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11 March 2010

Tribunals Service publishes 2010/11 business plan

Today the Tribunals Service sets out how it will continue to transform the tribunals system during the year ahead while delivering its 'business as usual' – ensuring that people get the justice they need to resolve their disputes.

The 2010-11 business plan, published today, sets out a number of priorities for the year ahead, including:

- Tackling the continuing challenge of increased workloads as the effects of the recession continue to feed through;
- Making the most effective use of resources so that capacity can be maximised;
- Simplifying the Tribunals Service's administrative processes, eliminating waste and ensuring continuous improvement
- Working with partner departments to improve original decision-making and the end-to-end process for users; and
- Continuing to improve the engagement of the people who work in the Tribunals Service.

Kevin Sadler, Chief Executive of the Tribunals Service said:

"Output and productivity reached record levels in 2009-10. There are big challenges ahead both for the people in the Tribunals Service and the judiciary with whom we work so closely, but I am proud of what we have achieved together this year and I'm sure that 2010-11 will be just as successful if not more."

Highlights of the last year include:

- Achieving the successful implementation of the second phase of the Tribunals, Court and Enforcement Act 2007, providing a unified appeal structure for the majority of tribunals;
- Commencing the piloting of the Casflow IT system in Nottingham

- Opening a multi-jurisdictional tribunals hearing centre in East London housing three permanent jurisdictions: Asylum Support, Employment and Social Security and Child Support; and
- Closer working with Her Majesty's Court Service, for example relocating hearings to the Manchester Civil Justice Centre.

The 2010/11 Tribunals Service Business Plan is available at:

http://www.tribunals.gov.uk/Tribunals/Documents/Publications/TS_Plan2010.pdf

Ends

Note to editors

The Tribunals Service provides administration and support to various tribunals throughout the UK. An executive agency of the Ministry of Justice, it was formed in 2006 to:

- Provide responsive, efficient administration of the tribunals;
- Promote and protect the independence of the judiciary;
- Contribute to the improvement of the quality of decision-making across government; and
- Reform the tribunals justice system for the benefit of its customers and the wider public.

For further information and to find out more about the Tribunals Service visit:

www.tribunals.gov.uk.

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