

Money Advice Liaison Group

Members Meeting

25 January 2018

MoJ Regulatory Update – Samantha Toyn

### Bailiff Review

Following our recent ministerial reshuffle, we are still not in a position to announce where we are with regard to the one year bailiff review, or the three-year review.

We will of course keep you informed when there is anything to announce.

### County Court Judgments

On 27 December 2017, we published the Government's consultation concerning default County Court Judgments, ensuring the process works fairly for both creditors and debtors and improving public information. Our stakeholder events told us that the current court process is working well but that there is always room for improvement.

The consultation document can be found at <https://consult.justice.gov.uk/digital-communications/default-county-court-judgments-2/>

This consultation seeks views on improving the way information is communicated to the public so as to help reduce the risk of debtors being subject to a default County Court judgment and to help debtors deal with a County Court judgment if they find they are subject to one.

It also seeks views on a policy proposal to improve the current process for removing an entry on a judgment against a creditor from the Register of Fines, Orders and Judgments in certain circumstances.

And finally, we propose to seek evidence on instances where County Court judgments have been entered against a debtor without their knowledge at an old or incorrect address as a result of deliberate flouting of the court rules by a claimant.

The consultation closes on 21st February 2018. We will be grateful for your views on our proposals.

### Research

The Insight and User Research Division at HMCTS, oversees insight, research and analysis about HMCTS users (e.g. judiciary, citizens/customers) which supports colleagues to make decisions about how they develop and deliver services. They are currently working to improve HMCTS' understating of the users of all civil services and their needs. They want to approach the charity and advice sector to build links with any research function they have so we can discuss and gain access to any unpublished data or research that would be helpful in their work on civil users and their needs.

I have already suggested Meg and Alison as contacts, but if anyone else would like to be approached, I'll happily take names back to my colleagues in the Insight and User Research Division.

HMCTS – Darren Rooke

HMCTS provide an enforcement service to a wide range of Civil Family and Tribunal users with varying characteristics and needs. The volume of enforcement applications continues to grow, yet the service remains complex with the majority of the system being paper-based and resource intensive.

A 2.5-year enforcement reform project began in January 2018, this will provide HMCTS with an opportunity to greatly improve the service for all users. Early stakeholder engagement has begun, and will continue to take place throughout the life of the project. The future service will look to digitise the civil enforcement system, making it much more user friendly for our customers.