



HM Courts &
Tribunals Service

ENGINE
Transformation

**Making digital services
more accessible using
inclusive design
principles**



Objective

**“to make sure everyone
who needs your service
can use it”**

**Sometimes
users will need
help to use your
service online.
This known as
'assisted digital
support'.**

Any user may need assisted digital support, if they lack:

- Trust in your service or the internet
- Confidence to use an online service themselves
- Access to the internet
- Digital skills
- Motivation to overcome these barriers on their own



Assisted
digital **is a**
Big
Deal

18%

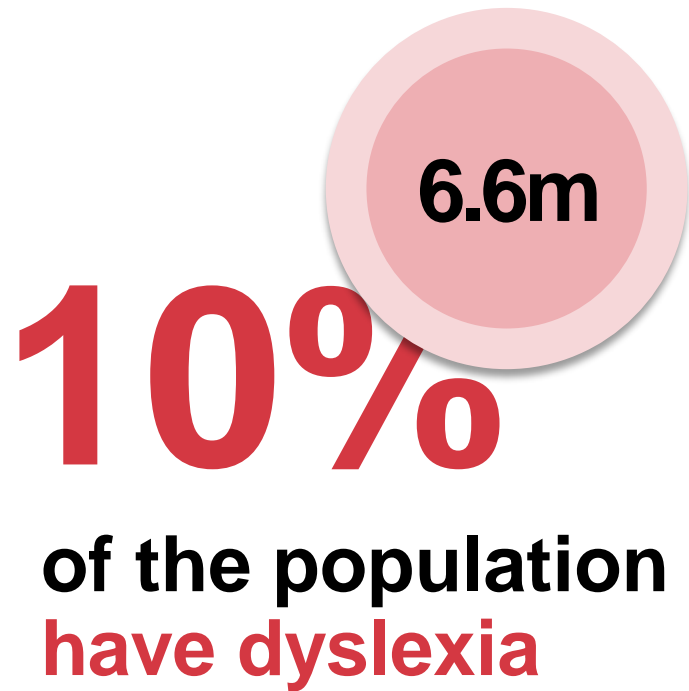
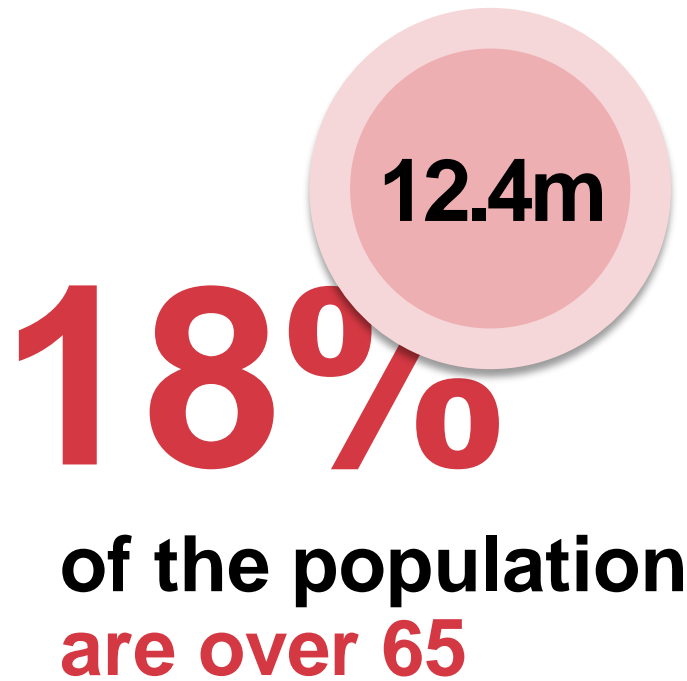
**of the population
are over 65**

