Dear Chair,

When I appeared before the committee in June 2018 as part of your enquiry into our Courts and Tribunals Transformation Programme, you set out a number of recommendations, all of which we welcomed and accepted.

HMCTS and MoJ have responded already to two of those recommendations – number 3 – How and when HMCTS will engage with and seek feedback from stakeholders and number 6 – Plans to ensure the MoJ portfolio of change is well-balanced and appropriately prioritised. I am now pleased to provide you with the HMCTS responses to recommendations 1, 2 and 5. Your 4th recommendation related to how we are evaluating the impacts of the Programme – this activity is being led at Departmental level in the MoJ rather than in HMCTS so as such Sir Richard Heaton will respond to you separately.

Updated timetable for delivery (Recommendation 1)

This response outlines the progress that HMCTS has made against the twenty-three milestones for interim state two on the programme, which as we explained to the committee we have now reached at the end of January 2019. As you will see we have fully delivered twenty of the twenty-three milestones, and our response sets out our progress against the other three as well as the outline timeline for the next phase of the Programme.

What the changes will mean in practice for all the users (Recommendation 2)

This response outlines who will be affected by the reforms and what the changes will mean for our users. In addition, it provides details of the research undertaken and what this tells us.

As well as providing this response HMCTS regularly publishes reform updates, information and documentation and uses a range of channels to reach a wide audience.

Likely financial implications of the reforms on the wider justice system (Recommendation 5)

The response sets out the collaborative approach HMCTS is taking in identifying and managing any cross-criminal justice system financial impacts. It sets out the work HMCTS has undertaken with partners, agencies and other government departments likely to be affected by the reforms in the Criminal and the Civil, Family and Tribunal jurisdictions.
I would like to thank you and the committee for your time and the helpful recommendations that you have given us. I enclose the responses, which will also be provided to the Justice Select Committee. We stand ready to provide further information as required.

Yours sincerely,

Susan Acland-Hood  
Chief Executive  
HM Courts & Tribunals Service