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Ministry of Justice  
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Jack Maxwell  
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Date: 15 July 2020

Dear Mr Maxwell

**Freedom of Information Act (FOIA) Request – 201713027**

Thank you for your request dated 13 July 2020 in which you asked for the following information from the Ministry of Justice (MoJ):

“...In the Government Response to the Justice Committee's 2019 report on Court and Tribunal Reforms (HC 190) (available here: <https://publications.parliament.uk/pa/cm5801/cmselect/cmjust/151/15102.htm>), the Government noted that it was running a pilot of assisted digital support centres, and that the ...pilot 'will then be evaluated in order to establish how best we can meet the needs of the public over the longer-term'. Please provide a copy of the evaluation results or report for this pilot programme...”

Your request is being handled under the FOIA.

The MoJ is required under section 10(1) of the FOIA to provide you with a response within 20 working days. Therefore, we aim to provide you a response to your request by 10 August 2020. However, in view of the current public health situation, and its possible effect on resources and priorities, we may not be able to reply to you by this date; if this will be the case we will write to you nearer the time with an update.

Yours sincerely

*MFleming*  
Mrs M Fleming  
Customer Directorate