10%

**of the population
have dyslexia**

1 in 6

**of the population
have the reading
age of an 11y/o**



**Many users that have
trouble using digital
services or avoid using
them are neurodiverse**



Dyscalculia

Dyslexia

Dyspraxia

ADHD

Autism



Dyscalculia **3.4m people**

Dyslexia **6.6m people**

Dyspraxia **6.6m people**

ADHD **2.6m people**

Autism **700k people**





Experiencing Dyslexia

Source: <https://geon.github.io/programming/2016/03/03/dsxyliea>

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geonAvihcreCrieetgaosPegasTgas

Dyleisxa

A fneird who has dexslyia dcsbireed to me how she eincepeexrs redanig. She *can* read, but it taeks a lot of cncaoiennrotn, and the lttrees seems to “jump anorud”.

I reemeebrmd rdnaeig aobut [tmyicpyeolga](#). Woduln’t it be pbsilsoe to do it itecleianrvty on a wbistee with Jacipsavrt? Sure it wolud.

Feel lkie miakng a bmarokkelot of this or smeitnohg? [Frok it](#) on github.

Dyieslxa is crirazeahetcd by dltuicffy with lneairng to read fnleutly and wtih atacruce coipnehormsen depitse noraml itnenlclegie. This idenlcus dcltluiffy wtih pgoioalnchol asanewres, panogocohill doencidg, pnrceisog speed, otpoarhghric ciondg, atuidory short-term momrey, laanggue sliks/vearbl cehnosemoprin, and/or ripad nniang.

Dtopnvmaleeel rndieag doeirsdr (DRD) is the msot common lianerng daislbiity. Dxisleya is the most rzegecinod of mneaidg deosdrirs, howweer not all rnaeig drsoiders are lekniid to dxsyleia.

Some see dxyiesla as dsctniit form rnaiedg dffiuletfcis rleitnsug from ohetr ceauss, such as a non-nlrgociaouel dnciciefey with vsoliin or hniareg, or poor or iadqaeunte rendaig itnitocrsun. Trehe are tehre propoesd ctiignvov sbyuptes of delsixya (aruitody, vasuil and atritatone!), augohtlh iiddviunal cases of dxsyleia are betetr elapneixd by sipeicfc undreliyg ncsaoorhgcyepuilol decifits and co-ourccirng larnneig dietliaiibss (e.g. ationettn-dfiecit/hictrypeviay dodseirr, mtah dsibiillaty, etc.). Atgohluh it is crnoedserd to be a rpivceete lgaanuge-based lnianreg dbilsitay in the racsereh lietarrtue, dyeisxla also afcefts one’s epvisxrese langauge sllkis. Rcereaherss at MIT fnuod that ppleoe wtih dixlyesa ehebitixd iapmried vicoe-rogotiienncn aibtiels.

Scoru: [Wikiiedpa](#)

← Pvrueois

Avriche

Next →

[bolg cetmonms pewored by Diquss](#)

Pluibhesd

03 March 2016

Tags

dlsyxeia¹

tyomycpleiga¹

Jivraspcat¹

© Vtocir Wiendl 2102 wtih hlep form [Jkelyl Brtatsoop](#) and [Tteiwr Baosrttop](#)



Challenges experienced by the elderly regardless of digital ability.

Memory

Problem Solving

Completing Tasks Confusion w/ Time or Place

Visual/Spatial/Temporal/Understanding

Conversation

Misplacing Items

Judgment

Withdrawal

Mood/Personality



In the UK customers with accessibility needs have an estimated spending power of:

£24,800,000,000

Moreover, **82%** of these customers with accessibility needs indicated that they would spend more if websites were more accessible.



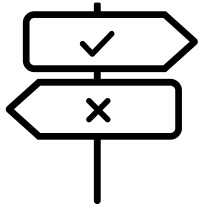
Inclusivity **benefits everyone**

Services that work to improve experiences of those that struggle online are better for all.

Clarity and good design benefits everyone.

Appeals against home office decisions

2017



The Home Office refused around 391,000 immigration & asylum applications (11%)...



