



HM Courts & Tribunals Service

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To: Civil, Family and Tribunal Stakeholders in the
South West Region

13 February 2025

Dear Colleague

Changes to the Organisational Structures in HMCTS SW Operational Teams

The purpose of this letter is to alert you to some changes that are planned in HMCTS which will change how our courts and tribunals are organised and managed in the South West region. These changes will be adopted from the beginning of April 2025, and include amendments to our existing operational leadership roles and responsibilities.

The key change is that we are moving away from the current model that organises courts and tribunals into clusters within each region. From April, courts and tribunals will be organised and managed on a jurisdictional basis right across the region, and no longer operate within clusters. To support this, we are moving to a new operating model structured around new Heads of Operations roles which have a specific jurisdictional responsibility. Insofar as the civil, family and tribunals services are concerned, there will no longer be the role of Head of Civil Family and Tribunals, or that of Cluster Manager. There will be the new role of Head of Operations (Civil Family and Tribunals), and under the direction of the regional Delivery Director will be responsible, amongst other things, for leading the effective and efficient delivery of justice operations across all civil family and tribunal locations within the South West region. In support of this, they will be expected to establish, build, and maintain effective relationships with key civil family and tribunal stakeholders. In the South West region, this will be Anna Munday.

For wider context, the Head of Operations will be supported by a newly created post of Deputy Head of Operations. For the South West region that will be Caroline Dean. Leadership of magistrates' courts legal teams will largely remain unchanged with Heads of Legal Operations continuing to be in place in every region. We are also appointing a Head of Service Performance & Improvement to work with the Heads of Operations and Head of Legal Operations in working with key stakeholders on civil,

family and tribunals planning and service improvement. I attach a simple organogram for ease of reference.

Although these changes are planned to take effect from the start of April 2025, we are taking steps now to prepare for the change in structures and to be able to stand up and operate our services on a jurisdictional basis.

The remaining existing management structures are unchanged by these developments, and day to day operational engagement will remain as it is currently. If you have any questions around the changes detailed above, please speak to your usual HMCTS point of contact, or alternatively you can email Anna at anna.munday5@justice.gov.uk

Yours sincerely

C Murray

Christine Murray
Delivery Director South West Region

Copy to: Anna Munday, Head of Operations