

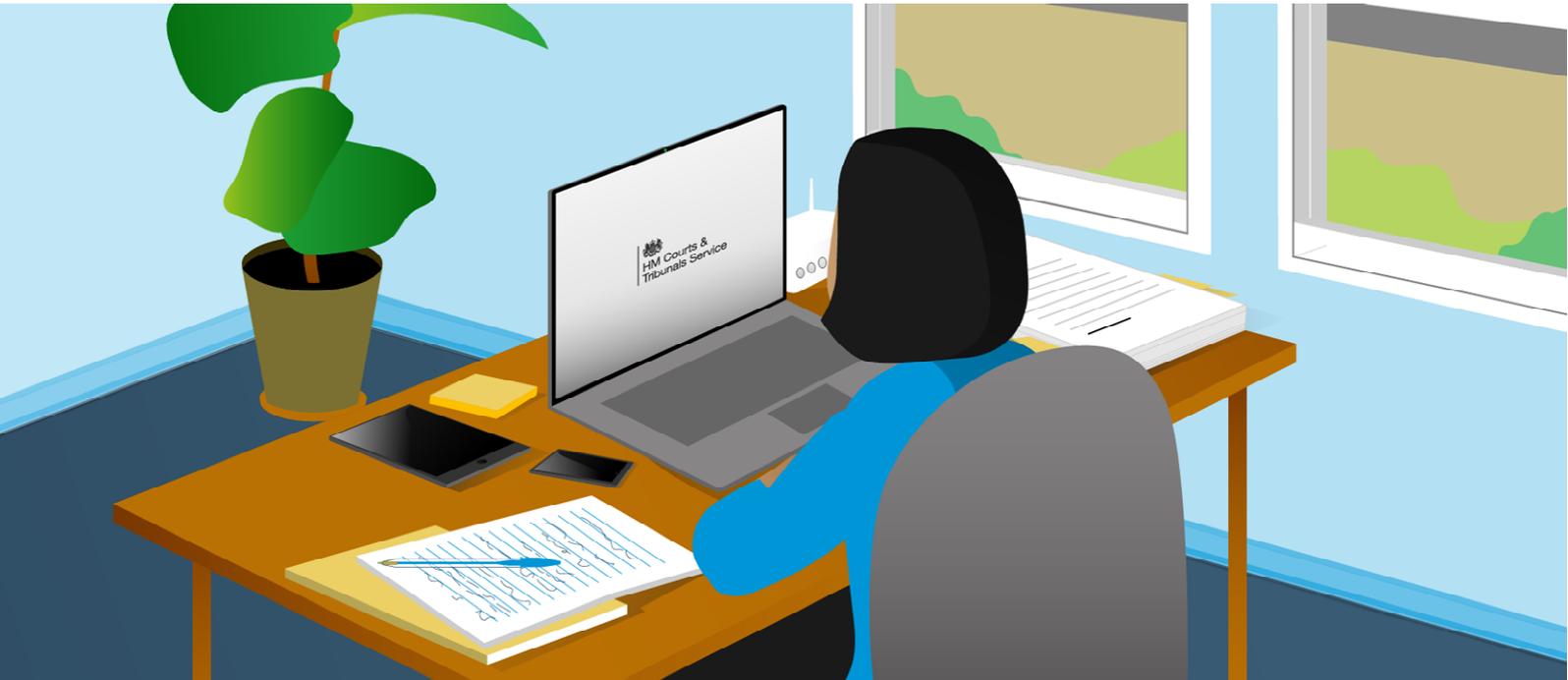


HM Courts &  
Tribunals Service

CENTRE FOR  
SOCIO-LEGAL  
STUDIES



OXFORD  
BROOKES  
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# Methodology Report: Supporting Online Justice Project

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Centre for Socio-Legal Studies:  
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## About the Research Team

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Linda Mulcahy is the Professor of Socio-Legal Studies and the Director of the Centre for Socio-Legal Studies at Oxford University. She specialises in dispute resolution and the ways in which lay users experience the legal system. She has undertaken a number of empirical studies of disputes between business people in the car distribution industry, divorcing couples, doctors and patients and neighbours on council estates. Her work has been funded by a range of bodies including the Economic and Social Research Council, the Arts and Humanities Research Council, the Nuffield Foundation, the Department of Health, the NHS Executive, the Leverhulme Trust and the Lotteries Board.

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## Project Advisory Group

**Chair:** Sir Ernest Ryder; **Members:** Alison Bergin (HMCTS); Suzi Carberry (HMCTS); Professor Naomi Creutzfeldt (University of Westminster); Professor Rosemary Hunter (University of Kent); Liz Olney (HMCTS), Lindsey Poole (Director, Advice Services Alliance); Rosemary Rand (HMCTS); Professor Meredith Rossner (Australian National University); Professor David Tait (University of Western Sydney); Dr Joe Tomlinson (University of York); Kerry Woolford (HMCTS).

## Judicial Leads

**Special Educational Needs Disability Tribunal:** Deputy Chamber President Tudur and Tribunal Judge McConnell; **Social Security and Child Support Tribunal:** Chamber President Markus and District Tribunal Judge Farrelly; **Employment Tribunal:** Regional Employment Judge Pirani and Regional Employment Judge Davies; **Family Court:** His Honour Judge Bedford and Her Honour Judge Owens.

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## Introduction

This technical report complements the [Supporting Online Justice Project Report](#) which outlines the research undertaken for this ESRC funded and was launched in March 2022 (Mulcahy, Rowden, Tsalapatani, 2022). The aim of this second report is to provide more practical technical advice about the making of the five films which constituted the key output from the project. Links to these films can be found below.

At the close of the project, the research team transferred all the scripts and a bank of 480 images produced by and for the project team to our project partners, HM Courts and Tribunals Service (HMCTS). This has been done in the hope that this would allow them to make additional films at minimal expense. At the time of writing we are delighted to hear that discussions are already under way to produce a films for another tribunal using these resources. In the course of arranging handover of these materials the research team have produced a series of handover notes and guidance which we hope will be of value to HMCTS. This technical guide will also be useful to those embarking on the production of similar resources or those with interests in how the films were developed.

In the sections which follow we render visible our decisions about script content; tips on using the production suite used in this project; the questions posed to judges and others when researching particular legal jurisdictions and how the recording of scripts was managed to maximise efficiency.

Dr Anna Tsalapatani

Professor Linda Mulcahy

Dr Emma Rowden



## The Films

This technical appendix outlines some of the key considerations that went into the creation of the Supporting Online Justice Films. You will find the links to the films below.



### Special Educational Needs and Disability Tribunal Film

Link: <https://youtu.be/SPEMtWWYAZ8>

BSL Link: <https://youtu.be/PNrguwNen64>



### Social Security and Child Support Tribunal Film

Link: <https://youtu.be/SdOldV2GKcY>

BSL Link: <https://youtu.be/a5QcPXtOMH4>



### Employment Tribunal Film

Link: <https://youtu.be/OZwAiabxqvo>

BSL Link: [https://youtu.be/YGBFYt\\_KOjA](https://youtu.be/YGBFYt_KOjA)



### Family Court (Private Matters) Film

Link: <https://youtu.be/ZXz4GtmKxZ4>

BSL Link: [https://youtu.be/pGfW\\_X7chyc](https://youtu.be/pGfW_X7chyc)



### General Film

Link: <https://youtu.be/ayw3Hazf-c8>

BSL Link: <https://youtu.be/ZsoOgCpJt54>

# Script Design

## Introduction

The project involved the production of five scripts; one for each of the jurisdiction specific films and one for the 'generic' film which gave general advice suitable for anyone attending an online hearing. Scripts were central to the whole production process and served a number of functions in it. They helped conceptualise the brief for the production of images, provided text for the voiceover, and formed the basis of subtitles and translations into a variety of other languages including British Sign Language.

In this section we describe the process of script production. This introductory section outlines some general points about the production process. The next section uses the Special Educational Needs and Disability Tribunal (SEND) film script as an exemplar and provides notes as to why certain decisions were made about particular phrases or section. The appendices include full copies of the other scripts produced.

## Variation across Tribunals

The research team's original bid anticipated the production of five generic films about different stages of online hearings but initial consultation with stakeholders including HMCTS made clear that there was a preference for producing a set of jurisdiction specific films. A key reason for this was that there was considerable variation between the procedures adopted, the level of formality and the management of the written evidence (the bundle) across jurisdictions. This made it challenging to provide generic advice that was accurate. Moreover, it was anticipated that giving advice that might, or might not apply in a particular jurisdiction could well exacerbate nerves rather than calming them as intended.

This variation across the courts and tribunal sector is reflected in the scripts produced and is easily discernible by perusing them. It is for this reason that we have included all five scripts in this report. While some text appears in all scripts, e.g. the contents section (C4), the scripts are largely characterised by the differences between them.

## Shifting Sands

The process of drafting scripts for the five films was a prolonged cyclical process involving a number of different stages.

- At the beginning of the project research on each of the four jurisdiction-specific films had to be undertaken so that we could put together an accurate script for discussion with the two judges assigned to us from the Family Court and SEND, SSCS, and Employment Tribunals. A sample set of questions used in the team's initial meetings with judges appears at Appendix A. This research involved perusal of practice directions, descriptions of the process provided by organisations such as Citizens Advice and public information films made by HMCTS, Tribunals and NGOs. Some of the phrases which appear in the film were copied from other sources where they represented best practice. For example, we used some wording from a film with live

actors produced by the [SEND tribunal](#) and other wording from relevant judicial guidance.

- Once agreed with judges, the SEND script was used to produce a prototype film which was then tested with lay and expert focus groups. A valuable lesson learnt during this phase was that the script can never be seen as a standalone product. It was used as the basis for producing a brief for the graphic artist responsible for creating original drawn images for us and consideration of the juxtaposition of image and word sometimes caused us to revise the wording agreed with judges. In due course the relationship between the written word, images, voice over and BSL version also led to revisions as we reflected on how well meaning was being conveyed when simultaneously being produced by images, text and sound.
- The prototype film was then tested out in focus groups. The focus groups conducted with members of the public led to a number of changes including simplification of the language, re-ordering of the sections, reduction of the number of sections from seven to three, changes to words and phrases which some considered to be patronising and the introduction of text-based screens which repeated key points.
- The level of discussion needed to perfect the scripts to the satisfaction of judicial leads meant that we research team had to arrange up to five meetings with each set of judges before they were content to sign the scripts off.

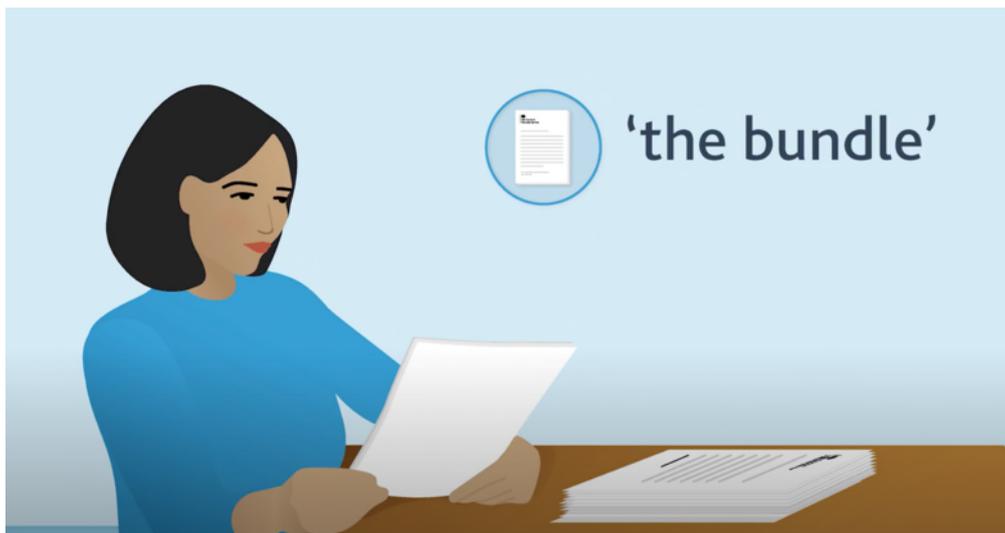
The result was that the scripts contain some text which occurs across all five films and some that is unique to one film. One example is that some courts and tribunals require an oath to be taken while others do not. Another is that the more formal the tribunal, the more likely they were to have detailed rules about who produced the bundle. Variations may also relate to the level of resources in a particular jurisdiction. By way of example the Family Court film makes less frequent reference to the possibility of contacting court staff with a query or problem because the resources of the Family Court were severely stretched when the project was undertaken. In contrast, the SEND tribunal was much more at ease about people contacting their staff and would even help with securing access to a computer at a hearing centre if necessary. The result is that there is text to be mined on a mix and match basis in the scripts produced.

### Choice of Vocabulary

The main project report (Mulcahy, Rowden, Tsalapatani, 2022) outlined the evidence based principles which underpinned the production of the films. In the current context it is worth reiterating that government guidance suggests that public information is directed at people with a reading age of nine and that plain English should be used where possible. This created particular challenges in a legal context where technical language is often the norm and guidance is frequently produced with professional users in mind.

An attempt was made to adopt the principles enshrined in the Easyread system though this was not without its difficulties. Future projects could usefully employ the services of an Easyread specialist to help in this regard. Technical legal words were avoided where possible and when this was unavoidable they were used but their meaning explained. In these circumstances visual cues were also used to help explain the meaning and context in which

a word was used. Words such as 'evidence' and 'bundle' also appeared on screen so that the person watching the film could search the internet for the meaning using the correct spelling.



**FIGURE 1: SCREENSHOT SHOWING THE USE OF TEXT ON SCREEN FOR TECHNICAL LEGAL LANGUAGE**

Where possible positives such as 'You can' or 'It might be helpful' were used in preference to negative phrases such as 'You must' or 'You should.' This was done in order to engender a supportive environment and to give users, many of whom are likely to be in a state of anxiety, a sense of agency. The one exemption to this is the section of all the films where people are advised about the things they cannot do in hearings such as take photographs or record proceedings.

### Empathy

Empathy was a guiding principle in the production of the film and the research team were particularly sensitive to the challenges faced by the digitally disadvantaged when preparing for an online hearing. Prescriptive phrasing was avoided in this context in recognition that many litigants attending online courts during the pandemic would not have access to adequate equipment and may even be joining the hearing using a phone. Empathetic drafting included the normalisation of anxiety and reassurance that it was not unusual for a computer to freeze.

### Repetition

1. Show respect for the tribunal, it's there to help you.
2. Use the opportunity to have your say.
3. Be polite and don't interrupt others.

Discussions in focus groups made clear that lay users of the justice system often found it difficult to absorb all of the information presented in public information films. For this reason, 'recap' sections were introduced in which key messages from a section were repeated. In other instances, repetition was used in more complex sections to remind people that they could seek help from tribunal

**FIGURE 2: AN EXAMPLE OF A 'RECAP' SCREEN**

staff or advice agencies. This verbal message in the script used for the voiceover was reinforced by repeating an image of a smiling HMCTS representative on a phone talking to the main litigant.

### **Deliberately elusive**

In some instances, it was not possible to be specific about how and when something might happen as there were regional variations in practice within jurisdictions. This required the script to be deliberately elusive. Examples include reference to the fact that ‘the length of the hearing depends on your case’ and ‘before the date of your hearing you will be sent details of how to join the online system used by your tribunal and when to log on to it’. It is also worthy of note that the research team were asked to future proof all the films by not referring to a particular video platform such as CVP or VH Service as these might change in the future.

### **Information and Explanation**

Another guiding principle of script production was that the script should go beyond the mere provision of information to the provision of an explanation as to why things are done the way they are. It was reasoned that this would make people feel that the hearing was about them and their case. An example is the section of the scripts which suggests ‘ask anyone who shares your home not to use the internet during your hearing’ which was followed by ‘this will make your internet connection stronger.’ Elsewhere, participants were encouraged to participate so that the tribunal would understand their point of view. This included suggestions that they should raise their hand if they had a question or to contact tribunal staff if they felt that something was missing from the bundle. The importance of this was emphasised during focus groups which suggested that some disadvantaged users of the legal system often felt disempowered in legal proceedings.

### **Spoken script**

Finally, it is important to note that the script was important not only for what it said but how messages were conveyed in the voiceover. Every attempt was made to ensure that the spoken script was not rushed and that pauses were introduced between major sections and when important points were made. The voiceover also alternated between male and female voices to add variety. The research team also took the view that the voiceover they produced for an additional version of the Employment film for the Scottish Tribunal Services should be produced in a regional accent. At the time of writing the Welsh Language Unit of HMCTS is in the process of arranging for the Welsh subtitles produced to be transformed into a spoken Welsh version of the films. This attention to detail goes a long way to making users of the films feel that the films have been made with people like them in mind.

**In the text on the next page, the colour coding illustrates which part of the script we are making a comment on.**

## Annotated Script: SEND Tribunal

Section headings and reference from recording guide <sup>1</sup>	Text in Script	Explanation of words and phrasing
How to use this film (C2)	<p>In this film we will explain what will happen in your Special Educational Needs and Disability Tribunal video hearing.</p> <p>The purpose of the tribunal is to consider your child's educational needs, but it may also consider their health and social needs.</p> <p>It's normal to feel nervous or anxious about tribunal hearings. We have created this short film to help you prepare.</p> <p>You can watch this film as many times as you want to. You can pause, rewind or restart it at any time by using the buttons at the bottom of the screen. You can turn subtitles, also known as 'closed captions' or 'cc', on or off.</p>	<p>We decided against breaking the films up into multiple shorter ones due to concerns that those suffering from digital disadvantage may not be able to navigate the internet to find them. Chapters, which are a function in YouTube which enables a film to be broken into easily navigable sections, were used instead.</p> <p>This is an example of a tribunal specific piece of text.</p> <p>Here we normalise anxiety, as even people who don't usually suffer from anxiety may face 'situational' anxiety over concerns about the hearing and its outcomes</p> <p>The visuals showed the You Tube controls – especially closed captions, as this may be a function that users might not be familiar with.</p>

<sup>1</sup> Please note C1, C5, C12 and C20 correspond to section headings and therefore do not have corresponding script sections. For more information see Appendix B.