...of which 54,500 were appealed to HMCTS

Appeal types:

Protection

An appeal against a refusal to grant an applicant's protection claim

Revocation of protection status

An appeal against a decision to revoke an applicant's protection status

Human rights

An appeal against a decision to refuse an applicant's human rights claim

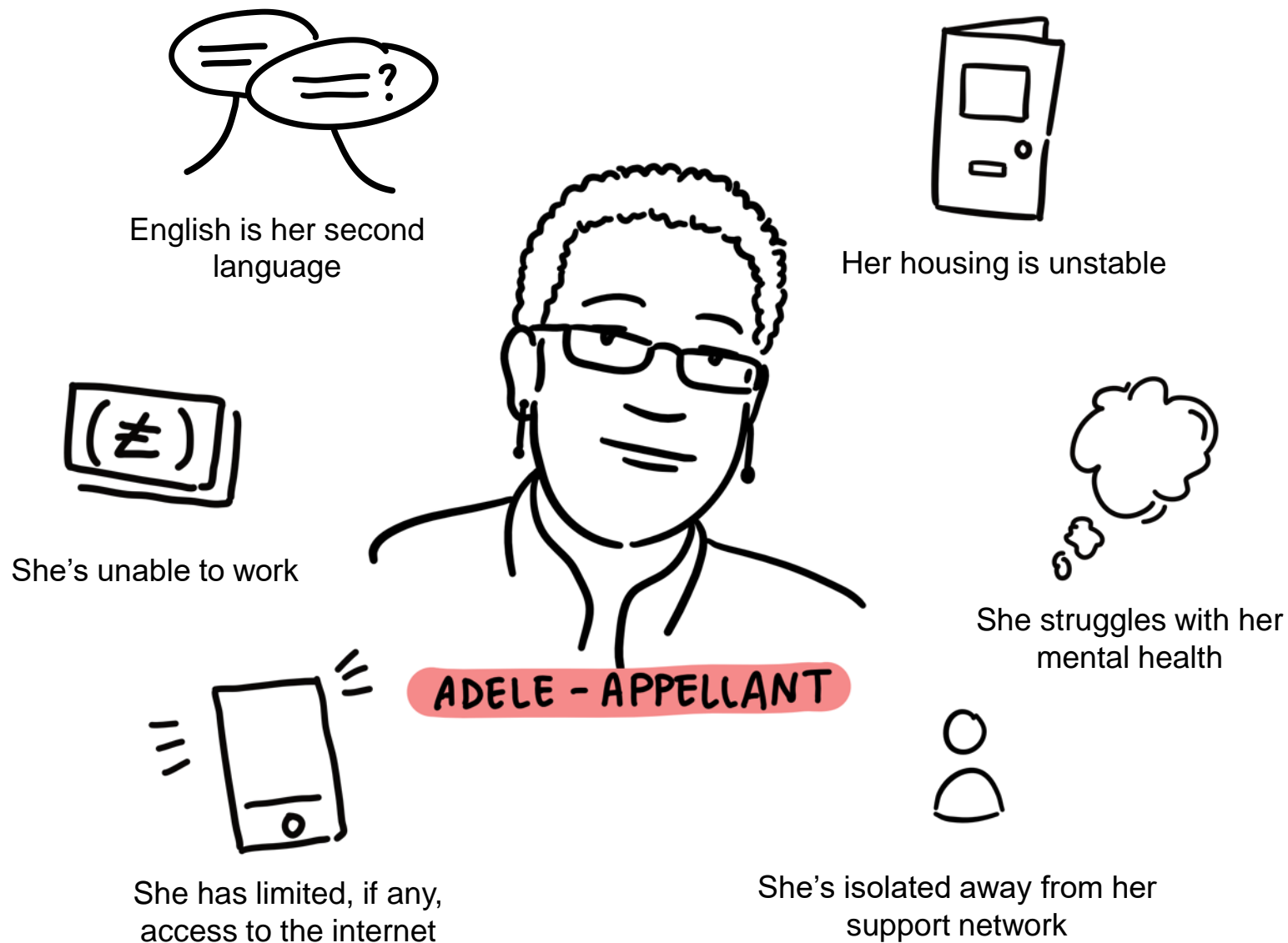
European economic area

An appeal against a decision involving EEA movement rights

Deprivation of citizenship

