

New Courts and Tribunals Service Centre for Wales



A new Courts and Tribunals Service Centre (Service Centre) based at Usk House in Newport, South Wales will support over 100 jobs across the region. The centre will be located near Newport Magistrates' Court and is due to be ready for occupation from May 2022. It will join our four other operational Service Centres in Birmingham, Stoke-on-Trent, Loughborough and Salford.

The first Service Centres opened in 2019 and they play a key part in improving access to justice. They provide members of the public and professional users with a first port of call when they need an update about their case, allowing court staff to focus on hearings and people attending courts in person. Service Centres also provide administrative support for a variety of services. For example, Salford Quays Service Centre supports the crime case management system [Common Platform](#) while Stoke Service Centre supports our [Single Justice Service](#) and [Online Civil Money Claims Service](#).

HM Courts and Tribunals Acting CEO, Kevin Sadler said:

I am delighted to confirm that we will be opening our fifth Service Centre in Wales, the centre will play a huge part in our ability to provide efficient and effective responses to court user enquiries.

Our Service Centres have achieved a huge amount, they've already handled more than 1.8 million queries, so it's right that we continue to invest in our ability to provide court users with the information they need quickly.

As well as handling enquiries, highly skilled staff are also processing applications for probate and supporting video hearings, among a whole raft of other services that our users rely on every day.

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.

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Added translation