<p>Introducing online hearings (C3)</p>	<p>Video hearings are run in the same way as hearings that take place in a tribunal building. The difference is that some or all of the people taking part will join the hearing online rather than travelling to a special building.</p> <p>The fact that your case is being dealt with by video hearing does not, in any way, make it less formal or less important. A video hearing has exactly the same rules to ensure that everyone involved is treated fairly and with respect.</p> <p>If you have any concerns about taking part in a video hearing after watching this film you should contact the tribunal staff. You can find their contact details in the letter or email they have sent you. <a href="#">Talk to them about your concerns. They may be able to help you to find a quiet space and a computer.</a> It's also possible to ask for a tribunal hearing where you meet in the same room as other people, but this may take longer to organise.</p>	<p>An attempt to make clear that this is a proper and formal hearing and all of the due process elements are maintained. The judges really liked this section.</p> <p>This text was not the same for all films as the Family Court wasn't able to offer the same support as tribunals. However, in the interest of access to justice, those jurisdictions that were, were very keen to put it in the advice.</p> <p>During the pandemic even Citizens Advice indicated on their website that in person trials would take longer to organise. Though not ideal, we felt it was important to alert people to this so that they could make an informed decision that best suited them.</p>
<p>Contents (C4)</p>	<p>This film provides answers to the following three key questions:</p> <ul style="list-style-type: none"> <li>• How can you prepare for your hearing?</li> <li>• What will happen on the day?</li> <li>• How should you behave in the hearing?</li> </ul>	<p>This is generic text across all films.</p> <p>Focus groups suggested that the original six sections in the pilot film needed to be cut down and simplified. Having to navigate six sections created stress because people felt that there were lots of things that they needed to keep on top of.</p>

		Text based slides were also used to break up film into the sections. They were appreciated by a number of focus group users who explained that they retain text based information better than image based information.
Technical 1 (C6)	<p>Let's start with <b>some tips</b> about how you can prepare for your hearing.</p> <ul style="list-style-type: none"> <li>• Details about how to connect to your video hearing, and how long has been set aside to hear your case, will be sent to you <b>before the day</b> in the 'Notice of Hearing'.</li> <li>• This document contains important information. Make sure you have it to hand for your hearing.</li> <li>• You can connect to the hearing from a computer, tablet or <b>mobile phone</b> from home or somewhere else of your choice.</li> <li>• Video hearings work best when you use a computer or large tablet on a flat surface and wifi. Using your phone may mean that you use up credit very quickly or have connection issues. The device you use also needs to have a camera. <b>If you do not have a computer, tablet, or access to wifi, find out if a friend can help you. You can</b></li> </ul>	<p><b>The word 'tips' is a good example of simple language.</b></p> <p><b>'Before the day' – because there were jurisdictional and regional variations in when litigants would receive this letter, no set timeframe was given. This is an example of being deliberately vague.</b></p> <p><b>Notice of hearing – there were certain key documents that were included throughout the films as it was important for people to be aware of them (see also bundle, decision letter and in some films, case management order).</b></p> <p><b>Given the clear evidence indicating the issues with attending an online hearing via phone (Mulcahy, Rowden and Tsalapatani, 2022), the research team took the decision to not support or normalise the use of smartphones. Instead we indicated the sort of equipment that was suitable for an online hearing to alert litigants to the possibility of exploring whether they could borrow some. Some, but not all tribunals were prepared to assist litigants with getting access to a computer.</b></p>

	<p>also contact the tribunal staff or the advice services we list at the end of this section for help.</p>	<p>This reflects a user based approach to script design which recognises the sorts of problems that people with digital disadvantage face.</p> <p>The section also sought to reassure people that there is help available to help them manage their anxiety.</p>
<p>Technical 2 (C7)</p>	<ul style="list-style-type: none"> <li>• It's really important to test the equipment you are using before the day of your hearing to make sure it works. This is especially important if it's a computer or tablet you haven't used before. Trying out the system may also allow you to see what you look like on screen before the hearing.</li> <li>• Try to make sure that your internet is strong and stable. If you are using wifi it's best to sit close to the internet router or connect to it with a cable.</li> <li>• Ask anyone who shares your home not to use the internet during your hearing. This will make your internet connection stronger. Shut down any programmes that you don't need during the hearing. These can be distracting and may weaken your connection. Make sure that your device is plugged in or fully charged. You might want to keep your charger nearby.</li> <li>• Using headphones can improve the sound quality.</li> </ul>	<p>The function of this section is to help people think through how they can help themselves prepare for the hearing.</p> <p>These are examples of technical advice that may be obvious to some, but not to others. Regardless it is a useful reminder to all users.</p>

	<ul style="list-style-type: none"> <li>• Charge your phone and keep it close by in case you need to contact the tribunal staff on the number in the notice of hearing.</li> <li>• It's best to have this number saved in your phone before the hearing.</li> <li>• If the tribunal staff ring you, they will normally use a withheld number. So if you get a call from a withheld number around the day of the hearing it's a good idea to answer it.</li> </ul>	<p>Once again relatively simple advice shows sensitivity to situational disadvantage.</p> <p>This is a practical tip that came from the judges.</p> <p>We were informed by technical staff that there is a reticence to pick up withheld numbers. This means that people may miss important calls.</p>
Environment (C8)	<ul style="list-style-type: none"> <li>• You can connect to the hearing from any room. If possible, you should choose a place that is quiet and private.</li> <li>• Tell others not to interrupt or disturb you during the hearing. This will help you to focus on what is being said.</li> <li>• Think about what's in the part of the room you will be in for the hearing. Try to make sure that what you're wearing and what's behind you, won't distract other people.</li> <li>• The length of the hearing depends on the case. <b>If you</b></li> </ul>	<p>This was the most discussed section of the script. The judges had had issues around problematic room set ups and inappropriate images on clothes or items in the background. This sometimes had an impact on credibility.</p> <p>Focus group participants reacted very strongly to the pilot version included the words 'neat' and 'tidy', and after much discussion we came up with this compromise. This section is not included in the SSCS film as the judges didn't want us to say anything that would discourage people from attending the hearing, especially as many of their users may lead chaotic lives.</p>

	<p>have young children it's a good idea to ask a friend or relative to look after them. This means that everyone involved will be able to focus on your case.</p>	<p>In some tribunals having children present because of childcare issues was not seen as a problem. However, this could be distracting. This is an example of why it is important to not just tell people to do things, but explaining to them why it was important in their case.</p>
<p>Evidence and documents  (C9)</p>	<p>All the important documents relating to your case will be put together and referred to as 'the bundle'.</p> <ul style="list-style-type: none"> <li>• The bundle sent to you, the judge and the other party will all be the same and will have exactly the same page numbers.</li> <li>• You may receive the bundle by post or by email. If you are happy to read it on screen, it's a good idea to have a second computer or tablet to look at it on. You can also open it in a separate window on your computer.</li> <li>• Make sure that you have the bundle with you on the day as other people will refer to it during your hearing.</li> <li>• Go through the bundle before the hearing and make a</li> </ul>	<p>This section originally referred to papers, but judges made clear that it would be good for people to understand the term bundle.</p> <p>Practice in relation to the bundle varied quite significantly, and was the subject of prolonged discussion. Examples of variation include rules around not writing on the bundle in Employment Tribunals; different words for the bundle in Scotland ('list of documents', 'the productions' or 'the bundle'); significant variations in who was responsible for preparing the bundle; and variation as to whether an index or the full bundle was received.</p> <p>This section also involved the use of elusive wording because of a lack of a firm HMCTS policy over whether there is a right to receive a paper copy of the bundle and the possibility that it will become common to receive the bundle by email in the future.</p> <p>This was a recognition that people might not have access to a second device.</p>

	<p>note of important page numbers and points that you may want to refer to.</p> <ul style="list-style-type: none"> <li>• If you think any documents are missing from the bundle let the tribunal staff know as soon as possible.</li> </ul>	<p>This is an example of advice that was given to help people turn up better prepared. This also depended on the jurisdiction.</p>
<p>Advice and Support (C10)</p>	<ul style="list-style-type: none"> <li>• You can have a representative such as a lawyer or advice worker at the hearing to support you, but many people present their own case. Either way it's good to get independent advice before the hearing to help you prepare. These organisations are a good place to start. You might want to pause the film at this point to take down the details: [PAUSE]</li> </ul> <p>You can find out if you can get help with legal costs known as "legal aid" at this website: [PAUSE]</p> <ul style="list-style-type: none"> <li>• If you are not comfortable speaking or understanding spoken English, or use British Sign Language, tell the tribunal staff as soon as possible before the hearing so that they can arrange for an interpreter to help you on the day. You will not need to pay for the interpreter.</li> </ul>	<p>We recognise that a lot of people won't have representation, but we wanted to draw attention to the fact that they can have a representative, and even if they don't getting advice is important.</p> <p>We moved the list of advice organisations from the end of the prototype films to a position nearer the beginning in the final films. This followed feedback in focus groups that people felt more relaxed from the outset if made aware that the films were not their only source of support and advice. These are tribunal specific advice agencies</p> <p>In some films we included different text such as 'legal aid is only available in a small number of cases' to help manage expectations in jurisdictions where legal aid is rarely available.</p> <p>Reference to not having to pay for an interpreter was used following consultation with judges which indicated that some people didn't request an interpreter because they were concerned they would have to pay for it.</p>

	<ul style="list-style-type: none"> <li>• If you need any other support to help you take part in the hearing, just get in touch with tribunal staff.</li> </ul>	<p>This is an attempt to make clear to people that reasonable adjustments are available. We did not use the term reasonable adjustments because the term was not readily understood by lay users.</p> <p>On the request of the judges, this section had the following variation in the SSCS film: ‘Whether you have advice or not, the most important thing is that you show up. This will really help the tribunal understand your case’. The SSCS judges were keen to ensure people were encouraged to attend because it made such a difference, and they did not want advice around preparation to be a disincentive to attend. This is an example of why customised films are important.</p>
Section one recap (C11)	<p>Before moving on to section two, let's recap the most important points from this section:</p> <ul style="list-style-type: none"> <li>• Contact tribunal staff if you have any problems taking part</li> <li>• Test your technology in advance</li> <li>• Read though the documents sent to you</li> </ul>	<p>This summary text on screen helps people remember the key messages, and assures them that they have picked up the key points from that section.</p>
Joining the video hearing (C13)	<p>Let's move on to section two: What will happen on the day?</p> <ul style="list-style-type: none"> <li>• Before the date of your hearing you will be sent details</li> </ul>	<p>‘Before the date of your hearing’ is deliberately vague because of difference between and within jurisdictions about when things were done.</p>

	<p>of how to join the <a href="#">online system used by your tribunal</a>, and when to log on to it.</p> <ul style="list-style-type: none"> <li>• Connecting to the system before your hearing is due to start will prevent you feeling rushed and allow time for any connection problems to be sorted out.</li> <li>• <a href="#">You may also get the chance to check that your speakers and microphone are working.</a></li> </ul>	<p>The reference to an 'online system used by your tribunal' is an attempt to future proof by not referring to a particular hearing system such as CVP or VH Service.</p> <p>The reference to when to connect was deliberately elusive because of regional differences. In some instance a tribunal encouraged litigants to join the system 30 mins in advance and made sure that a member of the tribunal staff talked to them during this period, in other tribunals there were insufficient resources available to do this.</p> <p><a href="#">Another simple tip that can help people help themselves.</a></p>
Waiting (C14)	<ul style="list-style-type: none"> <li>• After connecting with the video hearing system you may be kept in an online waiting area until the hearing is ready to start.</li> <li>• You don't have to do anything at this point, just stay near your screen.</li> <li>• Sometimes hearings start later than expected. <a href="#">Don't worry if this happens.</a> The staff know you are waiting and if they need to, they will contact you.</li> </ul>	<p>This is something that research suggests people get stressed about because they worry that they haven't logged on properly if they are left to wait with no contact.</p> <p><a href="#">This is an attempt to recognise stress hotspots and normalising them.</a></p>
Troubleshooting (C15)	<ul style="list-style-type: none"> <li>• <a href="#">It's not unusual for computer screens to sometimes 'freeze' or for people to lose their internet connection during a hearing.</a></li> <li>• If this happens just get in touch with tribunal staff.</li> </ul>	<p><a href="#">An attempt to normalise the fact that there may be connection issues, and to prepare people for them. This sequence also has good visual cues for freeze.</a></p>

	<ul style="list-style-type: none"> <li>• The Judge will understand if you are having problems so try to stay calm.</li> <li>• If necessary, they will stop the hearing and wait for you to re-join. As a last resort, it may be possible to take part in the hearing by phoning in.</li> <li>• Losing your internet connection will not affect the outcome of your case.</li> </ul>	<p>Another example of an attempt to induce calm and reduce anxiety.</p> <p>This is an example of deliberately elusive wording as practices differed across and within jurisdictions.</p> <p>Another example of an attempt to induce calm and reduce anxiety.</p>
<p>Who will be at the hearing (C16)</p>	<p>Let's move on to talk about who will be at the hearing.</p> <ul style="list-style-type: none"> <li>• Not all tribunals use the same video hearing system, but the screen of your video hearing will be divided into a number of different windows.</li> <li>• It's possible that people may change position on screen, depending on who is speaking.</li> <li>• Every hearing will have an independent Judge. The Judge is in control of who speaks and when they speak. They have a duty to make sure that the hearing is fair for everyone involved and that everyone, including you, has their say.</li> <li>• Assisting the Judge will be one or two specialist tribunal</li> </ul>	<p>There are generic components of this section but it also varies in each script as there are different people at each type of hearing. There are also differences within jurisdictions depending on the type of case or number of parties involved. Please see the various scripts in the appendices to see who has been included and how they have been described.</p> <p>Another example of future proofing. It also explains why the images in the films might not look exactly like the online hearing room they end up in.</p> <p>Focus groups suggested that not everyone knows what a judge does or who a witness is. As a result their roles are briefly explained. Judges suggested that it was also important to stress that the judiciary are independent as some litigants may come from countries in which this is not the case.</p>

	<p>Panel Members. They will have knowledge and experience of children and young people with special educational needs or disabilities.</p> <ul style="list-style-type: none"> <li>• There may also be a representative of the Local Authority you are in dispute with.</li> <li>• Depending on their age and understanding, the child with special educational needs may be able to attend some or all of the hearing to give their views. However, the tribunal has the power to carry on without them. They can do this if they think it would not be in the child's interests to remain or their being present might make it harder for others to speak openly. If the child is young you will need to make sure that they and any other children you have are looked after by someone else for the rest of the hearing.</li> <li>• In most cases there will be witnesses. A witness is someone asked to speak in support of the arguments you or the other side are making. These are usually teachers or educational experts, but may also be representatives from schools, psychologists, therapists, social workers and other specialists.</li> </ul>	<p>This is an example of an attempt to encourage participation and to make clear that justice isn't done to them, it is something that they take part in.</p> <p>Language is important in these films. For the SSCS tribunal the original pilot film described the panel member as someone who 'assists' the judge. The SSCS tribunal judges requested a change to the language as they suggested this assigned a lesser role to the panel member. 'Assist' was later changed to 'work with' to show that they are equal participants in the decision making.</p> <p>Once again, the description of children provides not just information, but an explanation.</p>
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	<ul style="list-style-type: none"> <li>• If you, or the local authority bring a lawyer or advice worker, they will also appear on your screen</li> <li>• In some cases there will also be an interpreter.</li> <li>• Hearings are held in private. This means that you will not find members of the public or journalists attending.</li> </ul>	<p>Whilst most hearings are public, there are some that are private. It was important to mention this and there can be anxiety about who will be in the hearing.</p>
<p>What will happen in the hearing (C17)</p>	<p>The purpose of the hearing is to expand on the issues raised in the bundle.</p> <p>At the beginning of the hearing, the Judge will ask everyone to introduce themselves.</p> <p>The Judge will decide on the issues that need to be considered in your case and the law that is relevant to it. They will guide you through the order in which the issues will be discussed at your hearing.</p> <p>The Judge and Panel Members will also ask you and the other people at the hearing questions. They will also give you and the other side the chance to explain your situation and raise issues.</p> <p>If the hearing is a long one, the Judge will make sure that everyone has a short break. The Judge will tell you what</p>	<p>This phrasing isn't used in all the films (this wording applies to SEND and SSCS). The difference reflects judicial preference and different cultures amongst courts and tribunals.</p> <p>There is considerable diversity in the wording used in this section across scripts. For example there are different types of hearing in Employment and Family jurisdictions that need to be explained. We have generally simplified explanations so as not to create more anxiety. There are also differences in terms of the extent to which hearings are formal or informal; adopt an inquisitorial (SEND) or adversarial stance (Employment); expect an oath and affirmation is taken. This section also contains examples of technical words such as evidence, oath or affirmation which need to be explained.</p> <p>This is an attempt to induce calm and reduce anxiety.</p>

	<p>time the hearing will restart. You can also ask the judge if you need a break.</p> <p>At the end of the hearing both sides will usually be given a chance to briefly summarise their case.</p>	
<p>Decisions and appeals (C18)</p>	<p>When everyone has had their say the Judge and Panel will make a decision based on what they have heard in the hearing and been sent to read.</p> <ul style="list-style-type: none"> <li>• It's unlikely that the Judge will tell you the result on the day of the hearing. This is because they like to take time to talk to the other panel members about everything that has happened at the hearing.</li> <li>• You, or your representative will get a decision via email. This will usually be within 10 working days after the hearing.</li> <li>• You will be told when the hearing is at an end and you can leave.</li> <li>• If you are not happy with the outcome, the organisations we told you about earlier in the film can provide advice on whether, and how, you can appeal the decision.</li> </ul>	<p>Emphasis on the importance of process, by making it clear that their case will be decided on the evidence, and not prejudged in any way.</p> <p>Another example of elusive wording and explanation of why things are done the way they are.</p> <p>How decisions are conveyed differed across jurisdictions.</p> <p>This sentence reiterates that help is available.</p>

<p>Section two recap (C19)</p>	<p>Before moving on, let's recap the most important points from this section:</p> <ul style="list-style-type: none"> <li>• Log in early</li> <li>• Don't worry if something goes wrong, there's help available</li> <li>• The Judge will guide you throughout the hearing</li> </ul>	
<p>Behaviour (C21)</p>	<p>Let's move on to talk about how you should behave in the hearing.</p> <ul style="list-style-type: none"> <li>• It's really important that you have your say in the hearing. This helps to make sure that the process is fair.</li> </ul> <p>You should let the judge know:</p> <ul style="list-style-type: none"> <li>- if you don't understand something,</li> <li>- if you are unable to hear or see anything properly,</li> <li>- if you would like to ask a question,</li> <li>- or if you think someone has got something wrong.</li> </ul> <ul style="list-style-type: none"> <li>• If you don't understand a question someone has asked you, just ask them to repeat it. If you don't know the answer to a question - just say so.</li> </ul> <ul style="list-style-type: none"> <li>• If you want to say something, it's important that you don't interrupt other people. Just put up your hand.</li> </ul>	<p>This section highlights importance of users having their say.</p> <p>This explains why it is important for litigants to take part, and normalises participation. Focus groups suggested that people did not always know that they could actively participate in a hearing.</p> <p>This was suggested addition by the SEND judges, as this is something that they observed that people struggle with.</p> <p>This helps with the smooth running of the tribunal especially during online hearings.</p> <p>There was discussion about including information about raising a digital hand within the video hearing system, but</p>

	<ul style="list-style-type: none"> <li>• When you do speak take your time and speak clearly. If you are using an interpreter stop and give them time to tell everyone what you have said.</li> <li>• People often ask what they should call the Judge and Panel Members. The fact that it's a formal hearing means that you should call them <b>Madam, or Sir.</b></li> <li>• Don't worry if you forget - the most important thing is to be polite.</li> </ul>	<p>we felt this might be just another skill for the digitally disadvantaged to worry about.</p> <p>Note the gender binary which may cause problems in the future.</p>
<p>Don'ts (C22)</p>	<p>Your camera should normally be on which means that you'll be seen on screen throughout the hearing whether you're speaking or not. It's a good idea to think about how you look to others.</p> <p>Tribunals ask everyone to show their respect by following some simple guidelines about how to act. <b>No one should:</b></p> <ul style="list-style-type: none"> <li>• eat anything or drink anything except water during the hearing, unless they have a medical condition that requires them to .</li> <li>• smoke or use e-cigarettes.</li> <li>• bring anyone else into the room without the permission of the tribunal.</li> <li>• answer their phone or door bell and</li> </ul>	<p>People who don't regularly use online services might be less aware of seemingly simple tips like this one.</p> <p>We have generally used positive language but this section is the exception.</p> <p>While some of these examples might seem obvious, they aren't necessarily so to everyone.</p>

	<ul style="list-style-type: none"> <li>• have pets in the room that could make noise and disturb the hearing.</li> </ul> <p>It's also a good idea to put your phone on silent when the hearing begins.</p> <p>It's really important that you don't take photographs or record anything in the hearing. This is a criminal offence.</p>	The reference to 'pet' is included to avoid support animals.
Section three recap (C23)	<p>Before closing, let's recap the most important points from this section:</p> <ul style="list-style-type: none"> <li>• Show respect for the tribunal, it's there to help you</li> <li>• Use the opportunity to have your say</li> <li>• Be polite and don't interrupt others</li> </ul>	
Closing (C24)	<p>We hope you've found this film useful.</p> <p>Remember you can watch it as many times as you like.</p> <p>If you are worried about anything get advice from an independent advice service or contact the tribunal staff.</p> <p>We hope your hearing goes well.</p>	We initially included 'good luck' at the end of this section, but removed it as a result of feedback that the outcome of a hearing should not be down to luck.

