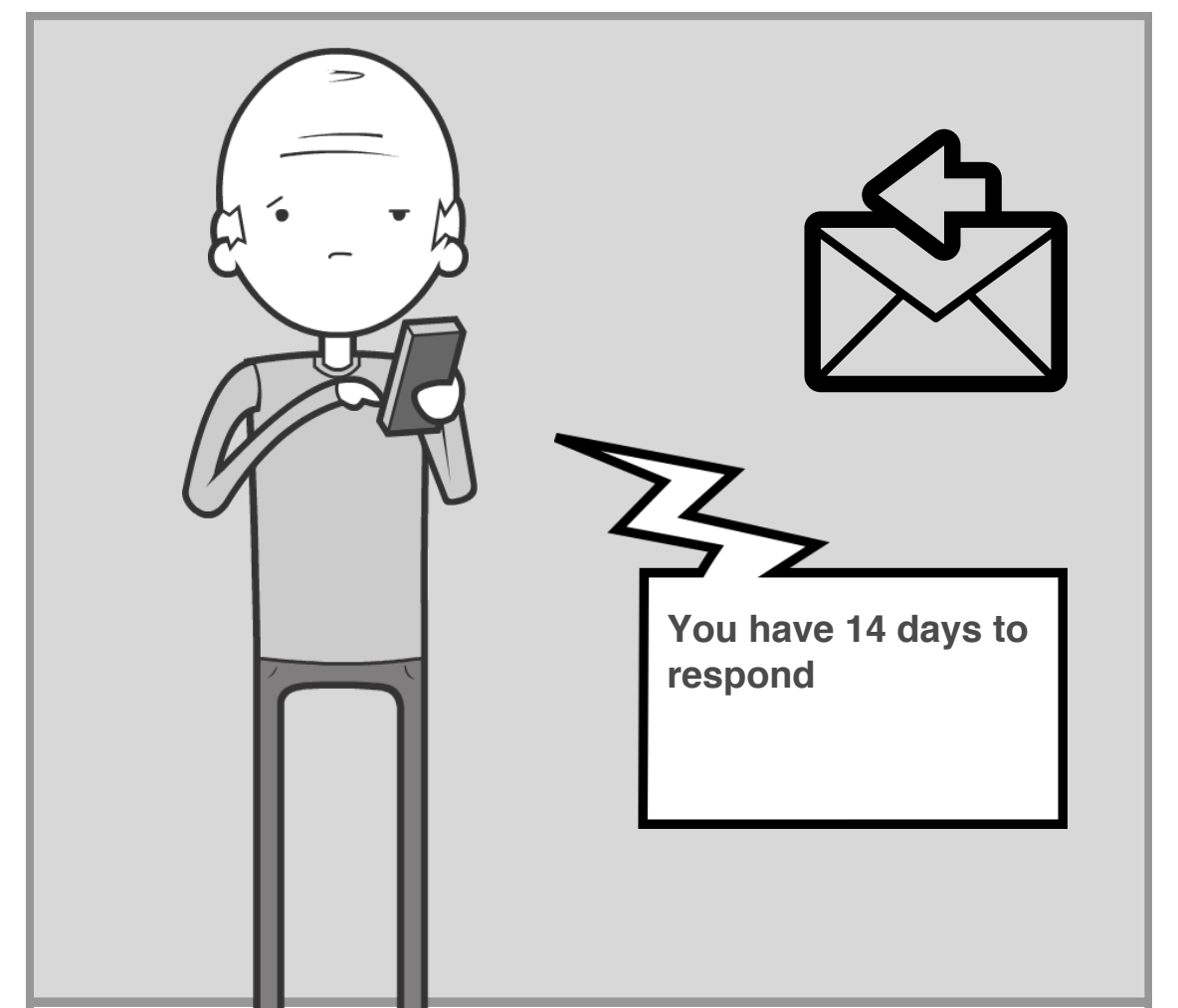
HM Courts &
Tribunals Service

Civil Enforcement: Digital writ of control proposal (end to end from defendant’s perspective)

▲ See MVP service blueprint to view claimant’s action from here

Engagement opportunity 1:
Online Civil Money Claim process

Defendant notified that a claim has been made


You have 14 days to respond

Andrew is notified of Online Civil Money Claim lodged against him by Kate

I can’t deal with this right now

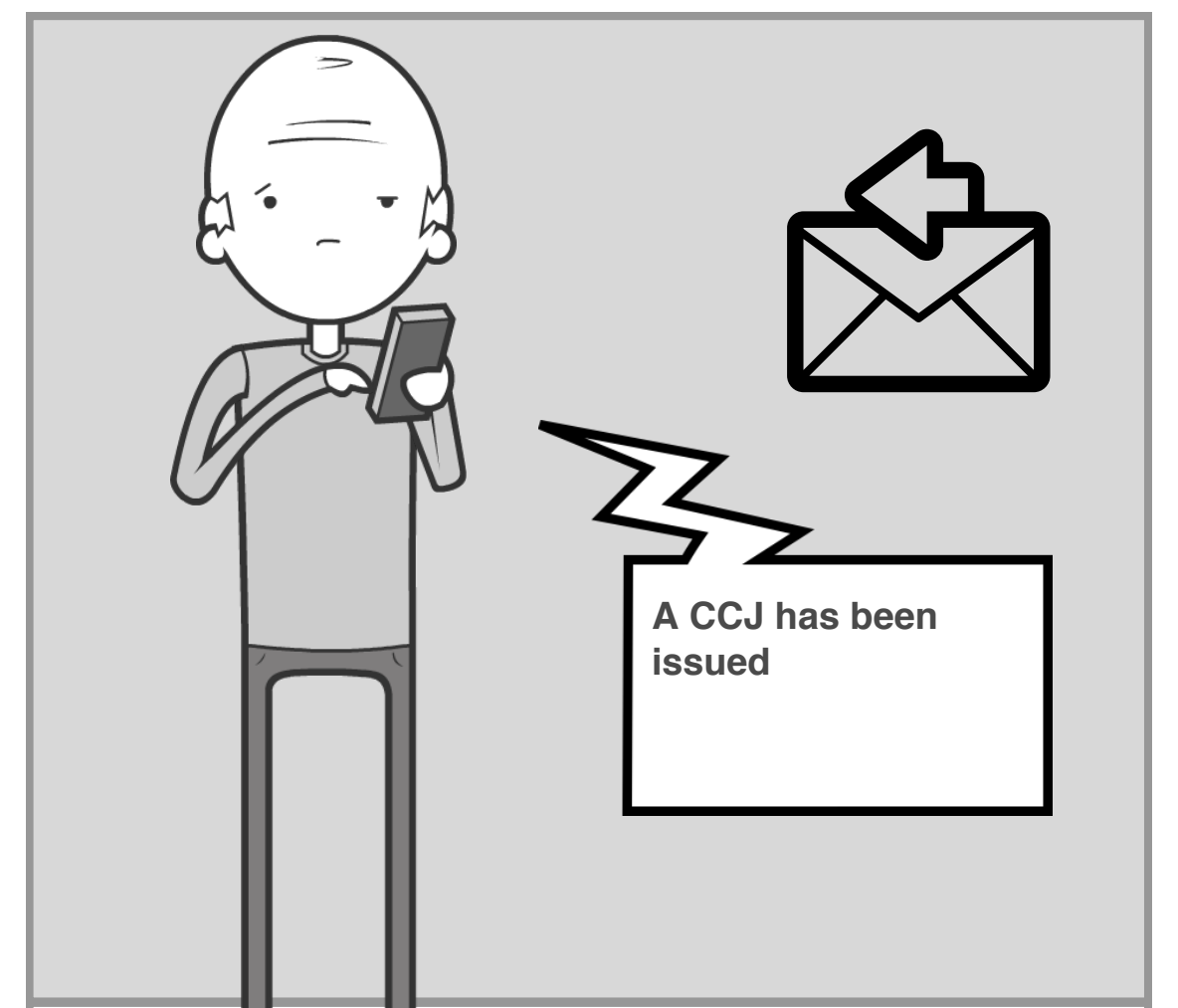
Andrew chooses to ignore notifications and 14 days pass

