ACM

BEST EMAIL PROTOCOL

Fordham J, ACM Liaison Judge
9 April 2024

The BEST Email Protocol:

B – brief – is this email as **BRIEF** and to the point as possible?

E – essential – is it really **ESSENTIAL** to send this email to us?

S – signposted – is your "subject"-line **SIGNPOSTED*** with what we need?

T – targeted – is your email **TARGETED** directly to us? (We do not want cc'd emails)

    *Signposted means Case Name & Reference – Purpose – Key Information

    Signposting Illustrations:
    Subject: Evans AC-2024-MAN-000123 - Claimant's Skeleton attached - hearing 01.05.24
    Subject: Singh AC-2024-MAN-000234 - N244 attached (extension of time for AOS)
    Subject: Taylor AC-2024-MAN-000345 - Consent Order (stay) attached - hearing 01.07.24
    Subject: Patel AC-2024-MAN-000456 - Counsel's Availability (Interested Party)

We are applying this Protocol at the Administrative Court Manchester from 15.4.24. We need your help. Please ensure that your emails to the Court comply with the Protocol.

Action: If you have sent us an email which does not comply with the **BEST Email Protocol:**
- If possible, immediately send a "recall" message and we will delete and ignore.
- If not, take no action this time, but comply next time.

Annex A: Explanation.

- ACM is adopting the **BEST Email Protocol** from 15 April 2024, published (a) through our User Group (b) as a footer to our emails and (c) within our automated response. All court users are asked and expected to comply.

- The purpose of the **BEST Email Protocol** is to promote speed and efficiency in (a) triaging (b) dealing effectively and (c) promoting the overriding objective.

- The mischief at which the **BEST Email Protocol** is aimed is email traffic which is unnecessary, unfocused, time consuming, difficult to triage. This sort of email traffic

slows us down in dealing with all cases – including yours – and all users will benefit from eliminating it.

- This is what we mean. **BRIEF** speeds up reading and processing. **ESSENTIAL** eliminates unnecessary traffic. **SIGNPOSTED** enables (a) triage (b) understanding "at a glance" (c) gathering together related traffic. **TARGETED** eliminates "cc" emails (if the email matters, then we will be the direct recipient).

Annex B: Background.

The **BEST Email Protocol** builds on this statement made through the <u>ACM December 2023</u> <u>User Group</u> "Mr Justice Fordham asked that all courts users should (a) be conscientious and suitably restrained in relation to emailing ACM (b) ensure that the email "subject" line identifies the case and has a few words about what is being sought and when (c) keep the contents of emails brief and clear. This is all very helpful, when triaging and prioritising work, and for dealing with our cases efficiently and without unnecessary distraction."

Annex C: Footer for ACM Emails.

BEST Email Protocol. From 15.4.24, we ask all court users to comply with this Protocol:

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E – essential – is it really **ESSENTIAL** to send this email to us?

S – signposted – is your "subject"-line **SIGNPOSTED*** with what we need?
Signposted "subject"-line: Case Name & Reference – Purpose – Key Information

T – targeted – is your email **TARGETED** directly to us? (<u>We do not want cc'd emails</u>)

<u>Action</u>: If you have sent us an email which does not comply with the **BEST Email Protocol:**
- If possible, immediately send a "recall" message and we will delete and ignore.
- If not, take no action this time, but comply next time.

Annex D: Automated Response Text.

Thank you for emailing the Administrative Court in Manchester. If you have sent us an email which does not comply with the **BEST Email Protocol** (below):
- If possible, immediately send a "recall" message and we will delete and ignore.
- If not, take no action this time, but comply next time.

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- *Signposted "subject"-line: Case Name & Reference – Purpose – Key Information
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<u>Annex E: Text for ACM Email (for use by team members where appropriate)</u>

Thank you for your email. The Liaison Judge (Fordham J) has asked us to send you this message. Having looked at your email, we do not consider that it complies with our **BEST Email Protocol**. We will not be dealing with your email. You can (a) take no action or (b) send an email which complies.

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Fordham J
Liaison Judge
9.4.24