

## Overview

This standard is for individuals who manage the operations of an effective court programme. This role involves the drafting, scheduling, reviewing and adapting of the court programme.

This will apply to courts and tribunals of varying sizes and a wide range of resources and business needs.

The term “programme” is sometimes referred to as “a court list” or “schedule” and is sometimes used in the context of (a) assigning diets or cases within court types in a structured programme or (b) the weekly/daily operational management of the programme (i.e. allocating judicial resources/courtrooms/staff, fixing ad hoc business, transferral of cases between courts etc).

## Performance criteria

- You must be able to:*
1. maintain your knowledge and competence in relation to the operational management of court programmes
  2. source and analyse data to inform the scheduling of court programming activities, to include:
    - 2.1 the capacity the programme has to deal with
    - 2.2 the frequency of types of court required
    - 2.3 the limits of the programme within constraints imposed
    - 2.4 the resources available
  3. review and develop local statistics to enhance programming effectiveness and for programme review purposes in line with organisational requirements
  4. determine the required frequencies of types of court in line with organisational requirements
  5. determine whether it is feasible to programme different types of court at different times and locations on the same day in line with organisational requirements
  6. prepare and develop court programmes in line with organisational requirements
  7. liaise with colleagues and stakeholders to identify court requirements in line with organisational requirements
  8. identify availability of judicial resources and stakeholders in line with organisational requirements
  9. allocate judicial resources in line with organisational requirements
  10. revise court programmes in line with organisational requirements to:
    - 10.1 meet business targets
    - 10.2 determine if efficiencies can be made to reduce delays in the processing of court business
    - 10.3 monitor performance and identify areas for business improvement
    - 10.4 include any ad hoc business
  11. seek approval of court programmes in line with organisational requirements
  12. keep information secure in line with organisational and legislative requirements
  13. communicate court programmes to colleagues and stakeholders and implement them in line with organisational requirements
  14. respond to any queries about court programmes in line with organisational requirements
  15. measure the effectiveness of court programmes in line with organisational requirements

16. seek feedback on the effectiveness of court programmes in line with organisational requirements
17. provide information about the effectiveness of court programmes to colleagues and stakeholders in line with organisational requirements

## Knowledge and understanding

- You need to know and understand:*
1. your role, responsibilities and competence, and who to seek assistance and advice from when necessary
  2. legislation, guidance and organisational procedures relevant to the job role.
  3. organisational requirements and procedures relating to the management of court programmes
  4. the data and information to be collected and analysed to inform court programming
  5. the importance of maintaining confidentiality
  6. the procedures for approval of court programmes
  7. who to inform of court programme changes
  8. the range of courts/tribunals within your responsibility and the procedures within them
  9. the range of resources in courts and tribunals within your responsibility
  10. roles and responsibilities of court and tribunal users within your responsibility
  11. the availability and standards of associated accommodation and equipment
  12. the local or national agreed operating protocol on loadings for specific types of business and how this affects court programmes
  13. the availability of stakeholders in complex or lengthy cases
  14. the targets that impact on court programmes
  15. the impact of a superior court seeking accommodation within your facilities
  16. the need for Specialist Courts
  17. time constrained cases and ad hoc business requirements
  18. holiday custody court requirements
  19. alternative approaches in court programming and how to rearrange courts
  20. the court programming guidance and implementing change effectively
  21. protocols and the remits for court user groups

## Manage court programmes

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**Developed by** Skills for Justice

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**Relevant Occupations** Courts Manager; Sheriff Clerk

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**Suite** Courts, Tribunals and Prosecution

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