No response

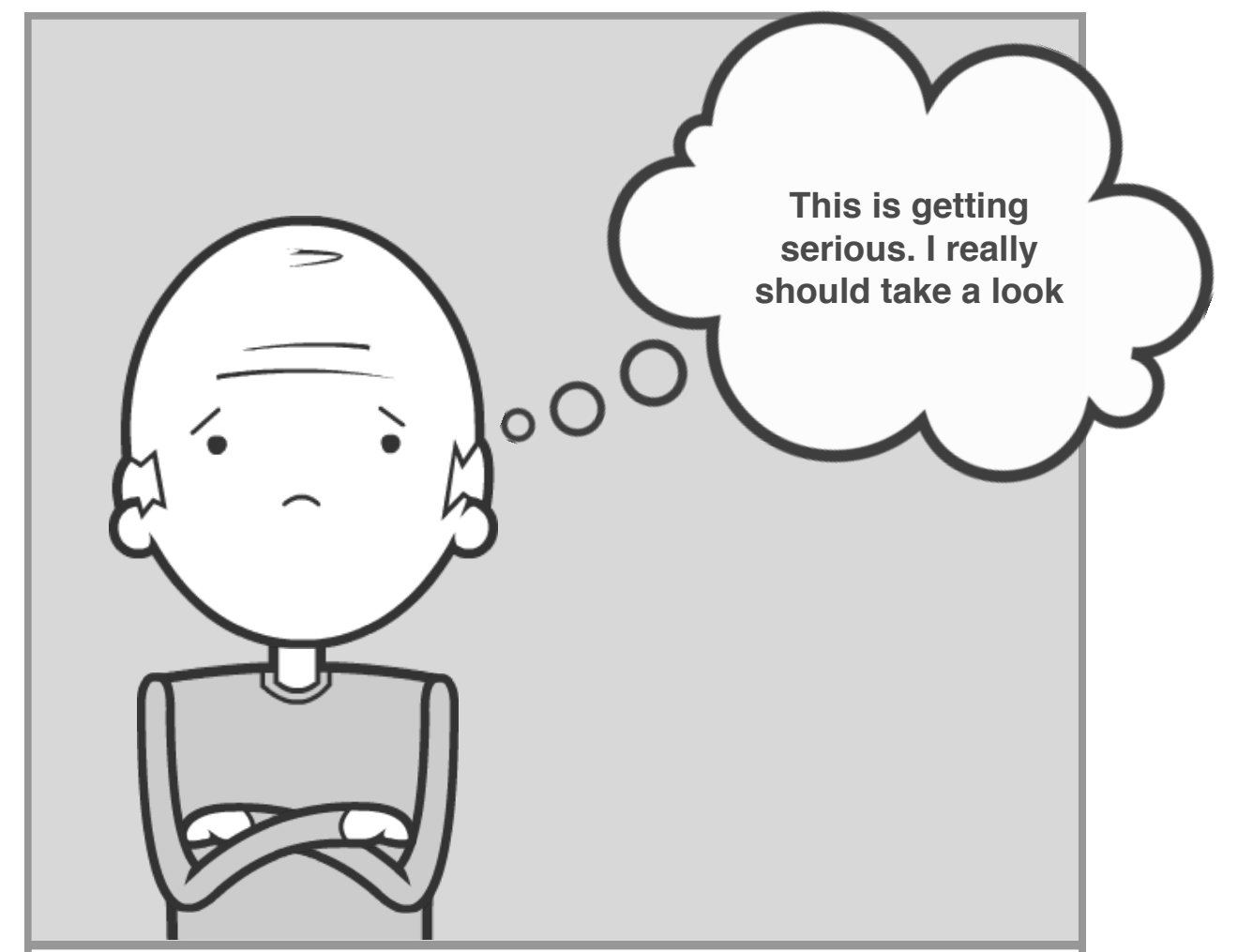
14 days

Engagement opportunity 2:
County Court Judgement process

Defendant notified that a CCJ has been issued

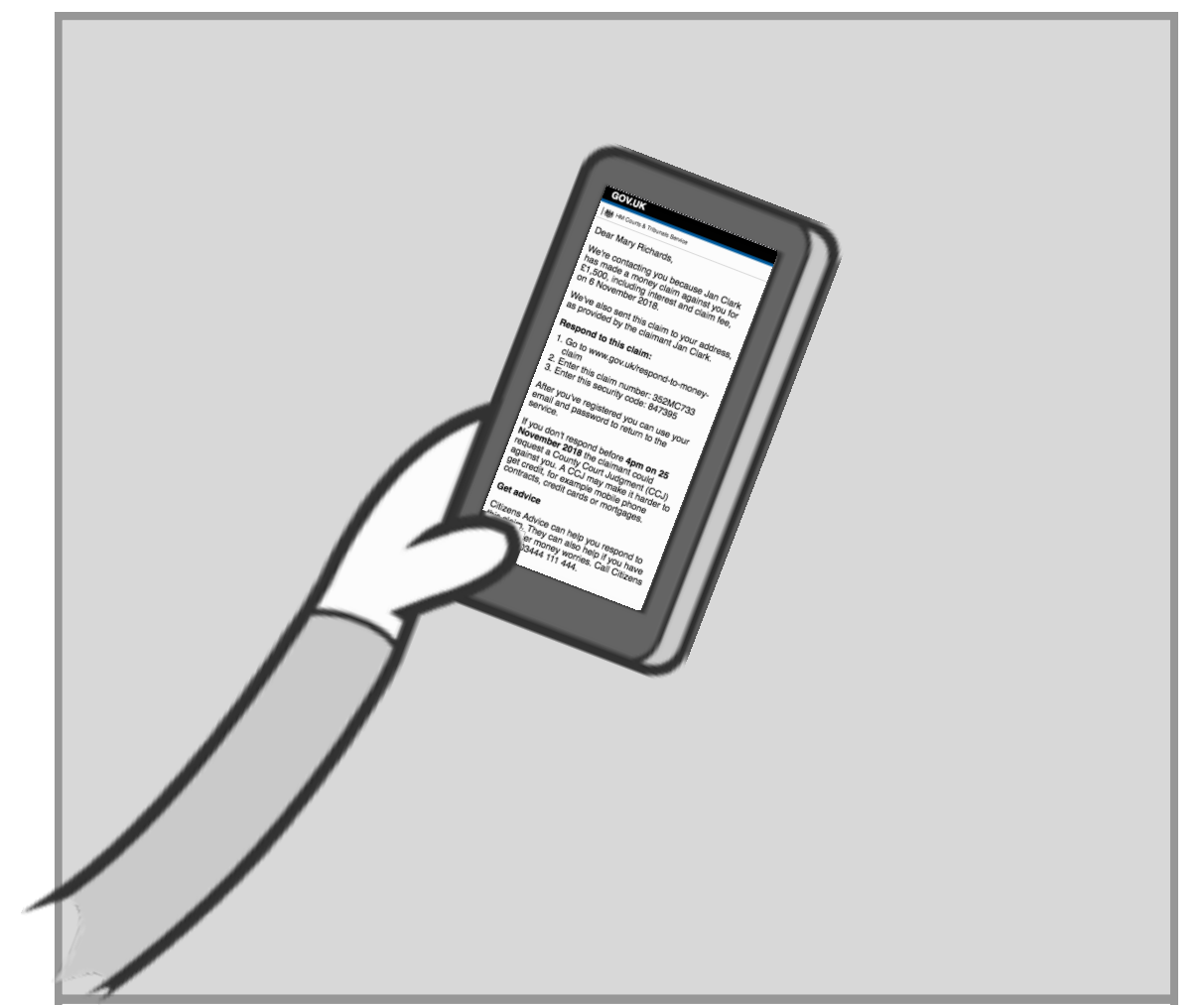

A CCJ has been issued

Andrew is notified that a County Court Judgement has been issued

