

MEETING OF THE COURTS SERVICE BOARD
18th January 2021

Procurement of a transformation partner

The proposal to engage Deloitte as transformation partner to support the Modernisation programme for the Service was approved.

Modernisation programme

The Board discussed a report from the Head of Strategy and Reform and noted the appointments to lead the civil and family law workstreams. In 2021, it is intended that the foundations for the modernisation programme towards reducing time, complexity and cost for users would be put in place. The Target Operating Model will determine the work flows and structures. The ICT development work will run in parallel.

Board Effectiveness Review

The Board continued with its consideration of the report on the Board Effectiveness Review prepared by the Institute of Public Administration.