## Information on management of Scripts for Recording

Given the amount of feedback that was received on the films and the scripts, managing this information, and especially keeping track of the variations between the scripts was a considerable task. Changes to scripts while consultations were ongoing were managed by entering all the scripts on one excel spreadsheet. This allowed differences and similarities between scripts to be easily identified. This helped save us time in the recording studio, as sections that were replicated across films were easily identifiable and only needed to be recorded once. The scripts were recorded in sections and the research team developed a system of file names to keep track of what needed to be recorded and which film each segment of recording was associated with.

This was done using the various cell numbers from the Excel spreadsheet to keep track of what had been recorded. The team recorded the scripts in sections which were named by reference to their position in the spreadsheet (B2, C3 etc.). The scripts followed the same structure and were therefore all divided into the same thematic sections. We then produced a tracking table that corresponded to these sections. The colours pink and blue demonstrate whether it was the male or female voice for that section. The grey rows correspond to section headings which did not need to be recorded. We then crossed off the section in the tracking table when we were done.

	SSCS (B)	SEND (C)	Employment(D)	Family (E)	Generic (F)
1	B1	C1	D1	E1	F1
2	B2	C2	D2	E2	F2
3	B3	C3	D3	E3	F3
4	B4	C4	D4	E4	F4
5	B5	C5	D5	E5	F5
6	B6	C6	D6	E6	F6
7	B7	C7	D7	E7	F7
8	B8	C8	D8	E8	F8
9	B9	C9	D9	E9	F9
10	B10	C10	D10	E10	F10
11	B11	C11	D11	E11	F11
12	B12	C12	D12	E12	F12
13	B13	C13	D13	E13	F13
14	B14	C14	D14	E14	F14
15	B15	C15	D15	E15	F15
16	B16	C16	D16	E16	F16
17	B17	C17	D17	E17	F17
18	B18	C18	D18	E18	F18
19	B19	C19	D19	E19	F19
20	B20	C20	D20	E20	F20
21	B21	C21	D21	E21	F21
22	B22	C22	D22	E22	F22
23	B23	C23	D23	E23	F23
24	B24	C24	D24	E24	F24

**FIGURE 3: THE TRACKING TABLE THAT WAS USED TO RECORD THE VOICE OVERS**

To make it easier to record we produced a large text version of each script (16 point) which made it easier for the voice actors to read when placed on a table. This avoided people holding the papers and rustling noises making their way on to the recording. Each large text version had headings that indicated which text it was, and whether it was replicated in other sections (sections that were the same across more than one script were only recorded once, and then were reused). Grey headings were used when the text was spread over more than one page, and where there was an unspoken heading. The colour coding by gender was useful as we recorded all the female voice sections together, and then all of the male voice sections together. Adjustments were occasionally needed for audio that was produced across different days.

The naming convention we used for the script section headings followed the following pattern:

CellReference\_Jurisdiction\_GenderOfVoice\_NameOfSection\_WhetherTheSameInOtherScripts

And for an actual example:

**B6\_SSCS\_Male\_Technical1\_GenericWithSENDEmployment**

This script was then printed one sided so it could be read off in the recording studio without flipping pages which causes noise. The cell number shorthand was used as the file name for the various audio files which made it simple to keep track of things.

The appendices contain the scripts of the various films with page breaks indicated with text as well as the font size reduced and some spacing removed in the interests of being concise for this technical report.

## Recording

After many failed attempts at producing a clean audio track without any background noise, we decided to hire a recording studio and a sound engineer to help us. Music is often used in the background of audio tracks to cover up sections where there may be unwanted background noise, but due to our concerns about accessibility we were unwilling to do so, and so we needed audio without background sound. To get high enough quality and clean audio the use of a professional recording studio was necessary. We hired Evolution Studios in Oxford and had the wonderful help of Umair Chaudhry, a very experienced sound engineer.

While recording the audio, it was important to make sure that the person doing the voice over spoke clearly and at a calm pace. It was also important to match the pace between the different speakers. We used a male and a female voice to break up the film and to provide some variety.

# Technical Guidance for Film Production

This section of the report provides technical details and advice about how the Supporting Online Justice films were constructed using the following three Adobe Creative Cloud applications: Adobe Illustrator (2021), Adobe Premier Pro (2021) and Adobe Media Encoder (2021)

## 1. PRODUCTION PROCESS

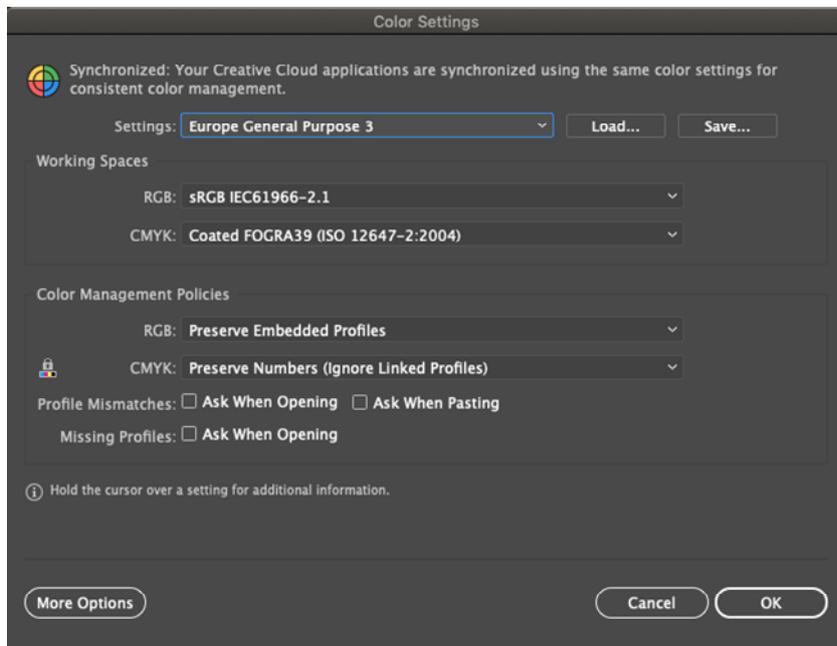
- The base images for the animations were created in Illustrator and inserted into Premier Pro as raw **.ai** (Illustrator) files into layers on the video tracks.
- Images were given a unique ID number as well as a descriptor to enable easy identification in the programme and more easily enabled one image to be used across several different films. This also meant that once an image was updated/ corrected, it updated across all films.
- Images were either created as a base image (with an opaque background colour) or an 'icon' or 'text' file which had no background and could float over a background/base image. This enabled the appearance of 'objects' to move across a base image more easily.
- Layers were often turned 'on' or 'off' to produce a cumulative series of images created from one base image, which was used to produce the animation within and between images across the timeline.
- Only a very small sample of possible animation effects were used. These were panning and zooming within images using 'motion' in the effect control panels; standard cuts or fading in and out between images using 'Cross Dissolve' in 'Video Transitions' under the 'Effects' panel as well as 'Dip to Black' for the end in the same panel; and moving icons or text overlaid on an image and/or fading them in and out using 'Cross Dissolve'.
- Audio of the voice overs and backing music was added but adjustments were made after initial draft films were rendered with careful attention paid to the timing and transitions in the film. A steady / sedate pacing of edits was a critical component of the design to ensure the pace of the film did not induce stress.
- When edits were completed, animated films were rendered using Media Encoder into MP4 files with accompanying SRT files for YouTube upload.
- BSL versions using video footage of a BSL signer in front of a green screen were then overlaid in a new file with the animation and audio on other layers and a new render of a BSL version of each film was produced.

## 2. ILLUSTRATOR FILES

- Simple cartoon-like images in simple one and two-point perspective graphics were created in Illustrator to produce the animation.

### IMAGE SETTINGS

- Colour Settings - RGB colour mode was used (see Figure 4).



**FIGURE 4: COLOUR SETTINGS USED ACROSS THE IMAGES IN ADOBE ILLUSTRATOR.**

## COLOUR AND ACCESSIBILITY

The films were all tested for how accessible they are to people with different types of colour blindness. This was done in a couple of ways:

- Illustrator has a function to check legibility through simulating different colour blindness conditions within the program through:  
*View > Proof Set up > Colour blindness*
- Our final images were further tested using the website colour blindness simulator 'Coblis': <https://www.color-blindness.com/coblis-color-blindness-simulator/>
- Colour palettes can also be constructed before project commencement within Adobe through their 'colour checker' - <https://color.adobe.com/create/color-accessibility>

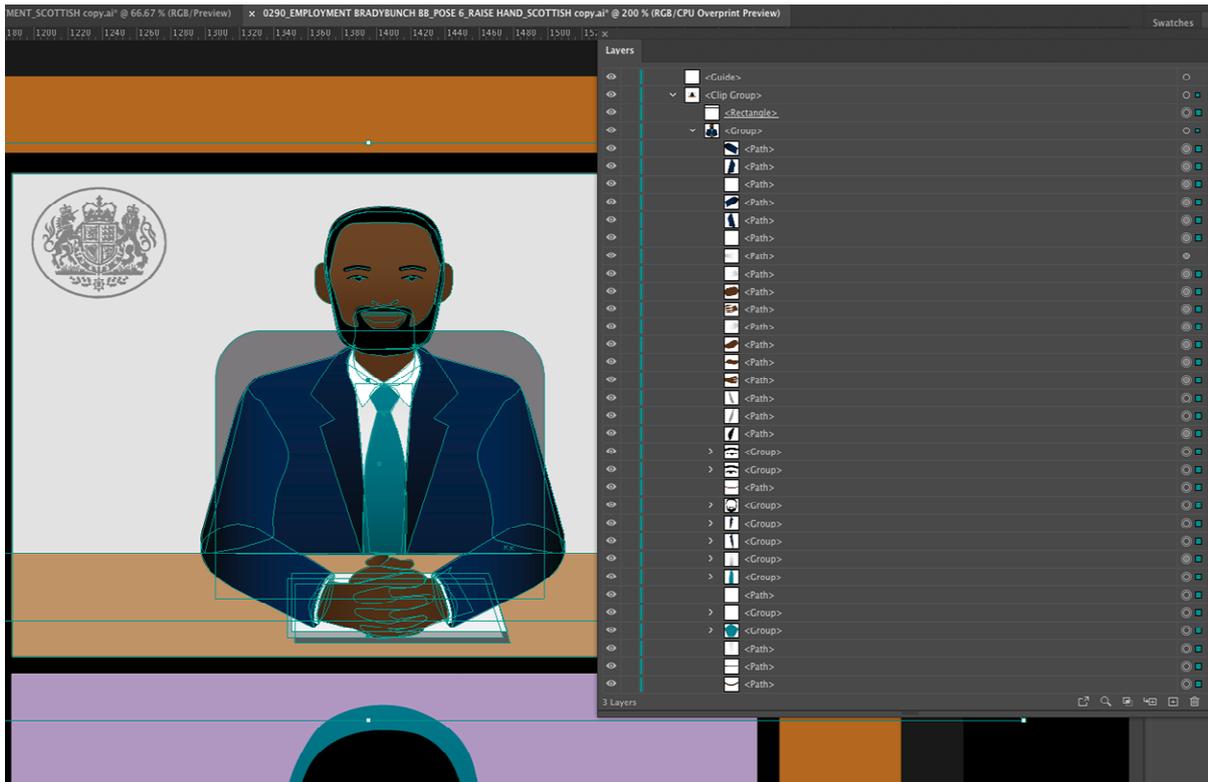
## LAYERS

- Layers proved an invaluable way to facilitate animations of the image files. Grouping layers into objects and turning those objects on, saving a copy, then 'off' (using 'eye' icon in Layers settings), saving another copy with a different file name, and then inserting them into the timeline and transitioning (fading in and out) between the images was a key animation technique used in the films, and relatively simple to construct in Premier Pro.

## PATHS / SHAPES

- The images were created using Paths and Shapes in Illustrator, with graded shading overlays to create a 3D effect (see the shading of navy blue to clear fill used as an overlay on the jacket in Figure 5).

- For more information on the creation of paths and shapes in Illustrator see here: <https://helpx.adobe.com/illustrator/using/artwork-essentials/paths-and-shapes.html>



**FIGURE 5: SCREENSHOT SHOWING USE OF LAYERS (SHOWING OR HIDING LAYERS AS REQUIRED WITH THE EYE ICON), CLIPPING MASKS AND PATHS TO CREATE IMAGES IN ADOBE ILLUSTRATOR.**

### MASKING

- Using the clipping mask function enabled images to be framed (either in circles or rectangles).
- This was particularly useful for creating circular ‘icons’ as well as the framing of court participants in separate ‘windows’ onscreen (e.g. see the ‘clip group’ in the layers above that allow the shapes to be hidden that lie outside of the rectangle shape – first layer underneath ‘clip group’ that replicates the online ‘window’).

### IMAGE SIZES

- Two sizes of images were used – Option 1: HDV 1920p x 1080p and Option 2: same as Option 1 with twice the width to enable panning between two images.

### FILE TYPES

- Mostly Illustrator (.ai files) were used directly in the film rather than exporting and using other file types.
- However, PNG files were created for online hearing ‘screens’ to better facilitate proportional line weights when zooming into an image (as AI files are Vector files that rescaled in Premier Pro when zooming) and a copy of the PNG was inserted into

picture of the computer screen within the base image as a separate layer. PNG files were also used for the title slides of the animated and BSL films then to better colour match the colour profiles achieved with the PNG 'online screens' throughout the film, as producing the PNGs slightly altered the rendering of the colour onscreen when compared with the AI files for some colours used. High resolution PNGs were created through the export function and selecting 'use artboards'.

### FILE NAMING

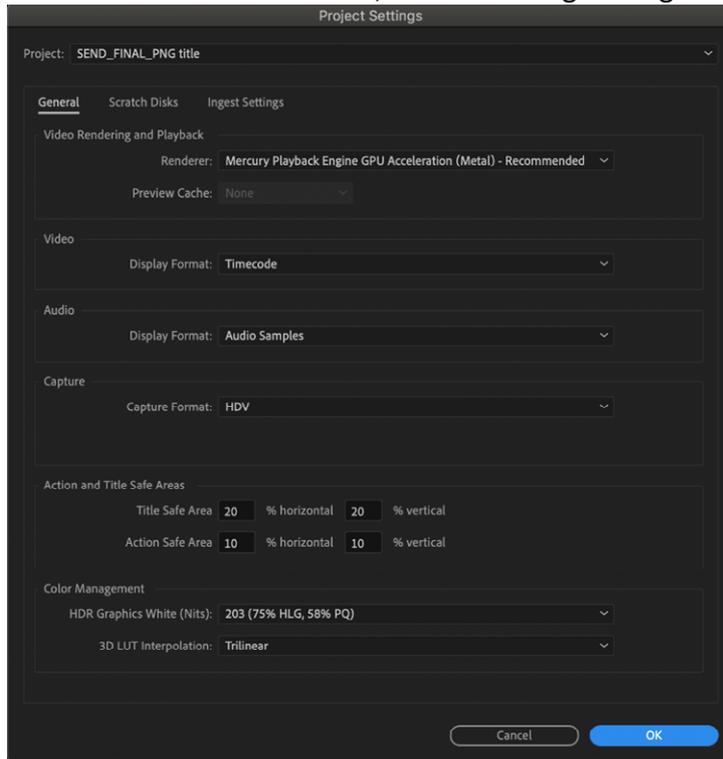
- For animation sequences, file naming helped place the correct image in the sequence.
- For example, at the beginning of the films, question marks appear and disappear above the main character with an anxious expression. To create this, layers were turned visible or hidden (on or off), and new images were created for each part of the animation sequence. See Figure 6 for an example of the sequence of images created.

	0009	ANXIOUS WOMAN COMPUTER	
	0010	ANXIOUS WOMAN COMPUTER QUESTION MARKS SMALL	
	0011	ANXIOUS WOMAN COMPUTER QUESTION MARKS LARGE	
	0012	ANXIOUS WOMAN COMPUTER QUESTION MARKS LARGE AND SMALL	
	0013	SMILING WOMAN COMPUTER	

**FIGURE 6: SEQUENCE OF INDIVIDUAL IMAGES CREATED TO FACILITATE THE ANIMATION PROCESS.**

### 3. PREMIER PRO FILES – CREATING THE ANIMATED FILMS PROJECT SETTINGS

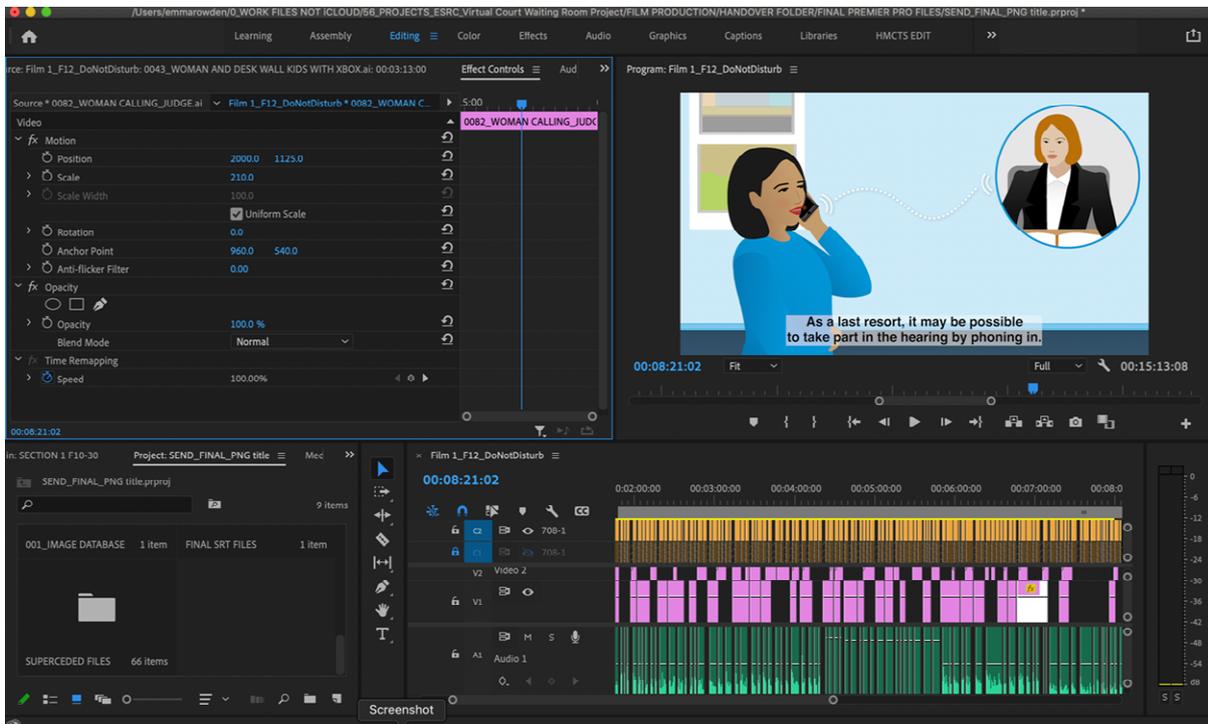
- HDV format selected, with following settings were used (see Figure 7).



**FIGURE 7: PROJECT SETTINGS USED IN PREMIER PRO**

### WORKSPACES

- There are several preset workspaces to choose from in Premier Pro depending on the task. The most useful preset workspace settings are Editing and Captions for creating this kind of film. These can be adjusted for individual preference and number of monitors being used. You can save your own workspace settings or create and save your own. See Figure 8 below showing the default editing workspace.