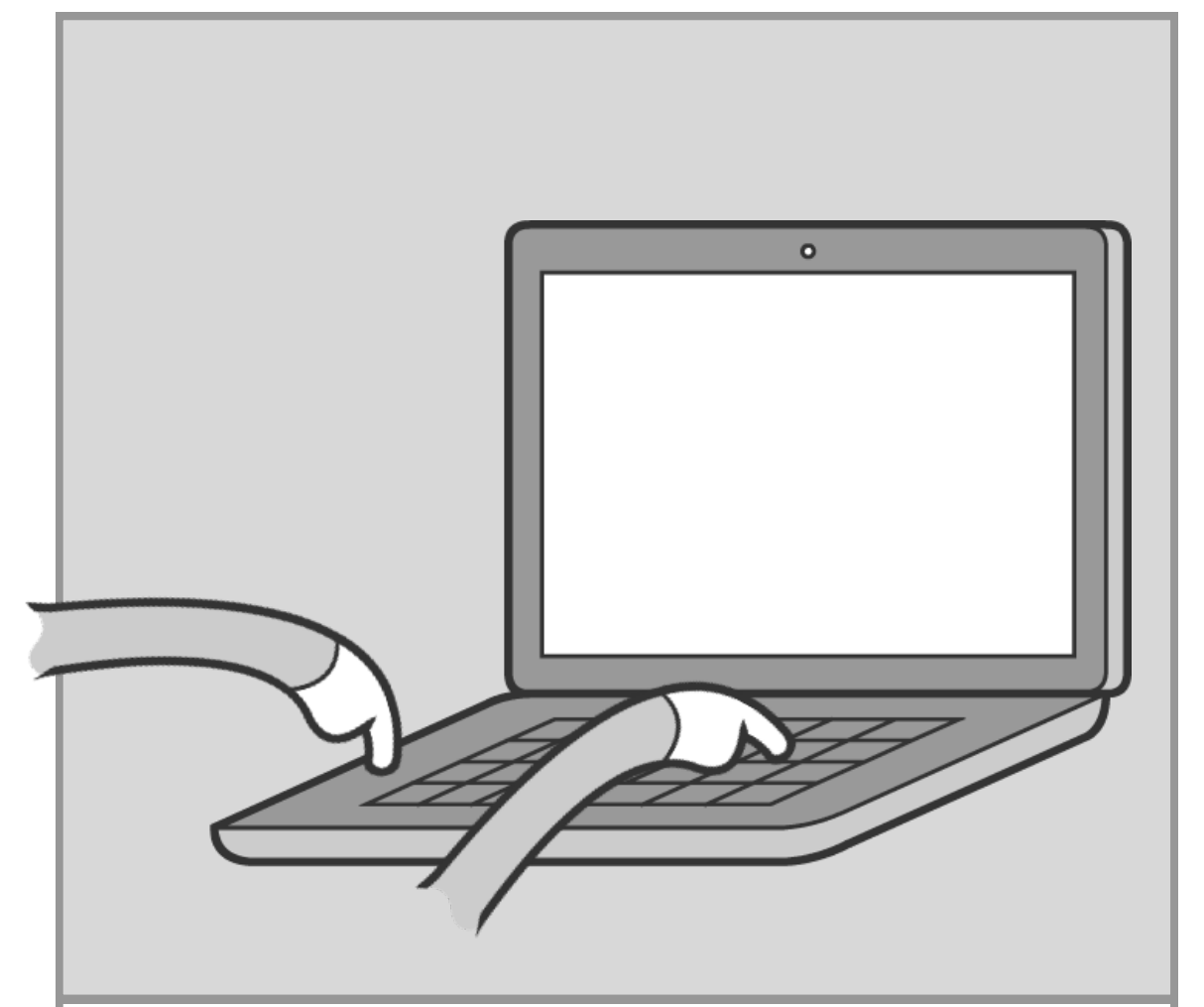

This is getting serious. I really should take a look

Andrew is worried by the CCJ and decides to engage

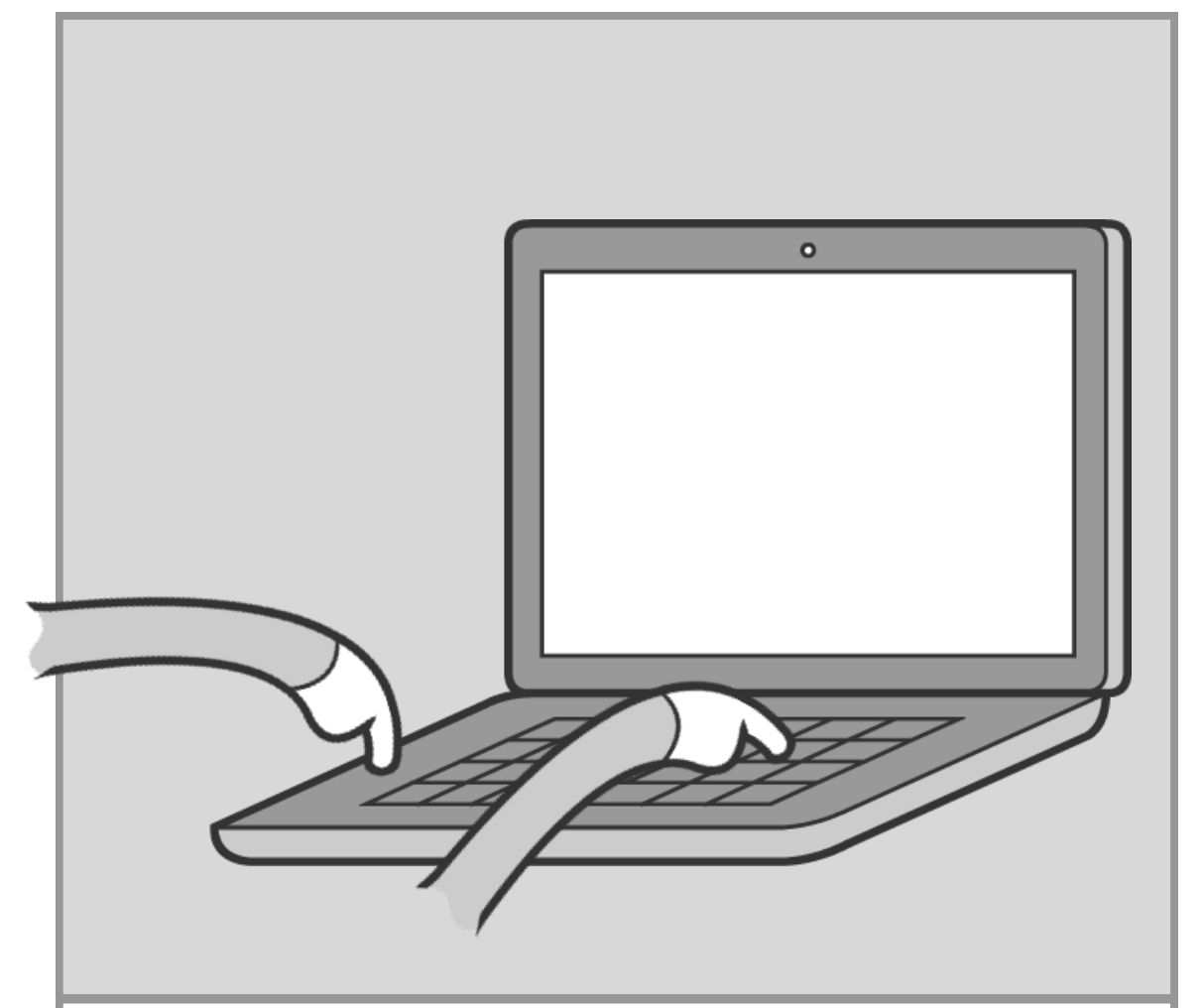
Defendant engages with notifications and accesses the Online Civil Money Claims that has been created for him



