

ANNEX 2

AN OVERVIEW OF POTENTIAL USERS OF JUSTICE SERVICES

The Government Digital Strategy has already made the case for digital by default, the main benefits being:

- More efficient and convenient services for users
- Realising savings by decreasing demand for higher cost channels

Users are at the heart of delivering digital by default.

The Ministry of Justice has a wide range of actual and potential service users, and in future will develop services that are designed around their needs, whether staff, partner organisations and practitioners, stakeholders or the public. Redesigning services to respond to user needs is highlighted as the most important part of the Government Digital Strategy, and will be a significant change in approach within our department.

At present the level of data we hold about actual users varies across the justice system. This annex provides:

- 1) an overview of the public as potential users of different parts of the justice system. This is followed by a summary of existing research used to segment the public and their associated justice issues and internet usage
- 2) an overview of our staff
- 3) an overview of our stakeholders

This information has been used to inform our thinking so far about how we digitally improve our services, but has also highlighted gaps in our knowledge. We are working to develop our management information and specific customer insight for each of our services and will use this information to inform the digital redesign of each of our services and help us meet the relevant user needs more effectively. This data will be included in future project implementation plans.

1. THE PUBLIC

Individuals engage with the Ministry of Justice in a number of ways, for example:

- **civil and family systems:** those seeking to make claims, settle disputes and resolve family breakdown
- **administrative justice system:** those seeking redress for grievances, for example against the state
- **criminal justice system:** offenders, victims and witnesses, jurors

Anyone could come into contact with the justice system at some point in their lives, but some demand comes from groups who are more frequent users of government services.

They may have a number of varying circumstances such as mental health problems, disability, lack of education, drug or alcohol addiction, being on benefits or in debt.

Demand also comes from 'bulk' users of our services, for example:

- **criminal justice system:** barristers and solicitors working on criminal cases and involved in criminal legal aid schemes
- **civil, family and administrative systems:** local authorities and businesses filing claims, and barristers and solicitors supporting these cases and involved in civil legal aid schemes
- **administrative justice system:** organisations seeking redress for grievances

Getting these bulk users to access Ministry of Justice services digitally will greatly aid digital uptake and therefore reduce the cost of delivering the services. The corresponding benefits to the public in using digital services are the speed of completing transactions, convenience and easy access to information.

A. USERS OF THE CIVIL, FAMILY AND ADMINISTRATIVE JUSTICE SYSTEMS

A third (33%) of adults in England and Wales reported having experienced one or more civil, administrative or family justice problems over the past 18 months¹. This equates to almost 15 million adults having experienced a civil, administrative or family justice problem in the past 18 months, based on an England and Wales adult population of almost 45 million in 2010².

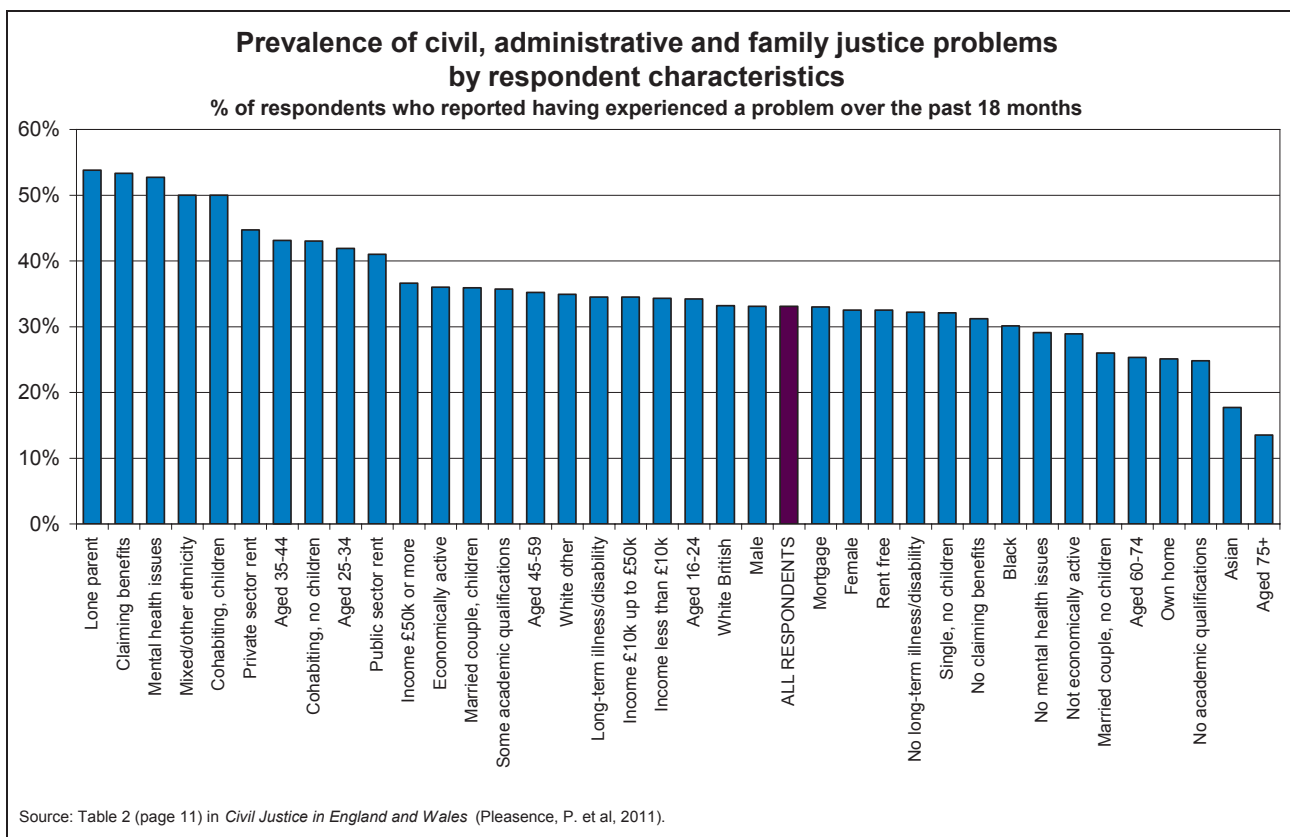
¹ This is based on responses to the English and Welsh Civil and Social Justice Survey from around 3,800 adults in households in England and Wales in 2010 - see page 8 in Civil Justice in England and Wales (Plesence, P. et al, 2011).

² The population in England and Wales aged 16 and over was estimated at 45,177,000 at mid-2010; calculated from the Mid-2010 Population Estimates (ONS, December 2011).

Most adults who reported a problem said they experienced just one problem, although a small proportion reported four or more problems³.

Whilst civil, administrative or family justice problems occur across society, certain groups within society reported certain types of problems more often than others. For example, people vulnerable to social exclusion – such as lone parents, those on

benefits, and those with mental health issues – were more likely to report problems than other people. The graph below shows the kind of users who are most likely to have a civil, family and administrative justice problem. This has implications for the kind of assisted digital provision that we will need to put in place for each service⁴.



