



HM Courts &
Tribunals Service

HMCTS Family Public Law (FPL)

Legal Representatives Training Pack

June 2021



HM Courts &
Tribunals Service

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Section 1

Background to HMCTS Reform and Project Aims

Background & Project Aims

Family Public Law comes under The Children Act 1989 which allocate duties to local authorities, courts, parents and other agencies in the United Kingdom. The act seeks to ensure that children are safeguarded and that their welfare is promoted. It states that children's welfare should be of paramount concern to the courts.

The purpose of the project is to make the overall court process in relation to public law more efficient, ensuring the court, parties and their representatives have access to the right information at the right time to support the court in its role to decide on the best outcomes for the children involved in public law.

The main aims of the project are to:

- Allow the local authority/legal representatives to start an application for a care, supervision or EPO online
- Enable legal representatives to see the progress of the case and manage case management online
- Enable viewing of case documents and creation of orders online
- Give legal representatives the result of their case electronically
- Create a fully accessible service for all users including telephone and face-to-face support
- Improve management information on FPL applications
- Moving towards a paperless environment, creating platform for digital court presentation



HMCTS Reform Programme

Family Public Law Service

The service allows local authorities to complete and submit a C110a application for care and supervision orders with the supporting documents required by the Family Court to issue and progress the case online. Case bundles can be uploaded, annotated and presented in court and standard directions, case management and final orders can all be created within the service. Legal Professionals will be able to upload evidence, access orders to identify directions needed to be complied with and follow the case progress.

The added benefit for legal professionals is that they can be added to a digital case to have access to all the required information for each case at the time they require it. The service can be accessed 24/7 from any device that has access to the internet as the service is a cloud based service hosted on GOV.UK. Legal professionals will be able to manage case more efficiently against legacy and paper processes as you will be able to upload documents directly to the digital case and have quicker access to orders and receive updates through notifications when action is required.





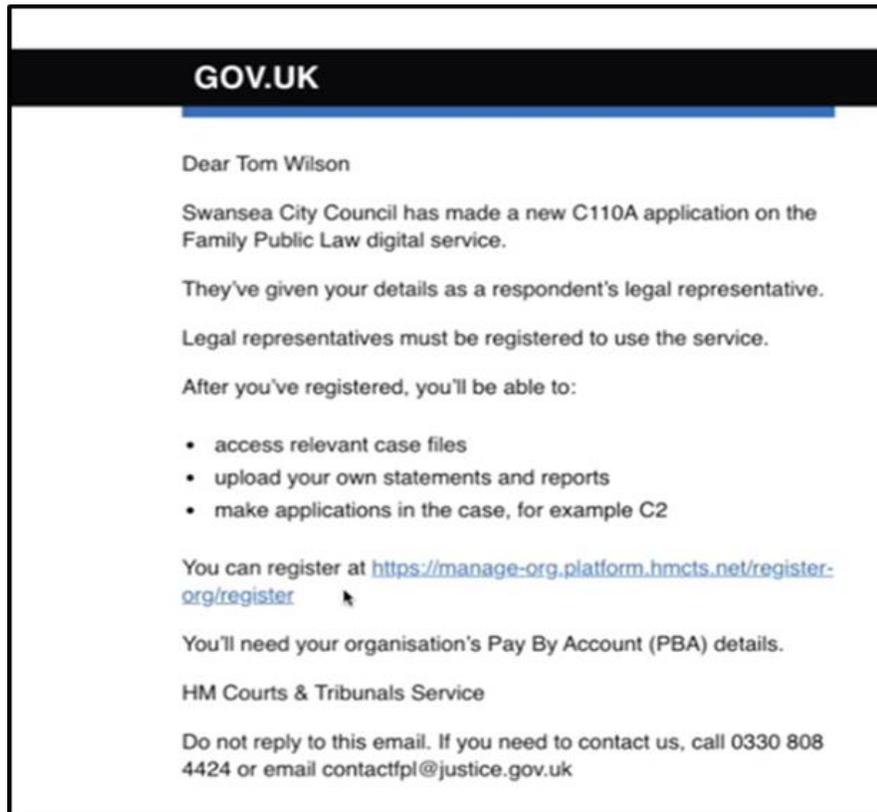
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Section 2

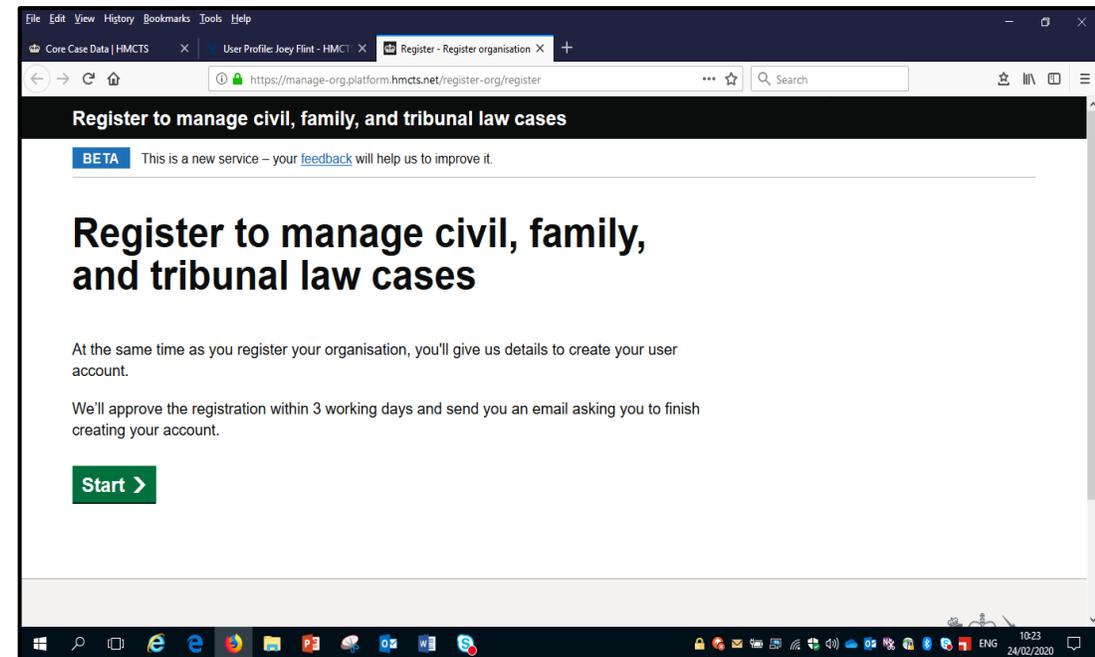
Managing Organisations

Managing organisations

Register your organisation - To create your firm as an organisation please click on the link below and complete the fields and follow the instruction. Once this is authenticated and confirmed by HMCTS (normally within 2 hours) you will be able to manage your organisation and add your own users: <https://manage-org.platform.hmcts.net/register-org/register>. **If the Local Authority have added your firm as acting for the respondent you will receive a notification to register your company.**



Clicking on the link will direct you to the MyHMCTS portal where you can register your firm and add users.



Managing organisations

Manage your organisation and invite users within your organisation

Use the link below and log in with the same credentials you set up to access the FPL digital service:

<https://manage-org.platform.hmcts.net/>

Then click on the 'Users' button in the black banner.



Manage organisation details for civil and family law cases

Organisation **Users**

BETA This is a new service - your [feedback](#) will help us to improve it.

Organisation

Name Swansea Local Authority - Public Law

Address Civic Centre
Oystermouth Road
Swansea
SA1 3SN

Next, select 'Invite user' in the top right corner of the screen.



Manage organisation details for civil and family law cases [Sign out](#)

Organisation **Users**

BETA This is a new service - your [feedback](#) will help us to improve it.

Users

[Invite user](#)

Name	Email	Status
fpla (local-authority)	fpl-smoke-test-la@hmcts.net	Active



Managing organisations

Then enter the users details as requested and select the level of permission you would like to provide to the user:

Manage organisation details for civil and family law cases

Organisation Users

BETA This is a new service – your [feedback](#) will help us to improve it.

[Back](#)

Invite user

When you send this invitation, the user will receive an email from HM Courts and Tribunals Registrations so they can finish setting up their account.

First name
Include all middle names.

Last name

Email address

Permissions
Choose what the user will be able to do. You can change this later.

Manage Cases
View, create and progress cases.

Manage Users
Invite users.

Manage Organisation
View organisation name and addresses.

