



Ministry  
of Justice

**James Cartlidge MP**  
Parliamentary Under-Secretary  
of State of Justice

Sir Bob Neill MP  
House of Commons  
London  
SW1A 0AA

**MoJ ref:** SUB92592

24 November 2021

Dear Sir Bob,

### **NEW HMCTS SERVICE CENTRE IN NEWPORT, SOUTH WALES**

I am writing to let you know that we will be opening our fifth Courts and Tribunals Service Centre (Service Centre) in Newport, south Wales. This new site, located near Newport Magistrates' Court, is due to be ready for occupation from May 2022 and will support more than 100 jobs across the region. It will join our four existing Service Centres, based in Birmingham, Stoke-on-Trent, Loughborough and Salford, in providing high-quality support to members of the public and professional users.

The first Service Centres opened in 2019 and they play a key part in improving access to justice. Using the latest technology, Service Centre staff act as a first port of call when people need an update about their case. They are able to answer incoming enquiries more quickly, accessing relevant case details and providing the right information efficiently. This allows court and tribunal staff to focus on hearings and people attending courts in person.

Service Centres have achieved a huge amount, handling more than 1.3 million queries so far. They also handle a number of important services that the public relies on, such as applications for probate and supporting video hearings.

The opening of this new Service Centre is part of HMCTS's £1.3bn investment to transform courts and tribunals, ensuring justice is more accessible and delivered as effectively and efficiently as possible. I look forward to seeing the positive impact the new Service Centre will deliver.

Yours sincerely,

**JAMES CARTLIDGE MP**