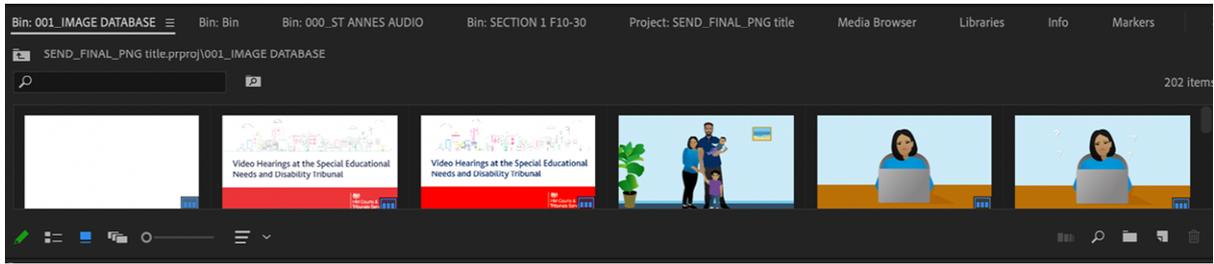


**FIGURE 8: EDITING WORKSPACE IN PREMIER PRO (SELECTED BY CLICKING ON ‘EDITING’ ON TOP ROW OF BUTTONS ON SCREEN) – SHOWING ‘EFFECT CONTROL’ PANEL TOP LEFT, ‘PREVIEW’ PANEL TOP RIGHT, ‘TIMELINE’ AND AUDIO PREVIEW BOTTOM RIGHT AND ‘MEDIA BROWSER’ BOTTOM LEFT WITH THE WITH THE ‘TOOL’ PANEL IN BETWEEN THE TIMELINE AND THE MEDIA BROWSER.**

- Use of two display monitors is ideal for the editing process. The timeline (see Figure 10 below) is a critical part of the editing process, and can be pulled out to create its own window (ideally taking up a full second monitor’s screen if possible).
- You can ‘reset’ your workspace if you accidentally move or lose a relevant toolbar/window through  
*Window > Workspaces > Reset to saved layout*
- For further tips on workspaces see here:  
<https://helpx.adobe.com/premiere-pro/using/workspaces.html>

## MEDIA BROWSER

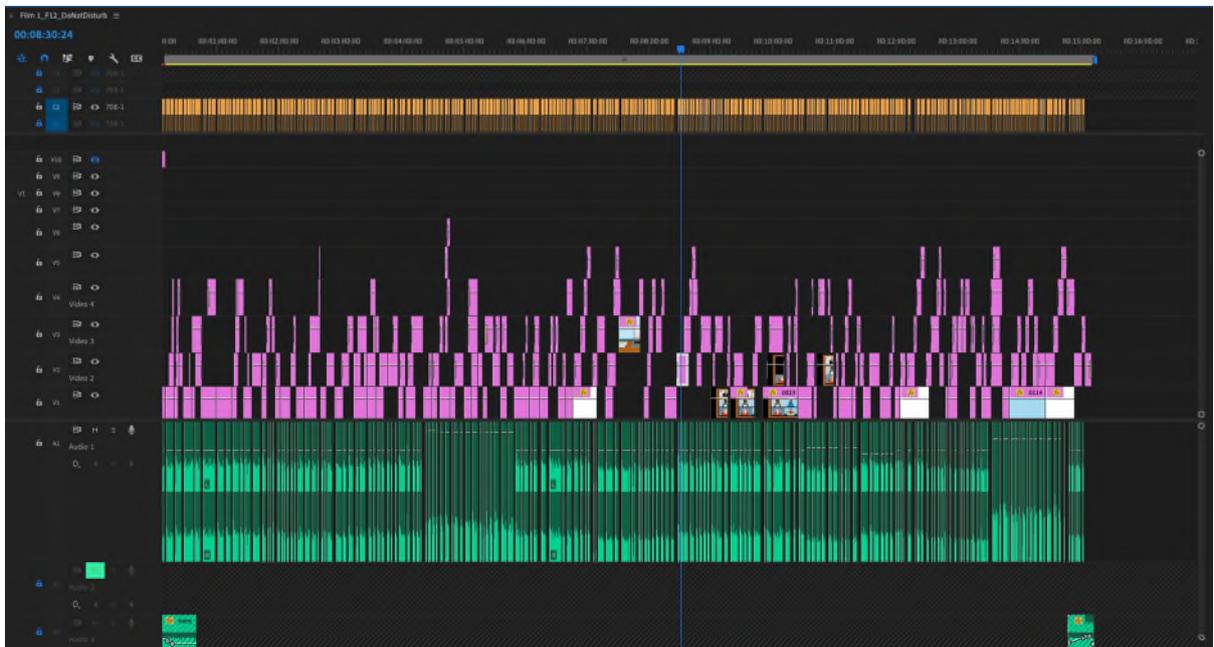
- All raw image files (ostensibly the ‘footage’) and audio files were drag and dropped into the Media Browser from their location on the hard drive to begin the editing process. These can be organised in ‘bins’ (folders) for ease of access, and individual files can be searched for using the search window function (see Figure 9 below).
- Individual files are then dragged over to the timeline to place them in sequence. The tool bar selection of tools (such as the select arrow, or the razor tool) help enable edits to the timing and length of the files on the timeline.



**FIGURE 9: MEDIA BROWSER PANEL**

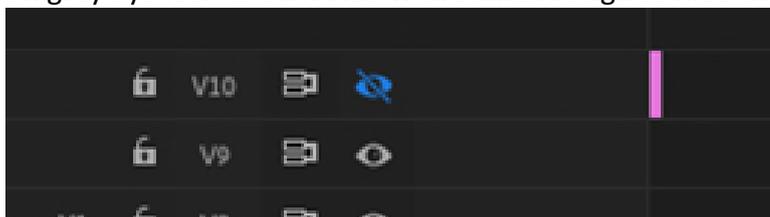
### TIMELINES AND AUDIO/VISUAL/CAPTION TRACKS

- Editing workspace should be selected for most of the edits (captions workspace is useful for editing captions). Key panels needed are 'Effect Controls' / 'Preview panel' / 'Media browser' / 'Effects' panel / 'Timeline' and 'Tools' panel.
- The timeline is where the images/ audio/ captions are edited in relation to when they are to appear (yellow are caption tracks – only one able to be visible at a time; pink are image tracks positioned in layers – top layers sit above bottom layers; green are audio tracks).



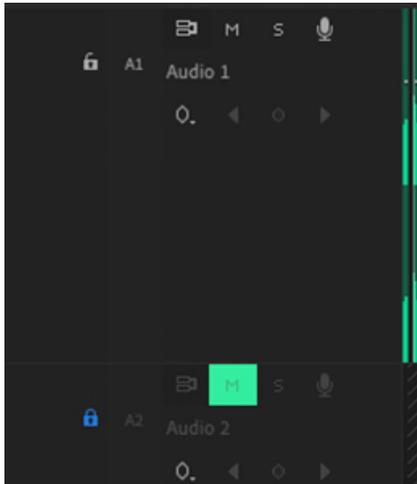
**FIGURE 10: TIMELINE PANEL (GREEN – AUDIO TRACKS / PINK – VISUAL TRACKS / YELLOW – CAPTION TRACKS).**

- Each track can be hidden or muted to better facilitate editing. VISUAL TRACKS: click on grey eye icon to turn blue with strikethrough to hide the track.



**FIGURE 11: CLOSE UP OF TIMELINE (LEFT HAND SIDE) SHOWING OPTIONS FOR VISUAL TRACKS.**

AUDIO tracks: click on grey 'M' to go from unmuted to 'green' = muted).



**FIGURE 12: CLOSE UP OF TIMELINE (LEFT HAND SIDE) SHOWING OPTIONS FOR AUDIO TRACKS.**

- In all tracks the padlock icon can be clicked to lock the track so no accidental edits are made.
- If alignment between images needs to be calibrated, adjusting down the 'opacity' setting in effect controls panel while overlapping the relevant images can facilitate achieving alignment by seeing both images simultaneously.
- The line across an individual instance of an image on the timeline indicates the opacity level, and can be pulled up and down (similar lines exist on the audio tracks for volume).
- The blue timeline marker acts like a cursor to select a particular part of the film to focus on in the editing process.

### EDITING TOOLS

- Tools in the Tool Panel (see Figure 13) most frequently used in editing the films were:
  - Selection Tool (arrow) (Keyboard shortcut V)
  - Track Select Forward Tool (dotted square with arrow, second from top) allows you to select everything to the right or left of the blue timeline marker and enables you to create space within the sequence to lengthen a frame and create more time within the film. You can also press shift while selecting to just select everything to the right or left across a particular track rather than all tracks.
  - The Razor Tool (shape of razor, fourth from top) (Keyboard shortcut C) to cut an image or audio track.

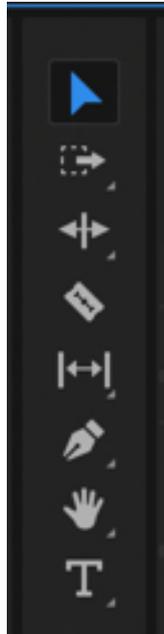


FIGURE 13: TOOL PANEL

### INSERTING IMAGES AS FOOTAGE

- Base images were created in Illustrator and the raw .ai files were used in the main. Images are linked to the base image, so you can edit the raw illustrator file where it is saved, and the edits will automatically update in Premier Pro once you've refreshed the image by clicking on its instance in the timeline.
- Dragging an image from the media browser once imported over to the timeline and dragging it onto a layer places it in the film's timeline. Ends of the placement can be adjusted along the timeline to edit when image appears and disappears across the timeline.
- All media (including images) were loaded into the Premier Pro 'media browser' and images placed in the timeline, generally, in one of two ways:
  - **'fit to frame'** (Scale at 210) – see Figure 11 for full 'effect control' settings.

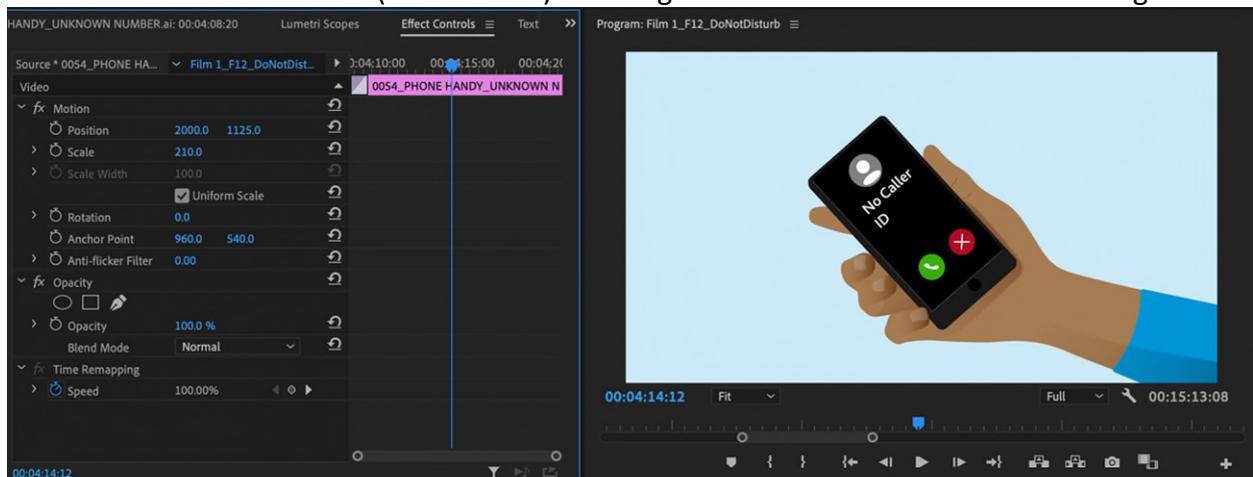
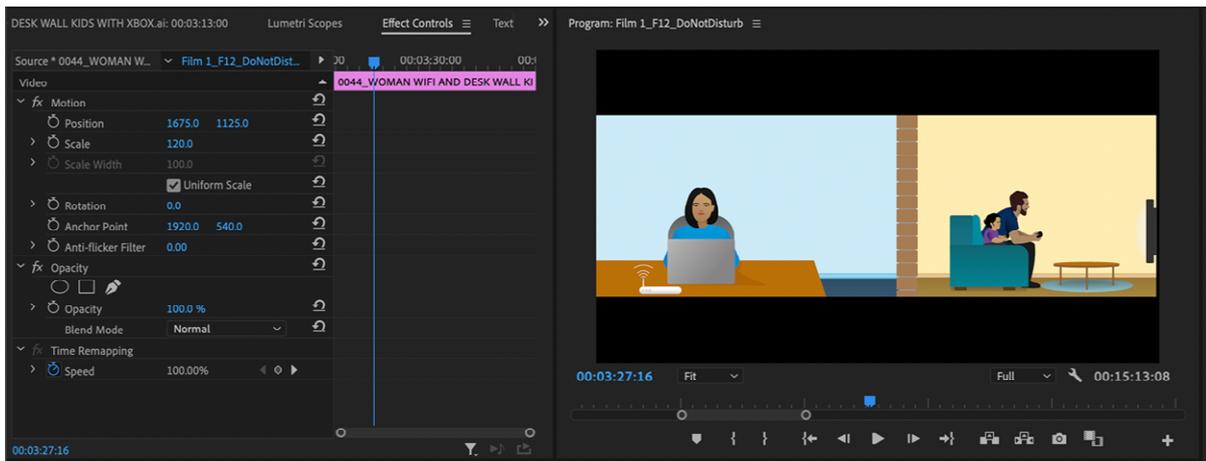


FIGURE 14: EFFECT CONTROL PANEL SHOWING MOTION SETTINGS FOR OPTION 1 IMAGE DIMENSIONS

- **'letterbox'** (Scale at 100 or 120 – most often used for double width images (see Figure 12 below for full settings).



**FIGURE 15: EFFECT CONTROL PANEL SHOWING MOTION SETTINGS FOR OPTION 2 IMAGE DIMENSIONS**

## AUDIO TRACKS

- Audio recordings of voice overs were created as 24 bit 48kHz .wav files.
- Special attention to background white noise is required during recording, and use of a recording studio is optimal. Keeping conditions consistent between takes is also important, particularly if voice over tracks will appear without any backing music, which is also preferable (see Mulcahy, Rowden, Tsalapatani, 2022).
- Audio files once dragged into the media browser from a window can then be dragged from the media browser onto the timeline in Premier Pro.
- Background music was sourced from 'Bensound' (a royalty free music website) <https://www.bensound.com/>

## CAPTIONS

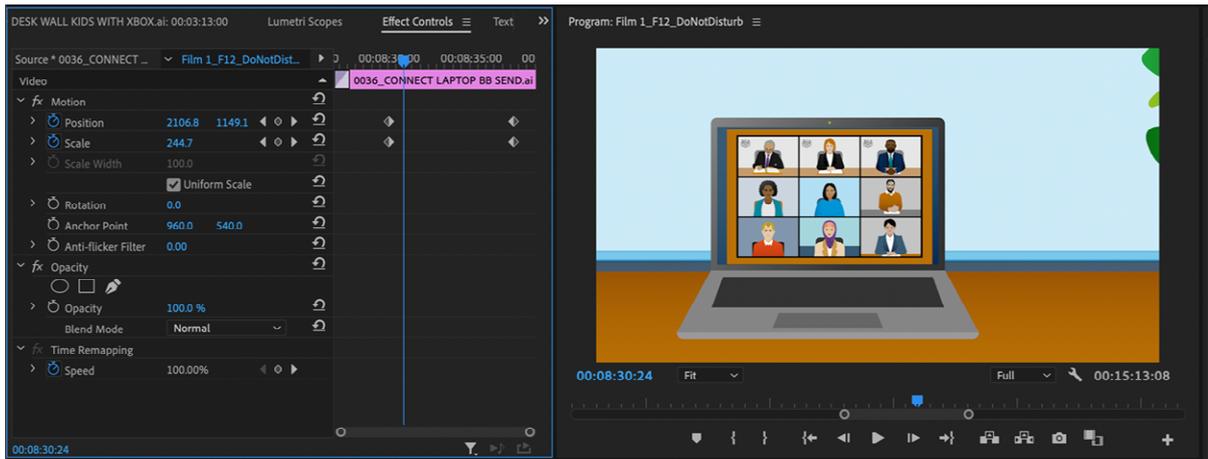
- Captions can be manually or automatically created in Premier Pro using the Text Panel (another optional view in the Effects Control window).
- SRT files for YouTube are best exported at the time of rendering (see Rendering settings below).
- SRT files will only appear one at a time, so you need to ensure they are turned on before setting the file to render.

## 4. PREMIER PRO - CREATING ANIMATIONS THROUGH THE EFFECT CONTROL PANEL

### PANNING AND ZOOMING USING 'MOTION'

- Panning (adjusting position to move the placement of the image around the frame) or zooming (adjusting scale to make the image smaller or larger) were used to animate the static images. These were created through adding keyframe points across the timeline of the individual image.

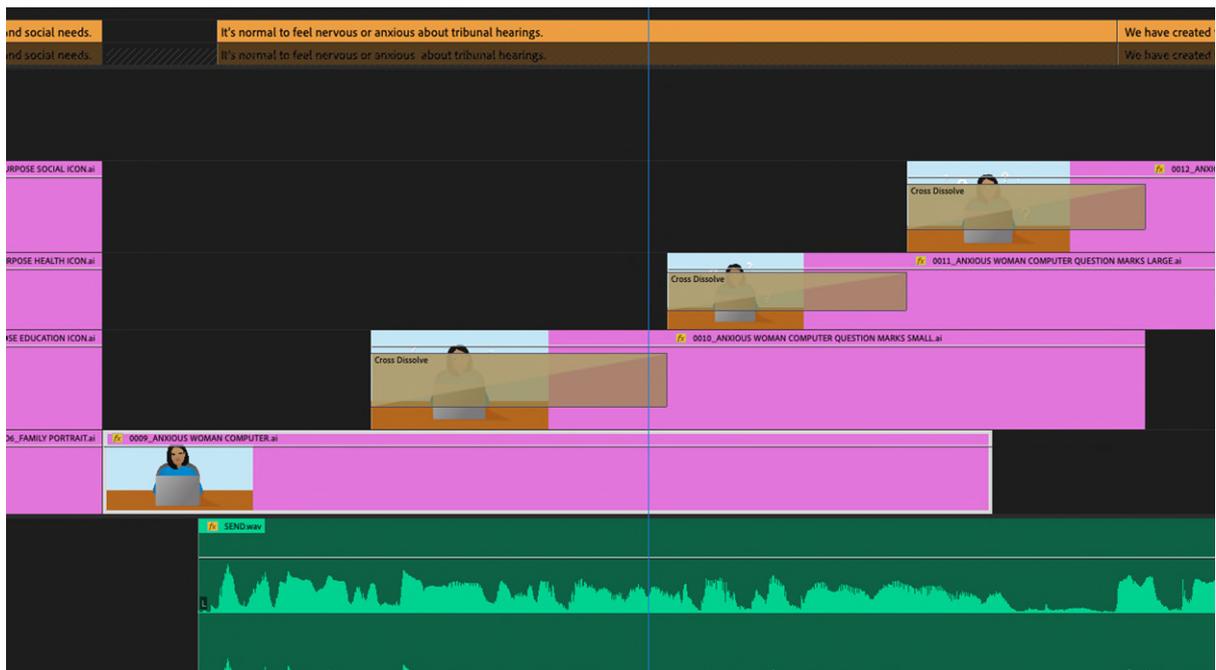
- Addition of 'keyframes' setting beginning and endpoints for position and scale created panning and zooming effects on the still images.
- See further: <https://helpx.adobe.com/premiere-pro/using/motion-position-scale-rotate-clip.html>



**FIGURE 16:** IN THE EFFECT CONTROL PANEL, THE BLUE TIMELINE SITS IN BETWEEN FIRST KEYFRAME AND THE END KEYFRAME (THE DIAMOND SHAPES ON EITHER OF THE BLUE TIMELINE).

