

ANNEX 1

MoJ Digital Roadmap

- The Ministry of Justice Digital Roadmap provides an overview of all our current projects involving a digital element, and those that would support provision of a digital service or process.
- The Roadmap is based on contributions from across our business including the National Offender Management Service, Legal Services Commission, Youth Justice Board, Office of the Public Guardian and Her Majesty's Courts & Tribunals Service, and as such is owned by our department as a whole, although the Digital Services Division will lead on ensuring that each project meets the digital by default commitment and the new digital by default service standard.
- The Roadmap is the basis of our future Digital Transformation Portfolio. This will focus on those priority projects that will support our Transforming Justice programme. It has also been used to identify our four proposed exemplar services, along with the guidance published in the Government Digital Strategy.
- Importantly this Roadmap will continuously develop over time as we work to ensure we have realised the full digital potential of existing projects and scope new digital opportunities.

JUSTICE TRANSACTIONS 2011/12

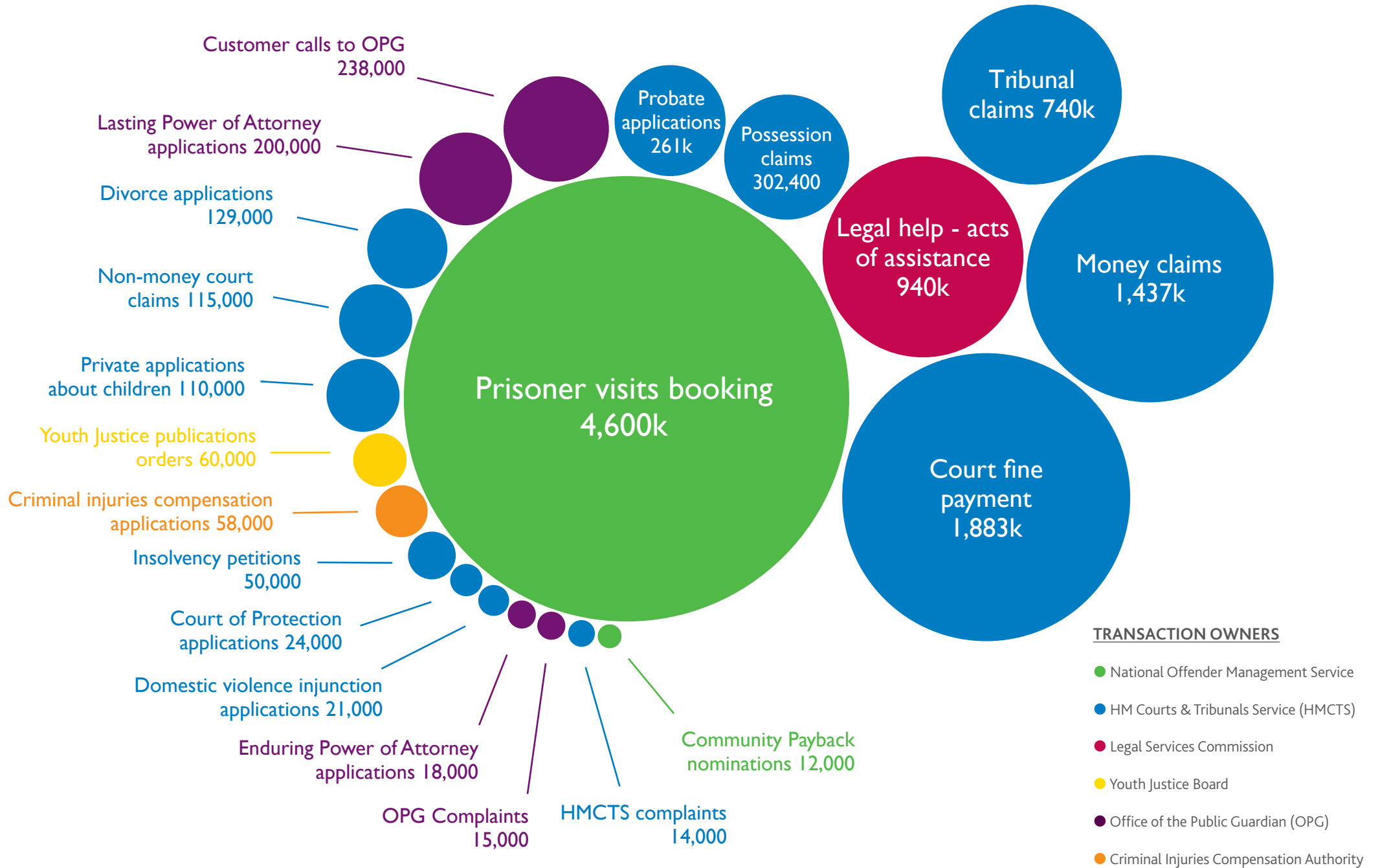
Category	Transactions per year*	Transaction Owner
Prisoner visits bookings	4,600,000	NOMS
Court fine payments	1,882,828	HMCTS
Money claims	1,174,000	HMCTS
Legal help – acts of assistance	940,000	LSC
Tribunal claims	740,000	HMCTS
Possession claims	302,400	HMCTS
Probate applications	261,000	HMCTS
Office of the Public Guardian customer calls	238,000	OPG
Lasting Power of Attorney applications	200,000	OPG
Divorce applications	129,000	HMCTS
Non-money court claims (e.g. for returns of goods)	115,000	HMCTS
Private applications about children (e.g. custody)	110,000	HMCTS
Youth Justice publications orders	60,000	YJB
Criminal injuries compensation applications	58,000	CICA
Insolvency petitions	50,000	HMCTS
Court of Protection applications	24,000	HMCTS
Domestic violence injunction applications	21,000	HMCTS
Enduring Power of Attorney applications	18,000	OPG
Office of the Public Guardian complaints	15,000	OPG
HMCTS complaints	14,000	HMCTS
Community Payback nominations	12,400	NOMS

* based on 2011/12 figures

This is an emerging picture as the department has limited aggregated data on the delivery of information and transaction based services, and the processes that support them.

We are taking action through the digital strategy to address this.

JUSTICE TRANSACTIONS VISUALISATION: 2011/12



TRANSACTION OWNERS

- National Offender Management Service
- HM Courts & Tribunals Service (HMCTS)
- Legal Services Commission
- Youth Justice Board
- Office of the Public Guardian (OPG)
- Criminal Injuries Compensation Authority

MoJ DIGITAL ROADMAP:

This roadmap will be continuously updated as our plans develop

● NOMS ● HMCTS ● HQ ● ALBs / Other agencies



○ indicates projects still under evaluation / delivery times subject to change

