal services away from the traditional court and tribunal buildings would enable greater efficiency in the long term.”

¹³ One respondent said: “Moving away from the traditional court room and building removes the sense of importance.”

Another said: “This would mean greater access but it could lower the standards that Court users expect.”

- 4.3. CILEx considers that the closures of hundreds of smaller local courts have further undermined the principle of 'local justice'. Although we recognise the potential role non-traditional settings can play, they are unlikely to meet all the same requirements that well-established settings have done previously.
- 4.4. In addition to the criteria set out in the consultation¹⁴, in order to ensure that non-traditional court and tribunal locations meet the requirements and needs of modern buildings, the Government should to consider whether;
- the number of rooms available in order to provide an appropriate degree of privacy and confidentiality for parties involved, including pre and post-hearing meetings for clients and their advisers,
 - the safety and security standards should be equivalent or better than those currently provided, to ensure all attendees are safe and secure including those that are witnesses, at-risk or vulnerable,
 - the digital security available to ensure video links and court screens are protected from potential hazards or attacks,
 - the venue is accessible to all disabled and vulnerable court users, has sufficient transport links and parking facilities, and the impact it may have on nearby businesses and residents is managed, and
 - that the level of professionalism expected of staff in these settings be the same as in traditional buildings to ensure users are confident that they are not receiving a sub-standard quality of service.
- 4.5. CILEx has previously raised concerns that the delivery of tribunal services away from traditional court and tribunal buildings may result in confusion and additional costs for regular tribunal attendees and HMCTS staff, resulting in an increased likelihood of delays and inefficiency¹⁵.

Another said: "This is a court of law that should be respected, not a back office discussion. Respect and authority comes with the entrance into a court of law - where is that walking into a council office to share a room?"

Another said: "For trials/hearings it is important that court users see an imposing building perhaps with some history that will command respect and encourage honesty."

Another said: "Court buildings bring gravitas, but are not necessarily convenient. Any building with the room and facilities to hold hearings securely would be good."

¹⁴ Para 4.51 of the consultation document.

¹⁵ See previous response to the Proposal on the provision of court and tribunal estate in England and Wales: <https://www.cilex.org.uk/pdf/Court%20and%20Tribunal%20estate%20in%20England%20and%20Wales%20CILEx%20response.final.pdf>

5. Question 3: What are your views regarding our analysis of the travel time impacts of our proposals? Are there any alternative methods we should consider?

- 5.1. CILEx acknowledges the improvements in the Government's proposed analysis of the travel time impacts. We believe that measuring the travel time to the receiving court for those in the catchment of the closing court will provide a more accurate examination of the impact the closure of a court will have on the receiving court and those in the catchment area of the closing court.
- 5.1.1. When we take into account the previous consideration of the travel time between the closing court and the receiving court, CILEx understands that it is very unlikely that an individual's travel route will require them to travel between the two locations directly. As a result, we agree that the Government's proposed analysis is more accurate.
- 5.1.2. CILEx believes that travel time and cost analysis provides a valuable real-world insight into the impact court closures will have on court users. Time travel analyses will still be required to ensure that they do not exceed the set benchmark, however CILEx would encourage the inclusion of a similar cost threshold.
- 5.2. The Government should also consider the impact increased travel times may have on the public because of the additional pressures it will place on the professionals who support them.
- 5.2.1. As a result of increased travel time within a day, lawyers will face great difficulty in being able to carry out a full day's work when a significant proportion of their time is spent travelling long distances to and from a court or tribunal.
- 5.2.2. This consequentially impacts upon the quality of service provided to clients, as increased time spent travelling may result in the decline of the standard of work lawyers are able to provide their clients.
- 5.2.3. The proposed benchmark¹⁶ creates greater uncertainty and difficulty for lawyers since they may need to attend multiple hearings in a day,

¹⁶ See Question 1.

whilst being able to carry out other demands of their clients despite increased travel times as a result of tribunal closures.

6. Question 4: Do you agree that these are right criteria against which to assess capacity? Are there any others we should consider?

- 6.1. CILEx cautiously agrees with the criteria that the Government proposes to use in order to assess capacity. We would however welcome greater consideration for the need for sufficient space for professionals to have confidential discussions with their clients, or for negotiations to take place.¹⁷
- 6.2. CILEx emphasises points made previously and hopes that the Government consider delaying any future court closures until the impact of the Court Reform Programme can be fully assessed¹⁸.

7. Question 5: What is your view on the proposed principles and approach to improving the design of our court and tribunal buildings? Do you have any further suggestions for improvement?

