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# Enhancing the capacity of the justice system by an effective implementation of the reform recommendation and processes in Cyprus

18 January 2023

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# Project components (2 outcomes):

Creation of Court Service  
for management and  
administration of courts

Introduction of new  
administrative processes in  
the court registries

# Project activities:

1. Assessment and consultation visits
2. Study visits
3. Reports on Court Service (4)
4. Reports on Administration and case management at courts (3)
5. Round tables

1. Kick-off Event (18.02.2021)
2. Steering Committee meeting
3. Monthly Coordination Calls
4. Closing event

# Outcome 1 deliverables:

## **1. Analysis Report**

- current organisational and governance structure of the courts
- staffing arrangements
- distribution and allocation of responsibility for management and administrative functions of the courts
- high level description of management and administration processes

## **2. Options and proposals for new Court Service**

- options considered
- recommendations on governance, management, structures, and administrative arrangements

## **3. Implementation roadmap**

- immediate actions for first 2 years of setting up and operation

## **4. Recommendations**

- change management

# 1. Analysis report of management of administration in courts:

governance, management, administration and staffing of courts

selected high-level processes

current challenges in the management and administration

comparative review of court service in Ireland, Scotland and Norway

some considerations regarding the proposed establishment of Court Service

## 2. Options and proposals report on Court Service - 5 chapters

1. Background and scope

2. Options (3) for new  
governance and  
management  
arrangements

3. Main elements to  
establish and govern the  
Court Service

4. Detail of proposed  
organisation and  
management + key roles  
and responsibilities +  
staffing arrangements

5. High-level processes that  
shall be established

6. Key stages of transition  
to the new Court Service

# **Options and proposals report - Chapter 3: Main elements to establish and govern Court Service**

## **Establishing Act**

- main statutory provisions

## **Board**

- composition
- functions
- Terms of Reference
- Committees of the Board/Secretary to the board

# Options and proposals report - Chapter 4: **Organsiation and management**

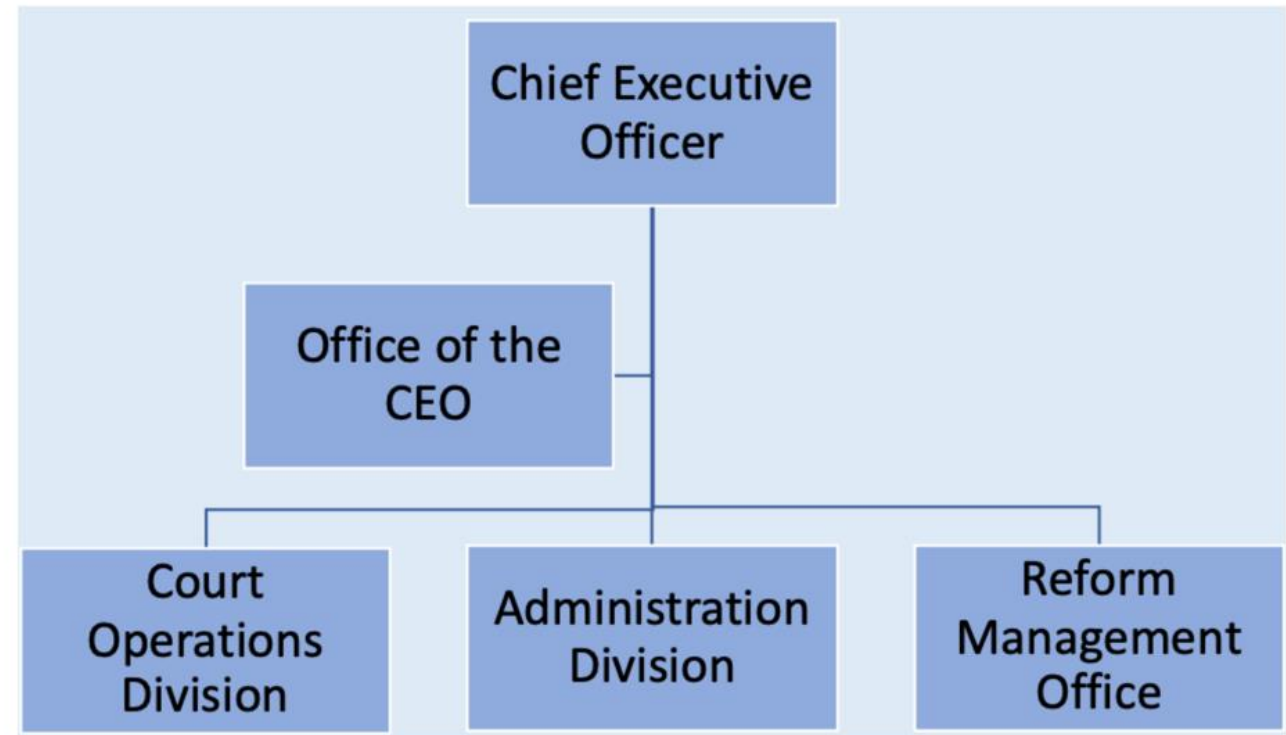
## Organisation and management structure