### DISSOLVE TRANSITIONS (FADING IN AND OUT)

- Transitions between images were facilitated using the 'Effects Panel' and opening *Video Transitions > Dissolve > Cross Dissolve*. Drag the cross-dissolve button over to the timeline and the end of the relevant image you want the fade to occur (see **Error! Reference source not found.** – brown boxes over images).



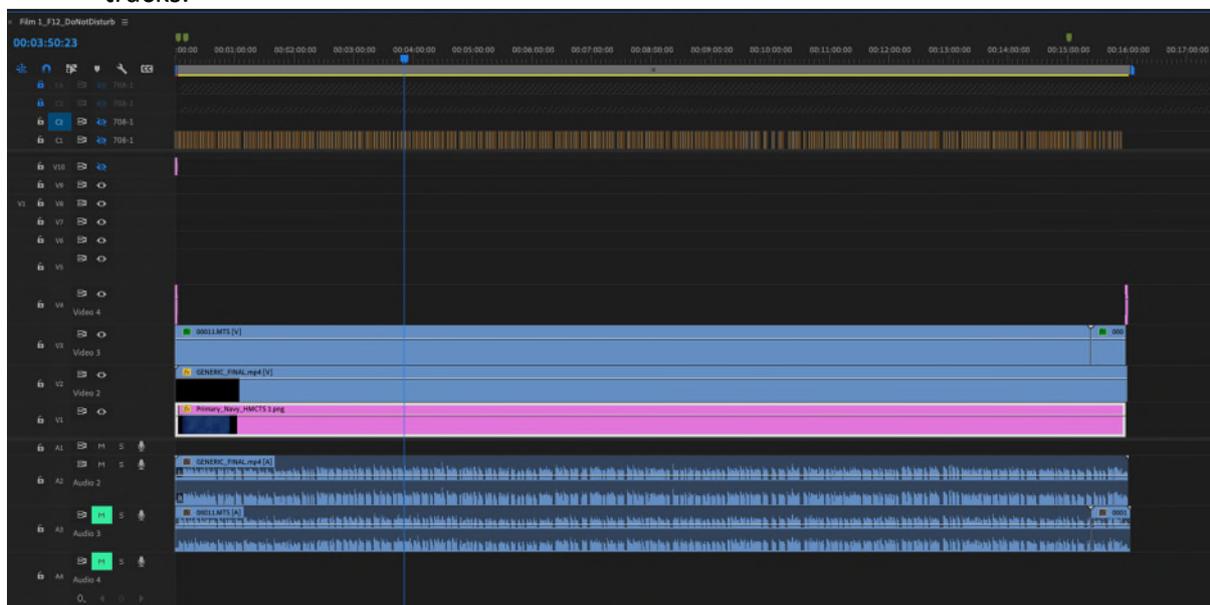
**FIGURE 17:** SHOWS THE ALIGNMENT OF IMAGES, AUDIO AND CAPTIONS ACROSS THE TIMELINE IN CLOSE UP. NOTE THE USE OF CROSS DISSOLVE BETWEEN IMAGES, AND THAT THE IMAGE BELOW NEEDS TO RUN THE LENGTH OF THE CROSS DISSOLVE.

## EDITING ANIMATIONS

- For 'close ups', new .ai files at the right distance from the 'camera' needed to be made for longer zooms in to ensure adequate definition of the image and that the image was not too pixelated in edge line weights. These were then aligned by using opacity settings and overlapping layers in the timeline to adjust position settings in Motion on Effect Control panel accordingly.
- You can 'replace out' an image with a new or updated image by going into the Media Browser, right clicking on the image and selecting 'replace footage' and choose the new file to update. This is a useful function if you want to preserve any edits / effect control panel settings you have created on the initial image that requires being swapped out without having to re-do those edits again from scratch.

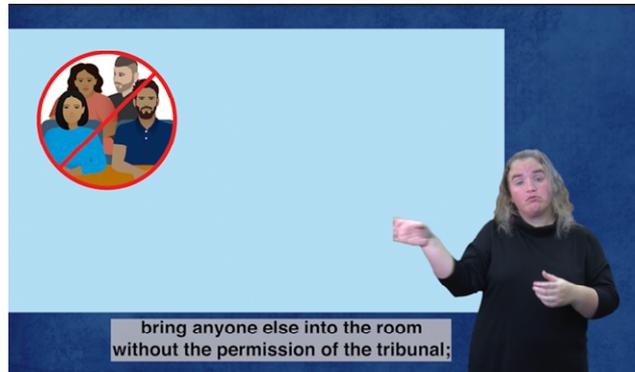
## 5. PREMIER PRO FILES – CREATING BSL FILMS

- The final version of each film was imported into a copy of the existing film as its own video track and matching audio track (see Figure 18). When you drag a video file into the timeline, the audio and visual component are split across two audio and video tracks.



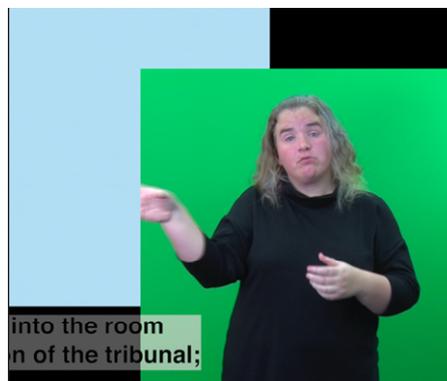
**FIGURE 18: TIMELINE (BASE BACKGROUND ON VISUAL TRACK 1 / GENERIC\_FINAL.MP4 TAKING UP VISUAL TRACK 2 AND AUDIO TRACK 2 / BSL SIGNER ON TOP LAYER (LAYER 3)).**

- Video footage of the BSL signer in front of a green screen was placed on layer above base footage and a background image. We used the proportions used by the BBC to work out the positioning onscreen of each layer (see Figure 16).



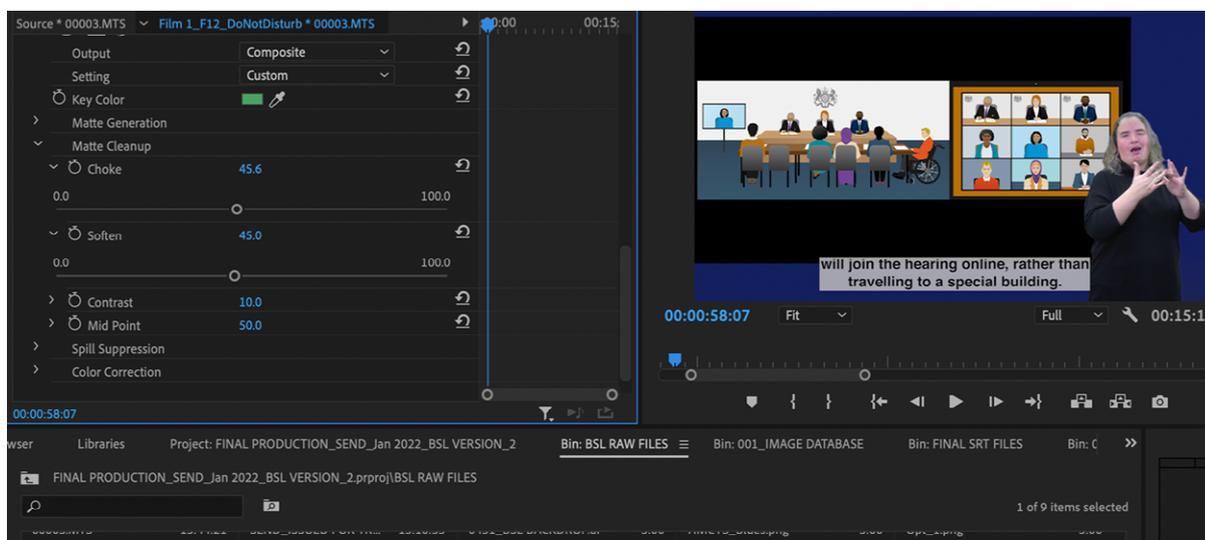
**FIGURE 19: SCREENSHOT OF BSL VERSIONS OF FILM**

- Our footage contained content outside of the greenscreen, so we had to ‘crop’ the image to the edge of the green screen in the control effect settings, and adjusted the scale and position as well here to place the signer on the bottom right of the screen (see Figure 20).



**FIGURE 20: SHOWING FOOTAGE OF BSL SIGNER WITH GREEN SCREEN. IT IS IMPORTANT TO TEST THE EXTENT OF THE GREEN SCREEN AND THE MOVEMENT OF THE SIGNER TO ENSURE THAT THEIR HAND DOES NOT MOVE OUTSIDE OF THE GREEN SCREEN (AS SHOWN HERE) AS THIS MAY BE TOO DIFFICULT TO FIX IN THE EDIT**

- To remove the green screen, in the Effects Panel, the “Ultra Key” (under Keying in Video effects) was dragged over and applied to the BSL signer footage in the video track.
- To get a clean cropping around the person’s profile, and no unwanted background, shadowing or shading, the right shade of green needs to be picked (use the eyedrop tool here). Matte Generation settings of Choke and Softening can also be adjusted. You may need to run off a few renders to ensure the close and clean removal of the green screen is maintained throughout the footage (see Figure 21 in the Effects Control panel).
- There are some useful videos on YouTube that can help both in creating usable BSL footage and in removing the green screen from the footage in the edit.



**FIGURE 21: ADJUSTING THE CHOKE AND SOFTEN PARAMETERS UNDER “MATTE CLEANUP” UNDER “ULTRA KEY” SETTINGS IN EFFECT CONTROL PANEL TO REMOVE SHADOWS AND PATCHES OF GREY AROUND THE SIGNER**

## 6. RENDER SETTINGS USED FOR PREMIER PRO FILES INTO MP4 AND SRT FILES.

To export the files as completed films the following steps and settings were used to give a good balance between quality of render and overall file size.

- Before setting the file to render, you need to adjust the large grey bar at the top of the timeline to the extent of the timeline you wish to set to render.
- If you want to render a small section of the film to check a small part of it during the edit you can do this one of two ways – using the “Quick Export” (top right button – a box icon with an arrow up in the main workspace) or in Export Settings, adjusting the bottom left blue bar showing the extent of the render in the timeline, using the white triangles at the bottom of the blue bar underneath the preview screen – this will not adjust the overall grey bar in the timeline.

### RENDERING ANIMATIONS

- To render the animations:  
*File > Export > Media* to open “Export Settings” window
- Click on Output Name and name and locate where the rendered output file will be saved.  
Format: H.264  
Preset: Match Source – Adaptive Low Bitrate
- If you wish to render Captions as SRT files at the same time, make sure the caption layer is highlighted yellow (turned on) before opening Media Export Settings. After the render the layer will automatically turn back off, so you need to turn the caption track back on again before sending another render.

Under Captions tab,

Export Options: select “Create Sidecar File”

File Format: SubRip Subtitle Format (.srt)

This will create the right format of SRT file for YouTube (exporting from the text may create additional information on the .srt file on formatting that YouTube does not translate).

- You can save your render settings on the arrow down button next to “Preset” in the Export Settings window to speed up subsequent renders.
- When you are ready to render, pressing Queue sends the file to media encoder which can run a sequence of renders in the background while you are working. Pressing Export sets the file to immediately render.

## RENDERING BSL VERSIONS

To render the BSL versions of the films (which utilised film footage)

*File > Export > Media* to open “Export Settings” window

Click on Output Name and name and locate where the rendered output file will be saved

Format: H.264

Preset: Match Source – Adaptive High Bitrate

- When you are ready to render, pressing Queue sends the file to media encoder which can run a sequence of renders in the background while you are working. Pressing Export sets the file to immediately render.
- If you pressed Queue, Media Encoder program will open automatically. You then press ‘play’ (right hand button).
- In Media Encoder you can also change the presets before pressing play. If you added captions to your Preset of Match Source Adaptive Bitrate, it will show as ‘Custom’ unless you have pre-saved it. You can also rename the files at this point before pressing play and commencing the render.
- Rendering can take a lot of computer power and can take a long time, so I preferred to send these files to render overnight.

## 7. PREMIER PRO TOP TIPS

- Save ‘backup’ copies of the premier pro file each day or half-day of work to prevent work loss in the event of a corrupt file or accidentally closing windows.
- When closing the project, make sure you go *File > Close project* rather than closing windows, as you can lose the Timeline this way (it may end up in your media browser if this happens, and you may have to find it again and reinsert it into the timeline, or go to an earlier back up).
- Along top of main window in Premier Pro, “Editing” workspace for editing, and ‘captions’ settings for editing captions works well.

- When editing ensure that the magnet is turned on to help 'snap in timeline' to help align edits across tracks.
- To render captions, you need to ensure they are visible (light orange yellow) and to turn them on each time as they automatically turn off after sending the file to render.
- You can 'replace out' an image with a new image by going into the Media browser, right clicking on the image and selecting 'replace footage' and choose the new file to update – this will preserve any edits / effect settings you have created on the initial image to be swapped out.

# Appendices

## Appendix A: Example of Questions to Jurisdictions

### What do we need to know in advance for case study one: SEND?

1. What proportion of cases in this tribunal are heard (a) face to face in a tribunal building; (b) by video hearing and (c) by telephone (d) hybrid hearings; (e) other?
2. In the case of video hearings, which platform is most commonly used? Who would you expect to find in the court in these types of hearings?
3. What is the professional background of the witnesses that attend?
4. What proportion of hearings are attended by the child or young person that the hearing is about?
5. How likely is it that the child or young person will be asked to speak for themselves at the hearing (in cases where the parents bring the action and in cases where they bring their own action)?
6. In what proportion of hearings does the appellant have someone there to support them?
7. Who is this most likely to be: (a) a friend or relative; (b) an advice worker; (c) a lawyer (d) other?
8. What proportion of cases involve an interpreter?
9. What languages would it be most useful to have this film translated into?
10. Is a clerk present in SEND video hearings? How long for? What do they typically do on the day?
11. What is it helpful for litigants or witnesses to bring with them on the day?
12. Who contacts the litigants in advance? How are they usually contacted? What information are they given in advance?
13. Are there any specific aspects of the 'geography' of the online space that litigants should be aware of such as the availability of break out rooms?
14. Do litigants or witnesses have to wait around during hearings e.g., when the panel are discussing matters with a child or having a private discussion?
15. How long do the hearings last on average. How long would a lengthy or short hearing be?
16. How much regional variation is there in the way that panels are run?
17. Could some clerks and panel chairs walk us through a hearing as experienced by:
  - a. A litigant
  - b. A witness
  - c. A clerk
  - d. Judge
  - e. Panel member
18. How is the exit to the trial managed and how will they find out about the decision?
19. Are there ways online hearings are managed different to the ways that face-to-face hearings may be managed?
20. Is there often a need for reasonable adjustments SEND online hearings? What are these usually? How are breaks managed?
21. Are delays common? Should lay users be warned that they might experience a delay?

## Appendix B: SSCS Script in Voice Over Format

(IGNORE) B1\_SSCS\_Heading\_Unspoken

B2\_SSCS\_Female\_HowToUseThisFilm\_NotGeneric

In this film we will explain what will happen in your Social Security and Child Support Tribunal video hearing.

It's normal to feel nervous or anxious about tribunal hearings. We have created this short film to help you prepare.

You can watch this film as many times as you want to. You can pause, rewind or restart it at any time by using the buttons at the bottom of the screen. You can turn subtitles, also known as 'closed captions' or 'cc', on or off.

---- Page Break---

B3\_SSCS\_Female\_IntroducingOnlineHearings\_NotGeneric

Video hearings are run in the same way as hearings that take place in a tribunal building. The difference is that some or all of the people taking part will join the hearing online rather than travelling to a special building.

The fact that your case is being dealt with by video hearing does not, in any way, make it less formal or less important. A video hearing has exactly the same rules to ensure that everyone involved is treated fairly and with respect.

If you have any concerns about taking part in a video hearing after watching this film you should contact the tribunal staff. You can find their contact details in the letter or email they have sent you. Talk to them about your concerns. You may be able to come to a tribunal building to use their video equipment. It's also possible to ask for a tribunal hearing where you meet in the same room as other people.

---- Page Break---

B4\_SSCS\_Female\_Contents\_GenericAcrossAll

This film provides answers to the following three key questions:

- How can you prepare for your hearing?
- What will happen on the day?
- How should you behave in the hearing?

(IGNORE) B5\_SSCS\_SectionOneHeading\_Unspoken

---- Page Break---

B6\_SSCS\_Male\_Technical1\_GenericWithSENDEmployment

Let's start with some tips about how you can prepare for your hearing.

- Details about how to connect to your video hearing, and how long has been set aside to hear your case, will be sent to you before the day in the 'Notice of Hearing'.
- This document contains important information. Make sure you have it to hand for your hearing.

- You can connect to the hearing from a computer, tablet or mobile phone from home or somewhere else of your choice.

- Video hearings work best when you use a computer or large tablet on a flat surface and wifi. Using your phone may mean that you use up credit very quickly or have connection issues. The device you use also needs to have a camera. If you do not have a computer, tablet, or access to wifi, find out if a friend can help you. You can also contact the tribunal staff or the advice services we list at the end of this section for help.

---- Page Break---

B7 SS CS Female Technical2\_GenericWithSEND Employment

- It's really important to test the equipment you are using before the day of your hearing to make sure it works. This is especially important if it's a computer or tablet you haven't used before. Trying out the system may also allow you to see what you look like on screen before the hearing.

- Try to make sure that your internet is strong and stable. If you are using wifi it's best to sit close to the internet router or connect to it with a cable.

- Ask anyone who shares your home not to use the internet during your hearing. This will make your internet connection stronger. Shut down any programmes that you don't need during the hearing. These can be distracting and may weaken your connection. Make sure that your device is plugged in or fully charged. You might want to keep your charger nearby.

- Using headphones can improve the sound quality.

- Charge your phone and keep it close by in case you need to contact the tribunal staff on the number in the notice of hearing.

- It's best to have this number saved in your phone before the hearing.

- If the tribunal staff ring you, they will normally use a withheld number. So if you get a call from a withheld number around the day of the hearing it's a good idea to answer it.

---- Page Break---

B8 SS CS Male Environment\_GenericWithSEND Generic

- You can connect to the hearing from any room. If possible, you should choose a place that is quiet and private.

- Tell others not to interrupt or disturb you during the hearing. This will help you to focus on what is being said.

- The length of the hearing depends on the case. If you have young children it's a good idea to ask a friend or relative to look after them. This means that everyone involved will be able to focus on your case.

---- Page Break---

#### B9\_SSCS\_Male\_EvidenceAndDocuments\_NotGeneric

- You will need to send any documents you intend to rely on to the tribunal as soon as possible in advance. This might include things like a doctor's report in a disability claim.
- All the important documents will be put together and referred to as 'the bundle'. You may receive the bundle by post or by email.
- The Judge and the other party will also have a copy of the same bundle.
- Make sure that you have the bundle with you on the day as other people will refer to it during your hearing.
- Go through the bundle before the hearing and make a note of important page numbers and points that you may want to refer to.
- If you think any documents are missing from the bundle let the tribunal staff know as soon as possible.

---- Page Break---

#### B10\_SSCS\_Female\_AdviceAndSupport\_NotGeneric

- It's normal to present your own case to the tribunal but people often bring a friend or advice worker to support them. Whatever you decide, it's good to get independent advice before the hearing to help you prepare. These organisations are a good place to start. You might want to pause the film at this point to take down the details: [PAUSE]
- If you are not comfortable speaking or understanding spoken English, or use British Sign Language tell the tribunal staff as soon as possible before the hearing so that they can arrange for an interpreter to help you on the day. You will not need to pay for the interpreter.
- If you need any other support to help you take part in the hearing, just get in touch with the tribunal staff.
- Whether you have advice or not, the most important thing is that you show up. This will really help the tribunal understand your case.

