

# Going beyond 'digital' in UK Government

User-Centred Policy Design  
Putting users at the heart of policy making

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# **“Digital by default”**

UK Government Digital Strategy, 2012

**“Digital by default is  
about  
making the system easier  
to access and simpler to  
understand”**

Roger Oldham, Ministry of Justice, 2012



Welcome to  
Wandsworth  
Reform Prison

# 70,000 staff





500 courts



The image shows a two-story prison interior. A central staircase with a metal railing leads from the ground floor to an upper walkway. On the upper walkway, three people are standing near a large window. The ground floor has several red armchairs and a person standing near the staircase. Large windows on both levels provide natural light and views of the outside. The text "80,000 prison places" is overlaid in white on the image.

**80,000 prison places**





**So what have we done?**

**1.Moved information to  
GOV.UK**



About HMCS
Victims, witnesses and the Criminal Justice System
Court Information and Addresses
Forms and Guidance
Information About...
Legal / Professional
News
Online Services
Publications

## Being a Witness

### In the Crown Court, Magistrates' Court and Youth Court

#### Witnesses – the court journey

Welcome to the victim and witness page. If you have been called to give evidence in a court case the information on these pages will take you through what happens before court, in court and afterwards. We also list the contact details of some really helpful organisations.

If you need to speak to someone right now, **Victim Support** is an independent national charity and is there to help victims and witnesses of crime – just call the **Victim Supportline on 0845 30 30 900**. They have trained volunteers and you can talk to them in confidence.

You may wish to view '**Going to Court – A step by step guide to being a witness**' - an interactive, multilingual, animated DVD designed especially to help prosecution and defence witnesses understand their role in the court process.

Are you a:

**Victim**  
**Prosecution Witness**  
**Defence Witness**

Search site    
[Advanced search](#)

Further Information  
[Welsh version of this page](#)

Further Information

- [After the hearing](#)
- [Claiming expenses](#)
- [Compensation](#)
- [Complaints](#)
- [County Court](#)
- [Crown Court](#)
- [Current national initiatives](#)
- [DVD - Going to Court](#)
- [Further help](#)
- [Further information for expert witnesses](#)
- [Giving Evidence in the Welsh Language](#)
- [Jury service](#)
- [Witness Leaflets](#)
- [Locate a court](#)
- [Magistrates' Court](#)
- [Magistrates' Courtroom layout](#)
- [Special Measures](#)
- [Witness Care Unit](#)
- [Youth Court](#)
- [Youth Courtroom layout](#)

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# Welcome to GOV.UK

The best place to find government services and information  
**Simpler, clearer, faster**



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[Find a job](#)

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## [Business and self-employed](#)

Tools and guidance for businesses

## [Childcare and parenting](#)

Includes giving birth, fostering, adopting, benefits for children, childcare and schools

## [Citizenship and living in the UK](#)

Voting, community participation, life in the UK, international projects

## [Crime, justice and the law](#)

Legal processes, courts and the police

## [Disabled people](#)

Includes carers, your rights, benefits and the Equality Act

## [Driving and transport](#)

Includes vehicle tax, MOT and driving licences

## [Education and learning](#)

Includes student loans, admissions and apprenticeships

## [Employing people](#)

Includes pay, contracts and hiring

## [Environment and countryside](#)

Includes flooding, recycling and wildlife

## [Housing and local services](#)

Owning or renting and council services

## [Money and tax](#)

Includes debt and Self Assessment

## [Passports, travel and living abroad](#)

Includes renewing passports and travel advice by country

## [Visas and immigration](#)

Visas, asylum and sponsorship

## [Working, jobs and pensions](#)

Includes holidays and finding a job

## **2. Redesigned high-volume services**

# Make a lasting power of attorney

Services Spotlight





### **3. Improved digital skills**



Tom Loosemore

@tomskitomski

Following



Slides of my "Enough lipstick on pigs" Web Directions keynote on need for new digital government institutions:

[tom.loosemore.com/2015/11/01/key](http://tom.loosemore.com/2015/11/01/key) ...  
#wd15



**Keynote at Web Directions 2015, Sydney**

Run by the wonderfully energetic John Allsopp, Web Directions 2015 is a cross-disciplinary conference for those blessed with living the Southern Hemisphere . It'...

[tom.loosemore.com](http://tom.loosemore.com)





# Costs and volumes

## Reporting, recording & preventing crime



**£12.8 billion**

was the estimated police spend in 2013-2014, the largest across the Criminal Justice System.



**22%**

of incidents responded to by police were estimated as crime-related in 2014.  
**14%** classed as social behaviour and **64%** were other incidents.

**3.8 million**



offences recorded by police in 2014.

## Investigation, prosecutions & convictions



**x 1,467,837**

offenders were prosecuted in 2014.



**150,700**

Police cautions administered in 2014, representing a 17% decrease compared with 2013.



**83%**  
conviction ratio in 2014.

**85%**

satisfaction rate for victims of residential burglary, vehicle crime and violence, for England and Wales.