- 7.1. CILEx agrees with the principles outlined in the consultation, and welcomes the focus on much needed improvements.¹⁹
- 7.2. CILEx believes the Government should also consider including a principle to ensure that buildings are regularly inspected in order to ensure that courts and tribunal buildings are maintained to an appropriate degree.
- 7.3. CILEx encourages the Government to include the following considerations:
- As mentioned previously²⁰, buildings must provide an appropriate level of security and privacy for claimants and defendants to discuss matters in private without fear of other parties over-hearing. This is essential for the maintenance of the public's right to legal professional privilege.

¹⁷ See also para 7.3

¹⁸ See paras 2.1 – 2.4

¹⁹ 42% of respondents agreed or strongly agreed that HMCTS' proposals will result in sufficient improvement in the maintenance of court and tribunal buildings.

Under a third (32%) of respondents agreed or strongly agreed that facilities for victims and witnesses attending court are satisfactory in the courts they work in.

Only 17% of respondents agreed or strongly agreed that facilities for children and young people are suitable and well maintained in the courts they work in.

²⁰ See para 6.1

- Buildings must be accessible to all members of the public, including those with illnesses and disabilities that often make accessing and navigating a court or tribunal building difficult.

8. Question 6: What are your views on our approach to people and systems? How do we best engage with the widest possible range of users as we develop scheduling and listing systems? What factors should we take into account as we develop our plans?

- 8.1. CILEx welcomes the Government’s efforts to improve engagement and support services that can help court and tribunal users navigate new digital systems that will be implemented in the future.
- 8.2. We believe, however, that greater efforts must be made to ensure that members of the public who rarely use the courts and tribunal services are able to access clear and easy-to-understand guidance on using digital services.
- 8.2.1. Although regular court users will quickly familiarise themselves with the relevant digital services available, first-time court users will be less familiar, and some may find the use of technology-enabled services within physical courts confusing. These issues may be exacerbated when multiple digital or technology-enabled systems need to work concomitantly, and first-time users, some of whom will be vulnerable, will be relying on multiple sources of guidance.
- 8.3. CILEx recommends that the Government make greater efforts to publicise the guidance and information already available to court users as mentioned in the consultation paper.²¹ CILEx survey respondents raised issues with awareness of the assistance currently available²².

²¹ Paras 4.91 – 4.94 of the consultation paper.

²² 63% of respondents indicated that they are unaware of the Online Centres Network that exists to deliver face-to-face assistance for digital services.

Only 11% of respondents agreed or strongly agreed that non-practitioners are aware of the Online Centres Network.

Only 38% of respondents agreed or strongly agreed that people attending court, court staff and practitioners are able to easily access easy-to-understand information and guidance on the digital services used in the courts and tribunals.

Only 26% of respondents agreed or strongly agreed that HMCTS’ approach to people and systems will sufficiently provide court users with assistance regarding digital services offered by the courts and tribunals.

8.4. CILEx would also emphasise the importance that on-site court staff have in providing court users with assistance, guidance and answers to questions they may have. Although we appreciate the Government's plans to train over 350 people to act as on-site Digital Support Officers in courts and tribunals, we are concerned that having only 350 officers may result in the officers being overwhelmed by the demands for assistance, especially when the Government's aims of maximum utilisation of the courts and tribunals is considered.

9. Question 7: Do you have views on our approach to evaluating proposals for estates changes or any suggestions for ways in which this could be improved?

9.1. In principle, CILEx cautiously agrees with the Government's approach to evaluating proposals for estate changes. In order to make an accurate assessment of the Government's approach though, CILEx requests that an example of the matrix be published.

9.2. The Government may also consider carrying out surveys of regular court users in order to establish a greater understanding of the needs and concerns of the users of the court. CILEx believes that this will provide the Government with an improved understanding of how best to improve the Courts and Tribunal Services by ensuring the needs of court users are met to the greatest possible degree.

10. Question 8: What is your view on our proposed approach to future estates consultations?

10.1. CILEx recognises the merits in the proposed approach to future estates consultations. We believe that the new approach will provide court users and stakeholders with greater understanding of the Government's motivations behind future closure proposals.²³ We also welcome greater transparency and scrutiny through setting out the governance process.

²³ 54% of respondents agreed "that the proposed approach to assessing and consulting on court and tribunal closures is appropriate."

10.2. However we disagree with the rationale of “publishing consultations when we have evidence supporting a proposed estate rationalisation in a particular locality, rather than waiting until the entire Reform Programme is delivered.”²⁴

10.2.1. Whilst we acknowledge there may be exceptional cases, the investment of £1bn in the courts service may have a dramatic and unpredictable effect on court usage in the medium to long term. This may vary across localities and jurisdictions, and premature changes to the estate may exacerbate problems.

10.2.2. It is also not recommended to remove courts services when digital services intended to replace them are not yet fully operational.

10.2.3. For these reasons we recommend against closing further courts or tribunals until the consequences of the Reform Programme have been adequately evaluated.

10.3. Any assessment of court-building usage should not just be a snap-shot of current usage, but also include time-series data in order to assess future usage, and comparisons with other localities. This can then be assessed alongside the potential impact of new services, including digital services.