An appeal against a decision depriving an applicant for British citizenship

The case for change





Reform to face the future



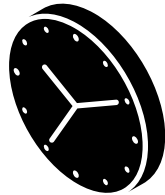
Wide range
of teams & roles



Based all
over the country



Paper-based
system



Time-intensive
& slow life-cycle



Centralised
digitally enabled
organisation

Our approach

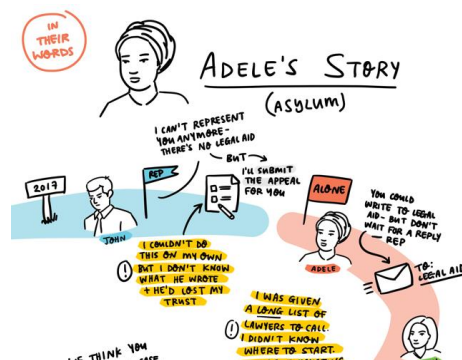
1

Establish research community and meeting them in their day-to-day



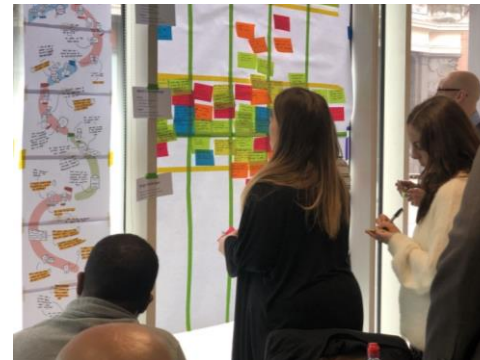
2