## Taking a case to court



**£1.86 billion**

HM Courts & Tribunal Service annual spend in 2013 - 2014



**£1.7 billion**

in total legal aid expenditure in 2014



**1.22 million**

offenders were sentenced following a criminal conviction in 2014.

**90%**

of all criminal cases are handled entirely in the magistrates' court.

## Prison



**£3.53 billion**  
annual NOMS spend in 2013 - 2014

2013 - 2014

**£26,700**



Approximate cost of a prison place per year in 2013/2014



**x 84,305**

was the prison population in May 2014 in England and Wales.

**x 11,800**

people in prison on remand in March 2014.



## Reoffending and influencing factors

**£9.5 to £13 billion**

estimated total cost of reoffending to society.



**£7 to 10 billion**

can be attributed to former short-sentenced prisoners.

**70%**

ATR completion rate in 2013/14. Alcohol Treatment Requirement programmes included as either a Community or Suspended Sentence Order which were completed.

## Fines and cost recovery



**£133m**

collected by enforcement agencies from confiscation orders in 2012-13.



**45 hours**

per week of HMCTS time - National Audit Office estimate of the time spent each week by HM Courts & Tribunals Service regional confiscation units - in opening, saving and downloading data into the confiscation order tracking system.

**£102 million**

National Audit Office estimated annual cost of the end-to-end confiscation order process.



**Victims of crime**

# Children in custody



“People hear ‘digital’ and think that it refers to ‘technology’ or ‘websites’. It doesn't.”

Emma Stace, Director for Transformation, Department for Education, November 2018

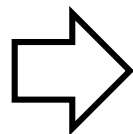






**So what are we working on?**





**Put into care  
at age 11**

**‘Survival sex’  
worker**

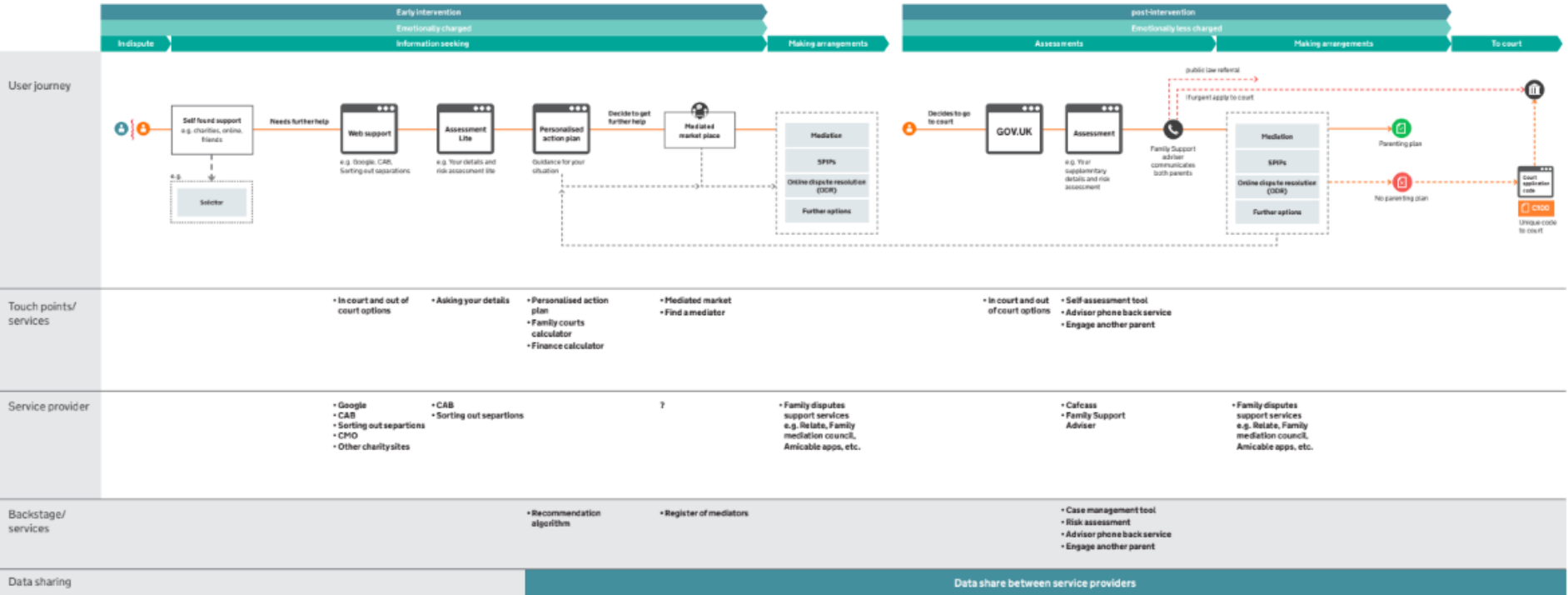
**Sometimes  
couch surfs**



**Stays in hostels**

**Struggles with  
drug misuse**

**Suffers from  
depression and  
anxiety**



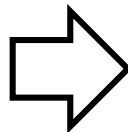


## Nature of application

What order(s) are you applying for?