³ See Figure 2 (27) and Table 18 (page 29) in *Civil Justice in England and Wales* (Plesence, P. et al, 2011).

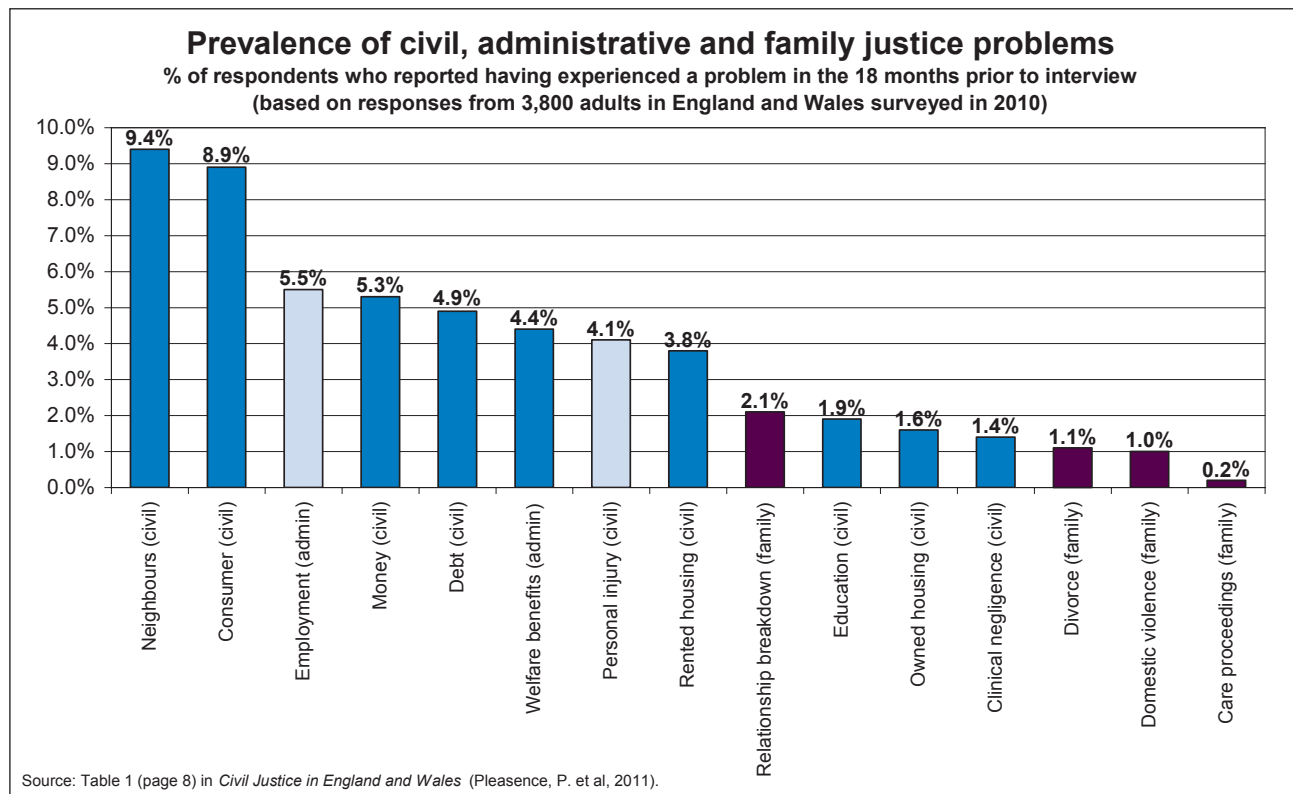
⁴ See page 10 and Table 2 (page 11) in *Civil Justice in England and Wales* (Plesence, P. et al, 2011).

The Civil and Social Justice Panel survey shows the types of problem reported by respondents; the most common being both civil problems: problems with neighbours, and consumer problems. This survey demonstrates that the most commonly reported justice problems do not always lead to the greatest demand on our system. For example, 4.4% of respondents reported problems with welfare benefits and 0.2% of respondents reported problems with care proceedings, yet the Social Security and Child Support Tribunal is the biggest tribunal completing 433,600 cases in 2011-12⁵. This is relevant in helping us understand user needs and prioritise the areas of our business where digital transformation could enhance service provision and the processes that underpin these services.

Many of our users have a choice about whether they formally engage in the justice system. This makes the interaction between our online information

and services of particular importance, to ensure that only those people who need to use the justice system do so. Only a small proportion of the people who experience civil, family or administrative justice problems come into contact with courts or tribunals- although some of these groups could also be seen as customers or our online services, e.g. users of advice⁶.

Research among civil and family court users suggested that a large proportion of them have little awareness of court processes (e.g. 48% of sampled customers said they knew nothing or not a lot about the court process) or about the different stages involved⁷. Evidence regarding self represented parties in private law family cases suggests that although they vary in competence, they generally experience difficulties with court procedures⁸. Better online information provision could serve these user needs.



⁵ Ministry of Justice, Quarterly Statistics for Tribunals April 2012 to June 2012, Table 1.2c Social Security and Child Support Disposal by Benefit Type

