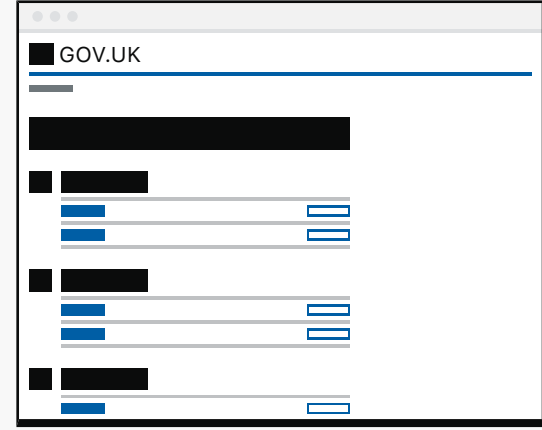
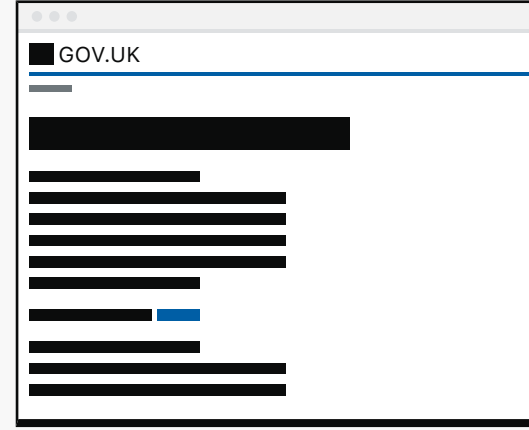