Sensitive treatment of participants' stories in write up and analysis



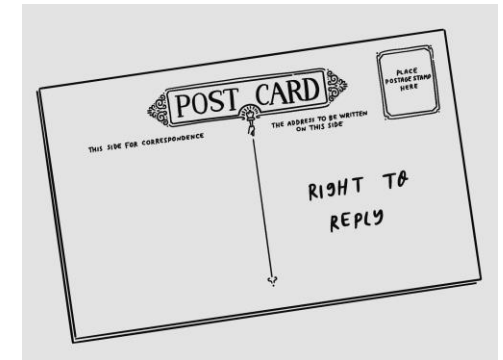
3

Considered approach to research and co-design, that was all about understanding



4

Creating long term partnerships



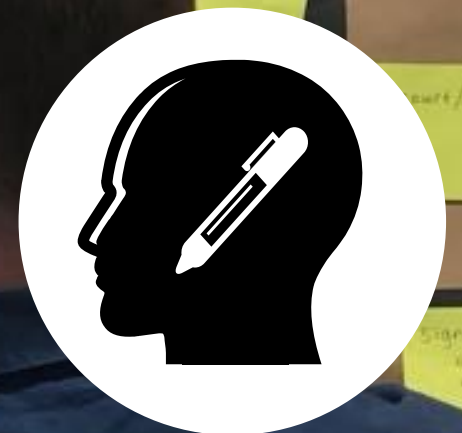
Appellants' stories

in their own words

Judges as researchers



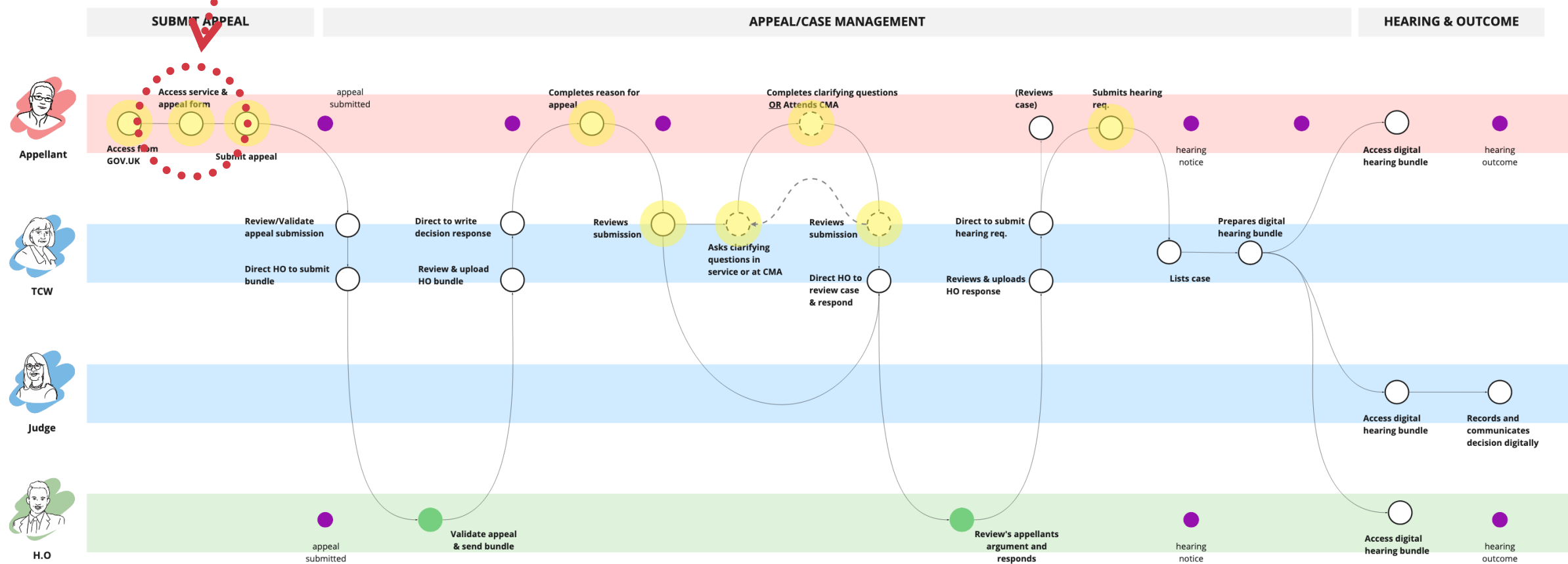
Caseworkers as designers



Appellants as judges



Short, plain English appeal form





As-is paper form

128

Appeal form (legal representative)