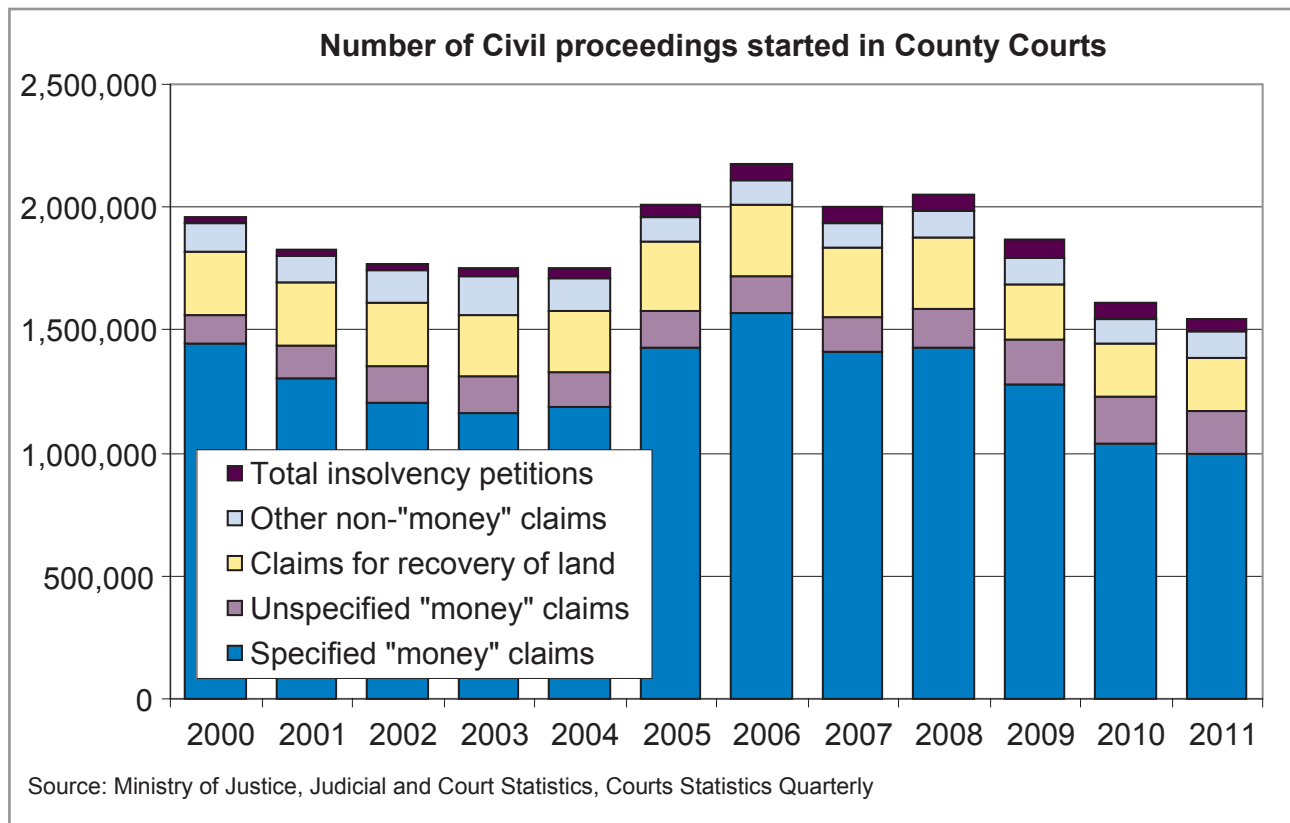
⁶ Pleasence, Balmer, Patel, Cleary, Huskinson, Cotton, (2010) *Civil Justice in England and Wales: Report of Wave 1 of the English and Welsh Civil and Social Justice Panel Survey*. Legal Services Commission and Ipsos MORI.

⁷ Opinion Leader Research (2007) *What's Cost Got to Do with It? The Impact of Changing Court Fees on Users*. Ministry of Justice Research Series 4/07

⁸ Moorhead, R. and Sefton, M. (2005) *Litigants in person. Unrepresented litigants in first instance proceedings*. Department for Constitutional Affairs Research Series, 2/05

The total number of civil proceedings started in County Courts has fallen from a peak of 2.2 million in 2006 to 1.55 million in 2011. Nearly two-thirds of all civil proceedings are specified "money" claims, which have largely moved in line with the

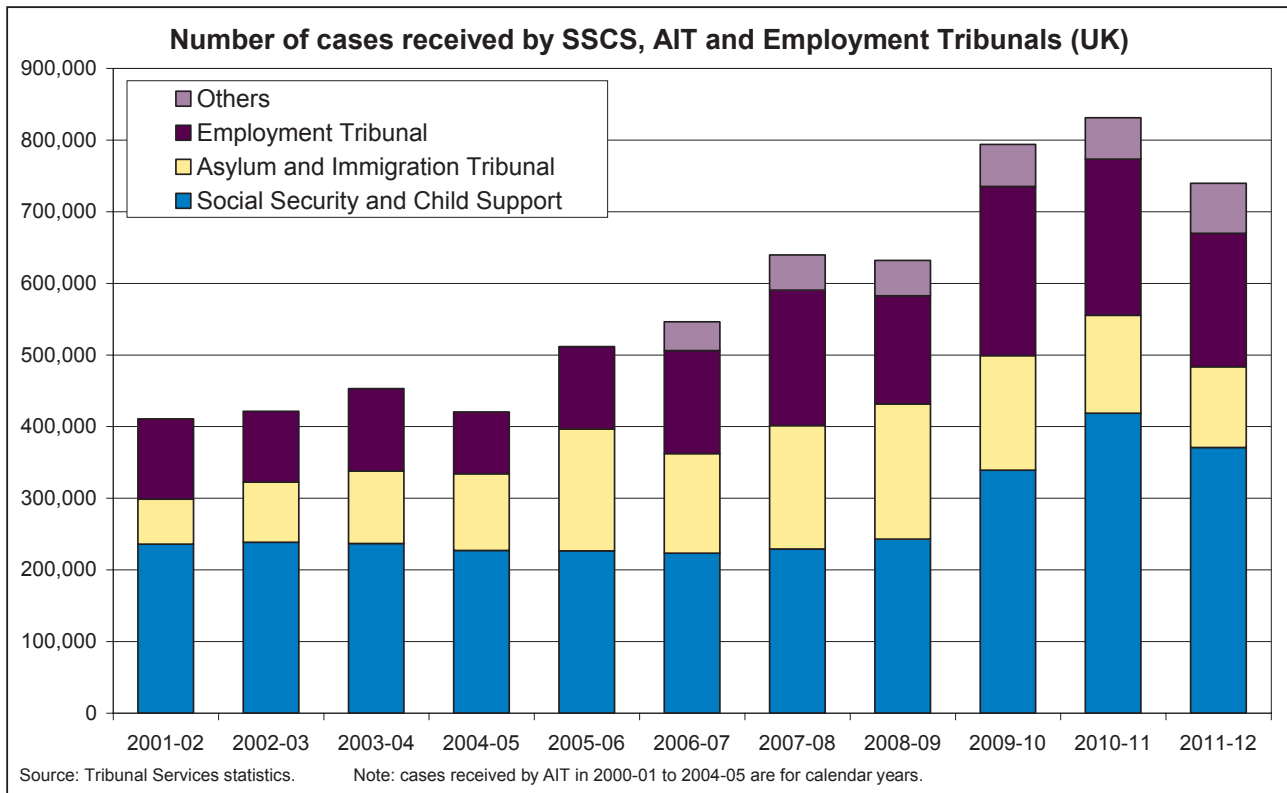
total⁹. The heavy demand on this service is why we have chosen to make civil claims an exemplar service which we will digitally redesign by March 2015. We are exploring other opportunities to put administrative justice processes online.



⁹ Ministry of Justice, Judicial and Court Statistics, annual publications, and Court Statistics Quarterly.

Around 740,000 cases were received by Tribunals in 2011-12. The majority of these cases were received by three Tribunals: Social Security & Child Support (370,000 cases), Employment (186,300) and Asylum & Immigration (112,500)¹⁰.

From July 2013 people bringing a claim or an appeal to an employment tribunal will be required to pay a fee for using this service, and one of our four exemplar services will be developing online fee payment for this service.



¹⁰ See Table 1.1 in Annual Tribunal Statistics 2011-12 (Ministry of Justice, 2012).

