

HMCTS response to National Audit Office report 'Transforming Courts and Tribunals – a progress update'.



Responding to today's [report by the National Audit Office](#) (NAO), Susan Acland-Hood, the CEO of HM Courts & Tribunals Service said:

We are pleased the NAO has recognised the progress we have made towards a more accessible and efficient justice system. More than 300,000 people have now used our online services, and two new service centres are making it easier and quicker for all to access help.

This is an ambitious and challenging programme but it is already making a significant difference. We will continue to listen and learn, working closely with our stakeholders to improve and ensure reform delivers the full benefits to all those who use our justice system.

Within this progress update report, the NAO makes four recommendations:

- HMCTS must maintain a strong grip on progress to maximise the benefits from its substantial investment in reform
- HMCTS should improve how it measures the benefits of reform, more clearly demonstrating where savings are coming from
- HMCTS should better demonstrate how it is monitoring the impact of its reforms on users of the justice system
- HMCTS should provide more clarity on how, in practice, it will meet the commitments set out in its Fit for the Future response.

The implementation of these recommendations, which are already being acted upon, will help HMCTS to continue to strengthen the way it delivers the reform programme.