[Send invitation](#)

Users to view, create and progress new cases – check the box **‘Manage cases’**

Users to be able to invite other users – check the box **‘Manage users’**

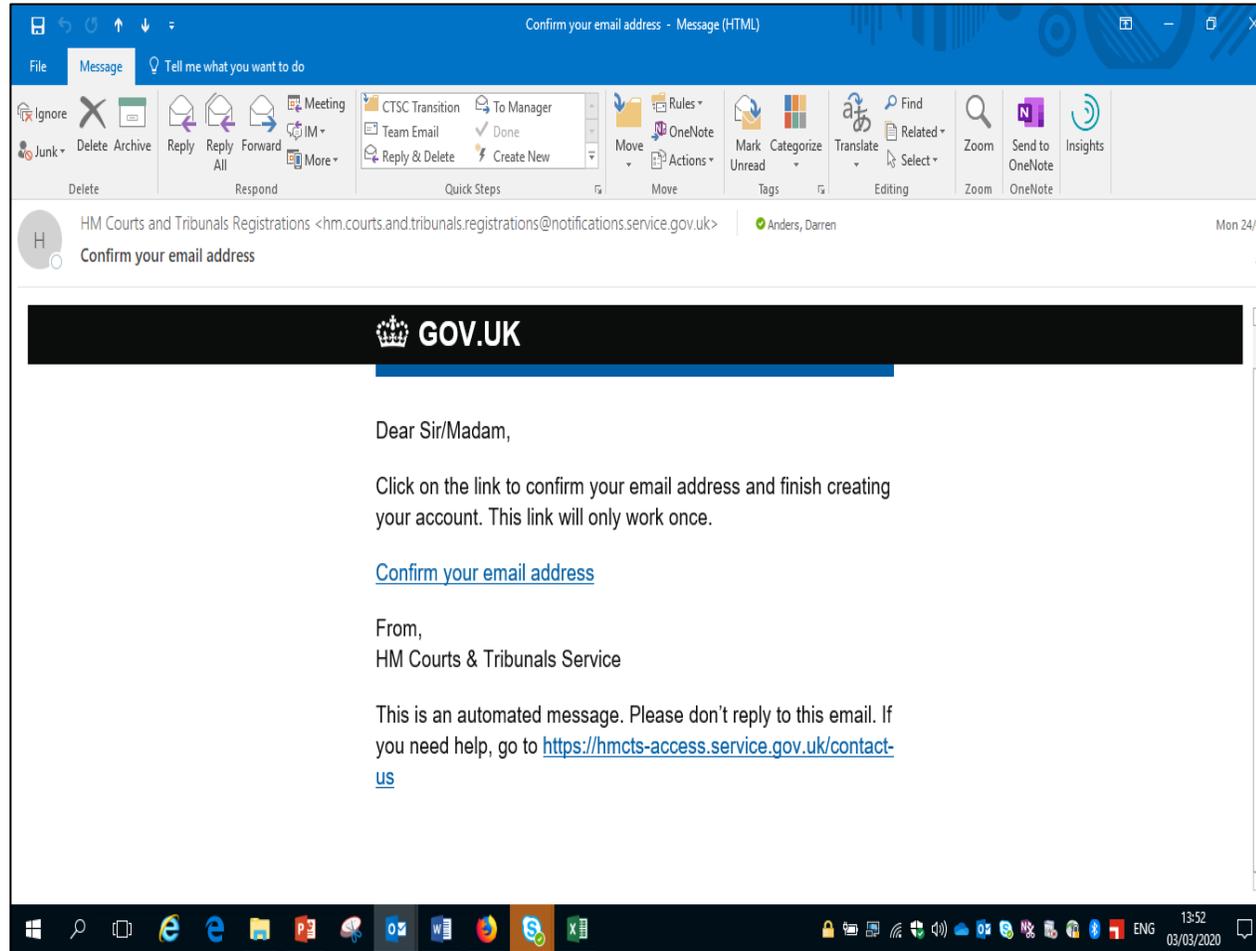
Users to be able to view the organisations name and address – **‘Manage Organisation’**

Users will also be able to make themselves case access administrators

And finally click ‘Send invitation’ and this will send an invitation by email to the user to set up an account to access the service



Managing organisations



The user will receive an invite to the service.

The user must confirm their email address to register with the service.

You must file a notice of acting with the relevant court or if your case has been issued at CTSC to contactfpl@justice.gov.uk

On receipt of your Notice of Acting, the court / CTSC will grant access to the case. This will allow full access to a case i.e. see orders, upload documents, comply with orders and make C2 applications.

If a user fails to register with the service, they will only receive emails containing a link to download and view orders.





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Section 3

Accessing the Service / Multi Factor Authentication

Accessing the Service / Multi Factor Authentication

Multi-Factor Authentication

At the request of numerous stakeholders HMCTS have introduced multi factor authentication, where you will be asked to authenticate your login when using MyHMCTS. This is a security upgrade, that will provide additional security protection to all account users.

After logging in at <https://manage-case.platform.hmcts.net/>, you will be sent an email with a verification code (see screenshot). You will need to type in this verification code on the login screen in order to login and access your cases. Once you have logged in, MyHMCTS will function the same. The verification code is required every time you log in. This is valid for one logging only and after 1 hour of inactivity, you will be logged out and asked to revalidate.

The verification code will come from this email address –

hm.courts.and.tribunals.registrations@notifications.service.gov.uk.

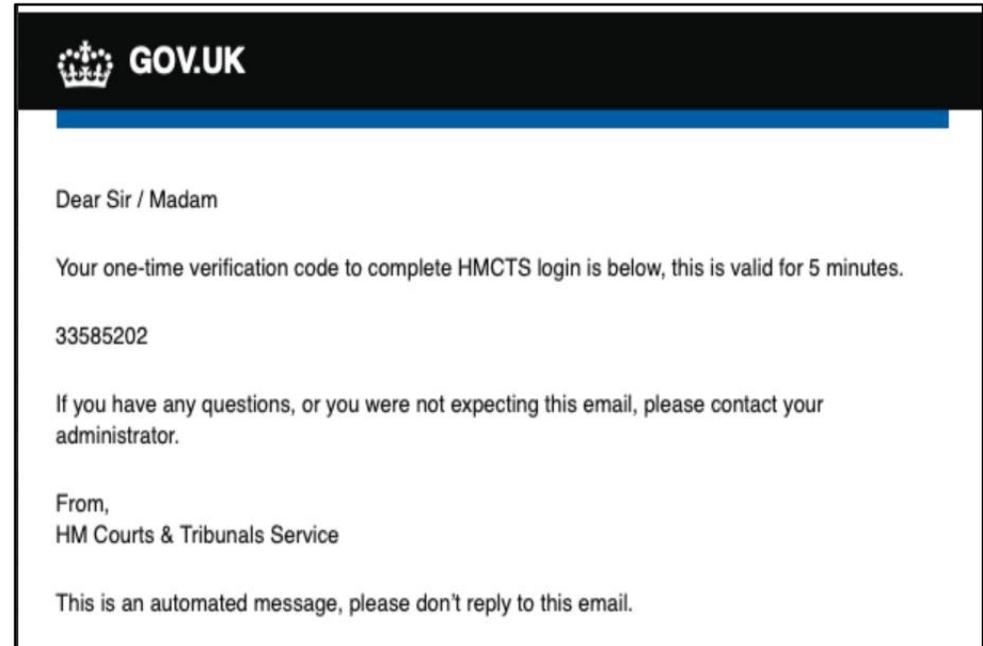
Please add this email address to your safe senders list, to ensure this is not sent to your spam or junk email folder.

If you experience any issues, please email

myhmctsupport@justice.gov.uk



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Tribunals Service



MFA double code:

If the user is logging in to Manage Cases by clicking a stored bookmark, and if the stored bookmark has a URL with added characters relating to a previous login, the user will be redirected back to the login page multiple times. The user should confirm by manually entering the intended URL into the address bar: <https://manage-case.platform.hmcts.net> or <https://manage-case.platform.hmcts.net/cases>

If this resolves the problem, then the user should manually edit the URL stored within their bookmark to amend it to <https://manage-case.platform.hmcts.net> or <https://manage-case.platform.hmcts.net/cases>

Accessing the Service / Multi Factor Authentication

If you having issues with delays when receiving the email containing verification code you may have an issue with your email settings. Please follow the guidance below.

Outlook

Whitelist the email address:

hm.courts.and.tribunals.registrations@notifications.service.gov.uk in the firms outlook settings.

Additionally, adding @notifications.service.gov.uk email domain to any trusted domain list that is held by the firm.

