



TRIBUNALS
JUDICIARY

JUDGE JONATHAN GAMMON

FIRST TIER TRIBUNAL (HEALTH, EDUCATION AND SOCIAL CARE)
MENTAL HEALTH

31st January 2011

Dear Madam/Sir

Re: Criminal Justice Secure Email (CJSM)

I am the tribunal judge with lead responsibility for secure email. I am writing to you as part of a programme to encourage all users of Mental Health Tribunals to sign up for and use secure email.

In the financial year ending March 2010 there were 25,203 applications and referrals made in respect of patients detained under the Mental Health Act. This process involves a complex exchange of highly confidential information within tight deadlines. Dependence on postal service and faxing is an unsatisfactory and can lead to a loss of information with no method for tracking progress. The most obvious solution to this challenge is to make greater use of electronic communications (preferably using a read/receipt system) and in a recent stakeholder survey some 80% of responders said that they would welcome more use of secure email. However we need to do this in a way which prevents sensitive information being accessed by computer hackers or inadvertently forwarded to people who have no right to see such information.

The Tribunals Service has come up with a solution which involves extending and coordinating existing secure email services. The Ministry of Justice (MoJ) operates a secure email service originally designed for professionals within the Criminal Justice System known as Criminal Justice Secure Email (CJSM). Most NHS hospital use another but compatible service (nhs.net). For the last three years CJSM has also been available free to panel members within the mental health tribunal, private hospitals and solicitors. Over half of all panel members have signed up to cjsm and by the end of March 2011 it is intended that all panel members should have an account. Unfortunately take up by solicitors has been disappointing.

I recently attended a meeting of the Mental Health & Disability Committee at the Law Society. The committee were supportive of the idea of solicitors using cjsm but felt that more information needed to be made available to solicitors to help them to understand the benefits and to know exactly how to sign up. Comprehensive information about cjsm and a simple route to sign up is available on the following website address: www.cjsm.cjit.gov.uk There is also interactive training and a help desk which can be contacted on: 0870 010 8535. However for your convenience I have summarised below the options available to you.

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Telephone : 0777 1345 319 Email: Jonathan.Gammon@judiciary.gsi.gov.uk

First you may sign up for a web mail based account. This is open to any individual solicitor allowing you to use your account as long as you are able to access the internet. To sign up to a free account please go to www.cjsm.cjit.gov.uk

Secondly, server based accounts will allow an organisation to send and receive messages through their existing email account but certain emails can be routed through cjsm. This is normally only viable for an organisation with at least twelve users and one where their existing "server" is located on the premises. Technical requirements are set out at: www.cjsm.cjit.gov.uk and then by referring to FAQs section under "What is secure email for?"

I would encourage all legal representatives to sign up for a free cjsm account and to let the tribunal office know their new cjsm address so that information can be sent by secure email. I would encourage you to go to the website but if you have any outstanding questions please do not hesitate to give me a call.

Yours sincerely

Jonathan Gammon
First-tier Tribunal Judge (Mental Health)

CC: