



Transforming the Civil, Family and Tribunals justice system

A shared vision statement

People across the UK rely on the civil, family and tribunal justice systems to protect and enforce their rights. But we know that when faced with complicated legal problems, the justice system can seem confusing and inaccessible to many.

Our vision is to improve the experience of accessing and navigating the justice system for everyone.

We will do this by making it easier for people experiencing legal problems to access high quality information and support at the right time and in the right way. Doing so will help them to understand their options and take the appropriate steps to resolving their issues.

We will enable people to resolve their problems earlier and at less cost. For example, through mediation or online dispute resolution. If they are unsuccessful, we will support them in seeking judicial determination through the courts or tribunals.

We will build online and offline connections between different parts of the system to achieve these solutions, utilising advances in technology, including exploring safe and appropriate uses of AI.

Providing a joined-up process will require the effective and safe transfer of people's data. We have established the Online Procedure Rule Committee (OPRC) to provide governance and develop data standards for the new system. We will support the OPRC to embed these standards with the third and private sector organisations that deliver information, support and dispute resolution services.

This is an ambitious vision for civil, family and tribunals justice, and collaboration with stakeholders across the system is crucial. By working together, we can ensure that our justice system supports people from the very beginning of their legal problems, offers them the right information and support to understand their options, and enables them to resolve their issues in a way that meets their individual needs.

For questions contact CFT@justice.gov.uk

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