



NORTHERN IRELAND

**COURT
SERVICE**

ENFORCEMENT OF JUDGMENTS OFFICE

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Dear Customer,

I am writing to draw your attention to the attached update on our Customer Action Plan.

From it you will see our achievements over the last year and more importantly what we aim to achieve over the next year. As an organisation we continue to strive to improve the services we provide, over the last few years we have made significant progress in improving our processes and this is reflected in the level of achievement against our business targets. Comments in our recent customer attitude survey also indicate that you recognise our success in this area.

We welcome customer feedback both positive and negative, as with all organisations it is good to get recognition when we do things well but we also accept that there is always room for improvement. We will continue to engage with customers to promote mutual understanding of the business practices in each respective area and use this forum to promote two-way communication on areas of concern, to facilitate this we regularly meet with a broad base of office users through EJO/SCTO User Forum meetings, Customer Liaison meetings & presentations and Service Level Agreement reviews.

As an organisation we have committed ourselves to continue to be measured against the EFQM Business Excellence Model, having recently achieved the Gold Award under the Northern Ireland Steps to Excellence scheme in recognition of what we have achieved so far. Our aim is to go higher and achieve greater success, if we do that, it will be recognition for our commitment to continuous improvement in all that we do. Finally I want to thank you for the contribution you may have made to our recent Customer Attitude Survey. It is only through customer engagement that we truly gauge our success and identify areas that need to be addressed, I would encourage you to give us feedback at anytime on the service you receive.

(For further information on the Enforcement of Judgments visit our web site at WWW.Courtsni.gov.uk.)

Yours faithfully



Enforcement of Judgments Office and Supreme Court Taxing Office

Implementation of the Customer Action Plan 2006-2007

What the Office has achieved:

Communication and Information

- ✓ We have achieved EFQM Gold Award.
- ✓ We have carried out a Customer Attitude Survey in March 2006 and from the results we have formulated an Action Plan to address Customer needs
- ✓ We have broadened membership of the EJO Users Forum
- ✓ We have published user guidance articles and information on Supreme Court Taxing Office developments in The Writ, the journal of the Law Society .
- ✓ We have initiated a consultation exercise on existing EJO business targets with our User Forum.
- ✓ We have issued Social Responsibility Policy and Action Plan.
- ✓ We continue to publish EJO Targets and Business Results on our notice board and our web pages on the Court Service Website www.courtsni.gov.uk
- ✓ We have issued Information Fact Sheets for all customer groups.
- ✓ We have reviewed Correspondence Project.
- ✓ We have identified Customers interested in receiving training and information regarding Enforcement Process and have dealt with requests through our Outreach Programme.
- ✓ We have continued to promote e-business as our preferred means of customer contact.
- ✓ We have published Draft Business Targets for the Supreme Court Taxing Office.
- ✓ We have reviewed Service Level Agreements with main partners and reviewed performance and standards.
- ✓ We have delivered presentations to Solicitors' Groups, Advice bodies and main customer groups.
- ✓ We have established a new partnership with Rural Support Group.



Processes

- ✓ We have reviewed BF (Brought Forward) system.
- ✓ We have documented all processes with Supreme Court Taxing Office.
- ✓ We have piloted a scheme to fast track information obtained from the Debtor.
- ✓ We have met with PSNI to establish process to speed up the executing of warrants.
- ✓ We have implemented new processes for setting deduction rates and protected earnings rates resulting in a fairer, more open method of setting debtor payment rates
- ✓ We have carried out an initial consultation and drafted a paper outlining proposed improvements to our governing legislation.
- ✓ We have introduced the recommendations of The Telephone Project resulting in more effective and efficient methods of obtaining case information.
- ✓ We have implemented the recommendation of an Internal Audit report resulting in improved performance and stricter controls in the enforcement of Possession Orders.
- ✓ We have updated our File Destruction Policy and completed a huge purge of old debtor records resulting in a more efficient file retrieval system.

Electronic Facilities

- ✓ We have developed and launched On-Line EJO Judgment Search facility via Court Service Website, www.courtsni.gov.uk
- ✓ We have reviewed and made improvements to our current web based information service to provide customers with a wide range of information and all necessary application forms.
- ✓ We have continued to promote on-line case tracking providing customers with 'live' case information and updates.

Our Community & Environment

- ✓ We have issued our Social Responsibility Policy and Action Plan. This has resulted in –
 - Extensive recycling of a wide range of products.
 - The selection of a corporate charity and a wide range of events to provide financial and resource support for this and other organisations.
 - Active participation in community help projects such as Business in the Community; Time to Read, and Young Enterprise and active community involvement through Habitat.



What the Office Will Implement by 31 March 2007

Communication and Information

We Shall:

- ✓ review our external Communications Strategy and promote social responsibility through volunteering and environmental issues.
- ✓ publish the EJO Business Plan on the Court Service Website.
- ✓ Continue to review Correspondence Project to address concerns regarding response times and repeated requests for information.
- ✓ identify customers interested in;
receiving replies to present position and other matters by email,
receiving training regarding Enforcement Process as a result of Customer Attitude Survey 2006,
receiving further information regarding Case Tracking facility,
receiving further information regarding On-Line Search facility
and action their requests.
- ✓ Promote Customer Liaison Officers.
- ✓ Take action to improve on time taken to deal with complaints.
- ✓ Support the Continuous Professional Development for Solicitors.
- ✓ Support Institute of Professional Legal Studies.
- ✓ Issue a Customer Charter for both the Enforcement of Judgments Office and the Supreme Court Taxing Office.
- ✓ Consult with Supreme Court Taxing Office customers re business targets.
- ✓ Establish partnerships with other bodies that support advice to debtors.
- ✓ Publish user guidance articles and information on EJO developments in The Writ.

Processes

We Shall:

- ✓ Continue to liaise with lawyers with view to amending legislation.
- ✓ continually review processes to identify improvements, in particular deal with the time taken to deliver EJO processes.
- ✓ pilot a scheme to introduce innovative means of enforcement to specially selected cases.
- ✓ Improve on quality of Debtor Reports.
- ✓ Review 'What can happen Next' fact sheets for Debtors.
- ✓ Review internal projects to ensure recommendations for change have been delivered.



- ✓ Consult customers on changes in procedures which impacts on them.
- ✓ Consult partners to ascertain and plan for new business (DPE, Water, Rates increases).

Electronic Facilities

We Shall:

- ✓ Try to reduce pages on some computer documents.
- ✓ Improve presentation of some documentation.
- ✓ Install the means to pay for enforcement fees over the telephone.
- ✓ Create a web based information service for the Supreme Court Taxing Office.
- ✓ Survey usage of on-line facilities.

Our Community & Environment

We shall:

- ✓ Continue to implement the Action Plan of our Social Responsibility Policy.