External Security software (e.g. Mimecast)

Set as permitted sender

Navigate to Administration -> Directories -> Permitted Senders -> Build -> Add email addresses and add

hm.courts.and.tribunals.registrations@notifications.service.gov.uk

Directories > Profile Groups

Edit group: Permitted Senders

Move Group | Move Selected Links | Clear Selected Links | Clear All Links | Export Data | Build ▾

tribunals

Address	Domain
hm.courts.and.tribunals.registrations	@notifications.service.gov.uk

Add Email Addresses
Add Email Domains
Group List Imports

Add exception to Greylisting policy

Navigate to Administration -> Gateway -> Policies Greylisting and create a new policy with the following settings:

Gateway > Policies

Go Back | Save | Save and Exit

Options

Policy Narrative: #171776 Gov 2FA

Select Option: Take no action

Emails From

Addresses Based On: The Return Address

Applies From: Email Domain

Specifically: mail.notifications.service.gov.uk

Emails To

Applies To: Internal Addresses

Specifically: Applies to all Internal Recipients

Validity

Enable / Disable: Enable

Set policy as perpetual: Always On

Date Range: All Time

Policy Override:

Bi Directional:





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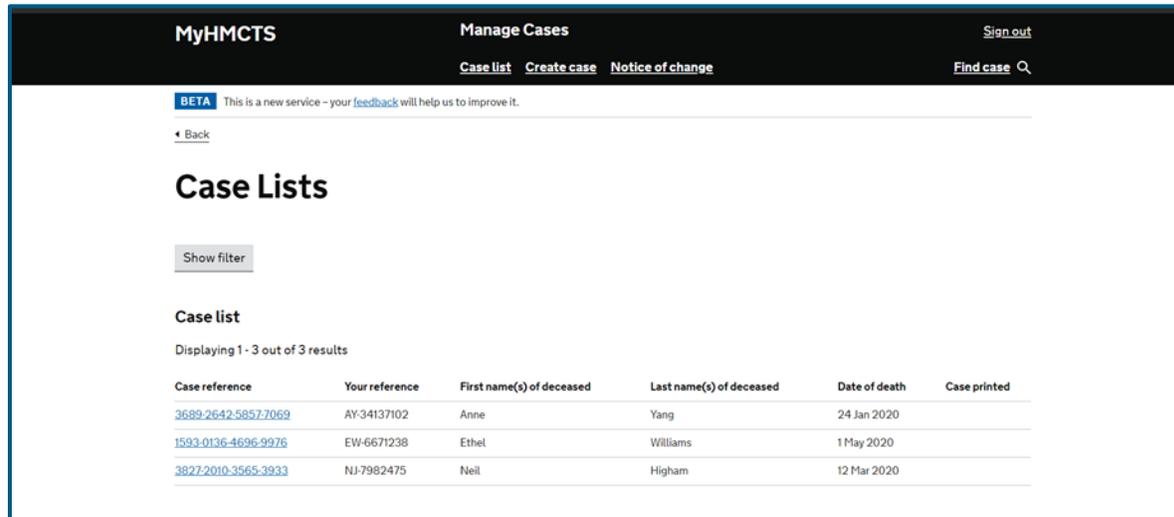
Section 4

Notice of Change / Acting

Notice of Change / Acting

- To add yourself to case you can use the Notice of Change / Acting process (You must be registered before you can use this service). From the case list screen in MyHMCTS, select Notice of Change. <https://manage-org.platform.hmcts.net/>

- Enter the 16 digit reference number for the case, this can be found on the C110A application, Notice of Proceedings or any other orders or notices provided in the service, followed by Continue.



MyHMCTS Manage Cases [Sign out](#)

[Case list](#) [Create case](#) [Notice of change](#) [Find case](#) 🔍

BETA This is a new service – your [feedback](#) will help us to improve it.

◀ Back

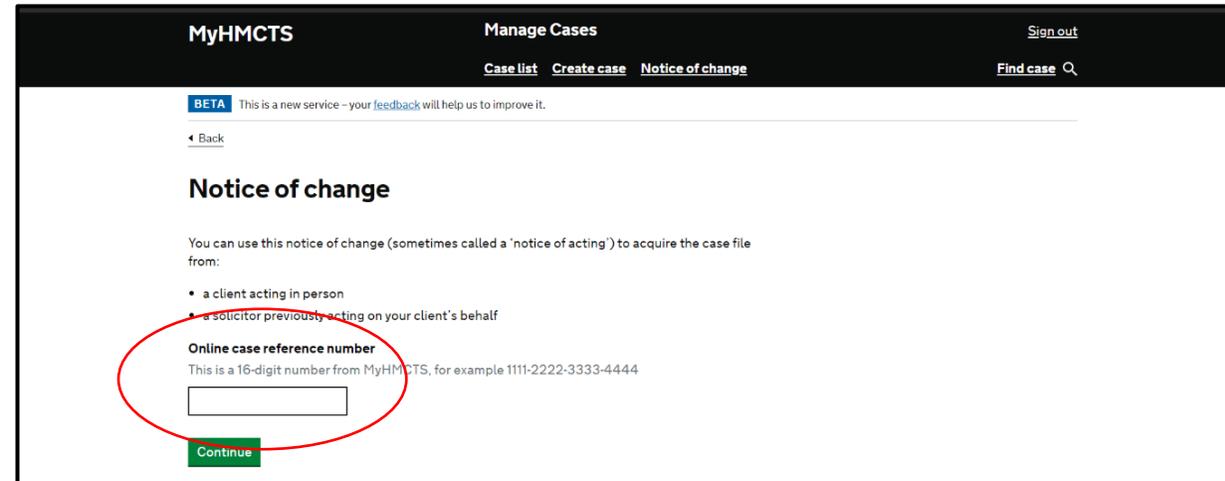
Case Lists

Show filter

Case list

Displaying 1 - 3 out of 3 results

Case reference	Your reference	First name(s) of deceased	Last name(s) of deceased	Date of death	Case printed
3689-2642-5857-7069	AY-34137102	Anne	Yang	24 Jan 2020	
1593-0136-4696-9976	EW-6671238	Ethel	Williams	1 May 2020	
3827-2010-3565-3933	NJ-7982475	Neil	Higham	12 Mar 2020	



MyHMCTS Manage Cases [Sign out](#)

[Case list](#) [Create case](#) [Notice of change](#) [Find case](#) 🔍

BETA This is a new service – your [feedback](#) will help us to improve it.

◀ Back

Notice of change

You can use this notice of change (sometimes called a 'notice of acting') to acquire the case file from:

- a client acting in person
- a solicitor previously acting on your client's behalf

Online case reference number
This is a 16-digit number from MyHMCTS, for example 1111-2222-3333-4444

[Continue](#)



Notice of Change / Acting

3. Then enter the Local Authority applicant name as registered with MyHMCTS. If you are not sure of the correct name or spelling, then please contact your Local Authority to confirm. You must then enter the first and last name of your client. These should be entered exactly as they appear on the case.

4. The respondent solicitor will be taken to the check and submit page, where they will have the opportunity to review and correct the information they have entered. They will also be asked to confirm they have served notice of this change on all parties **before** proceeding. Once confirmed, select Submit.

MyHMCTS Manage cases Sign out

Case list Create case Notice of change Find case

BETA This is a new service - your [feedback](#) will help us to improve it.

Back

Enter details

You must enter the client details exactly as they're written on the case, including any mistakes. For example, if the client's last name is Smyth but it has been spelled 'Smith', you should enter Smith.

Applicant's name
Swansea City Council

Your client's first name
Alex

Your client's last name
White

Continue

Case list Create case Notice of change Find case

BETA This is a new service - your [feedback](#) will help us to improve it.

Back

Check and submit

Request	Notice of change
Case number	1111-2222-3333-4444 Change
Deceased's title	Mr
Deceased's first name	John Change
Deceased's last name	Doe
Deceased's date of birth	01 January 1980

You should tick to 'sign' when:

- you're satisfied that all the information is accurate and matches what is written on the case
- you have served notice of this change on every party to the claim (including the former legal representative)

I confirm all these details are accurate and match what is written on the case.

I have served notice of this change on every party to the claim and on the former legal representative.

Notifications

If the client previously had legal representation, we'll let the legal firm or solicitor know that they no longer have access to the case.

