

**NEWSLETTER UPDATE**

**10 JUNE 2021**

Dear all

**Digital Care Platform**

Those of you undertaking public law work will know that the digital care platform or FPL has now been rolled out nationally. We first starting using this last autumn but because of various technical difficulties, I suspended its operation locally until earlier this year. Both local authorities are now using it again from time to time to issue new care cases.

There is a likelihood that later this year, probably in September, the platform will become compulsory for use by local authorities for the issue of all new care cases. I do not want us to be in the position of having to use it when for many it is still an unfamiliar platform and to this end, I have asked both the City and County Councils legal departments to issue ALL new care cases using the digital platform during the month of July 2021. This will enable everyone to start to become more familiar with the platform and give us time to report any difficulties and issues encountered and have them resolved. I have asked the local authorities to monitor any difficulties and issues as they arise and to make them known to the project’s technical support team. Similar monitoring will take place within HMCTS and amongst the judiciary.

If you are in private practice as a solicitor of barrister and undertake care work and have not yet registered to be able to use the platform, now is the time to do so. Below you will find a link to the hmcts website to enable you to sign up and register. There is also a link to a blog from the project team which is now on the uk gov website and the contact email addresses for reporting problems/obtaining technical help.

I am aware that many people find changing from one system to another difficult particularly as, until it becomes familiar, it often takes more time to use than the “old” one. Do make use of the online training videos and documents published by the project team to assist you in the transition and please let us all help each other to make this work.

Best wishes

HHJ Jane George

DFJ Leicestershire

Links:

[Submit an application with MyHMCTS - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/submit-an-application-with-myhmcts)

[How the Family Public Law digital service helped local authorities and children during the pandemic - Inside HMCTS (blog.gov.uk)](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Finsidehmcts.blog.gov.uk%2F2021%2F05%2F21%2Fhow-the-family-public-law-digital-service-helped-local-authorities-and-children-during-the-pandemic%2F&data=04%7C01%7CHHJ.Jane.George%40ejudiciary.net%7Cb5c44c4bf21c4b4610c008d91c662e33%7C723e45572f1743ed9e71f1beb253e546%7C0%7C0%7C637572047468727064%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=jat6xKHsqYVsUMT4k%2FsTLoDDbKhSd8EZtqaMRDUdgmY%3D&reserved=0)

* For queries about a case on the system email [contactfpl@justice.gov.uk](mailto:contactfpl@justice.gov.uk)
* For access queries email [MyHMCTSsupport@justice.gov.uk](mailto:MyHMCTSsupport@justice.gov.uk)
* To raise an IT service issue or technical error email  [dcd-familypubliclawservicedesk@hmcts.net](mailto:dcd-familypubliclawservicedesk@hmcts.net)