B. USERS OF THE CRIMINAL JUSTICE SYSTEM

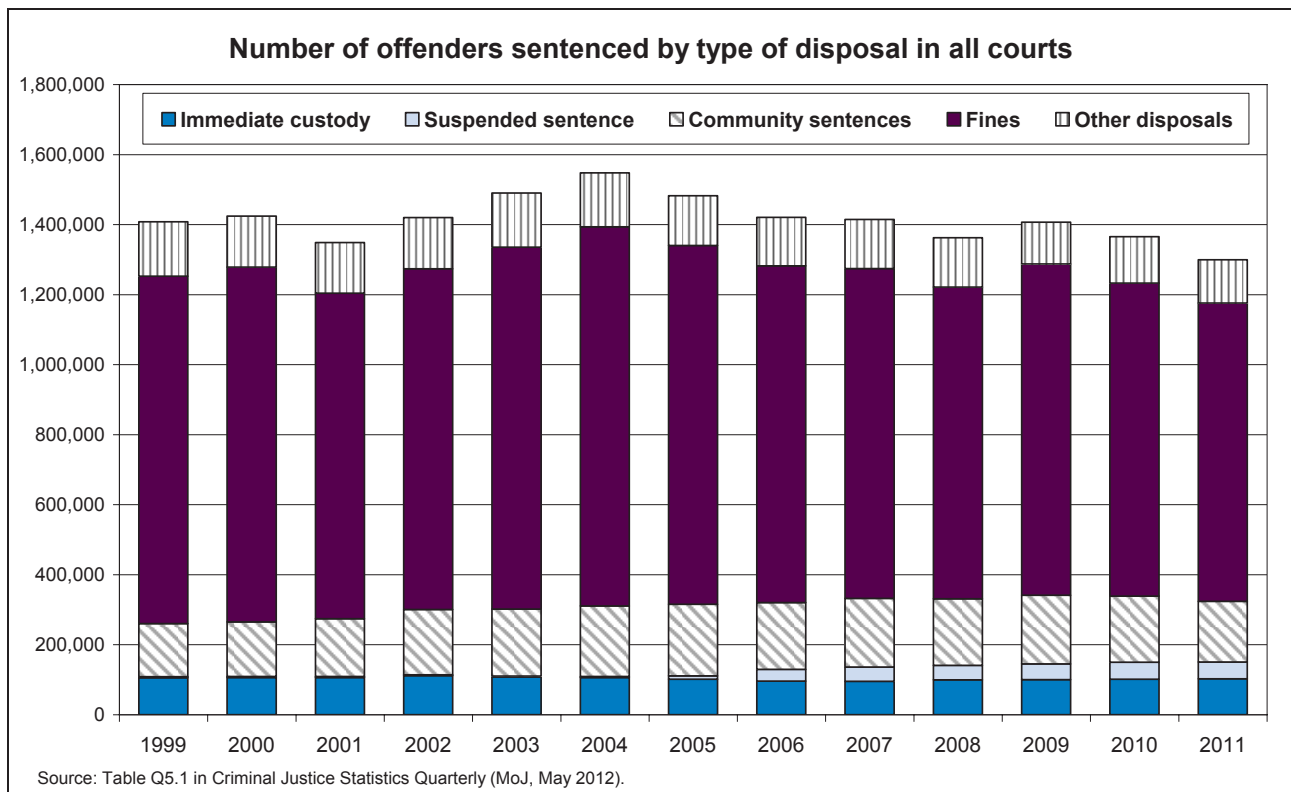
Criminal justice protects the public by punishing offenders and reducing crime. All parts of the criminal justice system – the police, prosecutors, courts, prisons, probation services and other partners – work together to keep our communities safe. The victims and witnesses of crime play a key role in bringing offenders to justice by reporting crimes, giving evidence in court and telling the judge about the impact of a crime on them and their families. Few users engage in the criminal justice system out of choice.

Digital transformation will enable us to design services around the needs of users to support

better outcomes, whether that means tools to help rehabilitate offenders, providing victims with more information about their case, or allowing individuals to file claims more easily.

Offenders

Of the total 1.26 million offenders sentenced by courts in the 12 months ending June 2012, two-thirds (827,800 or 66%) received fines, almost a fifth (163,400 or 13%) were given a community-based sentence (including suspended sentences), and less than a tenth (99,800 or 8%) were sentenced to custody. The remaining 118,000 (9%) received “other” disposals, such as absolute and conditional discharges or detention in a secure hospital on mental health grounds¹¹.



¹¹ Table Q5.1 in Criminal Justice Statistics (Ministry of Justice, November 2012).

Most prisoners have a history of social exclusion before they ever come into contact with the prison system, including high levels of family, educational and health disadvantage, and poor prospects in the labour market. This may have an impact on literacy and ability to access digital services.

The Surveying Prisoner Crime Reduction survey, based on a cohort of adult prisoners sentenced to between one month and four years in custody in 2005 and 2006, found that:

- Over a quarter (29%) of adult prisoners experienced abuse as a child (emotional, physical or sexual) and two-fifths (41%) observed violence in the home as a child;
- Around a quarter (24%) of adult prisoners had been taken into care as a child;
- Half (47%) of adult prisoners said they no qualifications;
- Half (49%) of adult prisoners said they had not been in paid employment in the year before custody, and a tenth (13%) had never been in any paid work.
- Almost one-in-seven (15%) adult prisoners said they were homeless or living in some form of temporary accommodation before entering prison, including 9% who were sleeping rough.
- A fifth (20%) of adult prisoners said they needed help for an emotional or mental health problem and a sixth (17%) said they had been treated or counselled for an emotional or mental health problem in the year before custody;
- Four-fifths (81%) of adult prisoners said they had used illicit drugs at some point prior to entering prison, including almost two-thirds (64%) within the month before entering prison;
- Almost one in five respondents (19 per cent) who had ever used heroin reported first using heroin in prison.
- A fifth (22%) of adult prisoners said they drank alcohol everyday in the four weeks prior to entering prison and 15% of prisoners said they needed help for an alcohol problem;

The Ministry of Justice is carrying out three major cohort studies (of prisoners, offenders on community sentences and juvenile offenders) to understand better the characteristics and needs of offenders and how these are addressed.

Victims and witnesses

Research undertaken by the Ministry of Justice indicates that keeping victims and witnesses informed of the progress of their case and of what to expect throughout the justice process may result in increased levels of satisfaction with their contact with the criminal justice system. Provision of information was the strongest factor independently associated with higher levels of victim and witness satisfaction¹².

The British Crime Survey (BCS) findings covering a wider range of victims show that in 37 per cent of incidents reported to the police, the victim felt very or fairly well informed by the police about the progress of their investigation, the victim felt not very well or not at all informed in 34 per cent of incidents, and in the remaining 29 per cent of incidents the victim stated it was not necessary to be kept informed (BCS 2007–08 and 2008–09, Ministry of Justice report forthcoming)¹³.

