



# HM Courts & Tribunals Service

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Meg Hillier MP  
Chair of the Committee of Public Accounts  
House of Commons  
London  
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via email

14 October 2019

Dear Chair,

Richard Heaton, Richard Goodman and I will be appearing at the committee on behalf of the Ministry of Justice and HMCTS next week as part of your evidence session on *Transforming courts & tribunals: progress update*.

I wanted to take the opportunity to provide a brief update to you and the committee about recent stakeholder engagement activity that we have undertaken as part of our Reform Programme, following the commitments that we made in our [response to the committee in this area](#) in November 2018.

We have made good progress across our commitments to improve in this area, and this has been noted by the National Audit Office (NAO) in its recent report into the programme, which recognised that HMCTS has acted in “strengthening its approach to stakeholder engagement” and “improving transparency by publishing more information on progress”.

The NAO’s report drew on some early findings that we shared with them from a piece of research that we undertook, in direct response to one of the committee’s recommendations, to better understand what our stakeholders require from us, and what they think of us. That research is now complete, and I have enclosed a copy with this letter so that the committee can see it ahead of next week’s oral evidence session.

I would be more than happy to talk this through in more detail either at the hearing next week, or any other time, if that would be useful.

Yours sincerely,

**Susan Acland-Hood**  
Chief Executive, HM Courts & Tribunals Service