10.3.1. Efforts to improve the overall efficiency of the courts and tribunal estate may result in local needs not being met. This could prove detrimental to local access to justice as a result of a lack of thorough analysis of the needs of court users and of the local community.

11. Question 9: What is your view on how these proposals are likely to impact on groups of court and tribunal users with particular protected characteristics as defined in the Equality Act 2010? Are there any sources of evidence or research that you think we should consider?

11.1. CILEx is concerned that the consultation provides little consideration for the needs and requirements of court users that have disabilities or other difficulties related to travel and navigating the courts, tribunals and digital services.

11.1.1. Evidence provided by survey respondents indicated that previous court and tribunal closures that have been carried out since

²⁴ Para 5.11 of consultation paper.

2011 have had a detrimental impact on practitioners, their clients, and their businesses and firms²⁵. As a result of this evidence, CILEx can infer that any negative consequences experienced by our survey respondents may also be experienced by groups of court and tribunal users with particular protected characteristics as defined in the Equality Act 2010.

11.2. Although the consultation identifies that vulnerable court users will be able to make use of video links and virtual online hearings to participate or provide evidence without fear or intimidation for example, there is no explicit reference to the needs of court users with disabilities.

11.2.1. Court users with disabilities should be a key consideration for the Government in any future court closure proposal as they may face disproportionate disadvantage from court closures.

For further details

Should you require any further information, please contact;

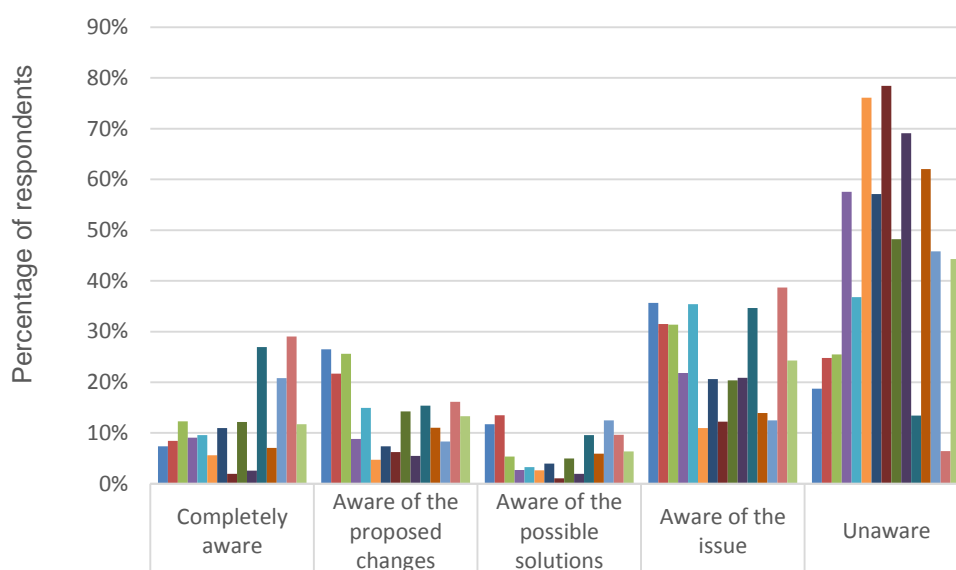
Matthew Leydon
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²⁵ One respondent said: "Several clients have voiced their concerns about having to travel further for hearings, particularly in rural areas where public and other transport links leave a lot to be desired."

Another respondent said: "I work for the CPS in Greater Manchester and we are finding it harder to get witnesses to attend court, as of the significant distances involved in having to travel further to court to give their evidence, due to their local courts now being closed. This is having a significant impact in our conviction rates, as we have to drop cases due to lack of witness attendance. Furthermore, Defendants don't often bother / can't afford to attend, so more warrants are issued meaning a significant impact on the police resources having to pick them up on warrants."