- ☐ Child Arrangements Order
- ☐ Prohibited Steps Order
- ☐ Specific Issue Order

Please specify the nature of the order you seek.  
*For example, an order about with whom a child is to live, or how often they spend time with the applicant and for how long.*



**ALPHA** This is a new service. [Report a problem](#) and help improve it for others.

[← Back](#)

## What are you asking the court to decide about the children involved?

Select all that apply

- ☐ Decide who they live with and when
- ☐ Decide how much time they spend with each person
- ☐ Stop the other person doing something  
For example, moving abroad or abducting the children
- ☐ Resolve a specific issue  
For example, what school they'll go to
- ☐ Deal with another issue not listed

[Continue](#)

[Save and come back later](#)

## Reaching an agreement

### Negotiation tools and services

If there are no safety concerns, the cheapest and easiest way to make arrangements is to negotiate with the other parent. There are free tools and services that can help you.

#### Choose this if...

You both still communicate and agree on the majority of issues but may benefit from using a tool such as a parenting plan.

#### Who's involved

- Both parents

#### Pros

- ✓ cheapest and quickest option
- ✓ you and the other parent are in control
- ✓ helps children continue family relationships
- ✓ agreements are flexible

#### Cons

- ✗ you'll need a consent order to make agreement legally binding
- ✗ process heavily relies on parent co-operation

### Professional mediation

Mediation sessions are run by professionals who help you try to reach an agreement without going to court. It isn't relationship counselling and you don't have to be in the same room as the other parent.

#### Choose this if...

You both want to reach an agreement but need help from someone who is independent.

#### Who's involved

#### Pros

- ✓ it's quicker than court in most cases
- ✓ can be cheaper than using a lawyer
- ✓ less conflict between parents
- ✓ helps children continue family relationships
- ✓ agreements are flexible

#### Cons

- ✗ you'll need a consent order to make agreement legally binding

### Lawyer negotiation

You don't have to deal directly with the other parent if you choose this option. You hire a lawyer to negotiate arrangements for you.

#### Choose this if...

Your relationship is still difficult and you'd prefer not to meet, or there's a lack of trust.

#### Who's involved

- Lawyer for each parent

#### Pros

- ✓ your lawyer supports you throughout
- ✓ quicker and less stressful than court
- ✓ you don't deal directly with the other parent

#### Cons

- ✗ can be a more expensive process
- ✗ you may feel you're not in control
- ✗ can be seen as a confrontational approach

### Collaborative law

Collaborative lawyers work with you and the other parent to resolve your issues out of court. You each hire a lawyer then all meet to negotiate face-to-

#### Pros

- ✓ everyone is committed to not going to court
- ✓ quicker and less stressful than court



## Family Mediation Bot

Find out about professional mediation.

Hello, I'm the Family Mediation Bot.

I can tell you about how professional mediation can help you make child arrangements

I cannot give you legal advice or answer questions about your personal situation

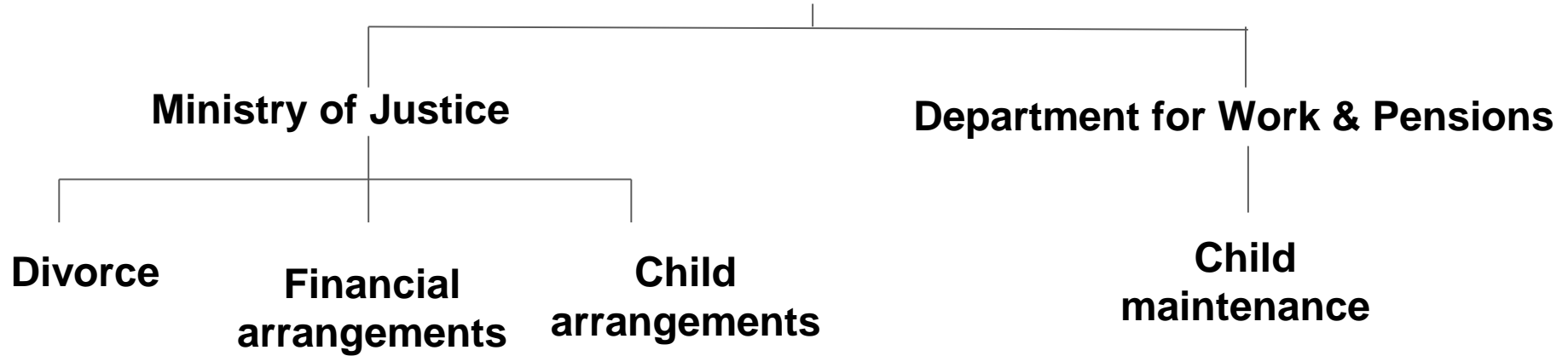


CHOOSE AN OPTION

Get started

**“I did it in about half an hour with no help whatsoever and it was just so much more self-explanatory.”**

# **“I’m separating”**





**It's our job to be the best  
at delivering services for  
the public**