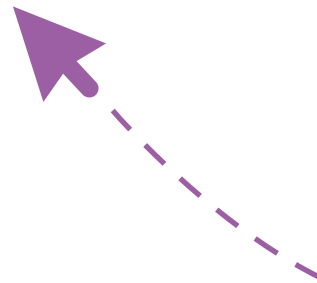




Providing Digital Support for the Digitally Excluded.



We Are Digital is partnering with HM Courts and Tribunals Service (HMCTS) to help people with online forms and provide information on how and where to get advice.

We focus on assisting individuals who do not have the digital skills to fill out forms online independently.



We Are Digital is working in partnership with HM Courts and Tribunals Service (HMCTS) to provide support services for those who are digitally excluded. This includes people who are finding it difficult to access documents online whether it's because they don't have access to a device or simply they don't understand how to fill out online documents.

Who are we?

We Are Digital is a specialist provider of Digital Support to those people who can't access digital services online. We deliver services for local government, housing associations, charities and businesses who know communicating with these hard-to-find audiences requires experience and special skills.

HMCTS has asked us to help those same people to access forms online for the entire range of these online services. The work we do has long-term advantages as well. Giving people help with one form today, helps them with confidence to do it again and again.

Why do people need support?

22% of people don't have the digital skills to use devices for everyday life. The world is moving online in most aspects of life and some people are falling behind. They rely on support service providers such as ourselves. With many HMCTS forms moving online, it's important to provide support where it's needed. Our aim is to make sure no one is left behind.

Who needs support?

Digitally excluded people include people who:

- Do not have Internet access at home
- Do not have the equipment to get online
- Cannot afford internet access or devices
- Do not have the confidence to use online services
- Do not understand how to use the devices they have

HMCTS has moved a range of services online. Here are some of them:

- Appeal a benefit decision (Social Security and Child Support)
- Make a plea for an offence (Single Justice Service)
- Make a plea for a traffic offence (Single Justice Service)

Appeal a benefit decision service – When a person has received a decision for a claim from DWP they may wish to appeal their decision. We Are Digital can help. Some of these claims include:

Personal Independence Payment (PIP)

Universal Credit

Employment Support Allowance

Pension Credit

Disability Living Allowance

Attendance Allowance

Child Benefit

Carer's Allowance

Funeral Payments

Guardian's Allowance

Income Support

Compensation Recovery Scheme

Tax Credits

Bereavement Allowance

Child Maintenance (Child Support)

Jobseeker's Allowance

Industrial Injuries Disablement Benefit

NHS recovery claims

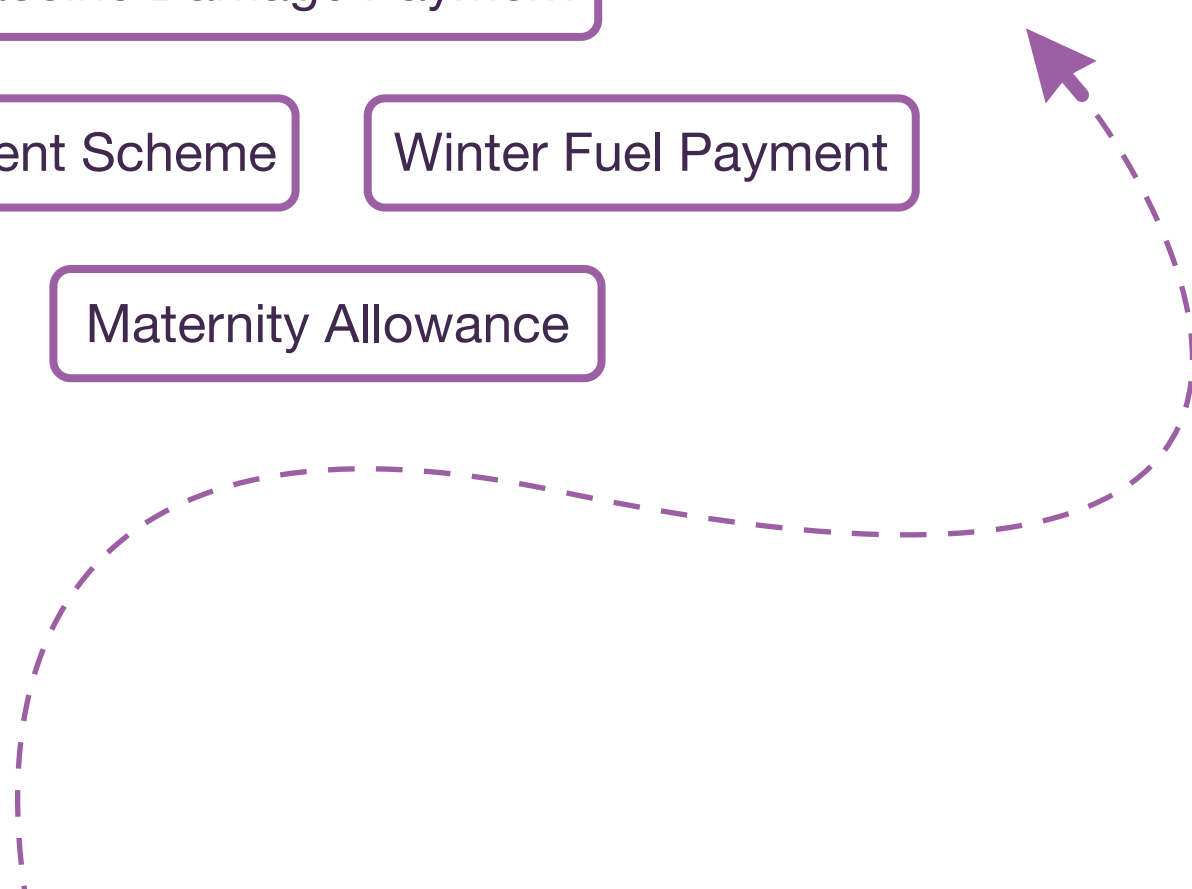
Vaccine Damage Payment

Diffuse Mesothelioma Payment Scheme

Winter Fuel Payment

Sure Start Maternity Grant

Maternity Allowance



Make a plea for an offence – We can provide support on those who have been asked to submit a plea via a notice for Offences such as:

- Speeding
- Driving without insurance
- Failing to show a valid train ticket
- Using a television without a license

We Are Digital support people with:

- Filling in forms & applications
- Uploading documents to online portals
- How to connect with local centres for support

People can access support via:

- Telephone
- Online
- Face-to-face through community and advice centres

If there are any people using your service who you feel would benefit from our support with filling out forms for HMCTS please contact us.

 **03300 16 00 51**

 **centres@we-are-digital.co.uk**

 **we-are-digital.co.uk/hmcts-partner**



**HM Courts &
Tribunals Service**



we are digital
In partnership with HMCTS