



# Corporate Plan

## 2021-24

**Annex A Business Plan 2023-24**  
**April 2023**

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## **Annex A - Business Plan 2023-24**

### **Priority: Customer First**

#### **Objective 1**

To deliver a high quality service that meets the needs of our customers. To achieve this we will:

- Hold in-person stakeholder engagement sessions to improve the understanding of the role of the Commission and to align procedures, complaints handling and performance measure with customer preferences;
- Continue to ensure that the quality of decisions is maintained;
- Aim to improve upon the 2022/23 delivery timelines for Hear and Decide cases.

### **Priority: Operating Environment**

#### **Objective 2**

To deliver an operating environment that will support an expanding workforce. To achieve this we will:

- Continue to work alongside our Sponsor Body (DoJ) to ensure we are sufficiently resourced to address existing and pending work commitments;
- Continue to invest in the training and development of our workforce to enhance skill sets and capability and to ensure effective contributions to the organisation;
- Review structures within the Commission to ensure they provide the most effective and efficient basis for the delivery of business needs.

### **Priority: Adapting Information Technology to facilitate new ways of working**

#### **Objective 3:**

To implement effective solutions to ensure our systems are fit for purpose. To achieve this we will:

- Finalise implementation of a new case management system and customer portal, incorporating the electronic exchange of evidence, and undertake an in- year review of the user guidance for the public, updating it if necessary;
- Produce updated guidance on remote hearings and reinstate Accompanied Site Visits;
- Undertake a formal review to determine how hybrid hearings may best be facilitated in the future operating environment of PACWAC.