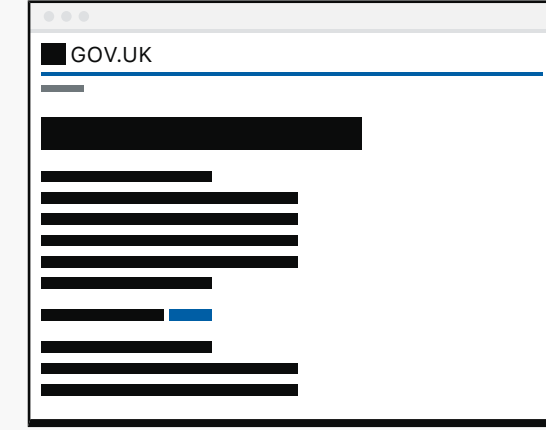
Physical
Evidences



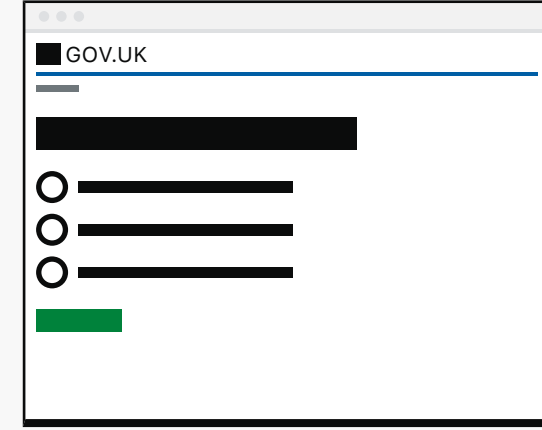
Online Civil Money
Claims dashboard



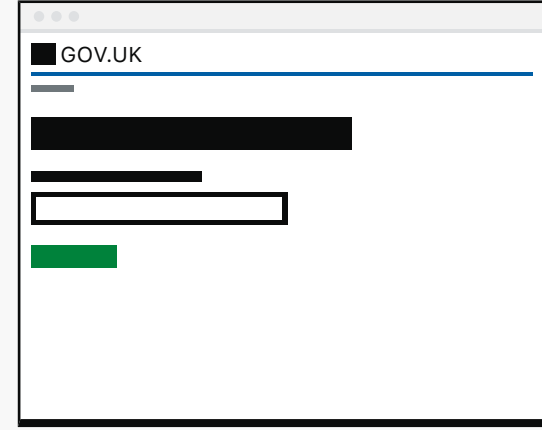
Guidance around
enforcement options



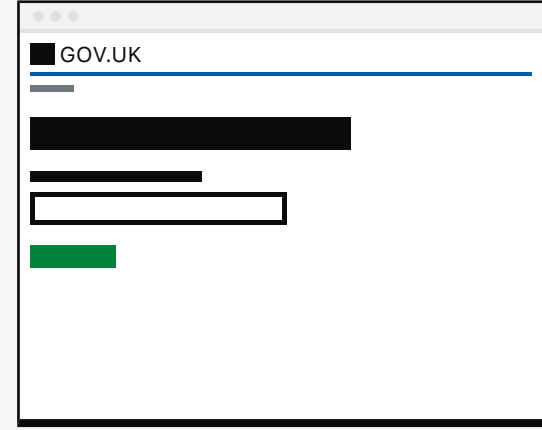
Guidance around
writ of control



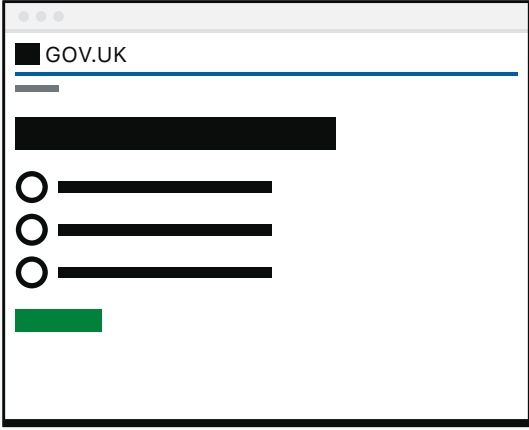
Option to choose
digital writ of control