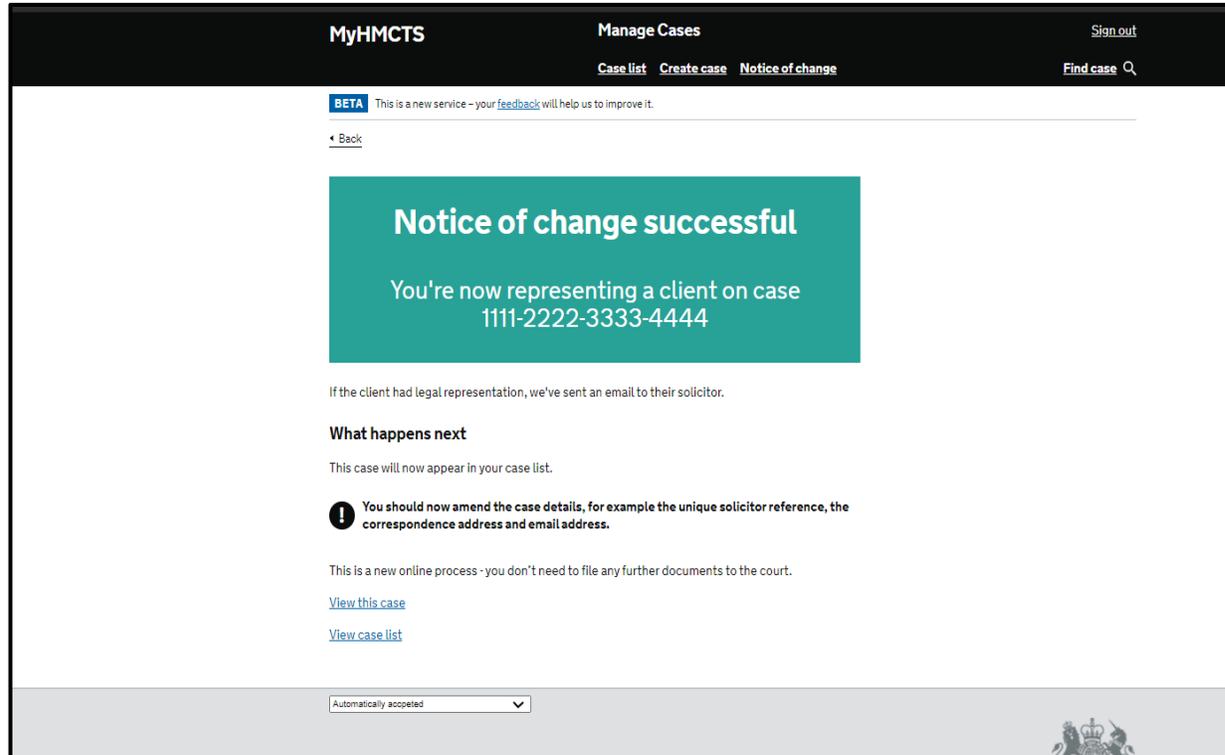
After you submit a notice of change, you might not see the confirmation page immediately.

Submit



Notice of Change / Acting

5. A confirmation screen will appear on screen.



The screenshot shows the MyHMCTS interface. At the top, there is a navigation bar with 'MyHMCTS', 'Manage Cases', and 'Sign out'. Below this, there are links for 'Case list', 'Create case', 'Notice of change', and 'Find case'. A 'BETA' banner indicates that this is a new service. The main content area features a large green box with the text 'Notice of change successful' and 'You're now representing a client on case 1111-2222-3333-4444'. Below this, there is a message: 'If the client had legal representation, we've sent an email to their solicitor.' A section titled 'What happens next' states 'This case will now appear in your case list.' An information icon and text advise: 'You should now amend the case details, for example the unique solicitor reference, the correspondence address and email address.' At the bottom, there is a note: 'This is a new online process - you don't need to file any further documents to the court.' There are two links: 'View this case' and 'View case list'. A dropdown menu at the bottom left shows 'Automatically accepted'. The HM Courts & Tribunals Service logo is visible in the bottom right corner.

6. Following successful completion of the Notice of Change, two new notifications will be created; one will notify the new solicitor that their request to either act or change the respondent's legal representation has been successful. Where applicable, the other notification will be sent to the past organisation confirming that a Notice of Change request has been submitted. Once a past organisation has been removed via Notice of Change, their users will also lose any access they had to a respondent's case(s).





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Section 5

Navigating the Service

Log in to CCD to access a case –

Sign in

Sign in

Email address

Password

[Forgotten password?](#)

Sign in

1. Log in with your account and password details.

2. When you log into the CCD service – you will see this home screen aka the 'Case List'. The option to log out is highlighted at point 1.

From this screen you can search for and view applications that have been issued (point 2).

GOV.UK Public Law DRAFT Damian Damian Sign Out
 Case List Create Case

Search

BETA This is a new service – your [feedback](#) will help us to improve it.

Filters

Jurisdiction
 Public Law DRAFT

Case type
 Care, supervision and EPO

State
 Open

Local authority

Case List Create new case

Displaying 1 - 25 out of 32 results

Case name	FamilyMan case number	State	Local authority	Date submitted
Capicity test		Open	Swansea City Council	
Swanseacc v test		Open	Swansea City Council	
Signature test		Open	Swansea City Council	
1559-6542-4632-7354		Open	Swansea City Council	
1559-6560-8116-8447		Open	Swansea City Council	
PBA test		Open	Swansea City Council	
Market stall		Open	Swansea City Council	

You may also filter out your case list to find relevant cases. To filter the list of cases that appear on the right use these options

Filters

Jurisdiction
 Public Law DRAFT

Case type
 Care, supervision and EPOs

State
 Deleted

Local authority

Case name

FamilyMan case number

Date submitted
 Day Month Year

Apply **Reset**

CCD Layout – Tabs (where information is stored)

Cumbria and Test

FamilyMan ID: TT21C50001

CCD ID: #1615364482109431

Next step

< [Further evidence](#) **History** [Hearings](#) [Draft orders](#) [Orders](#) [People in the case](#) [Legal basis](#) [Court bundle](#) [Ot](#)

History

Event	Date	Author
Manage documents	18 May 2021, 8:49:15 AM	Damian@swansea.gov.uk (LOCAL-AUTHORITY)
Upload additional applications	18 May 2021, 8:47:01 AM	Damian@swansea.gov.uk (LOCAL-AUTHORITY)

Details

Date	18 May 2021, 8:49:15 AM
Author	Damian@swansea.gov.uk (LOCAL-AUTHORITY)
End state	Case management
Event	Manage documents

History tab – A full list of all actions taken on the case.

Hearings – All Hearing details

Draft Orders – draft orders and any case summaries are stored here, pre hearing.

Orders – Orders made in the case can be downloaded from this tab. Notifications will be sent automatically when orders are approved.

People in the case – Party details are contained in this tab

Legal Basis – Threshold Criteria, allocation decisions and summary of the application

Further Evidence – links to all documents uploaded, Statements, and the C110a

Court Bundles The latest under can be found in this tab

Other Applications – additional applications that have been made within proceedings





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Section 6

Uploading documents

Uploading Documents

Select a upload documents from the next step drop down menu

back will help us to improve it.

Next step Select action Go

- Select action
- Upload draft orders
- Upload additional applications
- Upload documents

Hearings Draft orders Orders People in the case Legal basis Court bundle Ot >

Details

Author
John SMITH

Date 11 Jun 2021, 10:37:29 AM

Author John SMITH

The following screen will provide a list of all the documents you have uploaded. To upload a new document click the Add new button

Upload documents

#1621-6098-2317-1652

[Add new](#)

Other documents

[Remove](#)

Document name (Optional)

Give the document a descriptive name. For example, 'Parenting assessment' or 'Paediatric report'

Respondents statement 08.06.2021

Upload a file (Optional)

[C2 Test.docx](#)

[Browse...](#) No file selected.

[Cancel upload](#)

Other documents 2

[Remove](#)

Document name (Optional)

Give the document a descriptive name. For example, 'Parenting assessment' or 'Paediatric report'

Respondents 2nd 10.06.2021



Uploading Documents

A new document field will now be opened, add the details of the document that you intend to upload. eg 1st respondents statement 11.05.2021.

Click the browse button and select the document you would like to upload. Click continue and save and continue on the following screen

Other documents 3
Remove

Document name (Optional)
Give the document a descriptive name. For example, 'Parenting assessment' or 'Paediatric report'

Upload a file (Optional)

Browse...
No file selected.

Cancel upload

Add new

Previous
Continue

Other documents 3
Remove

Document name (Optional)
Give the document a descriptive name. For example, 'Parenting assessment' or 'Paediatric report'

Upload a file (Optional)

Browse...
1st respondents statement 11.05.2021. Test.docx

Cancel upload

Add new

Previous
Continue

Upload documents

#1621-6098-2317-1652

Previous Save and continue

[Cancel](#)

The document will now be added to the portal and a copy can be found under the further evidence tab.



Replacing Documents

If you have uploaded a document in error eg you have not uploaded the latest version, you have the facility to replace the document.