We know that some victims have important needs that are not currently being met. The 'Redefining justice' report stated that victims cited sporadic contact from the police during investigations, inconsistent provision of information, long waiting times at court, and a lack of support following the trial¹⁴.

Those most likely to be victims of crime fall under the Ministry of Justice segmentation, 'free but challenged' (78% of the segment is under 34; they are more likely than average to be living with parents or in house shares; they typically earn less than £25,000 per year if employed or are studying; they feel comfortable using the internet and have a large social circle.)

Another segment, 'struggling singles', have the highest experience of crime and are the most likely to know the offender (58% are single parents and most live in less affluent areas, they are less highly educated and on lower incomes. They are also more likely to have a range of civil and family justice issues including debt. The majority use the internet but not everyday; they favour social media, chat rooms and forums.)

More information from the Ministry of Justice segmentation is provided below.

¹² <http://www.justice.gov.uk/downloads/publications/research-and-analysis/moj-research/satisfaction-willingness-to-engage-with-cjs.pdf?type=Finjan-Download&slot=000003AA&id=00000FA9&location=0A64020D> see page 51, Satisfaction and Willingness to Engage in the Criminal Justice System (2009-10)

¹³ <http://www.homeoffice.gov.uk/science-research/research-statistics/crime/crime-statistics/british-crime-survey/>

¹⁴ http://www.mecasa.org/joomla/images/pdfs/sart/redefining_justice.pdf

C. USER SEGMENTATION

The data provided so far presents an overall picture of the users that might need our services. As part of our digital strategy, we are aiming to develop better management information and customer insight to inform the redesign or development of digital services, and ensure we meet user needs more effectively.

The Ministry of Justice 'Understanding our Customers' segmentation divided the UK's adult population into segments as a way of better understanding how justice issues affect people, including all of the public and not just direct users. Although some parts of the population may place a higher demand on our services, our user base tends to be very broad as anyone can find

themselves needing to engage with the justice system. This information and further analysis of the user demographics for each service, supported by insight into user attitudes and behaviours, will be vital in ensuring that we design our services around the user, in particular to assess how we encourage people to use digital services and what assisted digital provision will be necessary in each case.

The segmentation features ten core segments, which are distinguished from one another according to **People** (average age, gender, if people are in a couple, if they have children in the home, and marital status) and **Place** (type of area people in the segment tend to live in). They also differ from each other in their experience of specific types of justice issue and their digital consumption¹⁵.


Younger, mainly single			Young and mid-aged			Older			
1	2	3	4	5	6	7	8	9	10
Free but challenged	Comfortable aspirers	Struggling singles	Diverse urbanites	Parents getting by	Comfortable parents	Mature and pressed	Mature and comfortable	Older diverse urbanites	Aging and alone
13%	8%	5%	6%	14%	7%	19%	14%	6%	7%

The segmentation includes information about a range of characteristics for each of these groups, but to inform this strategy we are particularly interested in their experience of justice issues and their average levels of digital capability, which are summarised in the following tables.

As might be expected, the data indicates the segments which are primarily under 50 (such as 'free but challenged', 'comfortable aspirers', 'diverse urbanites' etc) there is much higher internet usage. However they are also more likely to be victims of crime or to engage with the civil or family justice systems; this is most prevalent amongst those who are less affluent and less educated.


This provides an early indication that those who need justice services the most already have some level of digital capability and engagement; the focus for digital transformation is therefore on providing better services, but also encouraging those who already use the internet to extend their online activity to usage of government digital services. These findings will form the basis for planning future research.


¹⁵ Analysis undertaken by Futures Company on behalf of the Ministry of Justice. The segmentation was created using existing data from five nationally representative surveys: the Citizenship Survey 2008-2009, British Crime Survey (BCS) 2008-2009, Civil and Social Justice Survey 2006-2008, British Social Attitudes Survey 2008 and the British Household Panel Survey 1991-2009.

Segment 1: Free but challenged	Justice Issues	Digital Consumption
<ul style="list-style-type: none"> • 13% – 5.7 million adults in England and Wales • The vast majority (78%) are under 34 years, and all are under 50 years. • None have children under 16 living in the household, but a minority are non-resident parents (5%). • More likely than average to be living with their parents or in flat shares. • Most are either employed or studying, and those that are working typically earn less than £25,000 per year. If they volunteer, it is likely to be through employers. • They can be found all over England and Wales, with no particular regional concentrations. 	<p>Family justice issues in last 3 years¹⁶ In line with the average across the total population, only 5% have experienced divorce, family disputes, or problems with domestic violence or children in the last three years. 7% are parents of non-resident children and 8% transfer money to another person, which could be a child, parent or an ex-partner.</p> <p>Civil justice issues in last 3 years They are more likely than older segments to have had a problem with discrimination, employment or welfare benefits and are more likely than all bar Segments 3 and 4 to have had housing problems (e.g. dealing with a landlord or buying or selling property).</p> <p>Crime in last 12 months They are more likely to report having experienced problems caused by drunken behaviour.</p> <p>They are more likely than average to have been a victim of crime in the last 12 months but are less likely to have reported it to the police. In particular, they are more likely to have experienced acquisitive crime (15% vs. 11% of total population) or assault (6% vs. 3% of total population). However, in common with other segments, 1 in 5 has been in court during a criminal case.</p>	<p>Almost all have access to a computer and use the internet every day – although less frequently than Segment 2 Comfortable aspirers, the more affluent segment of similar age.</p> <p>They perform a large number of tasks on the computer but are most likely to use it for email, work or study and social networking.</p> <p>Almost all own a mobile phone.</p> 


¹⁶ Note that these time periods refer to the period in which the original surveys were conducted – (See footnote 15)


Segment 2: Comfortable aspirers	Justice Issues	Digital Consumption
<ul style="list-style-type: none"> • 8% – 3.3 million adults in England and Wales • Vast majority are over 21 years (75%), and all are under 50. They tend to be either single (47%), married (36%) or cohabiting (13%). Many are still likely to be living with their parents. • They tend to have higher educational qualifications than the other younger segments and are particularly likely to have a degree or higher qualification (30%). • The majority are employed or self employed (69%) and some are studying full time (21%). They tend to have a median annual personal income of around £20k to £25k, and the vast majority are in households with incomes over £30k (78%). • Comfortable aspirers are particularly likely to say they are satisfied with life and they have friends they can rely on for a variety of needs. • They are found all over England and Wales with no particular regional concentrations. This segment tends to live in more prosperous areas, typically in suburbs or semi-rural commuter towns. 	<p>Family justice issues in last 3 years They are very slightly more likely than average to have been involved in divorce proceedings within the last 3 years.</p> <p>Civil justice issues in last 3 years Experience of civil issues is in line with or slightly below the national average.</p> <p>Some have experienced problems with faulty goods (14% within the last 3 years) and some problems with discrimination, employment, or welfare benefits (10% within the last 3 years).</p> <p>Crime in last 12 months The level of household crime they experience is similar to other more affluent segments, and they experience fewer of these crimes than other segments of a similar age.</p> <p>They are less likely than other younger segments (1 to 4) to experience personal and violent crimes (8% vs. 11-14% for segments 1 Free but challenged, 3 Struggling singles and 4 Diverse urbanites).</p> <p>Criminal Courts They have had limited contact with criminal courts in general, and the vast majority have never been in court during a criminal case (80%).</p>	<p>Almost all are internet users (94%) and go online for e-mail (88%), shopping (70%) and work or study (69%).</p> <p>In common with the other younger segments, they are particularly likely to go online for social networking (48% vs. 30% of the total population).</p> <p>They are more likely than average to say that the internet is their main source of information for news and current affairs (16% vs. 11% of the total population).</p> 

