

Dear Court Users

My name is Julie McGrory and, at the beginning of May, I became the Court Manager at the Court of Protection.

Prior to this, I was responsible for leading process improvements across the whole of the Royal Courts of Justice Group using Lean methodologies. Lean focuses on providing the service you, as our customers, want from us and eliminates wasteful practices to free up staff time to concentrate on the work that adds value for you.

My Lean Team and I have been working with the Court of Protection to improve their processes since last October. This has included identifying and eradicating failure demand, which is where customers contact us, either by telephone or in writing, because our systems or processes are not working properly e.g. complicated forms or leaflets, chasing progress of a case or being sent a wrong hearing date. Some progress has been made in changing our systems e.g. new Cop20 forms were introduced but we want to engage with our users more to find out about their experience and the service they received while progressing their cases through the Court of Protection.

Our plan is to survey as many of our users as we possibly can over the next few months but we would also like your feedback too.

The court staff have created a list of questions that they feel would be beneficial to ask customers at various stages along their Court of Protection journey. Please find a copy of the questions attached.

As regular users of the court, we would very much appreciate your own response to the attached questionnaire. As continuing court users you may find that sections of the questionnaire are sent out to you when you make your next application and we would also welcome your response at that time.

Please return your completed questionnaire to;  
courtofprotectionenquiries@hmcts.gsi.gov.uk.