Other documents 3 Remove

Document name (Optional)
Give the document a descriptive name. For example, 'Parenting assessment' or 'Paediatric report'

1st respondents statement 11.05.2021.

Upload a file (Optional)

Browse... 1st respondents statement 11.05.2021. Test.docx

Cancel upload

Add new

Previous Continue

Identify the document that you would like to replace, click on the browse button and select the new document. Click continue, then save and continue. The new document will now be added under the further document tab



Please note that you do not have the functionality to remove a document at this time. This area of work is still in development. If you are required to “remove” a document eg document does not relate to the case, you will need to replace the incorrect document with a blank form. Clearly identify the document by changing the name to Uploaded in error. Click continue, save and continue. This will replace the document uploaded in error on the further evidence tab

Other documents 3 Remove

Document name (Optional)
Give the document a descriptive name. For example, 'Parenting assessment' or 'Paediatric report'

Uploaded in error

Upload a file (Optional)
[ERROR - BLANK DOCUMENT.docx](#)

Browse... No file selected.

Cancel upload

Add new

Previous Continue

Upload Draft Order pre hearing.

To upload a draft CMO or orders in advance of a hearing select Upload draft orders from the next step drop down menu

Select Draft CMO from advocates meeting option and choose the hearing to which the order relates from the dropdown menu.

Click the browse button and select the required order

Next step: Upload draft orders [Go]

C2 Confidential information

Upload draft orders

#1613-3919-7356-3950

You can add CMOs and C21s that relates to the same hearing in one go.

If they are for different hearings, or are not related to any hearings, add these separately.

What order are you adding?

Case Management (CMO)

Draft Order (C21)

Previous Continue

[Cancel](#)

MyHMCTS Manage cases

Case list Create case Notice

BETA This is a new service – your [feedback](#) will help us to improve it.

Upload CMO

#1610-5555-4331-9878

Hearings with CMOs already being reviewed
Case management hearing, 13 January 2021

Which CMO are you uploading, and what do you want the judge to do?

Draft CMO from advocates' meeting - judge to review before hearing

Agreed CMO discussed at hearing - judge to check and seal

Which hearing does this CMO relate to?

This field is required

--Select a value--

--Select a value--

Further case management hearing, 24 January 2021

Previous Continue

[Cancel](#)

Upload CMO

#1610-5555-4331-9878

Further case management hearing, 24 January 2021

Attach CMO

Browse... No file selected.

Cancel upload

Case summary or supporting documents

Add new

Previous Continue

[Cancel](#)

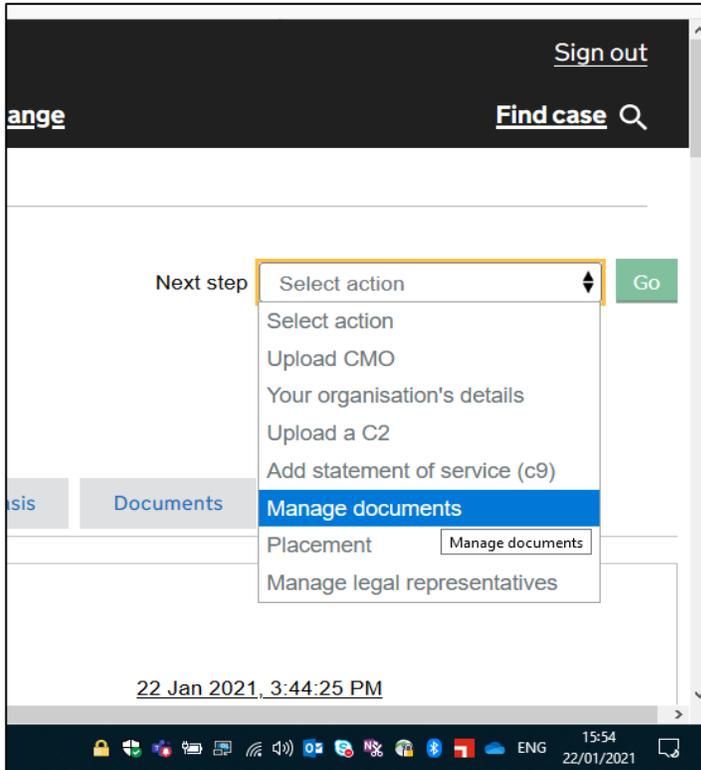
Select the continue button and check your documents. When you select submit, the hearing judge will receive a notification informing them that the order is ready for approval.

Secondary orders shouldn't be uploaded as supporting documents as they will be unable to be approved.

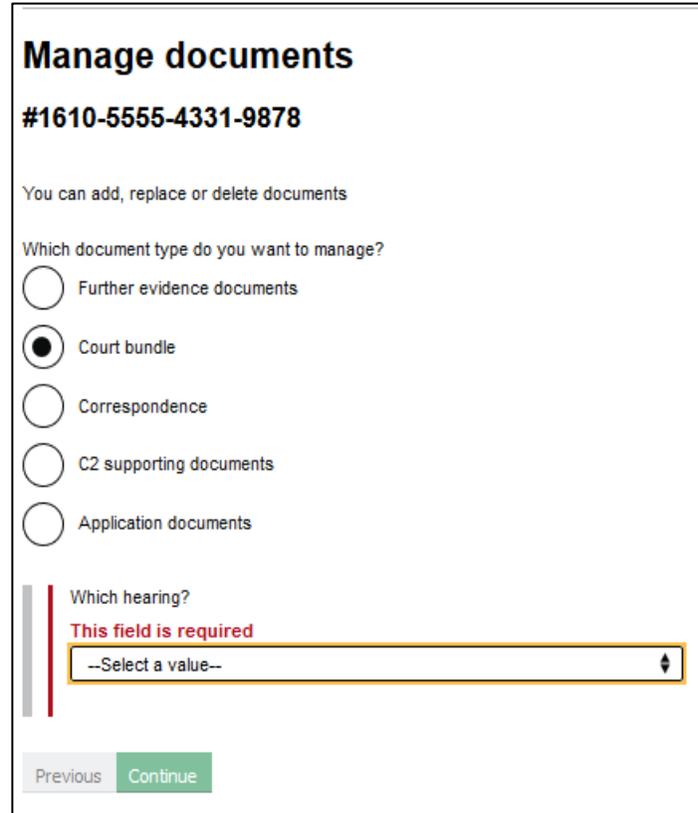


Upload a Bundle

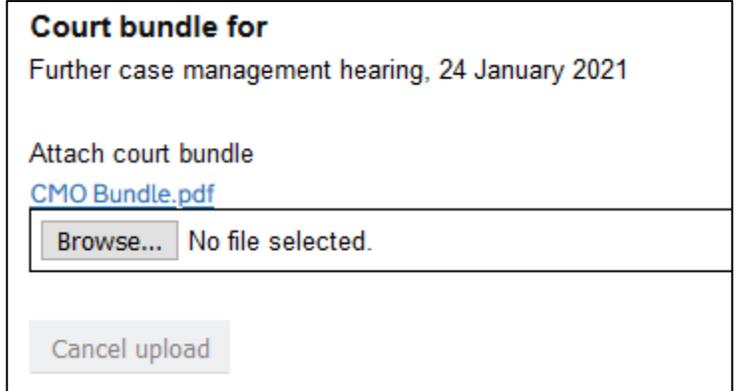
Select a Manage documents from the next step drop down menu



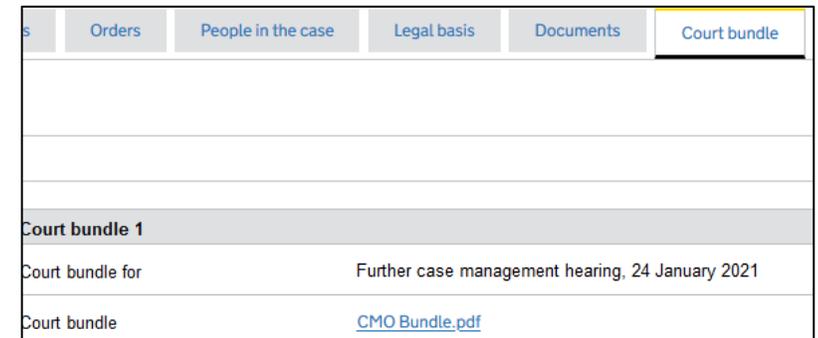
Select Court Bundle and choose the hearing to which the bundle refers.



Click the browse button and choose the bundle from your file list. Select Continue



When you click save on the check your answers page a copy of the bundle will be saved under the Bundles Tab



Upload an “agreed” order for Judicial Approval post hearing.