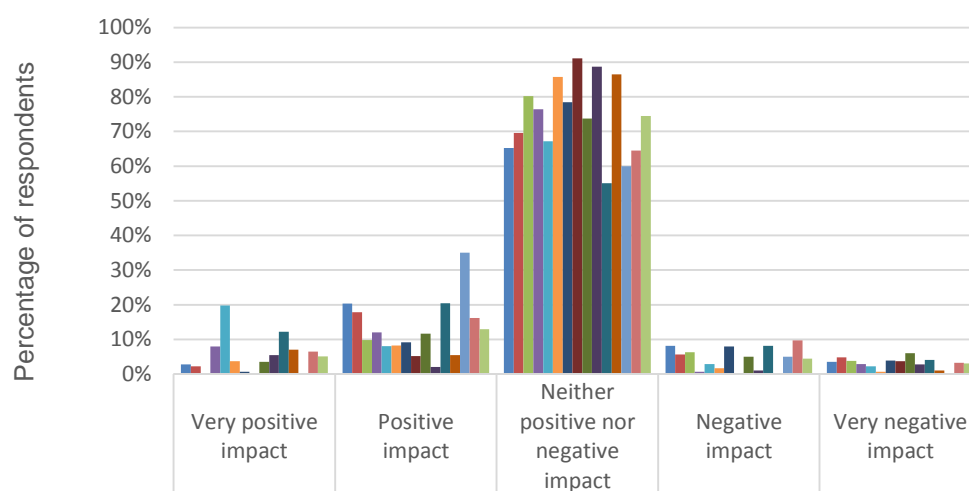
Another respondent said: "There have been delays, additional time spent explaining to client's reasons for these delays causing embarrassment, and additional time spent dealing with clients chasing for updates which impacts on time I could be spending on other matters. The lack of staff at Courts which are open impacts on their efficiency - it is often difficult to get through by phone. Orders are often being received with directions, after the directions should have been complied with. Recently I had a claim for possession submitted to court for issue returned as it had been sent to the incorrect Court. The home Court had recently closed (Eastbourne) and HMCTS Court Finder stated that a possession claim for the particular area should be sent to Brighton. I sent it to Brighton but it was returned (a week later) with a note stating it should have been sent to Hastings. It would have saved time for Brighton to send it to Hastings. Court closures have also affected assistance which Court officers previously provided as Courts are so under-staffed so the Court Officers do not have the time to assist."

Respondents were asked, "To what extent are you aware of HMCTS'..."



	Completely aware	Aware of the proposed changes	Aware of the possible solutions	Aware of the issue	Unaware
...expansion of video links and virtual hearings?	7%	27%	12%	36%	19%
...provision of digital services allowing procedures to be carried out, outside of a court or tribunal?	8%	22%	14%	32%	25%
...piloting Flexible Operating Hours in six courts this year?	12%	26%	5%	31%	25%
...introduction of a Help with Fees service?	9%	9%	3%	22%	58%
...expansion of wifi access in tribunals, civil courts and family courts?	10%	15%	3%	35%	37%
...enhancement of Magistrates' Rota service?	6%	5%	3%	11%	76%
...enhancement of resulting in Magistrates' court through digital mark-up services?	11%	7%	4%	21%	57%
...introduction of an online HMCTS Tax Appeal and Application system?	2%	6%	1%	12%	78%
...introduction of online plea services for non-imprisonable offences?	12%	14%	5%	20%	48%
...introduction of online probate applications?	3%	5%	2%	21%	69%
...introduction of online Civil Money Claims system?	27%	15%	10%	35%	13%
...introduction of automated case management tracking systems for Transport for London, TV licensing and the DVLA?	7%	11%	6%	14%	62%
...introduction of Charge to Initial Details of the Prosecution Case (IDPC)?	21%	8%	13%	13%	46%
...introduction of online divorce applications?	29%	16%	10%	39%	6%
Average Awareness / General Awareness of Reform Programme	12%	13%	6%	24%	44%

Respondents were asked, "In your experience what impact, if any, have the reforms provided below had on your work?"



	Very positive impact	Positive impact	Neither positive nor negative impact	Negative impact	Very negative impact
...expansion of video links and virtual hearings?	3%	20%	65%	8%	4%
...provision of digital services allowing procedures to be carried out, outside of a court or tribunal?	2%	18%	70%	6%	5%
...piloting Flexible Operating Hours in six courts this year?	0%	10%	80%	6%	4%
...introduction of a Help with Fees service?	8%	12%	76%	1%	3%
...expansion of wifi access in tribunals, civil courts and family courts?	20%	8%	67%	3%	2%
...enhancement of Magistrates' Rota service?	4%	8%	86%	2%	1%
...enhancement of resulting in Magistrates' court through digital mark-up services?	1%	9%	78%	8%	4%
...introduction of an online HMCTS Tax Appeal and Application system?	0%	5%	91%	0%	4%
...introduction of online plea services for non-imprisonable offences?	4%	12%	74%	5%	6%
...introduction of online probate applications?	5%	2%	89%	1%	3%
...introduction of online Civil Money Claims system?	12%	20%	55%	8%	4%
...introduction of automated case management tracking systems for Transport for London, TV licensing and the DVLA?	7%	6%	87%	0%	1%
...introduction of Charge to Initial Details of the Prosecution Case (IDPC)?	0%	35%	60%	5%	0%
...introduction of online divorce applications?	6%	16%	65%	10%	3%
Average Impact / General Impact of Reform Programme	5%	13%	74%	4%	3%

Respondents were asked, "To what extent do you agree that when fully implemented, HMCTS' efforts to modernise the Courts and Tribunals Services will have a positive impact on..."

