



HM Courts &
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16 November 2018

NEXT STEPS FOR THE SOCIAL SECURITY DIGITAL APPEAL SERVICE

I am writing to update you on the social security digital appeal service project, to let you know that a system has now been launched nationally, that means anyone can submit Personal Independence Payments (PIP) appeals online.

This project is part of the HMCTS Reform programme, using new technologies to transform courts and tribunals, providing more efficient access to justice and making services easier for people to access and understand.

Throughout the development of the digital appeal process, HMCTS has worked alongside the judiciary, members of the public, representative groups and the Department for Work and Pensions to make sure users' needs are met. Thank you to those of you who were involved in this and provided us feedback. Our testing has revealed a high level of user satisfaction with more than 2,600 applications being received so far. The number of appeals rejected due to errors made by claimants while filling in paperwork has fallen by 45% from the previous system.

The system still enables paper appeal forms to be obtained and submitted for those who wish to use them and HMCTS provides over-the-phone and face to face support though Good Things Foundation for those who need assistance with the service.

I am grateful for your continued and constructive engagement, if you have any feedback please email PublicEngagement@justice.gov.uk the team look forward to attending further Public User Engagement Forums in the new year.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Kevin Sadler'.

Kevin Sadler CBE

Deputy Chief Executive, and Courts & Tribunals Development Director