To upload an agreed CMO and draft order for approval, select Upload draft orders from the next step drop down menu

Select Agreed CMO option and choose the hearing to which the order relates from the dropdown menu.

Click the browse button and select the required order.

Next step: Upload draft orders Go

C2 Confidential information

Upload draft orders

#1612-3480-8362-0584

You can add CMOs and C21s that relates to the same hearing in one go.

If they are for different hearings, or are not related to any hearings, add these separately.

What order are you adding?

Case Management (CMO)

Draft Order (C21)

Previous Continue

[Cancel](#)



HM Courts &
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Upload CMO

#1610-5555-4331-9878

Hearings with CMOs already being reviewed

Case management hearing, 13 January 2021

Which CMO are you uploading, and what do you want the judge to do?

- Draft CMO from advocates' meeting - judge to review before hearing
- Agreed CMO discussed at hearing - judge to check and seal

Which hearing does this CMO relate to?

This field is required

--Select a value--

Previous Continue

Upload draft orders

#1612-3480-8362-0584

Order

Add new

Order

Remove

Order title

Upload the order

Choose file No file chosen

Cancel upload

Add new

Previous Continue

Click the continue button and check your documents. When you click submit the hearing judge will receive a notification and the documents will be saved under the draft orders tab.



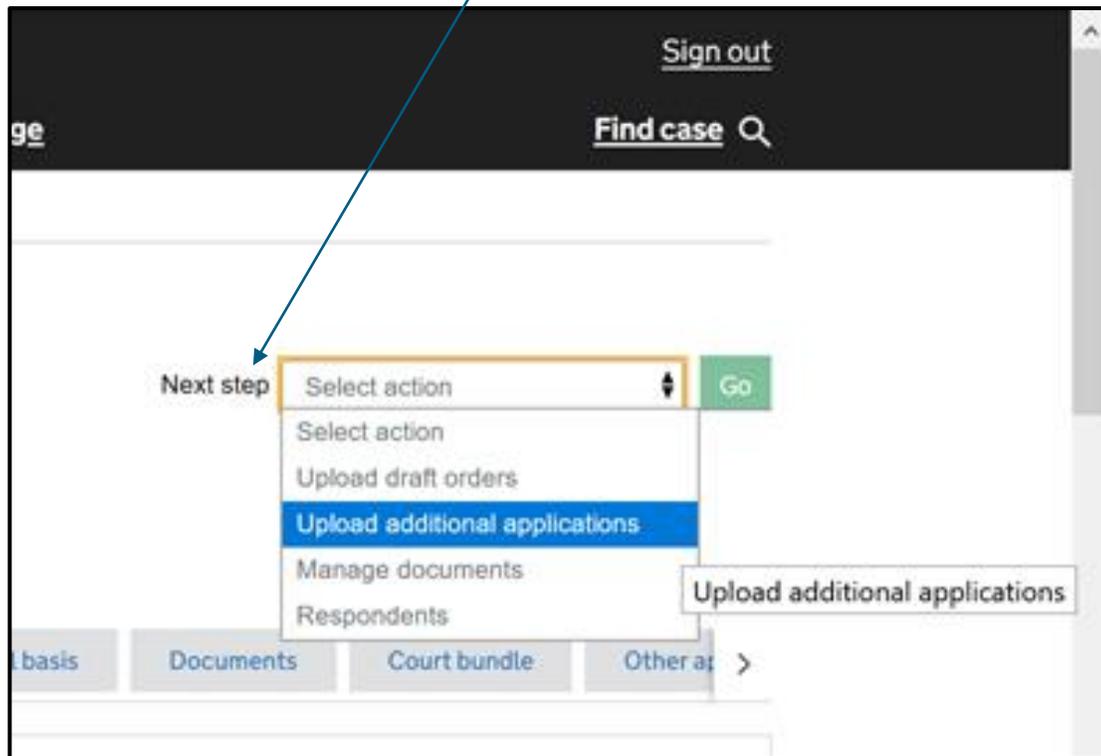
HM Courts &
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Section 7

Making an additional application

Making an additional application

When you have selected the relevant case from your case list, select **Upload additional applications** from the *next step* dropdown menu. Click GO.



Select the type of application being made.

Upload additional applications

#1615-3644-8210-9431

Use this feature to upload applications for additional orders. You might need to upload additional forms, depending on your application type.

What are you applying for?

- Other specific order - including C1 and C100 orders, and supplements
- C2 - to add or remove someone on a case, or for a specific request to the judge

Previous

Continue



Making an additional application

You will then be required to select the type of application and click continue

Other applications

Select application
This field is required

--Select a value--

--Select a value--

Up: C1 - Change surname or remove from jurisdiction

C1 - Appointment of a guardian

C1 - Termination of appointment of a guardian

C1 - Parental responsibility

C1 - With supplement

C3 - Search, take charge and delivery of a child

C4 - Whereabouts of a missing child

C12 - Warrant to assist person authorised by an emergency protection order

C17 - Education supervision order (ESO)

C17a - Variation or extension of ESO

C19 - Warrant of assistance

C63 - Declaration of parentage

C100 - Child arrangements, prohibited steps or specific issue

This field is required

Using the browser function select and upload a copy of the application

Upload application

File required

Browse... No file selected.

Supplements (Optional)

Add new

Supplements

Remove

Document name

This field is required

--Select a value--

Notes (Optional)

Upload document

Browse... No file selected.

Cancel upload

Add new

Supporting Documents (Optional)

Add new

Previous

Continue

You can now add any required supplements to the application e.g. copy order and any supporting documents by using the browse function



Making an additional application

Upload additional applications

#1615-3644-8210-9431

Add payment details

Application fee to pay

£215.00

Paid with PBA

Yes No

Payment by account (PBA) number

For example, PBA1234567

Client code (Optional)

Customer reference (Optional)

[Previous](#) [Continue](#)

[Cancel](#)

You will now be directed to the payment page, the fees payable are automated and are linked to each application type

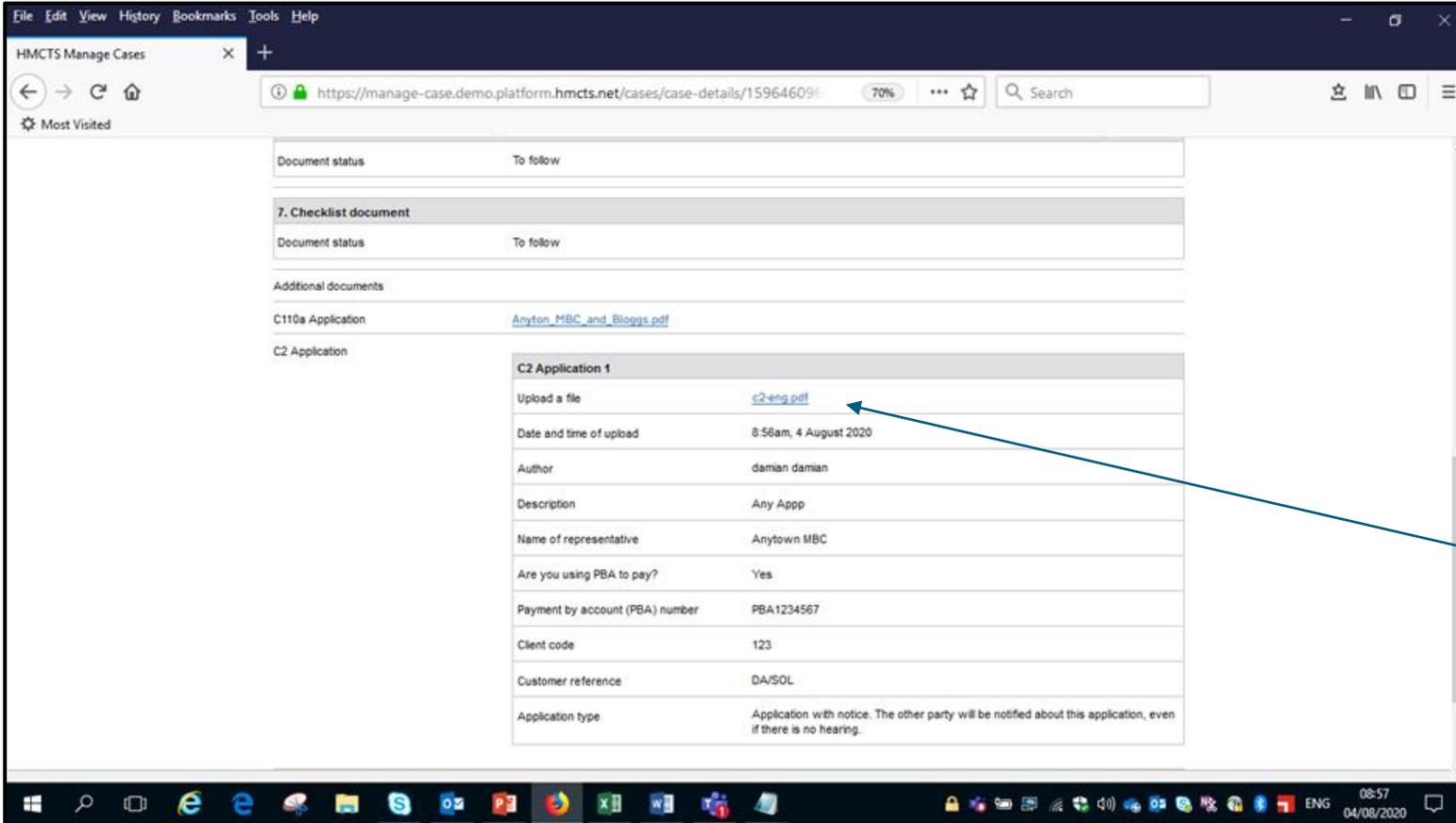
PBA - Please provide your PBA number in the description box for the service to deduct the fee directly from your account. Please ensure that you complete the customer reference, this will assist your finance teams to audit the payments when they receive the PBA invoices from HMCTS.

