

MEMORANDUM

JBM-C 15-2019

Subject: Court Services Strategic Plan

Date: December 12, 2019

To: Joint Board of Management, Niagara Courts

From: Jackie Foley, Acting Manager, Court Services

In June of 2019, Court Services staff embarked on the process of creating a Court Services Strategic Plan. The process included an environmental scan, staff engagement sessions and a community stakeholder survey.

On August 12, 2019, Court Services held two facilitated staff engagement sessions to garner feedback to inform the Strategic Plan. The purpose of the sessions was to bring staff together from all roles within Court Services to participate in discussions and activities aimed at tracking components to assist in the development of a Strategic Plan.

On August 13, 2019, following the staff engagement sessions, a session held with the Court Services Management Team captured its feedback in the development of the Strategic Plan. The Management Team completed a SWOT analysis, identifying strengths, weaknesses, opportunities and threats for Court Services, and built on the feedback collected from front line staff to finalize an official vision statement and mission statement for Court Services.

In August of 2019, an online survey, sent to stakeholders who collaborate with Court Services, captured their feedback and informed the development of the Court Services Strategic Plan. Stakeholders were asked about areas where collaboration was going well, areas for improvement, opportunities for future collaboration, and communication preferences. The survey was open from August 13 - 27, 2019. In total 17 individuals completed the survey. The results of the survey will inform implementation of the Strategic Plan in 2020.

Feedback provided by staff, management and stakeholders was integral in the creating the key priority areas and Strategic Directions Document for Court Services (attached as **Appendix 1** to this memo, which sets out the Vision Statement, Mission Statement and key priorities). The Plan also aligns with Niagara Region's Strategic plan (<https://www.niagararegion.ca/priorities/pdf/strategic-plan-2019-2022.pdf>).

Future reports to JBM will provide updates on the implementation of the Strategic Plan.

Respectfully submitted and signed by

Jackie Foley
Acting Manager, Court Services