---- Page Break---

#### B11\_SSCS\_Female\_Recap\_GenericWithSENDEmployment

Before moving on to section two, let's recap the most important points from this section:

- Contact tribunal staff if you have any problems taking part
- Test your technology in advance
- Read though the documents sent to you

#### (IGNORE) B12\_SSCS\_SectionTwoHeading\_Unspoken

---- Page Break---

B13\_SSCS\_Male\_JoiningTheVideoHearing\_GenericWithSENDEmployment

Let's move on to section two: What will happen on the day?

- Before the date of your hearing you will be sent details of how to join the online system used by your tribunal, and when to log on to it.
- Connecting to the system before your hearing is due to start will prevent you feeling rushed and allow time for any connection problems to be sorted out.
- You may also get the chance to check that your speakers and microphone are working.

---- Page Break---

B14\_SSCS\_Male\_Waiting\_GenericAcrossAll

- After connecting with the video hearing system you may be kept in an online waiting area until the hearing is ready to start.
- You don't have to do anything at this point, just stay near your screen.
- Sometimes hearings start later than expected. Don't worry if this happens. The staff know you are waiting and if they need to, they will contact you.

---- Page Break---

B15\_SSCS\_Male\_Troubleshooting\_GenericWithSENDEmployment

- It's not unusual for computer screens to sometimes 'freeze' or for people to lose their internet connection during a hearing.
- If this happens just get in touch with tribunal staff.
- The Judge will understand if you are having problems so try to stay calm.
- If necessary, they will stop the hearing and wait for you to re-join. As a last resort, it may be possible to take part in the hearing by phoning in.
- Losing your internet connection will not affect the outcome of your case.

---- Page Break---

B16\_SSCS\_Female\_WhoWillBeAtTheHearing\_NotGeneric

Let's move on to talk about who will be at the hearing.

- Not all tribunals use the same video hearing system, but the screen of your video hearing will be divided into a number of different windows.
- It's possible that people may change position on screen, depending on who is speaking.
- Every hearing will have an independent Judge. The judge is in control of who speaks and when they speak. They have a duty to make sure that the hearing is fair for everyone involved and that everyone, including you, has their say.
- The Judge may **work with** one or two other people, such as a doctor or a person with experience in disability cases, or a money expert in child support cases. Together they make up the panel.

- If you have asked a friend or advice worker to support you they will also be shown on your screen.
- The person or organisation you are in dispute with will also be there if they choose to attend. This could be your former partner in a child support hearing. In other cases it might be someone who works for the Department of Work and Pensions.
- In some cases there will also be an interpreter.
- Hearings are open to the public. This means that there may be members of the public or newspaper reporters watching the hearing but this is unusual and you will not be able to see them.
- There may also be a member of tribunal staff who will be in the background to make sure that the case runs smoothly. They do not usually appear on screen.

---- Page Break---

#### B17\_SSCS\_Male\_WhatWillHappenInTheHearing\_NotGeneric

The purpose of the hearing is to expand on the issues raised in the bundle.

At the beginning of the hearing, the judge will ask everyone to introduce themselves.

The Judge will decide on the issues in your case and guide you through the order in which they will be discussed at your hearing.

The Judge and panel members will ask you and the other people at the hearing questions. They will also give you the chance to explain your situation and ask questions.

If the hearing is a long one, the Judge will make sure that everyone has a short break. The Judge will tell you what time the hearing will restart. You can also ask the judge if you need a break.

---- Page Break---

#### B18\_SSCS\_Female\_DecisionAndAppeals\_NotGeneric

- When everyone has had their say the Panel will make a decision based on what they have heard in the hearing and been sent to read.
- The Judge may tell you the result of your case on the day of the hearing but if they need more time to think about what they have heard they will write to you with the outcome as soon as possible.
- You will be told when the hearing is at an end and you can leave.
- If you are not happy with the outcome, the organisations we told you about earlier in the film can provide advice on whether, and how, you can appeal the decision.

---- Page Break---

#### B19\_SSCS\_Female\_Recap\_GenericWithSENDEmployment

Before moving on, let's recap the most important points from this section:

- Log in early
- Don't worry if something goes wrong, there's help available
- The judge will guide you throughout the hearing

(IGNORE) B20\_SSCS\_SectionThreeHeading\_Unspoken

---- Page Break---

B21\_SSCS\_Male\_Behaviour\_GenericWithSEND\_Employment

Let's move on to talk about how you should behave in the hearing.

- It's really important that you have your say in the hearing. This helps to make sure that the process is fair.

You should let the judge know:

- if you don't understand something,
- if you are unable to hear or see anything properly,
- if you would like to ask a question,
- or if you think someone has got something wrong.

- If you don't understand a question someone has asked you, just ask them to repeat it. If you don't know the answer to a question - just say so.

- If you want to say something, it's important that you don't interrupt other people. Just put up your hand.

- When you do speak take your time and speak clearly. If you are using an interpreter stop and give them time to tell everyone what you have said.

- People often ask what they should call the Judge and Panel Members. The fact that it's a formal hearing means that you should call them Madam, or Sir.

- Don't worry if you forget - the most important thing is to be polite.

---- Page Break---

B22\_SSCS\_Female\_Donts\_NotGeneric

Your camera should normally be on which means that you'll be seen on screen throughout the hearing whether you're speaking or not. It's a good idea to think about how you look to others.

Tribunals ask everyone to show their respect by following some simple guidelines about how to act. No one should:

- eat anything or drink anything except water during the hearing, unless they have a medical condition that requires them to.

- smoke or use e-cigarettes.

- answer their phone or door bell and

- have pets in the room that could make noise and disturb the hearing.

It's also a good idea to put your phone on silent when the hearing begins.

It's really important that you don't take photographs or record anything in the hearing. This is a criminal offence.

--- Page Break---

B23\_SSCS\_Female\_Recap\_GenericWithSENDEmployment

Before closing, let's recap the most important points from this section:

- Show respect for the tribunal, it's there to help you

- Use the opportunity to have your say

- Be polite and don't interrupt others

--- Page Break---

B24\_SSCS\_Male\_Closing\_GenericWithSENDEmployment

We hope you've found this film useful.

Remember you can watch it as many times as you like.

If you are worried about anything get advice from an independent advice service or contact the tribunal staff.

We hope your hearing goes well.

## Appendix C: SEND Script in Voice Over Format

(IGNORE) C1\_SEND\_Heading\_Unspoken

C2\_SEND\_Female\_HowToUseThisFilm\_NotGeneric

In this film we will explain what will happen in your Special Educational Needs and Disability Tribunal video hearing.

The purpose of the tribunal is to consider your child's educational needs, but it may also consider their health and social needs.

It's normal to feel nervous or anxious about tribunal hearings. We have created this short film to help you prepare.

You can watch this film as many times as you want to. You can pause, rewind or restart it at any time by using the buttons at the bottom of the screen. You can turn subtitles, also known as 'closed captions' or 'cc', on or off.

--- Page Break---

C3\_SEND\_Female\_IntroducingOnlineHearings\_GenericWithEmployment

Video hearings are run in the same way as hearings that take place in a tribunal building. The difference is that some or all of the people taking part will join the hearing online rather than travelling to a special building.

The fact that your case is being dealt with by video hearing does not, in any way, make it less formal or less important. A video hearing has exactly the same rules to ensure that everyone involved is treated fairly and with respect.

If you have any concerns about taking part in a video hearing after watching this film you should contact the tribunal staff. You can find their contact details in the letter or email they have sent you. Talk to them about your concerns. They may be able to help you to find a quiet space and a computer. It's also possible to ask for a tribunal hearing where you meet in the same room as other people, but this may take longer to organise.

--- Page Break---

C4\_SEND\_Female\_Contents\_GenericAcrossAll

This film provides answers to the following three key questions:

- How can you prepare for your hearing?
- What will happen on the day?
- How should you behave in the hearing?

(IGNORE) C5\_SEND\_SectionOneHeading\_Unspoken

--- Page Break---

C6\_SEND\_Male\_Technical1\_GenericWithSSCSEmployment

Let's start with some tips about how you can prepare for your hearing.

- Details about how to connect to your video hearing, and how long has been set aside to hear your case, will be sent to you before the day in the 'Notice of Hearing'.

- This document contains important information. Make sure you have it to hand for your hearing.

- You can connect to the hearing from a computer, tablet or mobile phone from home or somewhere else of your choice.

- Video hearings work best when you use a computer or large tablet on a flat surface and wifi. Using your phone may mean that you use up credit very quickly or have connection issues. The device you use also needs to have a camera. If you do not have a computer, tablet, or access to wifi, find out if a friend can help you. You can also contact the tribunal staff or the advice services we list at the end of this section for help.

---- Page Break---

C7\_SEND Female\_Technical2\_GenericWithSSCSEmployment

- It's really important to test the equipment you are using before the day of your hearing to make sure it works. This is especially important if it's a computer or tablet you haven't used before. Trying out the system may also allow you to see what you look like on screen before the hearing.

- Try to make sure that your internet is strong and stable. If you are using wifi it's best to sit close to the internet router or connect to it with a cable.

- Ask anyone who shares your home not to use the internet during your hearing. This will make your internet connection stronger. Shut down any programmes that you don't need during the hearing. These can be distracting and may weaken your connection. Make sure that your device is plugged in or fully charged. You might want to keep your charger nearby.

- Using headphones can improve the sound quality.

- Charge your phone and keep it close by in case you need to contact the tribunal staff on the number in the notice of hearing.

- It's best to have this number saved in your phone before the hearing.

- If the tribunal staff ring you, they will normally use a withheld number. So if you get a call from a withheld number around the day of the hearing it's a good idea to answer it.

---- Page Break---

C8\_SEND Male\_Environment\_GenericWithSSCSGeneric

- You can connect to the hearing from any room. If possible, you should choose a place that is quiet and private.

- Tell others not to interrupt or disturb you during the hearing. This will help you to focus on what is being said.
- Think about what's in the part of the room you will be in for the hearing. Try to make sure that what you're wearing and what's behind you, won't distract other people.
- The length of the hearing depends on the case. If you have young children it's a good idea to ask a friend or relative to look after them. This means that everyone involved will be able to focus on your case.

---- Page Break---

#### C9\_SEND\_Male\_EvidenceAndDocuments\_NotGeneric

- All the important documents relating to your case will be put together and referred to as 'the bundle'.
- The bundle sent to you, the judge and the other party will all be the same and will have exactly the same page numbers.
- You may receive the bundle by post or by email. If you are happy to read it on screen, it's a good idea to have a second computer or tablet to look at it on. You can also open it in a separate window on your computer.
- Make sure that you have the bundle with you on the day as other people will refer to it during your hearing.
- Go through the bundle before the hearing and make a note of important page numbers and points that you may want to refer to.
- If you think any documents are missing from the bundle let the tribunal staff know as soon as possible.

---- Page Break---

#### C10\_SEND\_Female\_AdviceAndSupport\_NotGeneric

- You can have a representative such as a lawyer or advice worker at the hearing to support you, but many people present their own case. Either way it's good to get independent advice before the hearing to help you prepare. These organisations are a good place to start. You might want to pause the film at this point to take down the details: [PAUSE]

You can find out if you can get help with legal costs known as "legal aid" at this website: [PAUSE]

- If you are not comfortable speaking or understanding spoken English, or use British Sign Language, tell the tribunal staff as soon as possible before the hearing so that they can arrange for an interpreter to help you on the day. You will not need to pay for the interpreter.

- If you need any other support to help you take part in the hearing, just get in touch with tribunal staff.

---- Page Break---

C11\_SEND Female\_Recap\_GenericWithSSCSEmployment

Before moving on to section two, let's recap the most important points from this section:

- Contact tribunal staff if you have any problems taking part
- Test your technology in advance
- Read though the documents sent to you

(IGNORE) C12\_SEND\_SectionTwoHeading\_Unspoken

---- Page Break---

C13\_SEND Male\_JoiningTheVideoHearing\_GenericWithSSCSEmployment

Let's move on to section two: What will happen on the day?

- Before the date of your hearing you will be sent details of how to join the online system used by your tribunal, and when to log on to it.
- Connecting to the system before your hearing is due to start will prevent you feeling rushed and allow time for any connection problems to be sorted out.
- You may also get the chance to check that your speakers and microphone are working.

---- Page Break---

C14\_SEND Male\_Waiting\_GenericAcrossAll

- After connecting with the video hearing system you may be kept in an online waiting area until the hearing is ready to start.
- You don't have to do anything at this point, just stay near your screen.
- Sometimes hearings start later than expected. Don't worry if this happens. The staff know you are waiting and if they need to, they will contact you.

---- Page Break---

C15\_SEND Male\_Troubleshooting\_GenericWithSSCSEmployment

- It's not unusual for computer screens to sometimes 'freeze' or for people to lose their internet connection during a hearing.
- If this happens just get in touch with tribunal staff.

- The Judge will understand if you are having problems so try to stay calm.
- If necessary, they will stop the hearing and wait for you to re-join. As a last resort, it may be possible to take part in the hearing by phoning in.
- Losing your internet connection will not affect the outcome of your case.

---- Page Break---

C16 SEND Female WhoWillBeAtTheHearing\_NotGeneric

*[Across Two Pages]*

- Let's move on to talk about who will be at the hearing.
- Not all tribunals use the same video hearing system, but the screen of your video hearing will be divided into a number of different windows.
- It's possible that people may change position on screen, depending on who is speaking.
- Every hearing will have an independent Judge. The Judge is in control of who speaks and when they speak. They have a duty to make sure that the hearing is fair for everyone involved and that everyone, including you, has their say.
- Assisting the Judge will be one or two specialist tribunal Panel Members. They will have knowledge and experience of children and young people with special educational needs or disabilities.
- There may also be a representative of the Local Authority you are in dispute with.
- Depending on their age and understanding, the child with special educational needs may be able to attend some or all of the hearing to give their views. However, the tribunal has the power to carry on without them. They can do this if they think it would not be in the child's interests to remain or their being present might make it harder for others to speak openly. If the child is young you will need to make sure that they and any other children you have are looked after by someone else for the rest of the hearing.
- In most cases there will be witnesses. A witness is someone asked to speak in support of the arguments you or the other side are making. These are usually teachers or educational experts, but may also be representatives from schools, psychologists, therapists, social workers and other specialists.
- If you, or the local authority bring a lawyer or advice worker, they will also appear on your screen
- In some cases there will also be an interpreter.

- Hearings are held in private. This means that you will not find members of the public or journalists attending.

---- Page Break---

C17\_SEND Male\_WhatWillHappenInTheHearing\_NotGeneric

The purpose of the hearing is to expand on the issues raised in the bundle.

At the beginning of the hearing, the Judge will ask everyone to introduce themselves.

The Judge will decide on the issues that need to be considered in your case and the law that is relevant to it. They will guide you through the order in which the issues will be discussed at your hearing.

The Judge and Panel Members will also ask you and the other people at the hearing questions. They will also give you and the other side the chance to explain your situation and raise issues. If the hearing is a long one, the Judge will make sure that everyone has a short break. The Judge will tell you what time the hearing will restart. You can also ask the judge if you need a break.

At the end of the hearing both sides will usually be given a chance to briefly summarise their case.

---- Page Break---

C18\_SEND Female\_DecisionAndAppeals\_NotGeneric

When everyone has had their say the Judge and Panel will make a decision based on what they have heard in the hearing and been sent to read.

- It's unlikely that the Judge will tell you the result on the day of the hearing. This is because they like to take time to talk to the other panel members about everything that has happened at the hearing.
- You, or your representative will get a decision via email. This will usually be within 10 working days after the hearing.
- You will be told when the hearing is at an end and you can leave.
- If you are not happy with the outcome, the organisations we told you about earlier in the film can provide advice on whether, and how, you can appeal the decision.

---- Page Break---

C19\_SEND Female\_Recap\_GenericWithSSCSEmployment

Before moving on, let's recap the most important points from this section:

- Log in early
- Don't worry if something goes wrong, there's help available
- The Judge will guide you throughout the hearing

(IGNORE) C20\_SEND\_SectionThreeHeading\_Unspoken

---- Page Break---

C21 SEND Male Behaviour GenericWithSSCSEmployment

Let's move on to talk about how you should behave in the hearing.

- It's really important that you have your say in the hearing. This helps to make sure that the process is fair.

You should let the judge know:

- if you don't understand something,
- if you are unable to hear or see anything properly,
- if you would like to ask a question,
- or if you think someone has got something wrong.

- If you don't understand a question someone has asked you, just ask them to repeat it. If you don't know the answer to a question - just say so.

- If you want to say something, it's important that you don't interrupt other people. Just put up your hand.

- When you do speak take your time and speak clearly. If you are using an interpreter stop and give them time to tell everyone what you have said.

- People often ask what they should call the Judge and Panel Members. The fact that it's a formal hearing means that you should call them Madam, or Sir.

- Don't worry if you forget - the most important thing is to be polite.

---- Page Break---

C22 SEND Female Donts NotGeneric

Your camera should normally be on which means that you'll be seen on screen throughout the hearing whether you're speaking or not. It's a good idea to think about how you look to others.

Tribunals ask everyone to show their respect by following some simple guidelines about how to act. No one should:

- eat anything or drink anything except water during the hearing, unless they have a medical condition that requires them to .
- smoke or use e-cigarettes.
- bring anyone else into the room without the permission of the tribunal.
- answer their phone or door bell and
- have pets in the room that could make noise and disturb the hearing.

It's also a good idea to put your phone on silent when the hearing begins.

It's really important that you don't take photographs or record anything in the hearing. This is a criminal offence.

--- Page Break---

C23\_SEND\_Female\_Recap\_GenericWithSSCSEmployment

Before closing, let's recap the most important points from this section:

- Show respect for the tribunal, it's there to help you
- Use the opportunity to have your say
- Be polite and don't interrupt others

--- Page Break---

C24\_SEND\_Male\_Closing\_GenericWithSSCSEmployment

We hope you've found this film useful.

Remember you can watch it as many times as you like.

If you are worried about anything get advice from an independent advice service or contact the tribunal staff.

We hope your hearing goes well.

## Appendix D: Employment Script in Voice Over Format

(IGNORE) D1\_EMPLOYMENT\_Heading\_Unspoken

D2\_EMPLOYMENT\_Female\_HowToUseThisFilm\_NotGeneric

In this film we will explain what will happen in your Employment Tribunal video hearing.

It's normal to feel nervous or anxious about tribunal hearings. We have created this short film to help you prepare.

You can watch this film as many times as you want to. You can pause, rewind or restart it at any time by using the buttons at the bottom of the screen. You can turn subtitles, also known as 'closed captions' or 'cc', on or off.

--- Page Break---

D3\_EMPLOYMENT\_Female\_IntroducingOnlineHearings\_GenericWithSEND

Video hearings are run in the same way as hearings that take place in a tribunal building. The difference is that some or all of the people taking part will join the hearing online rather than travelling to a special building.

The fact that your case is being dealt with by video hearing does not, in any way, make it less formal or less important. A video hearing has exactly the same rules to ensure that everyone involved is treated fairly and with respect.

If you have any concerns about taking part in a video hearing after watching this film you should contact the tribunal staff. You can find their contact details in the letter or email they have sent you. Talk to them about your concerns. They may be able to help you to find a quiet space and a computer. It's also possible to ask for a tribunal hearing where you meet in the same room as other people, but this may take longer to organise.

--- Page Break---

D4\_EMPLOYMENT\_Female\_Contents\_GenericAcrossAll

This film provides answers to the following three key questions:

- How can you prepare for your hearing?
- What will happen on the day?
- How should you behave in the hearing?

(IGNORE) D5\_EMPLOYMENT\_SectionOneHeading\_Unspoken

--- Page Break---

D6\_EMPLOYMENT\_Male\_Technical1\_GenericWithSENDSSCS

Let's start with some tips about how you can prepare for your hearing.

- Details about how to connect to your video hearing, and how long has been set aside to hear your case, will be sent to you before the day in the 'Notice of Hearing'.

- This document contains important information. Make sure you have it to hand for your hearing.

- You can connect to the hearing from a computer, tablet or mobile phone from home or somewhere else of your choice.