If you choose not to make a payment via PBA the court will contact you to arrange payment.

When you press continue you will be directed to a check your answers page where you can make any necessary amendments before the application is submitted, click **Save and Continue**



Making an additional application



The screenshot shows a web browser window titled 'HMCTS Manage Cases' with the URL <https://manage-case.demo.platform.hmcts.net/cases/case-details/15964609f>. The page displays a 'Document status' section with 'To follow' and a '7. Checklist document' section also with 'To follow'. Under 'Additional documents', there are two application entries: 'C110a Application' with a link to 'Anyton_MBC_and_Bioggs.pdf' and 'C2 Application'. The 'C2 Application 1' section is expanded, showing a table of details:

C2 Application 1	
Upload a file	c2-eng.pdf
Date and time of upload	8:56am, 4 August 2020
Author	damian damian
Description	Any App
Name of representative	Anytown MBC
Are you using PBA to pay?	Yes
Payment by account (PBA) number	PBA1234567
Client code	123
Customer reference	DA/SOL
Application type	Application with notice. The other party will be notified about this application, even if there is no hearing.

A blue arrow points from the 'c2-eng.pdf' link in the 'C2 Application 1' section to the 'Additional documents' section, indicating that a copy of the application is available for reference.

The service will now automatically notify the CTSC who will refer the application to the allocated Judge.

A copy of the application can be found within the other applications tab for reference.





HM Courts &
Tribunals Service

Section 8

Notifications

Auto-notifications - Examples

GOV.UK

Dear James Nelson

Swansea City Council has made a new C110A application on the Family Public Law (FPL) digital service.

They've given your details as a respondent's legal representative.

You should now ask your organisation's FPL case access administrator to assign the case to you.

HM Courts & Tribunals Service

Do not reply to this email. If you need to contact us, call 0330 808 4424 or email contactfpl@justice.gov.uk

If the Local Authority have the Respondents solicitors details the service will automatically send a notification. If your firm is registered your Case Access Admin (CAA) can assign the case to a specific user.

GOV.UK

Dear Tom Wilson

Swansea City Council has made a new C110A application on the Family Public Law digital service.

They've given your details as a respondent's legal representative.

Legal representatives must be registered to use the service.

After you've registered, you'll be able to:

- access relevant case files
- upload your own statements and reports
- make applications in the case, for example C2

You can register at <https://manage-org.platform.hmcts.net/register-org/register>

You'll need your organisation's Pay By Account (PBA) details.

HM Courts & Tribunals Service

Do not reply to this email. If you need to contact us, call 0330 808 4424 or email contactfpl@justice.gov.uk

If the Local Authority have the Respondent Solicitors' details but the firm are not registered a notification will be sent providing a link to the registration portal.

GOV.UK

Dear Swansea City Council,

Bloggs, mockcaseID, hearing 1 Jan 2050

There is a new order or direction. You can download a copy from: <https://gateway-fpl-case-service-pr-912.service.core-compute-preview.internal/documents/de9ab1b2-25be-4076-b837-11e8e29e76d9/binary>.

Or, you can sign in to view it: https://ccd-case-management-web-aat.service.core-compute-aat.internal/case/PUBLICLAW/CARE_SUPERVISION_EPO/1583231881211217

If there are any directions for you, you need to comply with them.

HM Courts & Tribunals Service

Please do not reply to this email. If you need to contact us, email: PublicLawAndAdoption@justice.gov.uk

When an order has been approved by the Judge all parties will receive an automatic notification from the service. On clicking the link you will be able to view and download the order





HM Courts &
Tribunals Service

Section 9

Sharing Cases with Colleagues

Sharing cases with colleagues

All cases will be accessible for members of the team that have an active account at the time that the case was issued. If you add a new team member you will need to share the cases that are currently on the portal to allow them to access. Any cases that are added after the user was active will be able to be accessed in the usual way. The following slides provide the guidance on how to share a case

MyHMCTS Manage Cases [Sign out](#)

[Case list](#) [Create case](#) [Find case](#) 🔍

BETA This is a new service – your [feedback](#) will help us to improve it.

Case List

[Show Filter](#) [Share case](#)

Case List

Displaying 1 - 10 out of 10 results [Reset case selection](#)

<input type="checkbox"/>	Case reference	Case created date	Pet. First name	Pet. Last name	Resp. First name	Resp. Last name	Due Date	Divorce Unit	Last Modified
<input checked="" type="checkbox"/>	1569-4225-9015-6235	25 Sep 2019, 2:43:10 PM	PetitionerFirstName	PetitionerLastName	RespondentFirstName	Respondent Last Name	25 Oct 2019	East Midlands Divorce Unit (Nottingham)	27 Sep 2019 11:28:12 AM
<input checked="" type="checkbox"/>	1569-5099-2024-0662	26 Sep 2019, 2:58:40 PM	test	test	ghfg	dg	27 Oct 2019	East Midlands Divorce Unit (Nottingham)	27 Sep 2019 12:20:48 PM
<input checked="" type="checkbox"/>	1569-7948-1724-1861	29 Sep 2019, 10:06:57 PM	James	St Patrick	Tasha	St Patrick		East Midlands Divorce Unit (Nottingham)	29 Sep 2019 10:06:58 PM
<input type="checkbox"/>	1569-8531-3112-0134	30 Sep 2019, 2:18:51 PM	PetitionerFirstName	PetitionerLastName	RespondentFirstName	Respondent Last Name		East Midlands Divorce Unit (Nottingham)	30 Sep 2019 2:18:53 PM
<input type="checkbox"/>	1569-8815-6285-5324	30 Sep 2019, 10:12:42 PM	James	St Patrick	Tasha	St Patrick		Courts and Tribunals Service Centre	30 Sep 2019 10:15:21 PM

When you log onto the service you will be presented with a case list of all cases relevant to your local authority

On the left hand side of each case you will notice a tick box. Tick each case that you would like to share with your colleague or tick the box at the top of the list that will select all cases on the screen. Next click **Share case**

Next click **Share case**



Sharing cases with colleagues

You will then see a box to 'Add recipient', enter the email address of the user whom you wish to provide access to the case. Note: You can add more than one user

MyHMCTS Manage Cases [Sign out](#)
[Case list](#) [Create case](#) [Find case](#)

BETA This is a new service – your [feedback](#) will help us to improve it.

[Back](#)

Share a case
Add recipient

Enter email address
 Search by name or email address. You can only add people from your organisation individually – but you can add as many as you like.

[Can't find an email address?](#)

Selected cases

You will then see a summary of the cases are about to be shared with which users in your organisation. Once you click 'Continue' the users will have access to the selected case/s:

MyHMCTS Manage Cases [Sign out](#)
[Case list](#) [Create case](#) [Find case](#)

BETA This is a new service – your [feedback](#) will help us to improve it.

[Back](#)

Share a case
Add recipient

Enter email address
 Search by name or email address. You can only add people from your organisation individually – but you can add as many as you like.

[Can't find an email address?](#)

Selected cases [Close all](#)

Paul Saddlebrook Vs Jennifer Saddlebrook
 4748-2828-7712-8233

All users with access to this case.