Andrew reads the email that was sent to him and proceeds to the OCMC page with the case details

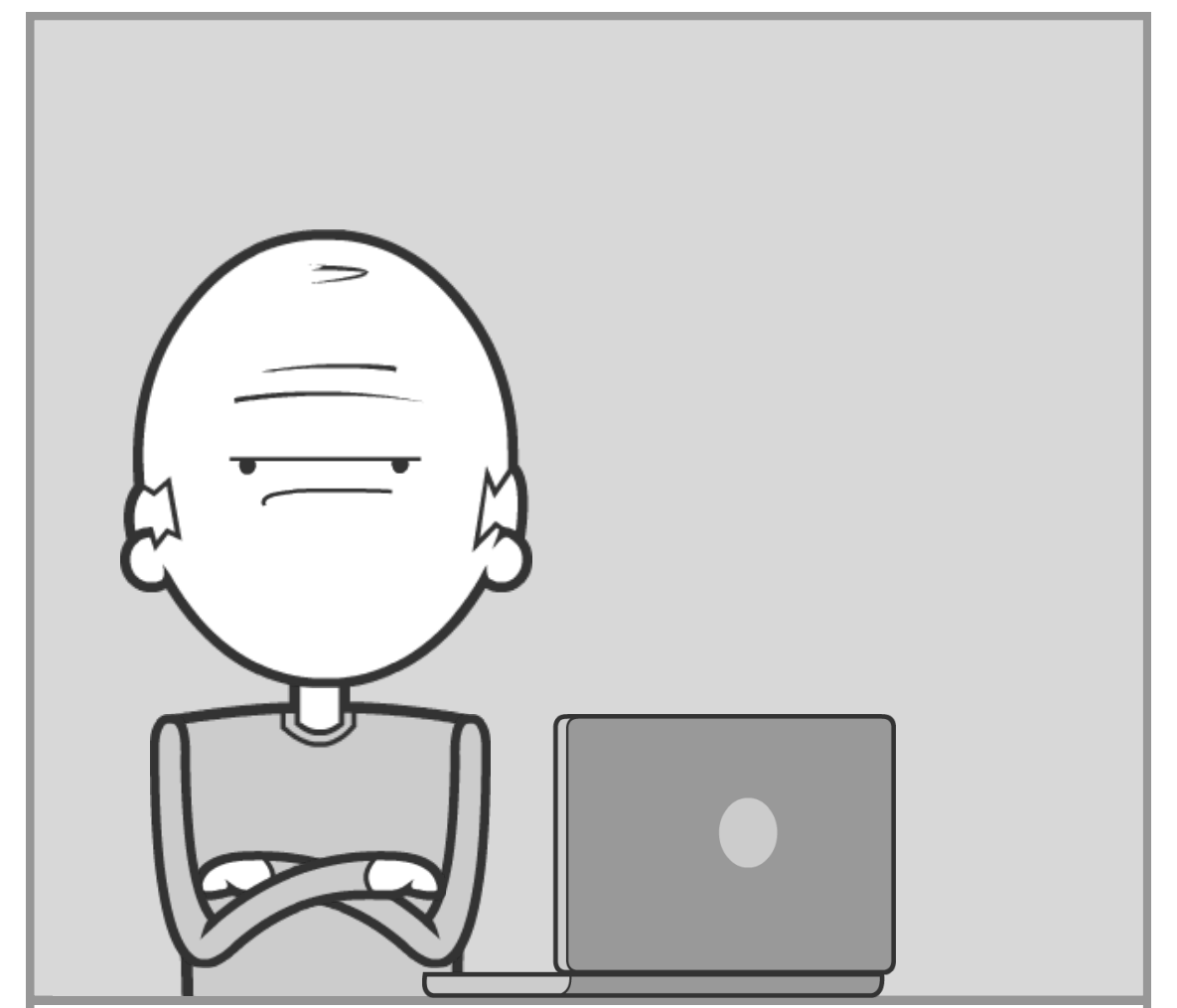


Andrew visits the supplied URL and enters details provided

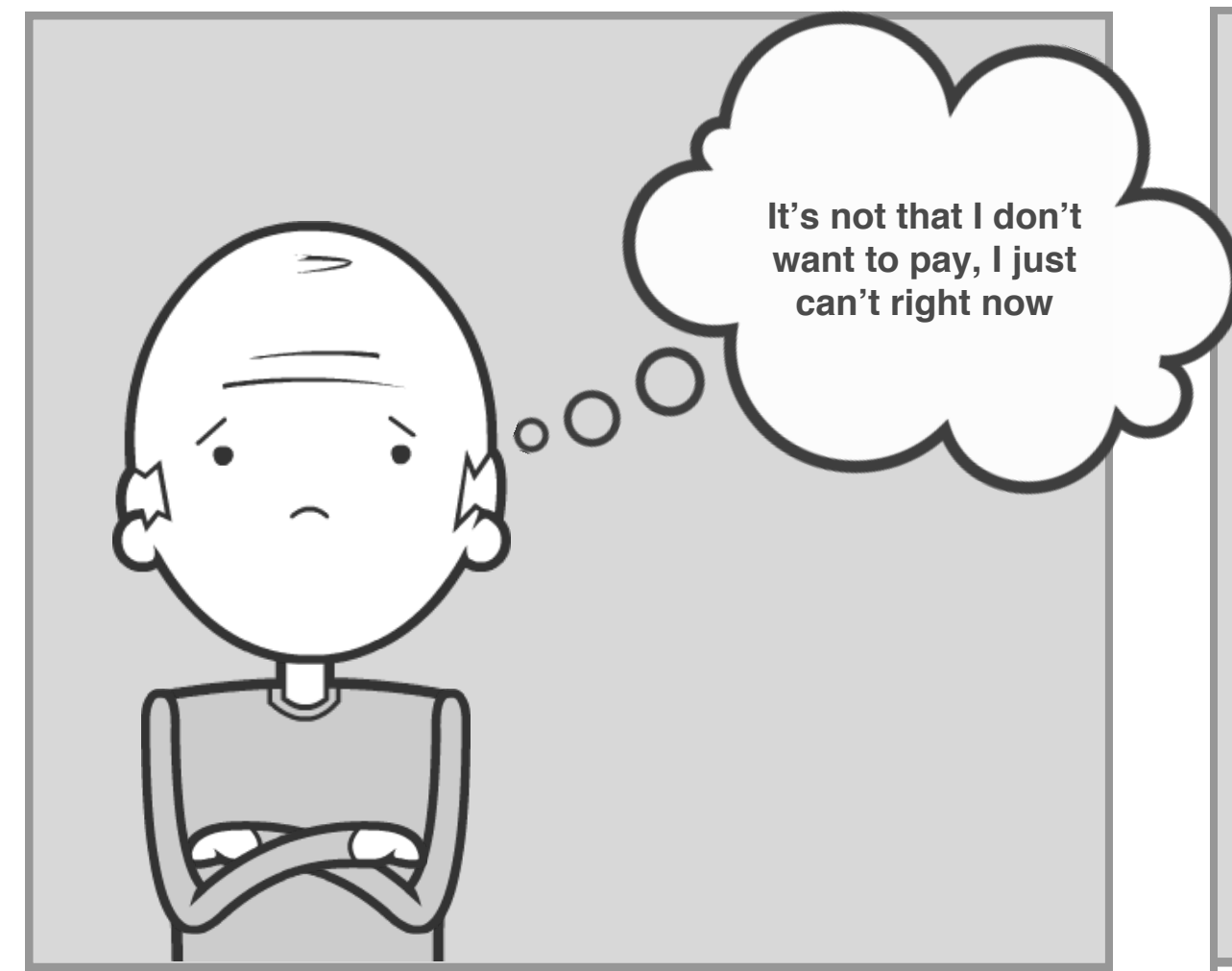


Andrew enters additional details that he should know eg date of birth (additional security)