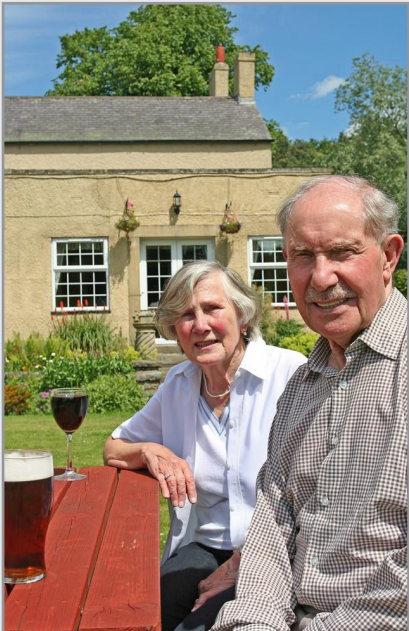
Segment 3: struggling singles	Justice Issues	Digital Consumption
<ul style="list-style-type: none"> • 5% – 2.3 million adults in England and Wales • This segment includes single people living in less affluent areas who are part of households which include children. • Some of these people are single parents (58%) and some are young people who either have younger siblings or who are classified as dependent children themselves (16 or 17 years old and still in full-time education). • They are the least likely among the younger segments to have a degree. They tend to have fewer educational qualifications in general, although nearly a third are still studying. Incomes in this segment tend to be below average and they are more likely to be in receipt of income-related benefits. 	<p>Family justice issues in last 3 years They are more likely than average to have experienced problems with divorce and family disputes, or problems with domestic violence or children. In particular, they are more likely to have been involved in divorce proceedings (8% vs. 2% of total population).</p> <p>Civil justice issues in last 3 years They are more likely to experience a wide range of civil justice issues, such as debt, problems with renting accommodation or with neighbours, problems with employment, and problems with welfare benefits. They are more likely to have been threatened with homelessness.</p> <p>Crime in last 12 months They have the highest experience of crime of all the segments. These are mostly household crimes such as burglary and criminal damage (28%) and acquisitive crimes (20%). They are more likely than average to experience violent crimes such as assault and serious wounding (9% vs. 3% of the total population).</p> <p>Criminal Courts They are less likely than all other segments to have been a juror (3%). 1 in 5 has been in court during a criminal case. Although they are more likely to have been arrested, they are not significantly more likely to have been in court as the accused.</p>	<p>The vast majority are internet users (81% have used it in the last 12 months). But they are less likely to go online everyday than those in the other younger segments (1 to 4).</p> <p>They are particularly likely to use the internet for social networking (56% vs. 30% of the total population), downloading music, films or podcasts (36% vs. 27% of the total population) and taking part in chat rooms or forums (15% vs. 11% of the total population).</p> <p>They are less likely than other segments to have sought or found information on the internet for civil justice issues and more likely to have relied on printed leaflets or booklets.</p> 


Segment 4: Diverse urbanites	Justice Issues	Digital Consumption
<ul style="list-style-type: none"> • 6% – 2.8 million adults in England and Wales • The vast majority are between 16 and 49 years old (90%). This is the most ethnically diverse segment, and the one in which people are most likely to have been born outside the UK (38%). • The majority are highly educated, holding a degree or diploma (54%). The vast majority are employed (73%). Incomes within this segment vary: many have average incomes; however there is a subgroup of high earners. • Half are married or cohabitating (54%). Some have children in the household; however the majority do not (71%). They tend to have a good social network and generally think people can be trusted (46%). • They have a high perception of local crime, and are particularly worried about being a victim of mugging (45%) or racial attack (20%). • They tend to live in flats around major cities and the majority live in London (66%). 	<p>Family justice issues in last 3 years In line with the average, some have had problems with divorce, family disputes, domestic violence or children (5% vs. 5% of the total population) and 3% have been involved in divorce proceedings in the last 3 years.</p> <p>Civil justice issues in last 3 years Of all the segments they are most likely to have problems with housing other than debt, e.g. with a tenancy, property transaction or with anti-social behaviour by neighbours (11% within the last 3 years).</p> <p>Some experience problems with discrimination, employment, welfare, state pension etc (13% within the last 3 years).</p> <p>They are more likely than average to experience problems with faulty goods, excluding major building work (15% within the last 3 years).</p> <p>Crime in last 12 months They mostly experience household crimes such as burglary and criminal damage (23%) and personal crimes such as mugging and assault (13%). They are more likely than average to experience violent crimes such as assault and serious wounding (9% vs. 3% of the total population).</p> <p>Criminal courts They are less likely than average to have been in court during a criminal case. Almost all have never been in court as the accused (95%).</p>	<p>The vast majority are internet users (88%) and 79% have access to the internet from home.</p> <p>They are particularly likely to use the internet for reading online newspapers (51% vs. 33% of the total population), watching TV or listening to the radio (33% vs. 21% of the total population) and reading or writing blogs (15% vs. 7% of the total population).</p> 


Segment 5: Parents getting by	Justice Issues	Digital Consumption
<ul style="list-style-type: none"> • 14% – 6.4 million adults in England and Wales • The vast majority of this segment are between 30 and 50 years (77%). They are predominately White-British (78%) but are more likely than other segments to be Asian or Asian-British (11%). They are all married or cohabitating and all have children in the household. The vast majority are home owners (73%). • They tend not to have educational qualifications above A-level (66%) and the majority are employed or self-employed (80%). Whilst their household incomes are among the lowest of the working age segments, financially they say they are doing alright or getting by (69%). • They are the segment most likely to be step parents (5%) and a minority are foster or adoptive parents (2%). Their experience of divorce in the last 3 years is in line with other segments of similar age. 	<p>Family justice issues in last 3 years Similar to Segment 6 Comfortable parents, their experience of divorce, other family disputes or problems relating to children in the last 3 years is slightly above average (7% vs. 5% of the total population). They are also more likely to have spoken to schools or health or social workers about problems relating to their family or children.</p> <p>Civil justice issues in last 3 years Some have had problems with faulty goods (14%). Some have had problems with discrimination, employment, welfare, state pension etc. (11%).</p> <p>Crime in last 12 months Their experience of household crime e.g. theft and burglary (26%) and acquisitive crime e.g. theft and mugging (14%) is similar to other working age segments.</p> <p>They experience less assault and violent crimes than the younger segments.</p> <p>Criminal courts The vast majority have never been in court during a criminal case (78%), but like other less affluent segments they are more likely to have appeared in court as the accused (10%).</p>	<p>The vast majority use the internet (85%), mostly for e-mail (78%) and shopping (66%). In line with the national average, almost all own a mobile phone (97%).</p> <p>Along with Segment 6 Comfortable parents, they are more likely than other segments to have found some information on the internet to help them when divorcing.</p> 