Name	Email address	Actions
Dominika Garnerh	dominika.garnerh@wedlakebell.com	
Ivy-Rose Ireland	ivy.rose.ireland@wedlakebell.com	<input type="button" value="Cancel"/>
Jadene Harris	jadene.harris@wedlakebell.com	<input type="button" value="Remove"/> <input type="button" value="TO BE REMOVED"/>
Michele Serrano	michele.serrano@wedlakebell.com	<input type="button" value="Cancel"/> <input type="button" value="TO BE ADDED"/>
Terence Williams	terence.williams@wedlakebell.com	<input type="button" value="Cancel"/> <input type="button" value="TO BE ADDED"/>

Neha Venkatanarasimharaj Vs Sanjet Venkatanarasimharaj
 9417-3739-9576-5131

All users with access to this case.

Name	Email address	Actions
Dominika Garnerh	dominika.garnerh@wedlakebell.com	
Ivy-Rose Ireland	joe.bloggs@wedlakebell.com	<input type="button" value="Remove"/>
Michele Serrano	michele.serrano@wedlakebell.com	<input type="button" value="Cancel"/> <input type="button" value="TO BE ADDED"/>
Terence Williams	terence.williams@wedlakebell.com	<input type="button" value="Cancel"/> <input type="button" value="TO BE ADDED"/>

When you click continue you will be directed to a confirmation page. Click confirm to allow users to access the selected cases



Sharing cases with colleagues

Not Secure | xui-webapp-pr-873.service.core-compute-preview.internal/cases/case-share?init=true

Joe Elliott	joe.elliott@woodford.com	Remove	
Steve Harrison	steve.harrison@woodford.com	Remove	
1573925439311211		Deselect case	—
Users from your organisation with access to this case.			
Name	Email address	Actions	
James Priest	james.priest@woodford.com	Remove	
Shaun Coldwell	shaun.coldwell@woodford.com	Cancel	TO BE REMOVED
1574006431043307		Deselect case	—
No users from your organisation currently have access to this case.			
Name	Email address	Actions	
Joel Molloy	joel.molloy@lambbrooks.com	Cancel	TO BE REMOVED
Kate Grant	kate.grant@lambbrooks.com	Cancel	TO BE REMOVED
Nick Rodrigues	nick.rodrigues@lambbrooks.com	Cancel	TO BE REMOVED

Users can also remove a user's access to a case from the same page and at the same time of adding / sharing users to a case from the 'Share a Case' page. Users will see a 'Remove' link under the Actions columns on the page. Please note that users will not be able to remove themselves from a case.

When the user selects the remove option the link text will change to 'Cancel' and a 'TO BE REMOVED' stamp will appear on the right (see screenshot). You can repeat this step for multiple users across the all cases listed.

When you have finished adding / removing the colleagues you wish to share the cases with, click 'continue'.



Sharing cases with colleagues

MyHMCTS Manage Cases [Sign out](#)

[Case list](#) [Create case](#) [Find case](#)

BETA This is a new service – your [feedback](#) will help us to improve it.

[Back](#)

Share a case

Check and confirm your cases

Cases

Paul Saddlebrook Vs Jennifer Saddlebrook [Change](#)
4748-2828-7712-8233

Name	Email address	
Ivy-Rose Ireland	ivy-rose.ireland@wedlakebell.com	TO BE REMOVED
Michele Serrano	michele.serrano@wedlakebell.com	TO BE ADDED
Terence Williams	terence.williams@wedlakebell.com	TO BE ADDED

Neha Venkatanarasimharaj Vs Sanjet Venkatanarasimharaj [Change](#)
9417-3739-9576-5131

Name	Email address	
Michele Serrano	michele.serrano@wedlakebell.com	TO BE ADDED
Terence Williams	terence.williams@wedlakebell.com	TO BE ADDED

[Confirm](#)

If the details on the 'check and confirm your cases' screen are correct, click 'confirm'. You will then be taken to the final confirmation screen. If you need to make any changes, click the 'back' link at the top left of the screen to go back to the previous one (see step 4), or click 'change'.

All the cases that have been shared with you by your colleagues will also appear in your case list, any colleagues that were removed will disappear from the list. Your case list will become a list of all cases you have access to.





HM Courts &
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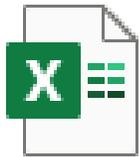
Section 10

Acting on behalf of a Local Authority

External Professional Solicitor acting on behalf of a Local Authority

Following extensive engagement, we understand that some Local Authorities outsource Family Public Law case creation and management to an External Professional Solicitors (**EPS**). This new functionality will enable LAs to share cases with an EPS / OLA via the digital service to support this collaboration

To use this new functionality, you will need to populate the spreadsheet below with your details and the Local Authority that you intend to work with. Please note that you must already be registered to the service. see [Manage Your Organisation](#)



LA_Onboarding_3rd_
Parties.xlsx

Your completed spreadsheet should then be **shared with your Regional Implementation Lead** who will pass this information on to the FPLA service team. A list of your Regional Implementation Leads can be found [here](#)

When the spreadsheet has been actioned by the Project Technical Team you will be able to issue cases on behalf of the Local Authority and provide access to those cases to your colleagues.

All the guidance on issuing a C110a application can be found on the Local Authority Guidance pack. Please contact your [Regional Implementation Lead](#) or download via [Basecamp](#)





HM Courts &
Tribunals Service

Section 11

**Next Steps, Journey so far and Technical
Support feedback & technical support**

Next steps –

As part of this project, it is important that we receive your feedback on areas of improvement to the service and process.

Due to this feedback, changes will be made to the service and as more features develop, the processes and this guide will be updated to reflect those changes.

The project team will be on hand throughout the pilot to offer support and guidance. Please send **queries and any feedback to your local HMCTS Regional Implementation Lead:**

- North West: patrick.reason@Justice.gov.uk
- North East: anne.smith@Justice.gov.uk
- Wales: simon.warwick@Justice.gov.uk
- South East: Ryan.Gallagher@justice.gov.uk
- South West: laura.Saunders@Justice.gov.uk
- Midlands: sarah.hadley@Justice.gov.uk
- London: jan.martin-essoui@Justice.gov.uk

If you encounter any **technical difficulties** in regard to **registering or accessing the service** please contact. – MyHMCTS@justice.gov.uk

All queries relating to Case Management or process should be referred to the CTSC at contactfpl@justice.gov.uk



Our Journey So Far

The Public Law project began in October 2017, with inception events to kick off the project; exploring the public law process and identifying opportunities to streamline and implement improvements.

Our project moved into the discovery/alpha phase in January 2018, where we spent time understanding user needs, building prototypes and testing them with our stakeholders. In August 2018, the project passed its Government Digital Service assessment which allowed the project to proceed with development of the first phase of the digital solution.

In January 2019, we were ready to release the first phase of the new digital service into a Private Beta. The digital service provided an online C110a application form and allowed the case to be dealt with digitally up to the first stages of gatekeeping. We started testing this phase in a small number of selected family courts with their local authorities and Cafcass / Cafcass Cymru.

Since January 2019, over 800 digital applications have been issued and progressed through to gatekeeping online in our four Private Beta sites. We have been working with our users to gather and act upon feedback to continually evolve the digital service.

From 31st January 2020 the project entered the 'Public Beta' phase which means the service will be rolled-out nationally, still in a testing environment and all local authorities and public law legal professionals within England and Wales will be able to use the end to end service. At the same time, we have been developed Phase 2 of the service, which allows a case to be dealt with digitally from start to finish, by implementing order creation and task compliance functionality.

In March 2020 3 of our pilot sites, Liverpool, Cardiff and Swansea transitioned their digital applications to the Courts and Tribunals Service Centre. The CTSC will now support all additional courts in line with the National Roll Out plan.



Agile Project Management

The Reform Programme is committed to delivering its objectives in an 'Agile' manner, ensuring the outputs are fit for purpose and created with end users in mind.

What is 'agile'?

Agile working means:

- getting end users involved from the start and throughout a project
- evolving solutions through regular feedback and user insight
- finding a basic solution quickly which is then tested and enhanced over time.

In terms of practical application, instead of planning and documenting an entire project up front, splitting design, build and test into drawn-out sequential stages, agile approaches suggest that we should focus on the problem we are trying to solve and work iteratively in small multidisciplinary teams to frequently deliver small chunks of things that actually work, planning and learning as we go along.

What it means for this project

A minimum viable product (MVP) is a version of a new product which allows us to collect the maximum amount of validated learning before we progress the product too far causing re-work.

We will provide you with an MVP which may be very different from the final product that will eventually be available publicly. It will be different because we will work with you to improve and enhance the service available based on the feedback you provide.