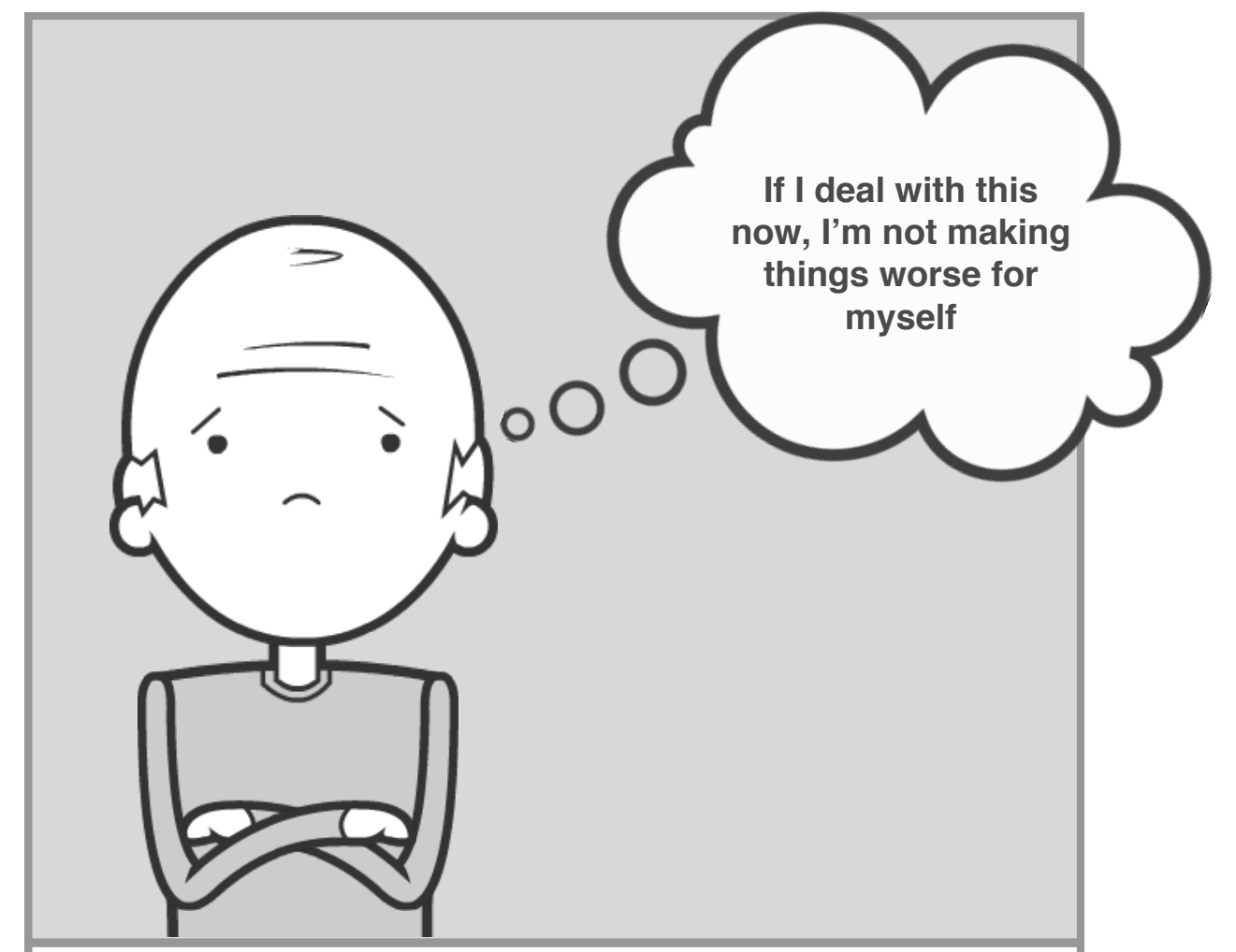
Defendant engages OCMC case details and has a full view of next steps and events to date



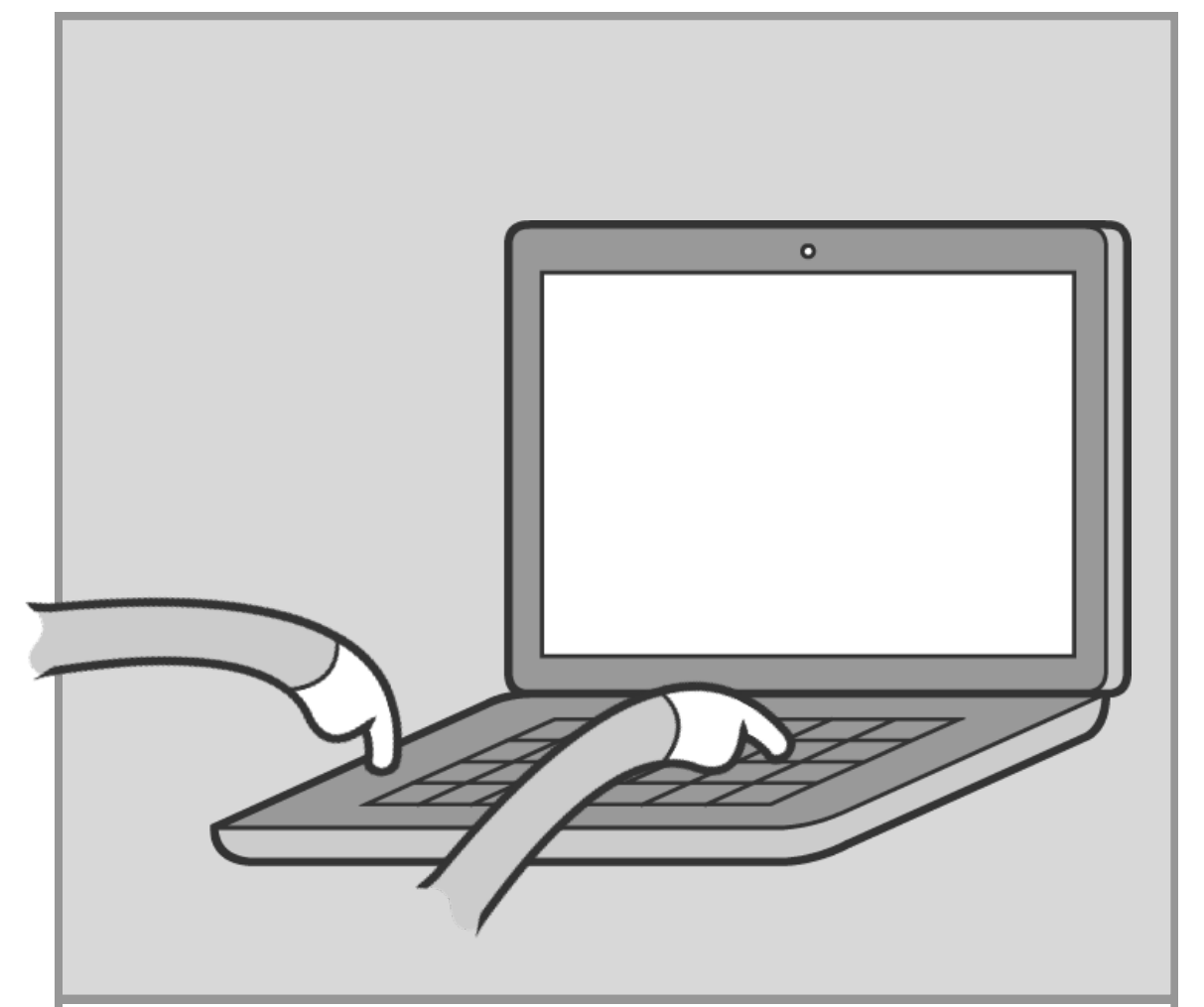
Andrew is presented with the case details and is aware of his position and the next steps