- Video hearings work best when you use a computer or large tablet on a flat surface and wifi. Using your phone may mean that you use up credit very quickly or have connection issues. The device you use also needs to have a camera. If you do not have a computer, tablet, or access to wifi, find out if a friend can help you. You can also contact the tribunal staff or the advice services we list at the end of this section for help.

---- Page Break---

D7\_EMPLOYMENT Female\_Technical2\_GenericWithSENDSSCS

- It's really important to test the equipment you are using before the day of your hearing to make sure it works. This is especially important if it's a computer or tablet you haven't used before. Trying out the system may also allow you to see what you look like on screen before the hearing.

- Try to make sure that your internet is strong and stable. If you are using wifi it's best to sit close to the internet router or connect to it with a cable.

- Ask anyone who shares your home not to use the internet during your hearing. This will make your internet connection stronger. Shut down any programmes that you don't need during the hearing. These can be distracting and may weaken your connection. Make sure that your device is plugged in or fully charged. You might want to keep your charger nearby.

- Using headphones can improve the sound quality.

- Charge your phone and keep it close by in case you need to contact the tribunal staff on the number in the notice of hearing.

- It's best to have this number saved in your phone before the hearing.

- If the tribunal staff ring you, they will normally use a withheld number. So if you get a call from a withheld number around the day of the hearing it's a good idea to answer it.

---- Page Break---

D8\_EMPLOYMENT Male\_Environment\_NotGeneric

- You can connect to the hearing from any room. If possible, you should choose a place that is quiet and private. You may need to show the tribunal that there is no one else in the room with you.

- Tell others not to interrupt or disturb you during the hearing. This will help you to focus on what is being said.

- Think about what's in the part of the room you will be in for the hearing. Try to make sure that what you're wearing and what's behind you, won't distract other people.

- The length of the hearing depends on the case. If you have young children it's a good idea to ask a friend or relative to help look after them during the hearing. This means that everyone involved will be able to focus on your case.

--- Page Break---

D9 EMPLOYMENT Male EvidenceAndDocuments\_NotGeneric

*[Continued on second page]*

- During the tribunal both sides will refer to documents that support their case. You will need to provide the other side with any documents you intend to rely on in advance.

- When gathered together the documents both sides are relying on are called 'the bundle'.

- In most cases the employer puts together the bundle but you will receive more details on this in the Case Management Order. This will be sent to you before the date of the hearing.

- All the parties in the case, the Judge and other panel members will receive the same bundle with the same page numbers.

- You may receive the bundle by post or by email. If you receive it by email and would like a paper copy, print it out in advance. If you are happy to read it on screen, it's a good idea to have a second computer or tablet to look at it on. You can also open it in a separate window on your computer.

- Make sure that you have the bundle with you on the day as other people will refer to it during your hearing. Note the page numbers of documents in the bundle that you want to rely on during the hearing. This is so that everyone can find the right page quickly.

*[D9\_ Second page]*

- Go through the bundle and make some notes about important points you want to make, evidence you have to support your arguments, questions you would like to ask other people or how you intend to respond to questions you think the other side will ask. Use these notes as a checklist rather than a prepared speech. When you are asked questions by the other side, you must not read from notes. Just answer the questions asked as clearly as you can.

- You should not write on the bundle, so make sure that you make notes on a separate notepad. You may be asked to show the tribunal that you have an unmarked copy of the bundle.

--- Page Break---

D10 EMPLOYMENT Female AdviceAndSupport\_NotGeneric

You can have a lawyer or advice worker at the hearing to support you but some people present their own case. Either way it's good to get independent advice before the hearing to help you prepare. These organisations are a good place to start. You might want to pause the film at this point to take down the details: [PAUSE]

You can find out if you can get help with legal costs known as "legal aid" at this website. Legal aid is only available in a small number of cases. [PAUSE]

- If you are not comfortable speaking or understanding spoken English, or use British Sign Language, tell the tribunal staff as soon as possible before the hearing so that they can arrange for an interpreter to help you on the day. You will not need to pay for the interpreter.
- You can also have a friend to support you during the hearing but do let the tribunal know in advance. If you are not in the same room as the person who is helping you present your case, it is a good idea to agree with them in advance how best to communicate in private during the hearing.
- If you need any other support to help you take part in the hearing, just get in touch with tribunal staff.
- You can observe other hearings before yours takes place. This will help you understand what to expect. If you would like to find out how to do this contact any employment tribunal office and ask if there is a suitable hearing for you to watch.

--- Page Break---

D11\_EMPLOYMENT\_Female\_Recap\_GenericWithSENDSSCS

Before moving on to section two, let's recap the most important points from this section:

- Contact tribunal staff if you have any problems taking part
- Test your technology in advance
- Read though the documents sent to you

(IGNORE) D12\_EMPLOYMENT\_SectionTwoHeading\_Unspoken

--- Page Break---

D13\_EMPLOYMENT\_Male\_JoiningTheVideoHearing\_GenericWithSENDSSCS

Let's move on to section two: What will happen on the day?

- Before the date of your hearing you will be sent details of how to join the online system used by your tribunal, and when to log on to it.
- Connecting to the system before your hearing is due to start will prevent you feeling rushed and allow time for any connection problems to be sorted out.
- You may also get the chance to check that your speakers and microphone are working.

---- Page Break---

D14 EMPLOYMENT Male Waiting GenericAcrossAll

- After connecting with the video hearing system you may be kept in an online waiting area until the hearing is ready to start.
- You don't have to do anything at this point, just stay near your screen.
- Sometimes hearings start later than expected. Don't worry if this happens. The staff know you are waiting and if they need to, they will contact you.

---- Page Break---

D15 EMPLOYMENT Male Troubleshooting GenericWithSENDSSCS

- It's not unusual for computer screens to sometimes 'freeze' or for people to lose their internet connection during a hearing.
- If this happens just get in touch with tribunal staff.
- The Judge will understand if you are having problems so try to stay calm.
- If necessary, they will stop the hearing and wait for you to re-join. As a last resort, it may be possible to take part in the hearing by phoning in.
- Losing your internet connection will not affect the outcome of your case.

---- Page Break---

D16 EMPLOYMENT Female WhoWillBeAtTheHearing NotGeneric

*[Continued on second page]*

- Let's move on to talk about who will be at the hearing.
- Not all tribunals use the same video hearing system, but the screen of your video hearing will be divided into a number of different windows.
- It's possible that people may change position on screen, depending on who is speaking.
- Every hearing will have an independent Judge.
- The Judge is in control of who speaks and when they speak. They have a duty to make sure that the hearing is fair for everyone involved and that everyone, including you, has their say. They will help guide you through the hearing.
- At the beginning, the Judge should ask everyone to introduce themselves. They will also explain the order in which things will happen.

- Most cases will be decided by the judge along with two other people called panel members. The two panel members include a person with experience of employing people and someone with experience from the employee's point of view, such as a trade union official. Some types of cases and hearings can be heard by an employment judge without any other panel members.

- The person or organisation you are in dispute with will also be at the hearing.

*[D\_16 Second Page]*

- Both parties may bring a lawyer or advice worker to help them present their case.

- In most cases there will be witnesses. A witness is someone asked to give oral evidence to support the arguments you or the other side are making. In Employment Tribunals these are usually people who you worked with or for. In other cases they may be people you have had a job interview with.

- In some cases there will also be an interpreter.

- Tribunal staff will not always appear on screen but they will be in the background to make sure that the case runs smoothly.

- Hearings are open to the public. This means that there may be members of the public or newspaper reporters watching the hearing, but you will not be able to see them.

--- Page Break---

D17\_EMPLOYMENT\_Male\_WhatWillHappenInTheHearing\_NotGeneric

*[Continues on Second Page]*

- In the Employment Tribunal, there are different types of hearings. Preliminary Hearings for case management help the judge and the parties decide what needs to be done in advance of the Final Hearing. Preliminary Hearings are also held to consider particular issues, such as whether someone is disabled. The Final Hearing is longer and this is when all the evidence will be heard. The tribunal will let you know in advance what type of hearing you are attending. In this film we will focus on the full or final hearing.

- At the start the Judge may ask you some questions about the issues. You will also be able to ask the Judge questions about what will happen in the hearing.

- The Judge will decide which side puts their case first. In an unfair dismissal claim the employer usually goes first but in a discrimination claim the employee usually goes first.

- People may be asked to give evidence. If you are asked to give evidence the tribunal will require you to promise to tell the truth. This is called an oath or if you are not religious – an affirmation. Tribunal staff will tell you what you need to do and say. If you want to take the oath on a holy book you should make sure that you have one with you on the day.

- You or your representative will have a chance to challenge the evidence put by the other side. The

other side will also challenge your evidence. This is normal but it's good to be prepared. Focus on putting your point of view across in a calm and dignified way.

[D17\_ Second Page]

- The length of the hearing depends on the type of case. If the hearing is a long one, the Judge will make sure that everyone has a short break. You can also ask the Judge if you need a break.
- When the evidence has been heard, both sides will be given a chance to briefly summarise their case. This is called 'closing submissions', and is your opportunity to remind the Judge of your key arguments and evidence.

--- Page Break---

D18\_EMPLOYMENT\_Female\_DecisionAndAppeals\_NotGeneric

When everyone has had their say the Judge and Panel will make a decision based on what they have heard in the hearing and been sent to read.

They will usually tell you the outcome of your case on the day, but will need to take a break so they can consider their judgement. If the case has been a long one, they may not be able to tell you the outcome on the day, and will write to you as soon as possible with the outcome.

- You will be told when the hearing is at an end and you can leave.
- If you are not happy with the outcome, the organisations we told you about earlier in the film can provide advice on whether, and how, you can appeal the decision.

--- Page Break---

D19\_EMPLOYMENT\_Female\_Recap\_GenericWithSENDSSCS

Before moving on, let's recap the most important points from this section:

- Log in early
- Don't worry if something goes wrong there's help available
- The Judge will guide you throughout the hearing

(IGNORE) D20\_EMPLOYMENT\_SectionThreeHeading\_Unspoken

--- Page Break---

D21\_EMPLOYMENT\_Male\_Behaviour\_GenericWithSENDSSCS

Let's move on to talk about how you should behave in the hearing.

- It's really important that you have your say in the hearing. This helps to make sure that the process is fair.

You should let the judge know:

- if you don't understand something,
- if you are unable to hear or see anything properly,
- if you would like to ask a question,
- or if you think someone has got something wrong.

- If you don't understand a question someone has asked you, just ask them to repeat it. If you don't know the answer to a question - just say so.

- If you want to say something, it's important that you don't interrupt other people. Just put up your hand.

- When you do speak take your time and speak clearly. If you are using an interpreter stop and give them time to tell everyone what you have said.

- People often ask what they should call the Judge and Panel Members. The fact that it's a formal hearing means that you should call them Madam, or Sir.

- Don't worry if you forget - the most important thing is to be polite.

--- Page Break---

D22 EMPLOYMENT Female Donts\_NotGeneric

Your camera should normally be on which means that you'll be seen on screen throughout the hearing whether you're speaking or not. It's a good idea to think about how you look to others.

Tribunals ask everyone to show their respect by following some simple guidelines about how to act. No one should:

- eat anything or drink anything except water during the hearing, unless they have a medical condition that requires them to.
- smoke or use e-cigarettes.
- bring anyone else into the room without the permission of the tribunal.
- answer their phone or door bell and
- have pets in the room that could make noise and disturb the hearing.

Put your phone on silent when the hearing begins.

It's really important that you don't take photographs or record anything in the hearing. This is a criminal offence.

--- Page Break---

D23 EMPLOYMENT Female Recap\_GenericWithSENDSSCS

Before closing, let's recap the most important points from this section:

- Show respect for the tribunal, it's there to help you

- Use the opportunity to have your say
- Be polite and don't interrupt others

---- Page Break---

D24 EMPLOYMENT Male Closing GenericWithSENDSSCS

We hope you've found this film useful.

Remember you can watch it as many times as you like.

If you are worried about anything get advice from an independent advice service or contact the tribunal staff.

We hope your hearing goes well.

## Appendix E: Family Script in Voice Over Format

(IGNORE) E1\_FAMILY\_Heading\_Unspoken

E2\_FAMILY\_Female\_HowToUseThisFilm\_NotGeneric

In this film we explain what will happen when you join a Family Court hearing online.

It's normal to feel nervous or anxious about court hearings. We have created this short film to help you prepare.

You can watch this film as many times as you want to. You can pause, rewind or restart it at any time by using the buttons at the bottom of the screen. You can turn subtitles, also known as 'closed captions' or 'cc', on or off.

--- Page Break---

E3\_FAMILY\_Female\_IntroducingOnlineHearings\_NotGeneric

This film is designed to help anyone who is joining a family court hearing online. In some cases everyone will be online. This is called a video hearing. In other cases you will be online and others will be gathered together in a courtroom. This is called a hybrid hearing.

The fact that your case is being dealt with by video or hybrid hearing does not, in any way make it less formal or less important. These hearings have exactly the same rules to ensure that everyone involved is treated fairly and with respect.

If you have any concerns about taking part in a video or hybrid hearing after watching this film you should contact the court staff using the contact details in the letter or email they have sent you. It may also be possible to ask for a hearing where you meet in the same room as other people, but this may take longer to organise.

--- Page Break---

E4\_FAMILY\_Female\_Contents\_GenericAcrossAll

This film provides answers to the following three key questions:

- How can you prepare for your hearing?
- What will happen on the day?
- How should you behave in the hearing?

(IGNORE) E5\_FAMILY\_SectionOneHeading\_Unspoken

--- Page Break---

E6\_FAMILY\_Male\_Technical1\_NotGeneric

Let's start with some tips about how you can prepare for your hearing.

- Information about how to connect to your hearing online and how long has been set aside to hear your case, will be sent to you before the day in the 'Notice of Hearing'.

- This document contains important information. Make sure you have it to hand on the day of the hearing.

- You can connect to the hearing from a computer, tablet or mobile phone from home or somewhere else of your choice.

- Video hearings work best when you use a computer or large tablet on a flat surface and wifi. Using your phone may mean that you use up credit very quickly or have connection issues. The device you use also needs to have a camera. If you do not have a laptop, tablet, or access to wifi, find out if a friend can help you, or contact the advice services we list at the end of this section to ask for help.

---- Page Break---

E7\_FAMILY\_Female\_Technical2\_NotGeneric

- It's really important to test the equipment you are using before the day of your hearing to make sure it works. This is especially important if it's a computer or tablet you haven't used before. Trying out the system may also allow you to see what you will look like on screen before the hearing.

- Try to make sure that your internet is strong and stable. If you are using wifi it's best to sit close to the internet router or connect to it with a cable.

- Ask anyone who shares your home not to use the internet during your hearing. This will make your internet connection stronger. Shut down other programmes that you don't need during your hearing. These can be distracting and may weaken your connection. Make sure that your device is plugged in or fully charged. You might want to keep your charger nearby.

- Using headphones can improve the sound quality.

- Charge your phone and keep it close by in case you need to contact the court staff on the number in the notice of hearing.

- It's best to have this number saved in your phone before the hearing.

- If the court staff ring you, they will normally use a withheld number. So if you get a call from a withheld number around the day of the hearing it's a good idea to answer it.

---- Page Break---

E8\_FAMILY\_Male\_Environment\_NotGeneric

- You can connect to the hearing from any room. If possible, you should choose a place that is quiet and private. You may need to show the court that there is no one else in the room with you.

- Tell others not to interrupt or disturb you during the hearing. This will help you to focus on what is being said.

- Think about what's in the part of the room you will be in for the hearing. Try to make sure that what you're wearing and what's behind you, won't distract other people.

- The length of the hearing depends on the case. If you have young children it's a good idea to ask a friend or relative to help look after them during the hearing. This means that everyone involved will be able to focus on your case.

--- Page Break---

#### E9 FAMILY Male EvidenceAndDocuments NotGeneric

- You will be told in advance about the type of hearing you are being asked to attend. In "fact finding" or "final hearings" any documents that you or other people intend to rely in court will need to be gathered together in advance. People may refer to these documents as 'the bundle'.
- The court will decide who is responsible for preparing the bundle and will give you guidance on this. You may receive the bundle or a list of the documents in it (also known as an index) by post or by email. Make sure you have copies of all the important documents to hand. Other people may refer to these in the hearing.
- If you are happy to read these documents on screen, it's a good idea to have a second computer or tablet to look at it on. You can also open it in a separate window on your computer.
- Go through the documents you have and make some notes about important points you want to make, evidence you have to support your arguments, questions you would like to ask other people or how you intend to respond to questions you think the other side will ask.

--- Page Break---

#### E10 FAMILY Female AdviceAndSupport NotGeneric

You can have a lawyer or representative at the hearing to support you but some people also present their own case. Either way it's good to get independent advice before the hearing to help you prepare. These organisations are a good place to start. You might want to pause the film at this point to take down the details: [PAUSE]

You can find out if you can get help with legal costs known as "legal aid" at this website: [PAUSE]

- If you bring someone to help support you they may be referred to as your 'Mckenzie friend'. Their role is to sit quietly and support or advise you. It's important to let the court know in advance if they will be joining the hearing.
- If you are not in the same room as the person who is helping you present your case, it is a good idea to agree with them in advance how best to communicate in private during the hearing.
- If you are not comfortable speaking or understanding spoken English, or use British Sign Language tell the court staff as soon as possible before the hearing so that they can arrange for an interpreter to help you on the day. You will not need to pay for the interpreter.

- If you need any other support to help you take part in the hearing, just get in touch with court staff.

- If you are fearful of being seen or heard by any other person who will be present at your hearing, you should tell court staff as soon as possible before the hearing. The Judge or Magistrates can consider whether it is appropriate to make special arrangements for your hearing. This may include making sure that you don't have to see the person you are scared of.

---- Page Break---

#### E11\_FAMILY\_Female\_Recap\_NotGeneric

Before moving on to section two, let's recap the most important points from this section:

- Contact court staff if you have any problems taking part
- Test your technology in advance
- Read though the documents sent to you

#### (IGNORE) E12\_FAMILY\_SectionTwoHeading\_Unspoken

---- Page Break---

#### E13\_FAMILY\_Male\_JoiningTheVideoHearing\_NotGeneric

Let's move on to section two: What will happen on the day?

- Before the date of your hearing you will be sent details of how to join the online system used by your court, and when to log on to it.
- Connecting to the system before your hearing is due to start will prevent you feeling rushed and allow time for any connection problems to be sorted out.
- You may also get the chance to check that your speakers and microphone are working.

---- Page Break---

#### E14\_FAMILY\_Male\_Waiting\_GenericAcrossAll

- After connecting with the video hearing system you may be kept in an online waiting area until the hearing is ready to start.
- You don't have to do anything at this point, just stay near your screen.
- Sometimes hearings start later than expected. Don't worry if this happens. The staff know you are waiting and if they need to, they will contact you.

---- Page Break---

#### E15\_FAMILY\_Male\_Troubleshooting\_NotGeneric

- It's not unusual for computer screens to sometimes 'freeze' or for people to lose their internet connection during a hearing.
- If this happens just get in touch with court staff.
- The Judge or Magistrates will understand if you are having problems so try to stay calm.
- If necessary, they will stop the hearing and wait for you to re-join. As a last resort, it may be possible to take part in the hearing by phoning in.
- Losing your internet connection will not affect the outcome of your case.

---- Page Break---

E16\_FAMILY\_Female\_WhoWillBeAtTheHearing\_NotGeneric

*[Across two pages]*

Let's move on to talk about who will be at the hearing.