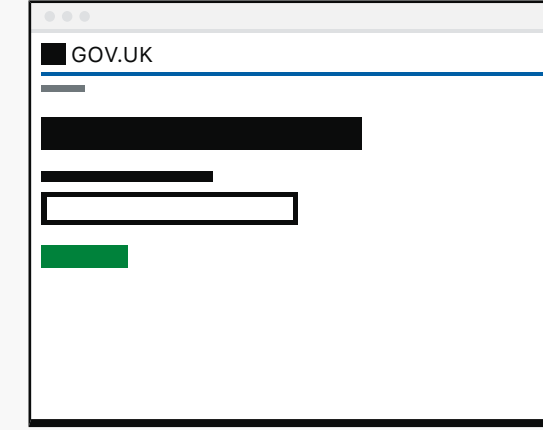
Input case details



Input defendant
details



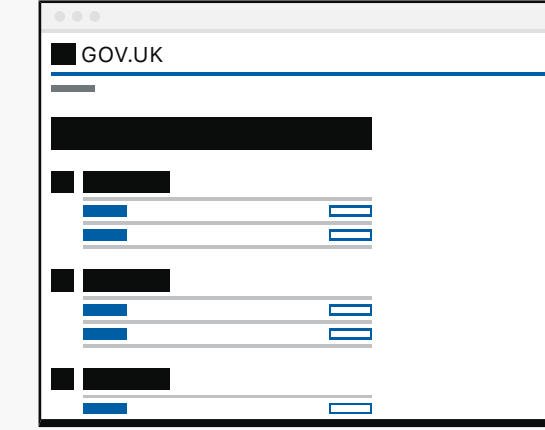
Option to select
appointed HCEO



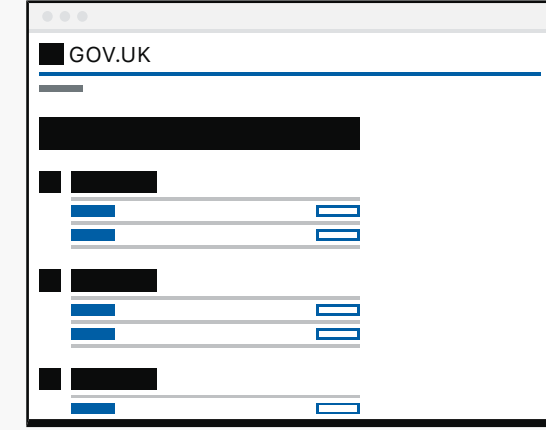
GOV.UK PAY
screens



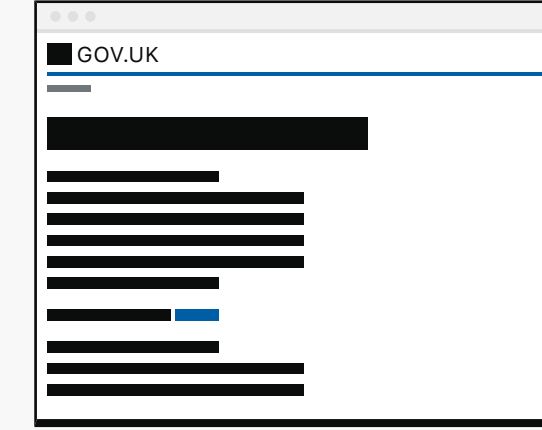
GOV.UK PAY
screens



Online Civil Money
Claims dashboard



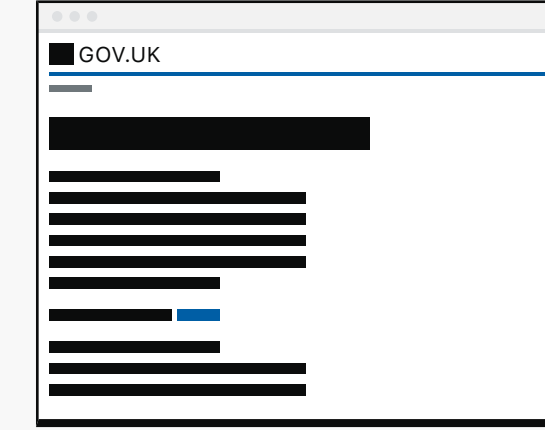
Online Civil Money
Claims dashboard



Digital writ of control



Notification



Notification

Claimant
Actions

Learns that claim
is unresolved

Learns that claim
can be enforced

Decides that
enforcement is
right for them

Chooses digital
writ of control
path

Check and confirm case and defendant details

Appoints HCEO
as required

Pays court fee
for writ of control

Notified that
application has been
sent for approval

Application status
displayed

Made aware of writ
of control being
issued

Digital writ of control
made available

Defendant notified
that a writ of control
has been approved

Appointed HCEO
served with writ
of control

Line of interaction

Front of Stage
interactions

Next steps and
signposting to
enforcement options

Clear, jargon-free
guidance explaining
next steps and
options

Clear, jargon-free
guidance explaining
the specific process
for a writ of control

Option to choose
between existing
process or digital
application for
writ of control

Submits additional details required
to progress application for
writ of control

Regions or
registered HCEOs
presented

Various payment
methods presented
to user to choose
from

Reference number is
played back to user
and next steps are
reiterated

Online Civil Money
Claims dashboard
shows the status of
application connected
to case

Online Civil Money
Claims dashboard
shows the approved
status of application
connected to case

Digital writ of control now
available via Online Civil
Money Claim dashboard.
Next steps and guidance
available and user can
download and serve to
HCEO as desired

Clear instructions
describing the next
steps and what to
expect including
options to stay

New writ of control
format issued to
HCEO

Line of visibility

Back of Stage
interactions

Case status from CCD

Known case and defendant details
retrieved from CCD so that
user does not need to re-enter these

List of registered
HCEO gathered

Payment is taken

Payment record is
connected to
application

Claimant is notified
of approval of
application for writ
of control eg GOV.UK
Notify

Opportunity: send
paper version of writ
of control to claimant

Defendant is notified
of approval of
application for writ
of control eg GOV.UK
Notify

HCEO is sent
notification and
writ of control

Line of internal interactions

Support
processes

Updates to guidance
as necessary

Maintenance of
HCEO register

Maintenance of
HCEO register

Application details are
verified eg CCD, robotics,
court staff