It’s not that I don’t want to pay, I just can’t right now

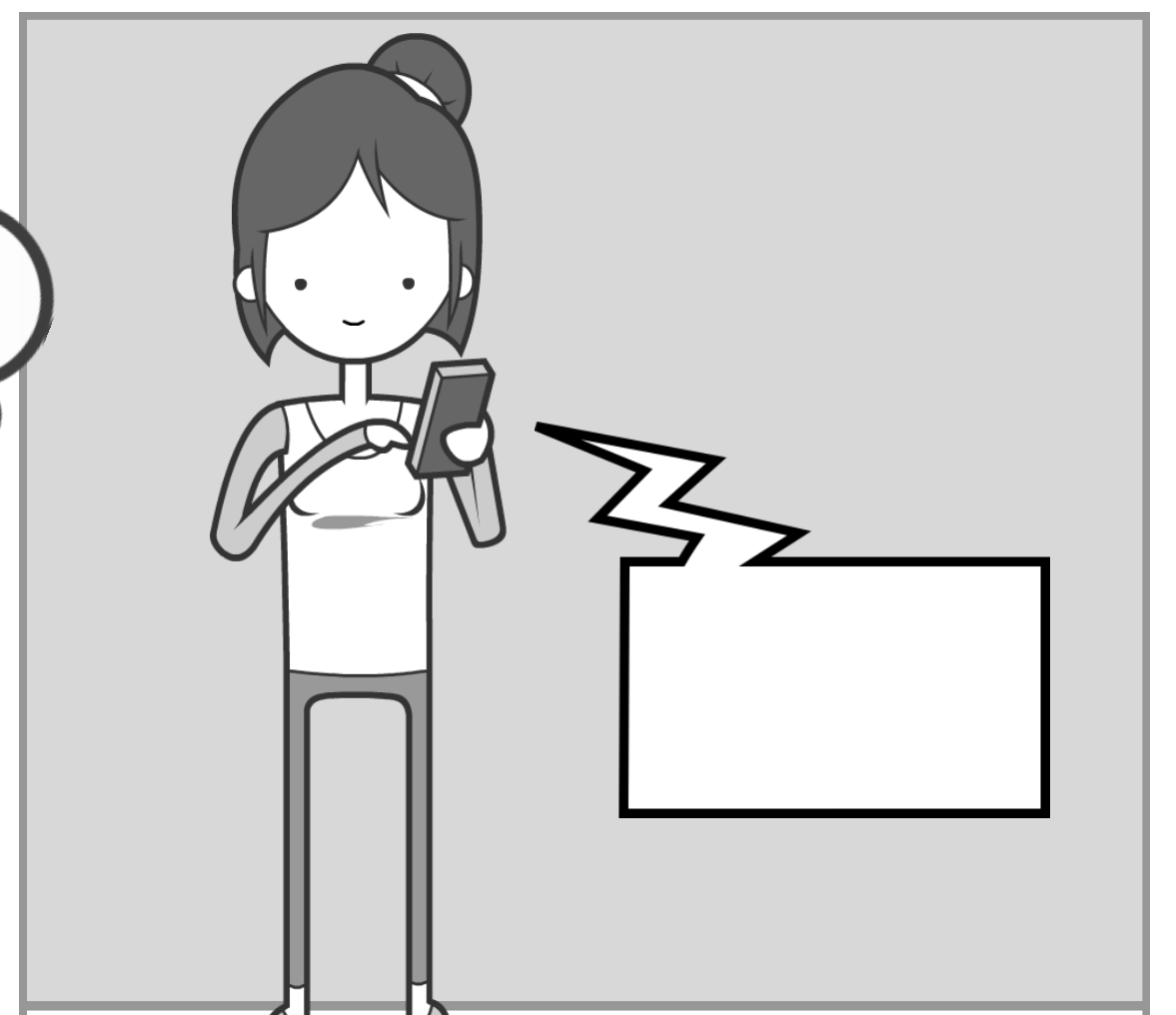
Andrew does not contest any of the case details


If I deal with this now, I’m not making things worse for myself

Andrew now understands that if he pays within 28 days, the CCJ will be ‘cancelled’



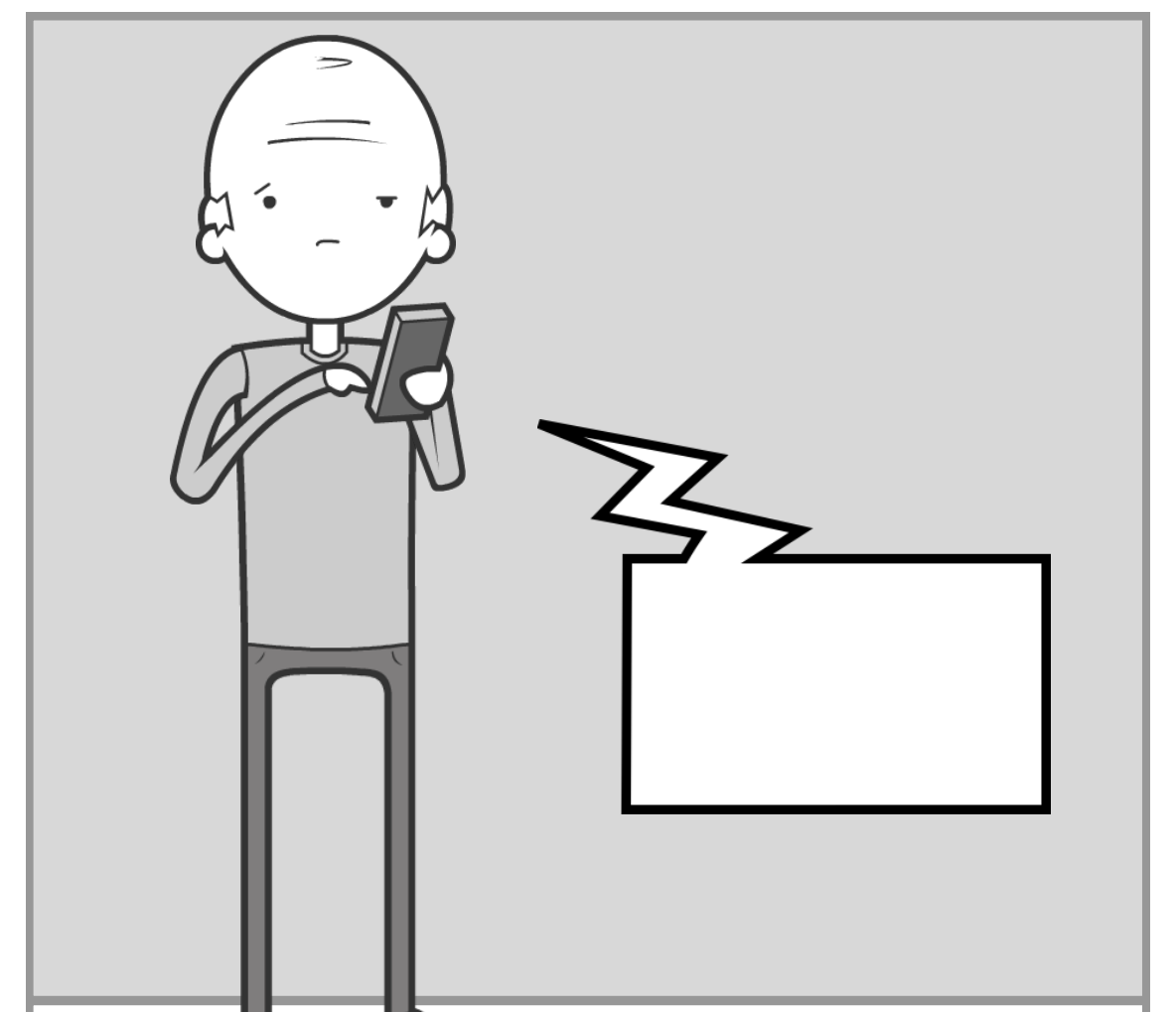
Andrew makes an offer to pay Kate what he can



