



WESTMINSTER  
LEGAL POLICY  
FORUM

# Modernising the courts and tribunals service - infrastructure, efficiency and access to justice 14<sup>th</sup> October 2015

## **CONDITIONS FOR USE OF TRANSCRIPTS:**

This document is intended to provide a timely reference for interested parties who are unable to attend the event to which it refers. Some portions are based on transcripts of proceedings and others consist of text submitted by speakers or authors, and are clearly marked as such. As such, apart from where it is indicated that the text was supplied by the speaker, it has not been possible for the transcript to be checked by speakers and so this portion of the document does not represent a formal record of proceedings. Despite best endeavours by Westminster Forum Projects and its suppliers to ensure accuracy, text based on transcription may contain errors which could alter the intended meaning of any portion of the reported content. Anyone who intends to publicly use or refer to any text based on the transcript should make clear that speakers have not had the opportunity for any corrections, or check first with the speaker in question. If in doubt please contact the forum first.

## Contents

|  |           |
|--|-----------|
| <b><u>About this Publication</u></b>   | <b>3</b>  |
| <b><u>Agenda</u></b>   | <b>4</b>  |
| <b><u>Session Chair's opening remarks</u></b>  |           |
| <b>Lord Ponsonby of Shulbrede</b> , Chairman, All Party Parliamentary Group for the Magistracy ( <i>transcript</i> )   | <b>6</b>  |
| <b><u>Delivering efficiency in criminal proceedings - options for policy</u></b>   |           |
| <b>Rt Hon Sir Brian Leveson</b> , President of the Queen's Bench Division and Author, <i>Review of Efficiency in Criminal Proceedings</i> ( <i>transcript</i> )                                | <b>7</b>  |
| Questions and comments from the floor ( <i>transcript</i> )  | <b>11</b> |
| <b><u>Courts and the Criminal Justice System - digitalisation, infrastructure and the future role of the magistracy</u></b>  |           |
| <b><u>Supporting victims and witnesses - assessing court facilities and the court experience</u></b>   |           |
| <b>Baroness Newlove</b> , Victims' Commissioner for England and Wales ( <i>text submitted by speaker</i> )   | <b>14</b> |
| <b><u>Balancing efficiency and justice - the practitioner's view</u></b>   |           |
| <b>Richard Atkinson</b> , Member, Criminal Law Committee, Law Society and Managing Partner, Robin Murray & Co ( <i>transcript</i> )  | <b>16</b> |
| <b><u>The future of the Magistrates' Court - recruitment, efficiency and innovative working practices</u></b>  |           |
| <b>Richard Monkhouse</b> , Chairman, Magistrates' Association ( <i>transcript</i> )  | <b>18</b> |
| <b><u>Implementing a 'digital court' - key lessons from recent pilots</u></b>  |           |
| <b>Daniel Hillman</b> , Legal Adviser, Birmingham Magistrates' Court ( <i>transcript</i> )   | <b>20</b> |
| <b><u>Criminal procedure and modernisation - a perspective from the Bar</u></b>  |           |
| <b>Richard Atkins QC</b> , Barrister, St Philips Chambers and Leader, Midland Circuit ( <i>transcript</i> )  | <b>22</b> |
| Questions and comments from the floor ( <i>transcript</i> )  | <b>24</b> |
| <b><u>Session Chair's closing remarks</u></b>  |           |
| <b>Lord Ponsonby of Shulbrede</b> , Chairman, All Party Parliamentary Group for the Magistracy ( <i>transcript</i> )   | <b>31</b> |
| <b><u>Session Chair's opening remarks</u></b>  |           |
| <b>Rt Hon the Lord Scott of Foscote</b> , former Lord of Appeal in Ordinary ( <i>transcript</i> )  | <b>32</b> |
| <b><u>Access to justice and dispute resolution in the civil courts</u></b>   |           |
| <b>Professor Richard Susskind</b> , Chair, Online Dispute Resolution Advisory Group, Civil Justice Council and IT Adviser to the Lord Chief Justice of England and Wales ( <i>transcript</i> ) | <b>34</b> |
| Questions and comments from the floor ( <i>transcript</i> )  | <b>40</b> |
| <b><u>Civil justice - assessing the impact of new court structures, working practices and fees</u></b>   |           |
| <b><u>The Modern Commercial Court - a case study</u></b>   |           |
| <b>Mark Beer</b> , Chief Executive and Registrar, Dubai International Financial Centre (DIFC) Courts ( <i>transcript</i> )   | <b>43</b> |
| <b><u>Improving the user experience - priorities for litigants across debt recovery, insolvency and dispute resolution</u></b>   |           |
| <b>Robert Thompson</b> , Vice Chairman, Greater London and South East Region and Member, Legal & Technical Committee, Civil Court Users Association ( <i>transcript</i> )                      | <b>45</b> |
| <b><u>'Delivering Civil Justice in an Age of Austerity' - increasing access &amp; efficiency to the civil courts and tribunal services</u></b>   |           |
| <b>Andrea Coomber</b> , Director, JUSTICE ( <i>transcript</i> )  | <b>47</b> |
| <b><u>Courts and tribunals in Wales</u></b>  |           |
| <b>Theodore Huckle QC</b> , Counsel General for Wales ( <i>transcript</i> )  | <b>49</b> |
| <b><u>Court digitisation - challenges and opportunities ahead</u></b>  |           |
| <b>Jim Leason</b> , Vice President and Head, Court Management Solutions, Thomson Reuters ( <i>transcript</i> )   | <b>52</b> |
| Questions and comments from the floor ( <i>transcript</i> )  | <b>54</b> |
| <b><u>Modernising the courts and tribunals system</u></b>  |           |
| <b>Natalie Ceeney</b> , Chief Executive, HM Courts & Tribunals Service ( <i>text submitted by speaker</i> )  | <b>58</b> |
| Questions and comments from the floor ( <i>transcript</i> )  | <b>62</b> |
| <b><u>Session Chair's and Westminster Legal Policy Forum closing remarks</u></b>   |           |
| <b>Rt Hon the Lord Scott of Foscote</b> , former Lord of Appeal in Ordinary ( <i>transcript</i> )  | <b>63</b> |
| <b>Marc Gammon</b> , Senior Producer, Westminster Legal Policy Forum ( <i>transcript</i> )   | <b>64</b> |
| <b><u>Comments</u></b>   |           |
| <b>Robert Thompson</b> , Vice Chairman, Greater London and South East Region/Member, Legal & Technical Committee, Civil Court Users Association  | <b>65</b> |
| <b><u>List of Delegates Registered for Seminar</u></b>   | <b>68</b> |
| <b><u>Contributor Biographies</u></b>  | <b>74</b> |

