



Sent by email

10 December 2024

Dear Sir Geoffrey,

Publication of the access to justice assessments

I am pleased to share with you that today we are [publishing the results of our latest access to justice assessments](#). These assessments support our commitment to ensure HMCTS services are accessible and inclusive for all court users as we set out in our first publication last year.

Over the last twelve months we have assessed the Single Justice Service ('SJS') and Immigration and Asylum First Tier Tribunal. The assessments help us to understand barriers to accessing justice and identify actions we can take to address the underlying causes. Reforming our services has made it possible to collect a much wider range of data about our users including their protected characteristics, which means we can better understand what we need to do to make improvements.

The framework underpinning the assessments has been developed from the definition of access to justice outlined in the publication "[Developing the detail: Evaluating the Impact of Court Reform in England and Wales on Access to Justice](#)".

For each barrier identified through the assessments, we have set out actions to improve outcomes and we will provide an update on progress in future evaluations.

The report includes updates on progress made since last year's assessments on the probate, divorce and Online Civil Money Claims service and the Social Security and Child Support Tribunal to reduce barriers to accessing justice.

I hope that you find this report to be insightful, useful and a clear demonstration of our commitment to continuing improvements in this vital area of work.

Yours sincerely,

Nick Goodwin
Chief Executive, HM Courts & Tribunals Service