Kate is notified of Andrew’s offer to pay what he can

Claimant considers

Claimant accepts defendant’s offer to pay



Andrew is notified of his offer being accepted and is clear about his next steps

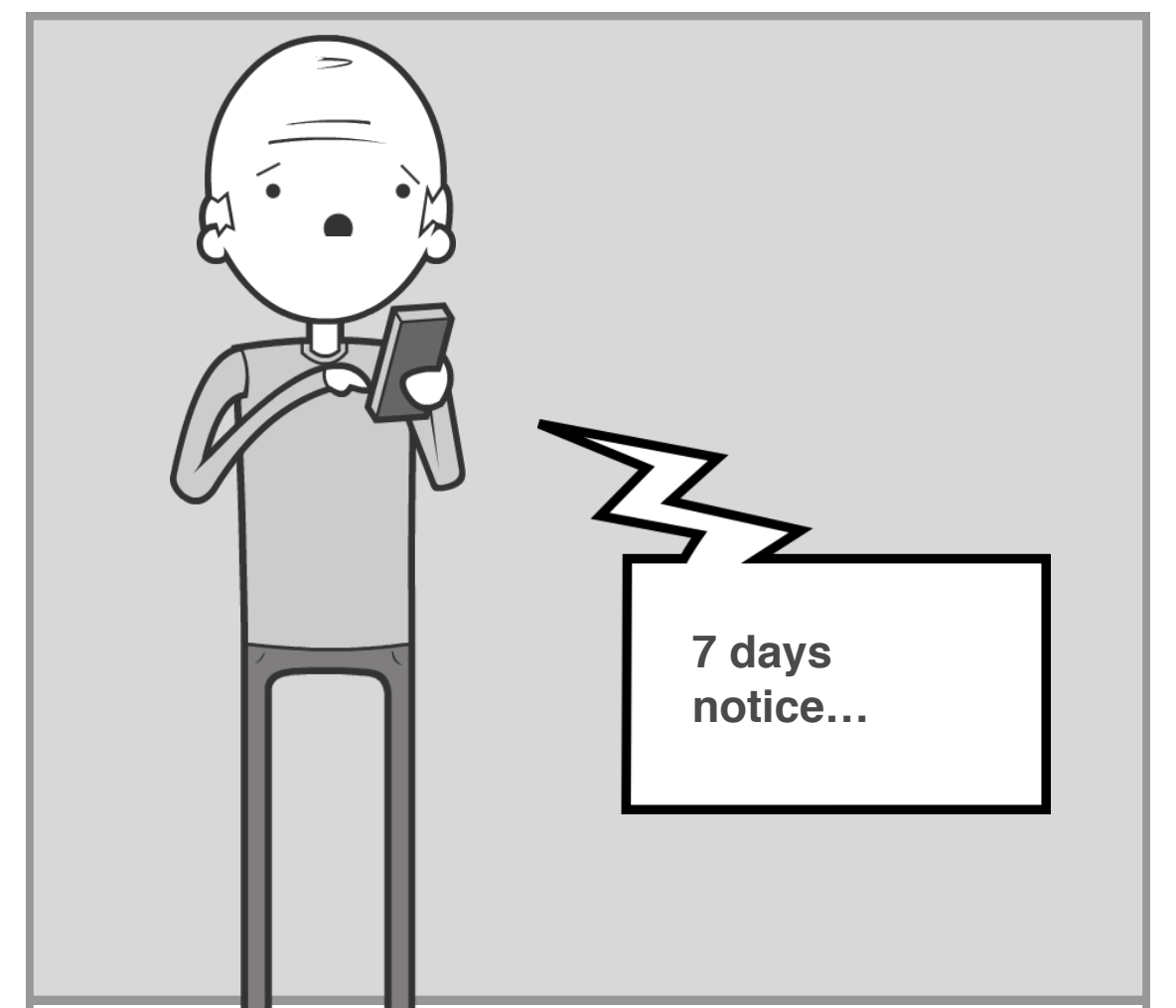
I’m not feeling up to this today

Andrew chooses to ignore everything for now

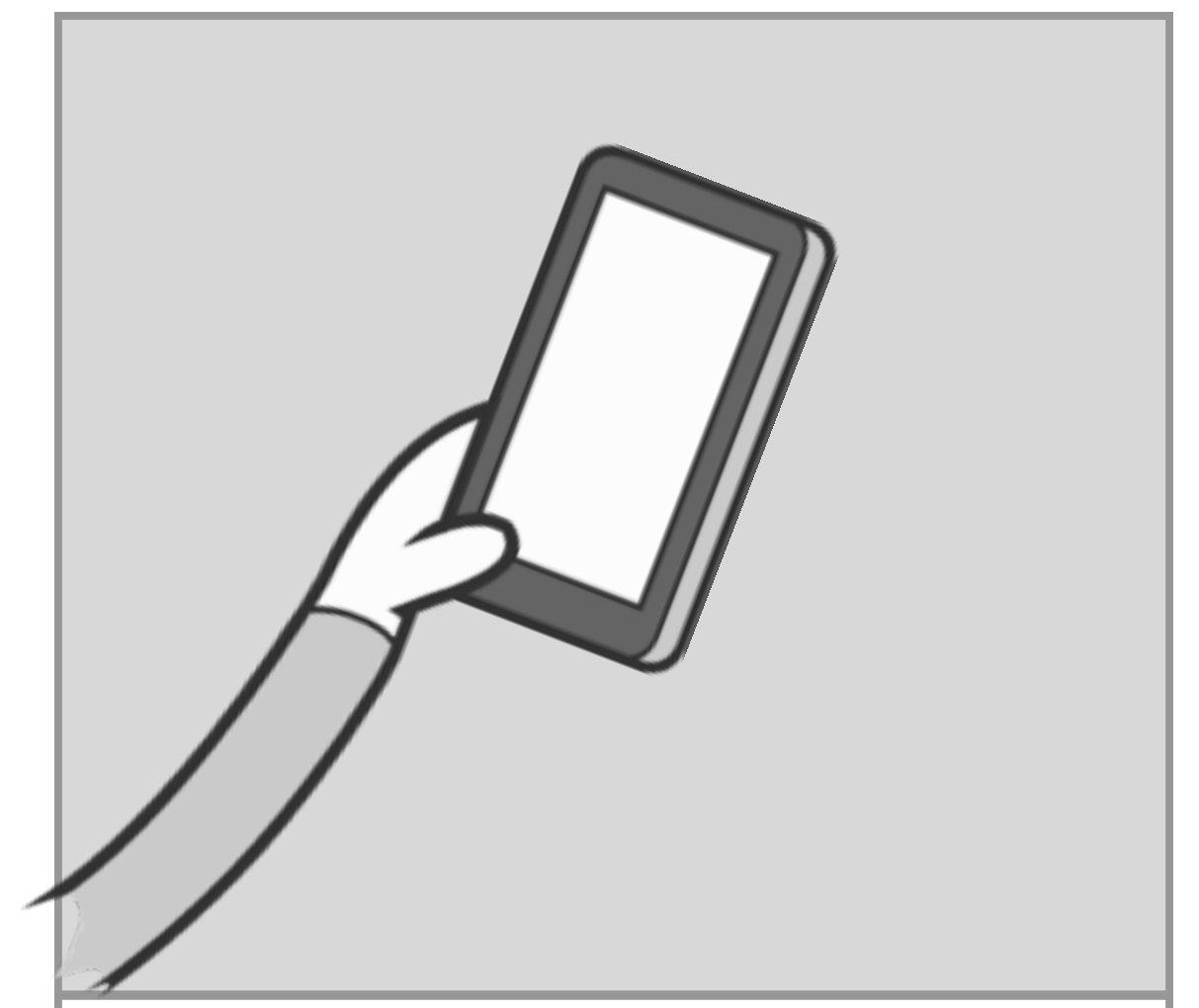
Claimant waits for payment

Engagement opportunity 3:
Writ of control issued (but not yet enforcable)

