



MCA Awards 2018 Finalist

Customer Engagement

EY with HMCTS

HM Courts and Tribunal Services (HMCTS), a unique partnership between the judiciary and the Ministry of Justice, has embarked upon a radical reform programme that places citizens at the centre of its work. As part of this £700mn project, EY was asked to design national Customer Service Centres (CSCs) that will provide a more centralised and consistent way for customers to access justice services and receive support from HMCTS in the future.

EY was also commissioned to design a reformed Hearing Centre operating model to transform the way HMCTS supports judges who deliver effective hearings, for example through increased staff support before and after.