36

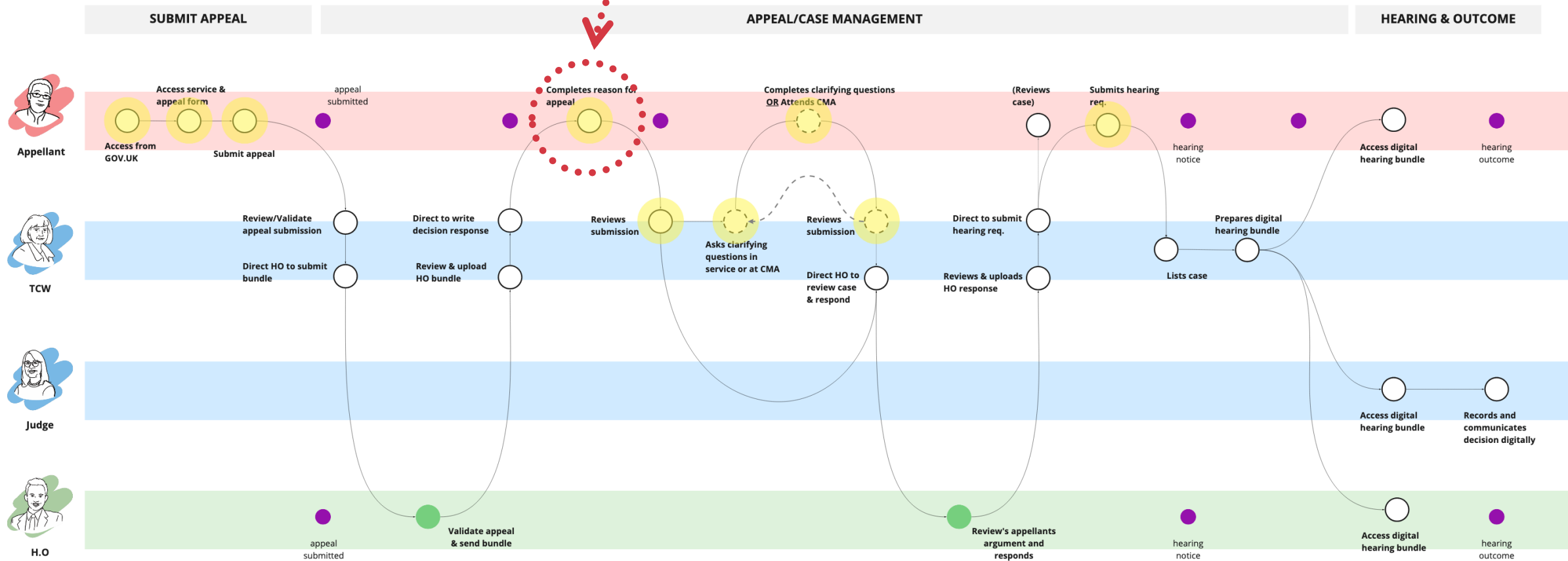
Appeal form (Appellant)

7




Our demo

Human approach to asking difficult legal questions



Appeal skeleton argument



HM Courts & Tribunals Service

Asylum appeal argument
 Appeal reference: PA/54321/2018
 Legal representative's reference: 012345-AB
 Appellant name: ((Name))
 Appellant nationality: ((Nationality))
 Appellant DOB: DD MM YYYY
 Date of original decision: DD MM YYYY

Appeal argument


INSTRUCTIONS FOR LEGAL REPRESENTATIVE: You must write a skeleton argument that references:

- **all the evidence you have or plan to rely on**, including any witness statements
- the **grounds and issues of the case**
- any **new matters**
- any **legal authorities you plan to rely on** and why they are applicable to your case

Your argument must explain why you believe the respondent's decision is wrong. You must provide sufficient information for the Home Office to conduct a thorough review of their decision at this stage.

VS

Reason for appeal



Immigration and asylum

[Sign out](#)

[Back](#)

Why do you think the Home Office decision is wrong?

It may be helpful to look at the [Home Office documents](#). They include your decision letter and other information about your case.

Tell us in your own words – you don't have to have perfect English.

How to answer this question

- Carefully read your Home Office decision letter
- Try to understand the parts of your claim the Home Office disagrees with
- Respond to some or all the things the Home Office disagrees with
- Tell us about anything **new** that will affect your case since you made your claim
- Include evidence where you can. **You can do this on the next page**