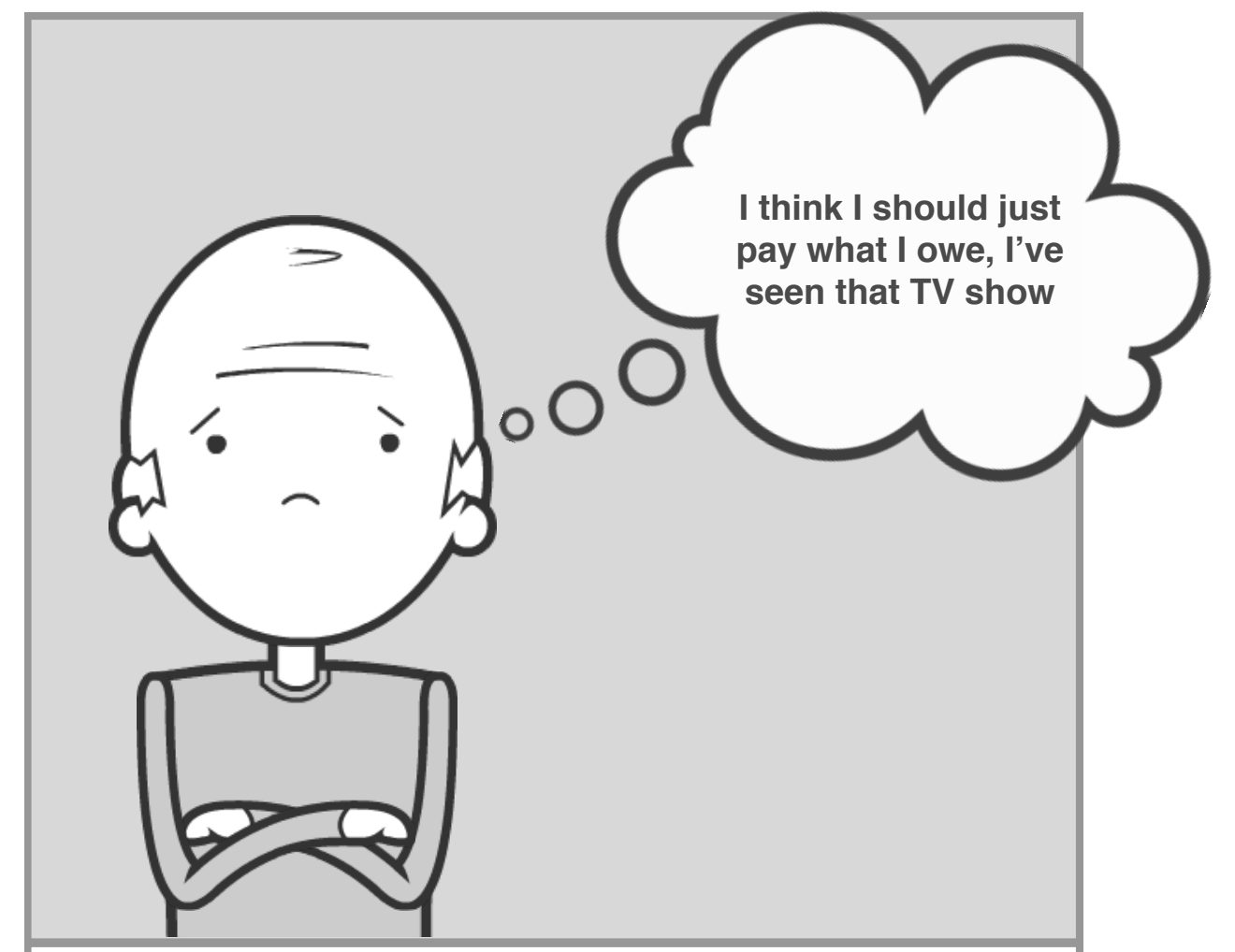
Claimant applies for writ of control


7 days notice...

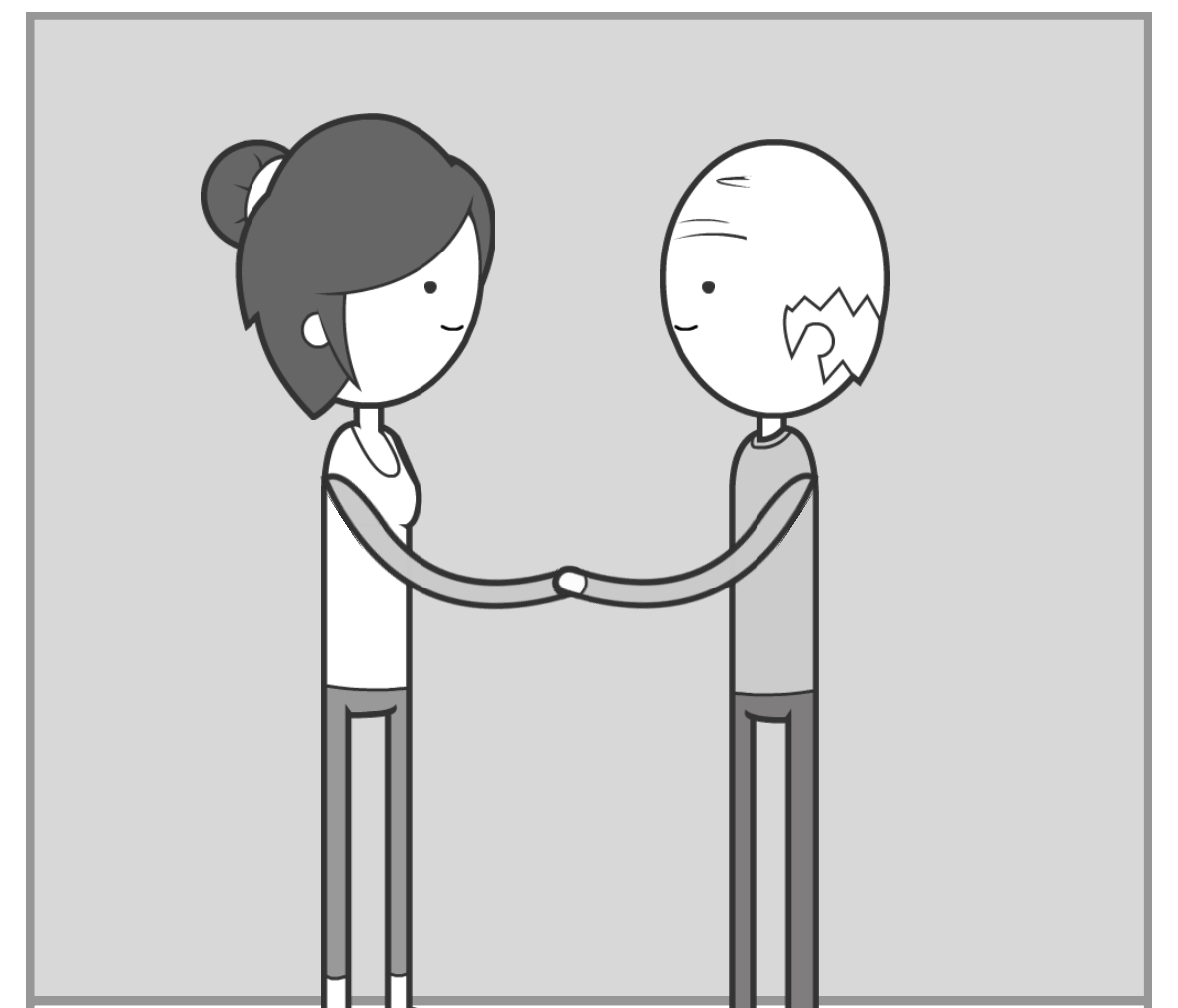
Andrew is notified that a writ of control has been issued to enforce payment



Andrew reads the email that was sent to him and proceeds read signposted guidance


I think I should just pay what I owe, I’ve seen that TV show

Andrew now understands what the civil enforcement method might mean for him



Andrew decides to contact Kate and pay what is owed