- Whether it is a hybrid hearing or a video hearing the following people may be there:
- Depending on the type of case every hearing will have a Judge or a panel of two or three Magistrates. In cases involving Magistrates they will be supported by a "Legal Adviser"
- The Judge or Magistrates are in control of who speaks and when they speak. They have a duty to make sure that the hearing is fair for everyone involved and that everyone, including you, has their say.
- The person or people you are in dispute with will also be there.
- If there are lawyers representing you or the other side they will also be in the courtroom or online. People not represented by a lawyer can bring a 'McKenzie friend'.
- There may be witnesses who will join the hearing when asked to do so by the Judge or Magistrates. This will happen in 'fact finding hearings' or 'final hearings'. A witness is someone asked to give spoken evidence to support the arguments you or the other side are making or to provide an expert opinion.

*[E16\_SecondPage]*

- In cases involving children there may be someone from the Children and Family Court Advisory and Support Service, known as Cafcass for shorts. Cafcass advise the family courts about what is in the child's best interests, and in some cases may represent children.

- In some cases there will also be an interpreter.

- If everyone is online, Court staff will not always appear on screen but they may be in the background to make sure that the case runs smoothly.

- Family cases are heard in private. This means that members of the public can't attend. Journalists sometimes attend hearings but are limited in what they can report.

---- Page Break---

#### E17 FAMILY Male WhatWillHappenInTheHearing\_NotGeneric

- At the start of all hearings the Judge or Magistrates may ask you some questions about the issues in dispute.

- As the hearing proceeds, they will let you know when it is your turn to speak.

In Fact Finding Hearings and Final Hearings people may be asked to give evidence. If you are asked to give evidence the court will require you to promise to tell the truth. This is called an oath or if you are not religious – an affirmation. Court staff will tell you what you need to do and say. If you want to take the oath on a holy book you should make sure that you have one with you on the day.

In these cases both sides will have a chance to challenge the evidence that others are relying on. This means the other side will challenge your evidence and ask you questions. This is perfectly normal but it is good to be ready. Focus on putting your point of view across in a calm and dignified way.

When the evidence has been heard all sides will be given a chance to briefly summarise their case. This is called 'closing arguments.' If you choose to make closing arguments, it is a good idea to put together a list of key points you want to make in advance.

The length of the hearing depends on the type of case. If the hearing is a long one, the Judge or Magistrates will make sure that everyone has a short break. You can also ask them if you need a break.

---- Page Break---

#### E18 FAMILY Female DecisionAndAppeals\_NotGeneric

- When everyone has had their say, the Judge or Magistrates will bring the hearing to an end. They will then make a decision or issue directives based on what they have heard in the hearing and been sent to read.

- This may happen on the same day or they may want more time to think and will tell you their decision later.

- You will be told when the hearing is at an end and you can leave.

- If you are not happy with the final decision made about your case, the organisations we told you about earlier can provide advice on whether, and how, you can appeal it.

---- Page Break---

#### E19\_FAMILY\_Female\_Recap\_NotGeneric

Before moving on, let's recap the most important points from this section:

- Log in early
- Don't worry if something goes wrong there's help available
- The Judge or Magistrates will guide you throughout the hearing

(IGNORE) E20\_FAMILY\_SectionThreeHeading\_Unspoken

---- Page Break---

#### E21\_FAMILY\_Male\_Behaviour\_NotGeneric

Let's move on to talk about how you should behave in the hearing:

- It's really important that you have your say in the hearing. This helps to make sure that the process is fair.

You should let the Judge or Magistrates know:

- if you don't understand something,
- if you are unable to hear or see anything properly,
- if you would like to ask a question,
- or if you think someone has got something wrong.

- If you don't understand a question someone has asked you, just ask them to repeat it. If you don't know the answer to a question - just say so.

- If you want to say something it's important that you don't interrupt other people. Just put up your hand.

- When you do speak take your time and speak clearly. If you are using an interpreter stop and give them time to tell everyone what you have said.

- People often ask what they should call the Judge or Magistrates. The fact that it formal hearing means that you should call Magistrates Madam or Sir, and if it is a Judge, simply judge. Don't worry if you forget - the most important thing is to be polite.

---- Page Break---

#### E22\_FAMILY\_Female\_Donts\_NotGeneric

You may be required to keep your camera on which means that you'll be seen on screen throughout the hearing whether you're speaking or not. It's a good idea to think about how you look to others.

Courts ask everyone to show their respect by following some simple guidelines about how to act. No one should:

- eat anything or drink anything except water during the hearing, unless they have a medical condition that requires them to .
- smoke or use e-cigarettes.
- bring anyone else into the room without the permission of the court.
- answer their phone or door bell and
- have pets in the room that could make noise and disturb the hearing.

It's also a good idea to put your phone on silent when the hearing begins.

It's really important that you don't take photographs or record anything in the hearing. This is a criminal offence.

--- Page Break---

E23\_FAMILY\_Female\_Recap\_NotGeneric

Before closing, let's recap the most important points from this section:

- Show respect for the court, it's there to help you
- Use the opportunity to have your say
- Be polite and don't interrupt others

--- Page Break---

E24\_FAMILY\_Male\_Closing\_NotGeneric

We hope you've found this film useful.

Remember you can watch it as many times as you like.

If you are worried about anything get advice from an independent advice service or contact the court staff. We hope your hearing goes well.

## Appendix F: General Script in Voice Over Format

(IGNORE) F1\_GENERIC\_Heading\_Unspoken

F2\_GENERIC Female\_HowToUseThisFilm\_NotGeneric

This film will help you prepare for a video hearing in a Court or Tribunal.

Civil courts and Tribunals have different ways of managing video hearings. This film provides general advice that should help you whatever the court, tribunal, or type of case. You can also find some more detailed films on the HMCTS YouTube channel. These include films we have made about video hearings at:

- \* the Social Security and Child Support Tribunal,
- \* the Special Educational Needs and Disability Tribunal,
- \* the Employment Tribunal
- \* and some types of Family Court Cases.

It's normal to feel nervous or anxious about a court or tribunal hearing. We hope this film will help.

You can watch this film as many times as you want to. You can pause, rewind or restart it at any time by using the buttons at the bottom of the screen. You can turn subtitles, also known as 'closed captions' or 'cc', on or off.

--- Page Break---

F3\_GENERIC Female\_IntroducingOnlineHearings\_NotGeneric

Video hearings are run in the same way as hearings that take place in a court or tribunal building. The difference is that some or all of the people taking part will join the hearing online rather than travelling to a special building.

The fact that your case is being dealt with by video hearing does not, in any way, make it less formal or less important. A video hearing has exactly the same rules to ensure that everyone involved is treated fairly and with respect.

If you have any concerns about taking part in a video hearing after watching this film you should contact the court or tribunal staff. You can find their contact details in the letter or email they have sent you. Talk to them about your concerns. They may be able to help you to find a quiet space and a computer. It's also possible to ask for a hearing where you meet in the same room as other people, but this may take longer to organise.

--- Page Break---

F4\_GENERIC Female\_Contents\_GenericAcrossAll

This film provides answers to the following three key questions:

- How can you prepare for your hearing?
- What will happen on the day?
- How should you behave in the hearing?

---- Page Break---

F6\_GENERIC\_Male\_Technical1\_NotGeneric

Let's start with some tips about how you can prepare for your hearing.

- Details about how to connect to your video hearing and how long has been set aside to hear your case, will be sent to you before the day in the 'Notice of Hearing'.
- This document contains important information. Make sure you have it to hand for your hearing.
- You can connect to the hearing from a computer, tablet or mobile phone from home or somewhere else of your choice.
- Video hearings work best when you use a computer or large tablet on a flat surface and wifi. Using your phone may mean that you use up credit very quickly or have connection issues. The device you use also needs to have a camera. If you do not have a computer, tablet, or access to wifi, find out if a friend can help you. You can also contact the court or tribunal staff or the advice services we list at the end of this section for help.

---- Page Break---

F7\_GENERIC\_Female\_Technical2\_NotGeneric

- It's really important to test the equipment you are using before the day of your hearing to make sure it works. This is especially important if it's a computer or tablet you haven't used before. Trying out the system may also allow you to see what you look like on screen before the hearing.
- Try to make sure that your internet is strong and stable. If you are using wifi it's best to sit close to the internet router or connect to it with a cable.
- Ask anyone who shares your home not to use the internet during your video hearing. This will make your internet connection stronger. Shut down any programmes that you don't need during the hearing. These can be distracting and may weaken your connection. Make sure that your device is plugged in or fully charged. You might want to keep your charger nearby.
- Using headphones can improve the sound quality.
- Charge your phone and keep it close by in case you need to contact the court or tribunal staff using the number on the notice of hearing.
- It's best to have this number saved in your phone before the hearing.
- If the court or tribunal staff ring you, they will normally use a withheld number. So if you get a call from a withheld number around the day of the hearing it's a good idea to answer it.

---- Page Break---

#### F8 GENERIC Male Environment\_GenericWithSENDSSCS

- You can connect to the hearing from any room. If possible, you should choose a place that is quiet and private.
- Tell others not to interrupt or disturb you during the hearing. This will help you to focus on what is being said.
- Think about what's in the part of the room you will be in for the hearing. Try to make sure that what you're wearing and what's behind you, won't distract other people.
- The length of the hearing depends on the case. If you have young children it's a good idea to ask a friend or relative to look after them. This means that everyone involved will be able to focus on your case.

---- Page Break---

#### F9 GENERIC Male\_EvidenceAndDocuments\_NotGeneric

- Generally speaking, any documents that you or other people intend to rely in court will need to be gathered together in advance. People may refer to these documents as 'the bundle'.
- You may receive the bundle or a list of the documents in it by post or by email. Make sure you have copies of all the important documents to hand. Other people may refer to these in the hearing.
- If you are happy to read these documents on screen, it's a good idea to have a second computer or tablet to look at it on. You can also open it in a separate window on your computer.
- Go through the documents you have and make some notes about important points you want to make, evidence you have to support your arguments, questions you would like to ask other people or how you intend to respond to questions you think the other side will ask.
- ---- Page Break---

#### F10 GENERIC Female\_AdviceAndSupport\_NotGeneric

• You can have a representative such as a lawyer or advice worker at the hearing to support you but some people present their own case. Either way it's good to get independent advice before the hearing to help you prepare. These organisations are a good place to start. You might want to pause the film at this point to take down the details: [PAUSE]

You can find out if you can get help with legal costs known as "legal aid" at this website: [PAUSE]

- If you are not comfortable speaking or understanding spoken English, or use British Sign Language, tell the court or tribunal staff as soon as possible so that they can arrange for an interpreter to help you on the day. You will not need to pay for the interpreter.
- If you are not in the same room as the person who is helping you present your case, it is a good idea to agree with them in advance how best to communicate in private during the hearing.

- If you need any other support to help you take part in the hearing, just get in touch with the court or tribunal staff.

---- Page Break---

#### F11\_GENERIC\_Female\_Recap\_NotGeneric

Before moving on to section two, let's recap the most important points from this section:

- Contact court or tribunal staff if you have any problems taking part
- Test your technology in advance
- Read though the documents sent to you

(IGNORE) F12\_GENERIC\_SectionTwoHeading\_Unspoken

---- Page Break---

#### F13\_GENERIC\_Male\_JoiningTheVideoHearing\_NotGeneric

Let's move on to section two: What will happen on the day?

- Before the date of your hearing you will be sent details of how to join the online system used by your court or tribunal, and when to log on to it.
- Connecting to the system before your video hearing is due to start will prevent you feeling rushed and allow time for any connection problems to be sorted out.
- You may also get the chance to check that your speakers and microphone are working.

---- Page Break---

#### F14\_GENERIC\_Male\_Waiting\_GenericAcrossAll

- After connecting with the video hearing system you may be kept in an online waiting area until the hearing is ready to start.
- You don't have to do anything at this point, just stay near your screen.
- Sometimes hearings start later than expected. Don't worry if this happens. The staff know you are waiting and if they need to, they will contact you.

---- Page Break---

#### F15\_GENERIC\_Male\_Troubleshooting\_NotGeneric

- It's not unusual for computer screens to sometimes 'freeze' or for people to lose their internet connection during a hearing.

- If this happens just get in touch with court or tribunal staff.
- The Judge will understand if you are having problems so try to stay calm.
- If necessary, they will stop the hearing and wait for you to re-join. As a last resort, it may be possible to take part in the hearing by phoning in.
- Losing your internet connection will not affect the outcome of your case.

--- Page Break---

F16 GENERIC Female WhoWillBeAtTheHearing\_NotGeneric

*[Across Two Pages]*

- Let's move on to talk about who will be at the hearing.
- Not all courts and tribunals use the same video hearing system, but the screen of your video hearing will be divided into a number of different windows.
- It's possible that people may change position on screen, depending on who is speaking.
- Every hearing will have at least one independent Judge.
- They are in control of who speaks and when they speak. They have a duty to make sure that the hearing is fair for everyone involved and that everyone, including you, has their say.
- In some tribunals, a Judge may be supported by a panel of one or two experts.
- The people or organisation you are in dispute with may also be there.
- You or the other people involved in the dispute may bring a lawyer, advice worker or other supporter to help you.
- There may be witnesses who will join the hearing when asked to do so by the Judge. A witness is someone asked to give spoken evidence to support the arguments you or the other side are making or to provide an expert opinion.
- If you have an interpreter they may also appear on the screen.

*[F16\_SecondPage]*

- Most hearings are public. This means that there may be members of the public or newspaper reporters watching the hearing but you will not be able to see them.

Depending on the type of video hearing you are involved in there may be other people present.

---- Page Break---

#### F17\_GENERIC\_Male\_WhatWillHappenInTheHearing\_NotGeneric

At the beginning of the hearing, the Judge should ask everyone to introduce themselves.

They will decide on the issues that need to be considered in your case. They will guide you through the order in which the issues will be discussed at your hearing. As the hearing continues, they will let you know when it is your turn to speak.

The Judge will give you and the other side the chance to explain your point of view and ask questions.

In some cases people may be asked to give evidence. If you are asked to give evidence the court or tribunal will require you to promise to tell the truth. This is called an oath or if you are not religious – an affirmation. Court or tribunal staff will tell you what you need to do and say. If you want to take the oath on a holy book you should make sure that you have one with you on the day.

The other side may challenge your evidence or point of view. This is normal but it's good to be prepared. Focus on putting your point of view across in a calm and dignified way.

The length of the hearing depends on the type of case. If the hearing is a long one, the Judge will make sure that everyone has a short break. They will tell you what time the hearing will restart. You can also ask for a break if you need one.

---- Page Break---

#### F18\_GENERIC\_Female\_DecisionAndAppeals\_NotGeneric

When everyone has had their say the Judge or Tribunal Panel will make a decision. Their judgement will be based on what they have heard in the hearing and been sent to read.

In some cases you will be told the decision on the day. In other cases they may want more time to think and will tell you their decision later.

- You will be told when the hearing is at an end and you can leave.
- If you are not happy with the outcome, the organisations we told you about earlier in the film can provide advice on whether, and how, you can appeal the decision.

---- Page Break---

#### F19\_GENERIC\_Female\_Recap\_GenericWithSEND\_EmploymentSSCS

Before moving on, let's recap the most important points from this section:

- Log in early
- Don't worry if something goes wrong, there's help available

- The Judge will guide you throughout the hearing

(IGNORE) F20\_GENERIC\_SectionThreeHeading\_Unspoken

--- Page Break---

F21\_GENERIC\_Male\_Behaviour\_NotGeneric

Let's move on to talk about how you should behave in the hearing.

- It's really important that you have your say in the hearing. This helps to make sure that the process is fair.

You should let the Judge know:

- if you don't understand something,
- if you are unable to hear or see anything properly,
- if you would like to ask a question,
- or if you think someone has got something wrong.

- If you don't understand a question someone has asked you, just ask them to repeat it. If you don't know the answer to a question - just say so.

- If you want to say something, it's important that you don't interrupt other people. Just put up your hand.

- When you do speak take your time and speak clearly. If you are using an interpreter stop and give them time to tell everyone what you have said.

- People often ask what they should call the Judge or Panel Members. The fact that it's a formal hearing means that you should call panel members Madam, or Sir, and the Judge, simply Judge.

- Don't worry if you forget - the most important thing is to be polite.

--- Page Break---

F22\_GENERIC\_Female\_Donts\_NotGeneric

Your camera should normally be on which means that you'll be seen on screen throughout the hearing whether you're speaking or not. It's a good idea to think about how you look to others.

Courts and tribunals ask everyone to show their respect by following some simple guidelines about how to act. No one should:

- eat anything or drink anything except water during the hearing, unless they have a medical condition that requires them to.
- smoke or use e-cigarettes.
- bring anyone else into the room without the permission of the court or tribunal.
- answer their phone or door bell and
- have pets in the room that could make noise and disturb the hearing.

It's also a good idea to put your phone on silent when the hearing begins.

It's really important that you don't take photographs or record anything in the hearing. This is a criminal offence.

---- Page Break---

F23\_GENERIC\_Female\_Recap\_NotGeneric

Before closing, let's recap the most important points from this section:

- Show respect for the court or tribunal, it's there to help you
- Use the opportunity to have your say
- Be polite and don't interrupt others

---- Page Break---

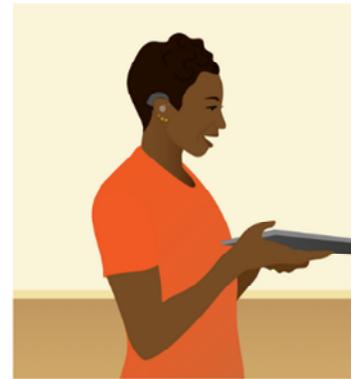
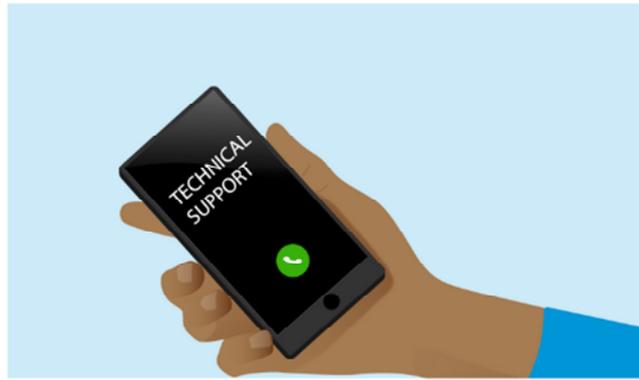
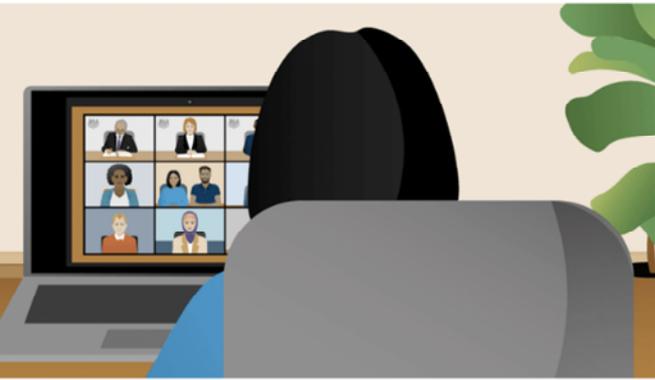
F24\_GENERIC\_Male\_Closing\_NotGeneric

We hope you've found this film useful.

Remember you can watch it as many times as you like.

If you are worried about anything get advice from an independent advice service or contact the court or tribunal staff.

We hope your hearing goes well.

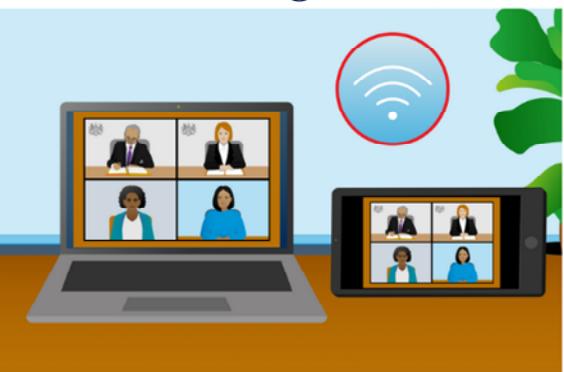


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