- CEO
- Operations Division
- Administration Division
- Reform Management Office
- Senior Management Structure

## Roles and responsibilities

## Staffing arrangements

Fig.4.1:Organisational Structure of the New Courts Service



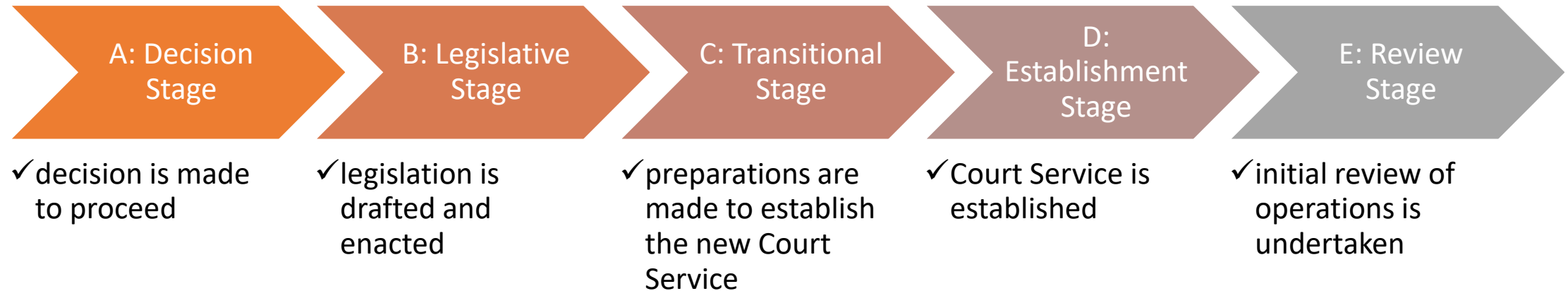


## **Options and proposals report - Chapter 5: high-level processes**

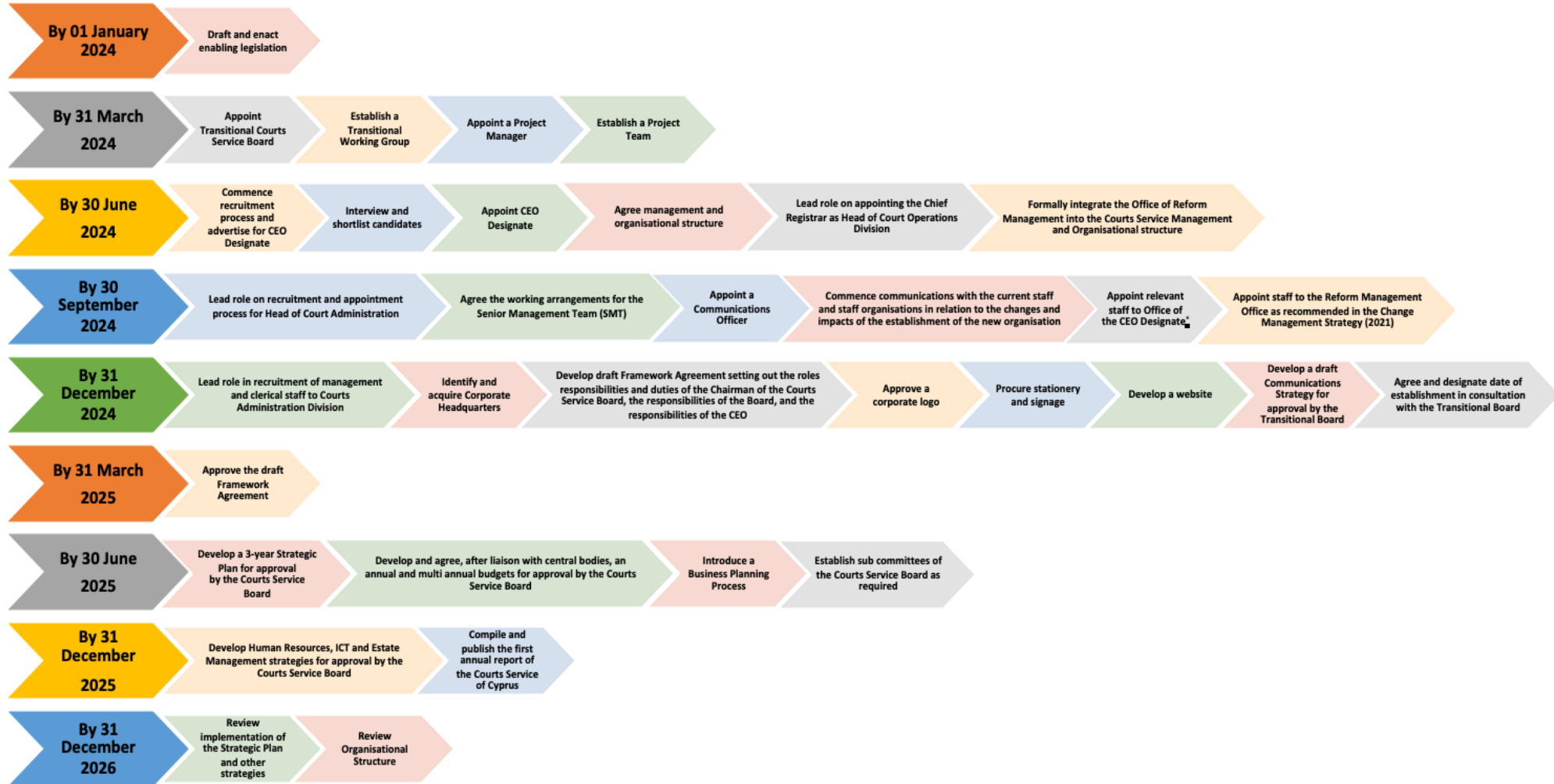
- budgetary processes
- strategic planning
- business planning
- ICT
- estate management
- communications
- financial management
- risk management
- human resource management

# Implementation Roadmap

1. Description of 5 Stages of Court Service Establishment
2. Detailed Action Plan
3. Timeline for the Establishment of the Court Service (2023-2026)



# TIMELINE - ESTABLISHMENT OF THE COURTS SERVICE OF CYPRUS



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# Managing risks and obstacles: the transition to a new Court Service

1. Risks and Obstacles Identified for each of the 5 stages

2. Change Management Strategy

# Outcome 2 deliverables:

## ISO Gap Analysis and Action Plan

- Quality management (9001)
- Information security management systems (27001)

## Evaluation Report

- administrative processes in Registries
- case management arrangements in courts

## Recommendation Report

- administrative processes in Registries
- case management arrangements in courts
- action plan

# Evaluation Report

- Evaluation of processes in several registries (Nicosia, Larnaca, Famagusta)
- Areas for re-engineering:



Admin structure and  
staff tasks



Workflows, manuals  
and guidelines



Training, Career paths  
and performance  
evaluation



Logistics, working  
conditions and  
security



Case-management



Links with Court  
Service and i-justice/  
e-justice

# Recommendation Report

- Main identified issues in the areas of Evaluation report

- +



Judicial case-  
management



Rules of procedure



Statistics &  
performance  
indicators

- Connects ongoing reform initiatives:

- establishment of Court Service
- CPR implementation
- e-Justice

- With detailed Action Plan connected with 5 stage for Court Service establishment

# Project statistics

- 7 experts 
- 7 reports 
- 3 (5) meetings in Cyprus 
- Travels to Dublin and Strasbourg 
- 34 Steps for Court Service establishment 
- Proposals for re-engineering of court processes and case-management
- Gratitude to partners 



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