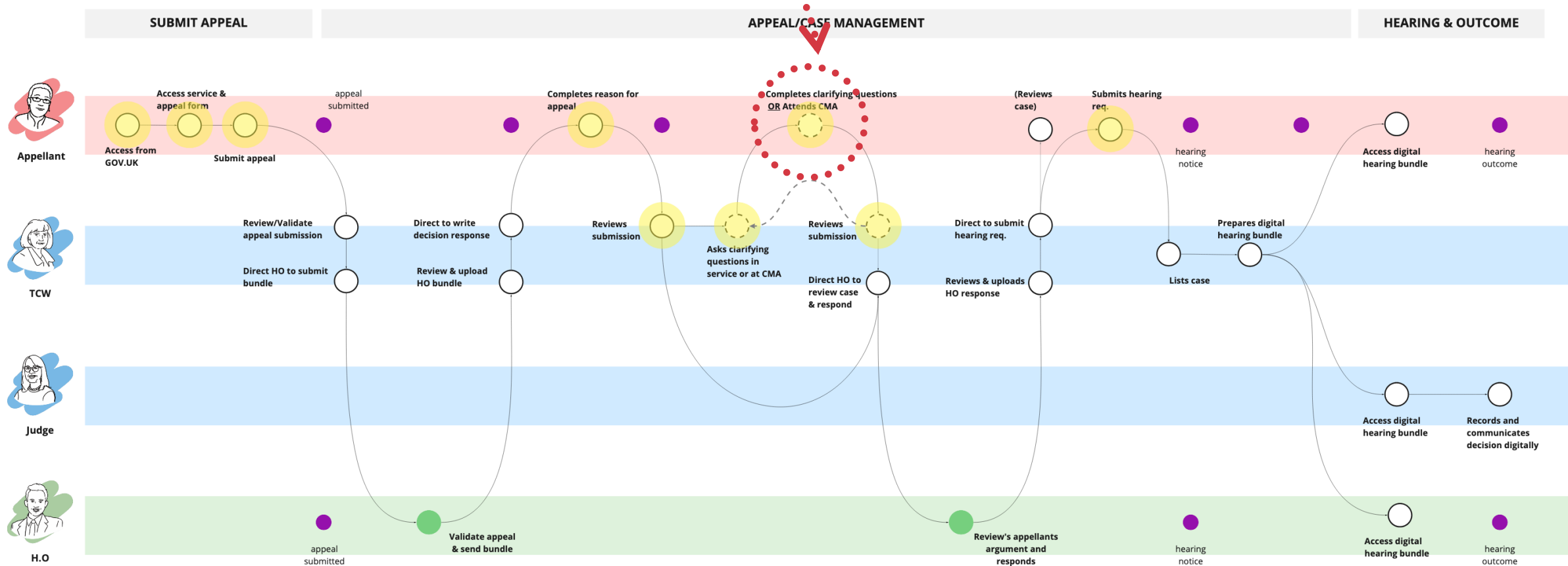
If you need help

- [Find organisations that can help you with your appeal](#)

[Save and continue](#) [Save for later](#)

[Contact us for help](#)

Impartial support to understand someone's story in a way that's fit for scrutiny





Our demo

Online supportive Q&A

Question 1

You have said you will need an interpreter at your appointment that speaks Urdu with a Hrudgk dialect. We have no record of this dialect. Is there another language or dialect we could provide?

Answer question 1

Supporting evidence

You will be able to add supporting evidence on the next page if you want to.

Need more time?

- [Save your answer and ask for more time](#)

