



Digital Support Service

Fact Sheet for Centres

- We Are Digital offers a fully managed and turnkey service to learners and service users. Our whole reason for being is to deliver positive outcomes for our learners allowing them to better their lives and future potential by having access to digital and online services
- HMCTS is moving its services online, which means people will need to fill out any justice service applications forms online. This is where We Are Digital come in and will support people to fill out their justice service application online via our partners and centres
- We'll be providing a dedicated support service, to people who find it difficult to access the online justice services, ensuring that people who may be digitally excluded or just not confident with online forms will get the help they need

People will be able to access support: by phone, online & face-to-face through community and advice centres

- For anyone that comes direct to We Are Digital, we will triage them and assign them to the nearest centre partner that offers the services they require
- If someone goes directly to the centre, the centre can refer them to us to get them registered on our system and we can triage them to ensure they are directed to the correct service for them
- Centres will be offering advice and application assistance to people
- For each completed outcome in the process (e.g. a completed form is submitted) the centres will get paid a fee
- We Are Digital will register both the centre and the applicant on our system to ensure that all outcomes are registered, and the fee payment is made
- We will initially be supporting with the following justice services :
 1. Divorce
 2. Probate
 3. Social Security and Child Support
 4. Online Civil Money Claims
 5. Help with Fees
 6. Single Justice Service