Segment 6: comfortable parents	Justice Issues	Digital Consumption
<ul style="list-style-type: none"> • 7% - 3.1 million adults in England and Wales • The vast majority of people in this segment are aged between 35 and 49 (77%). Almost all people are married or cohabitating (95%) and all have children in their household. • Of all the segments they have the highest levels of educational qualification and the lowest levels of unemployment. • They are more likely than average to be step-parents (2% vs. 1% of the total population). Alongside Segment 5 Parents getting by, they are most likely to be a foster or adoptive parent (3% vs. 1% of the total population). • The majority are in a household with an annual pre-tax income of over £30k (83%) and they are the segment most likely to have personal incomes over £35k (41%). • They are the segment most active in volunteering and civic participation, and undertake a wide number of volunteering activities. 	<p>Family justice issues in last 3 years Whilst they are more likely than average to experience divorce, family disputes, or problems with domestic violence or children issues (8% vs. 5% of the total population), this is broadly in line with other pre-family and family segments.</p> <p>Civil justice issues in last 3 years They are most likely to have experienced problems with faulty goods, excluding major building work (18% vs. 12% of the total population). A minority have also experienced a dispute with a public body (4%).</p> <p>Crime in last 12 months They experience more household crime (17%) than theft or assault (2%), a pattern which is more in line with the older than younger segments.</p> <p>They are most likely of all segments to be in a household where someone has had property stolen off or out of their vehicle (16% vs. 11% of the total population).</p> <p>The vast majority do not have contact with the offender when they experience crime (73%).</p> <p>Criminal Courts Exposure to courts is in line with the national average. The vast majority have not been in court during a criminal case (79%), however, some have been in court as the accused (8%). This is also in line with the national average.</p>	<p>Alongside Segment 2 Comfortable aspirers they are most likely to have used the internet in the last year (94% vs. 70% of the total population). The majority of internet users do so everyday or almost everyday (75%). After e-mail (87%) and work or study (68%), they are particularly likely to go online for banking (61% vs. 49% of the total online population) and shopping (79% vs. 64% of the total online population). More than half of internet users go online to buy road tax (57%).</p> 

Segment 7: mature and pressed	Justice Issues	Digital Consumption
<ul style="list-style-type: none"> • 19% - 8.5 million adults in England and Wales • The vast majority of this segment are over 45 (89%) and say they are White-British (90%). They are mainly couples with no children (72%) or couples with non-dependent children (23% vs. 14%). Almost none have children under 16 in the household. • A third of adults in this segment report having a long-standing illness or infirmity (33%). • The majority have been living at their current address and in their local area for over 10 years. The vast majority are home owners (87%) and some are still paying a mortgage. • Many have no formal educational qualifications (37%). Some are retired, however over half are still working (52%). • They are found all over England and Wales with slightly higher than average concentration in the North, Yorkshire and the West Midlands. 	<p>Family justice issues in last 3 years In keeping with the other older segments (8 to 10), they have a low level of recent experience with divorce, family disputes, or problems with domestic violence or children (2% vs. 5% of the total population).</p> <p>Civil justice issues in last 3 years A minority have experienced a problem with faulty goods excluding major building work (8% vs. 12% of the total population).</p> <p>Crime in last 12 months In common with the older family and post family segments (6 to 10) they experience fewer types of crime than the younger segments. Of these, they mostly experience household crimes (17% vs. 19% of the total population) such as burglary or criminal damage, and acquisitive crimes (7% vs. 11% of the total population) such as theft or theft from person.</p> <p>Criminal courts Alongside the other less affluent segments, they are more likely to have been in court as the accused (10% vs. 8% of the total population).</p>	<p>As is more common in the older segments (7 to 10), they are less likely than average to be internet users (55% vs. 70% of the total population).</p> <p>The majority have an internet connection at home (66% vs. 70% of the total population). Those people who use the internet tend to go online for e-mail (79%), shopping (61%) and work or study (51%). They also use the internet for tasks like buying road tax (53%).</p> 

Segment 5: Parents getting by	Justice Issues	Digital Consumption
<ul style="list-style-type: none"> • Mature and comfortable 14% – 6.3 million adults in England and Wales • They are all aged 50 years or over and almost all say they are White-British (94%) and Christian (86%). The vast majority are married (77%) and some are widowed (11%). • The vast majority have been living at their current address for over 10 years (72%) and are satisfied with their local area as a place to live (91%). • Although a third of them do not have educational qualifications, they are most likely of the older segments to have a degree (38%). • They are particularly likely to live in the South and East of England. They tend to live in more prosperous areas of the country, typically in established suburbs or semi-rural commuter towns. 	<p>Family justice issues in last 3 years Similar to Segment 6 Comfortable parents, their experience of divorce, other family disputes or problems relating to children in the last 3 years is slightly above average (7% vs. 5% of the total population). They are also more likely to have spoken to schools or health or social workers about problems relating to their family or children.</p> <p>Civil justice issues in last 3 years Some have had problems with faulty goods (14%). Some have had problems with discrimination, employment, welfare, state pension etc. (11%).</p> <p>Crime in last 12 months Their experience of household crime e.g. theft and burglary (26%) and acquisitive crime e.g. theft and mugging (14%) is similar to other working age segments. They experience less assault and violent crimes than the younger segments.</p> <p>Criminal courts The vast majority have never been in court during a criminal case (78%), but like other less affluent segments they are more likely to have appeared in court as the accused (10%).</p>	<p>The vast majority are internet users (88%) and 79% have access to the internet from home.</p> <p>They are particularly likely to use the internet for reading online newspapers (51% vs. 33% of the total population), watching TV or listening to the radio (33% vs. 21% of the total population) and reading or writing blogs (15% vs. 7% of the total population).</p> 

