



**HM Courts
& Tribunals
Service**

HM Courts and Tribunals Service
102 Petty France
London
SW1H 9AJ

Date 27 March 2020

Dear Court user

Re: COVID-19 and the civil jurisdiction

The COVID-19 public health emergency has had a significant impact on the legal sector and the operation of the HM Courts and Tribunals service (HMCTS). This situation is rapidly evolving every day and impacting on our daily lives and the way in which we work. Despite these difficult and challenging times our front-line court staff have been working hard to ensure that the work of the courts is delivered, allowing the operation of the justice system to continue.

We are looking at new and different ways of working that will allow HMCTS to continue to operate and provide a service throughout this difficult period. Within a week, 50% of our hearings that would normally take place face-to-face have taken place remotely, by either telephone, video or Skype. This has ensured that the work of the courts, a vital public service, has continued to be delivered. Further information on the planning and preparation of HMCTS can be found [here](#).

HMCTS will continue to ensure that we deliver the most effective service we can during this time but would appreciate your help and support. We would ask our professional court users to only submit new personal injury claims (either Part 7 or Part 8) where absolutely necessary, for example those claims that are approaching limitation. The handling of these and the associated fee processes are causing particularly challenges at this time. We know that this is a big ask, but your cooperation will be greatly appreciated and will help HMCTS to continue to deliver the best possible service to our users.

We really do appreciate your support throughout these difficult and challenging times.

Yours sincerely

Simon Vowles

**Deputy Director - Civil
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