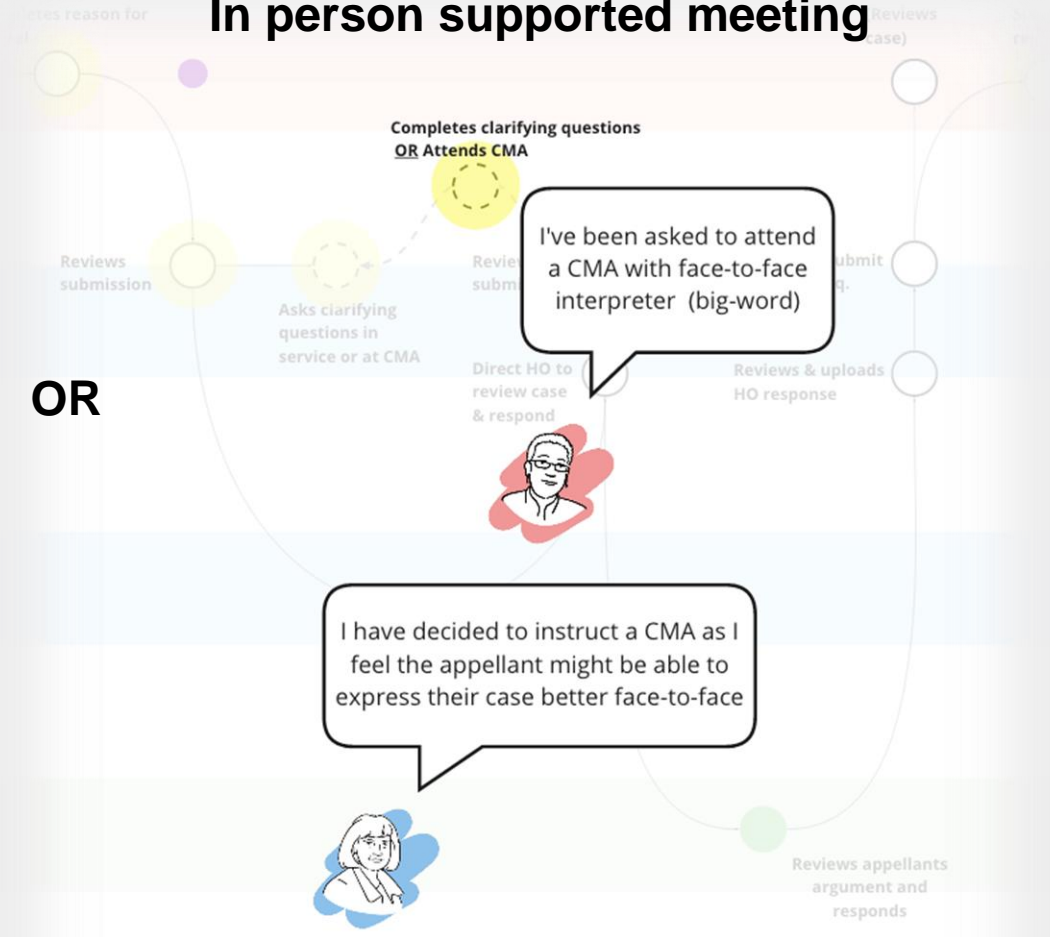
Save and continue

Save for later

► [Contact us for help](#)

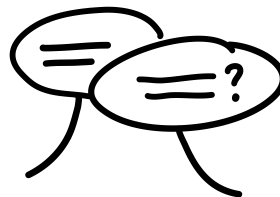
In person supported meeting

OR



How we're responding to Adele's needs

How are you thinking more inclusively



We've kept our language simple at a reading age of 5



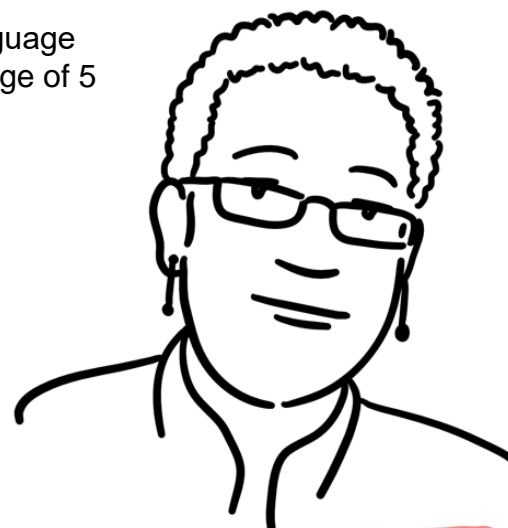
We keep digital copies of important documents safe so they're not lost when she moves



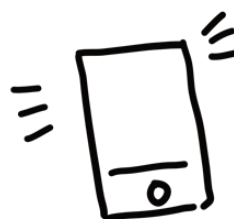
We will offer clear guidance about fee reductions



We offer extra reassurance in notifications and savable forms



ADELE - APPELLANT



Our design is conscious of bandwidth needed to access files



We sign post support that's available at every stage



Thank you



Dave Jackson



Julie McCallen



David Singer