Please be advised that speakers' PowerPoint presentations are included within the transcript itself, just beneath the relevant speaker's text. Please note that not all speakers are able to grant permission for us to include their slides.

## About this Publication

This publication reflects proceedings at the Westminster Legal Policy Forum Keynote Seminar: Modernising the courts and tribunals service - infrastructure, efficiency and access to justice held on 14<sup>th</sup> October 2015. The views expressed in the articles are those of the named authors, not those of the Forum or the sponsors, apart from their own articles.

Although Westminster Legal Policy Forum is grateful to all sponsors for the funding on which we depend, participation in events and publications is never conditional on being a sponsor. As well as funding ongoing operations, sponsorship enables the Forum to distribute complimentary copies of publications, and offer complimentary tickets for events, to Government ministers, parliamentarians and officials most involved in policy.

This publication is copyright. Its copying, in whole or in part, is not permitted without the prior written consent of the publishers. However, extracts of the text may be reproduced for academic or review purposes, subject to the conditions of use outlined in the previous page, providing they are accurate, are not used in a misleading context and the author, their organisation and the Westminster Legal Policy Forum are acknowledged. We would also appreciate being informed.

### **Westminster Legal Policy Forum**

UK Headquarters  
4 Bracknell Beeches  
Old Bracknell Lane West  
Bracknell  
Berkshire RG12 7BW

T: 01344 864796  
F: 01344 420121  
[publications@westminsterforumprojects.co.uk](mailto:publications@westminsterforumprojects.co.uk)

### **Directors**

Peter van Gelder  
Chris Whitehouse