Segment 9: older diverse urbanites	Justice Issues	Digital Consumption
<ul style="list-style-type: none"> Older diverse urbanites 6% – 2.5 million adults in England and Wales This segment is made up of older, mainly retired, people living in what tend to be less affluent, urban areas. Nearly half are married and the majority are aged 55 or over. Although most say they are white-British, this segment is more diverse in origin than the other older segments, with 11% having been born outside the UK. They are more likely to live in London (19%) or in urban areas in the north of England (23%). Nearly half are local authority or housing association tenants. Their satisfaction with their local area tends to be lower than for other older segments. In common with Segment 10 Aging and alone, they tend to have few educational qualifications and those who are still working are more likely to be in routine or semi-routine occupations. The vast majority have household income below £30k before tax. 	<p>Family justice issues in last 3 years People in this segment are less likely to have direct experience of family justice issues in the last 3 years (3% vs. 5% of total population).</p> <p>In line with the average, 2% have divorced in the last 3 years.</p> <p>However they are less likely than younger segments (1 to 6) to make or receive maintenance payments as a result of a previous relationship.</p> <p>Civil justice issues in last 3 years In general, they are less likely than younger segments (1 to 6) to experience a range of civil justice issues.</p> <p>However, they are more likely to have experienced problems with anti-social behaviour by neighbours (12% vs. 8% of total population). They are slightly more likely to have had a problem with a public body, including housing associations, excluding medical negligence (4% vs. 3% of total population).</p> <p>Crime in last 12 months They are less likely than younger segments (1 to 6) to have been a victim of crime in the last 12 months.</p> <p>Criminal courts Their experience of contact with the courts is in line with the average for the total population; 14% have ever been a juror, 19% have been in court during a criminal case and 9% have been in court as the accused.</p>	<p>Relatively few people in this segment have used the internet in the last 12 months (33%).</p> <p>Among those people who are internet users, the vast majority use the internet once a week or more.</p> 

Segment 10: Aging and alone	Justice Issues	Digital Consumption
<ul style="list-style-type: none"> • Aging and alone 7% – 3.2 million adults in England and Wales • This is the oldest segment. Sixty-six per cent are female and the majority are aged 58 or over. It is also the least ethnically diverse segment, with 92% saying that they are white-British. • None of the people in this segment are part of a couple and the majority live alone. Others may live with children, siblings or other family members. • The majority live in semi-detached or terraced houses in suburban or semi-rural areas where house prices are relatively low for the region. They are the most likely to have lived in the same area for 20 years or more. They can be found across all regions, but are less likely to live in London. • In common with Segment 9 Older diverse urbanites, they tend to have few educational qualifications. Those who are still working are more likely to be in routine or semi-routine occupations. The vast majority have total household income below £30k before tax. 	<p>Family justice issues in last 3 years People in this segment are less likely to have had direct experience of family justice issues in the last 3 years (3% vs. 5% of total population).</p> <p>In line with the average, 2% have divorced in the last 3 years.</p> <p>However they are less likely than younger segments (1 to 6) to make or receive maintenance payments as a result of a previous relationship.</p> <p>Civil justice issues in last 3 years In general, they are less likely than younger segments (1-6) to experience a wide range of civil justice issues, particularly problems with faulty goods and problems with employment.</p> <p>In line with the average, 2% have experienced debt problems in the last 3 years.</p> <p>Criminal courts Their experience of contact with the courts is in line with the average for the total population; 14% have ever been a juror, 18% have been in court during a criminal case and 7% have been in court as the accused.</p>	<p>Relatively few people in this segment have used the internet in the last 12 months (31%). Among those people who are internet users, the vast majority use the internet once a week or more.</p> <p>The limited data available from current surveys does not allow us to draw many conclusions about how people in this segment approach justice issues, but they are less likely than younger segments to have looked for information on the internet.</p> 

2. OUR STAFF

Building our digital capability

Digital by Default is a core theme running through the Civil Service Reform plan with the explicit acceptance by the Minister for the Cabinet Office that “central government wherever possible must become a digital organisation.”

We have a large workforce with a diverse range of skills delivering a complex system ranging from administrative functions within courts that keep the justice system moving, to probation workers managing offenders in the community. Much of our infrastructure currently does not enable staff to work as efficiently and effectively together as they might, or give them the capability to make best use of digital innovation.

This ambition presents us with a significant challenge both in terms of providing our staff with these digital tools, increasing their capability to use them effectively and encouraging cultural change.

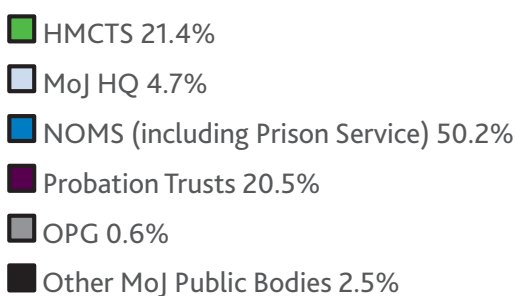
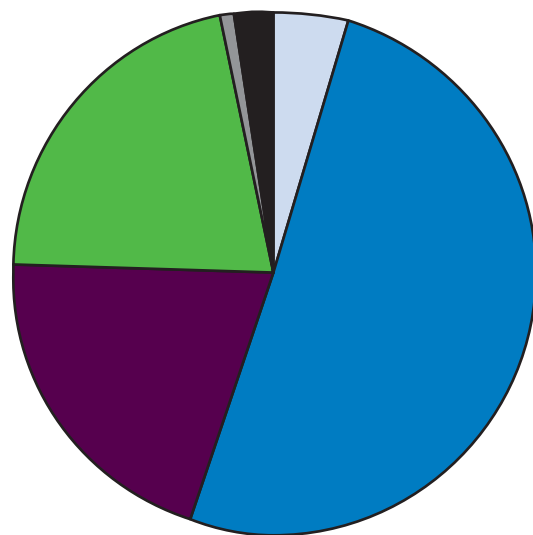
Staff engagement with users

There is a role for our front-line staff in directing people towards our digital services and proposing alternatives to engaging with the justice system, for example:

- selecting alternative routes e.g. mediation
- signposting to information and services online

For policy teams within the department, digital tools make it easier than ever before to engage the public and specialists in the policy-making process. The Civil Service Reform plan calls for civil servants to use ‘web-based tools, platforms and new media to widen access to policy debates to individuals and organisations not normally involved’. It also highlights that current models used to develop policy need updating to reflect the new tools and techniques now available: ‘The traditional tools of legislation, funding and regulation need to be used more sparingly, and new tools such as behavioral insight, transparency, and digital engagement should be considered more readily’.

Moj: Organisations by %



3. OUR STAKEHOLDERS



This is intended to provide a representation and is not fully comprehensive.

The Ministry of Justice has a wide and diverse range of stakeholders, more than most other government departments. Whilst all these organisations have their own objectives and reasons for engaging with the department, they share a common need with the public and our staff in their desire to be able to access information and services easily and quickly to enable their interactions with us. Many of our stakeholders still have to engage with processes within the justice system which are complex and in many cases paper-based. For example businesses

and legal practitioners who are bulk users of our services (such as our claims systems) or third sector organisations seeking to participate in policy making and consultations.

Increasingly we are seeking to work with our stakeholders and partners in line with the government commitments to open policy making, localism and devolved provision of public services, and government needs to have the digital capability to achieve this.