

Present information to courts and formal hearings

Overview

This standard is about representing your organisation in courts, at formal hearings and relevant meetings through the presentation of information. This information may be presented as written reports or via oral contributions. Due to the nature of such work, you need to be able to develop effective relationships with others and liaise with them.

‘Courts and formal hearings’ includes criminal courts, civil courts, prison establishments, parole boards, mental health and other tribunals, youth courts, children's hearings, multi-agency public protection panels, multi-agency risk assessment conferences, appeals or other formal hearings.

Target group

This standard is aimed at justice sector staff who present reports or make oral contributions to courts and formal hearings.

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Performance criteria

You must be able to:

1. review available information in advance of attendance at courts and formal hearings
2. identify and discuss the issues which may be raised at courts and formal hearings with your line manager prior to the event
3. present information which the court or formal hearing requires, using techniques which are consistent with the court or hearing's requirements and conventions
4. provide additional information to support and update written reports, when requested or required
5. answer any questions using techniques that are likely to increase the understanding of those involved
6. present yourself and interact with others using techniques that promote the work of your organisation and that are likely to lead to a constructive outcome
7. intervene with constructive challenges when others misinterpret information or are discriminating unfairly
8. seek advice and support from an appropriate person if difficulties arise
9. clarify details of court requests for further information that cannot be provided at the time
10. take action to gain further information about the report in the required timescale
11. maintain records, in line with your organisation's requirements

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Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

1. legal and organisational requirements which relate to the provision of information at courts and formal hearings, and their impact for your area of operations
2. legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
3. the role of your organisation and the services which it provides at courts and formal hearings
4. your organisation's policy and procedures regarding confidentiality of information and the disclosure of information to third parties, and the specific circumstances under which disclosure may be made
5. the limits of your authority and responsibility, and the actions to take if these are exceeded

Working within the community justice sector

6. good practice communication techniques relevant to the situation and how to apply them
7. the functions, procedures and resources of the different courts, formal hearings and meetings relevant to your work, including the appropriate administration and etiquette
8. the different forms of report which are required for the different courts, and formal hearings relevant to your work, and the reasons for these
9. the ways in which it is necessary to alter communication when working with different individuals and representatives of different organisations
10. ways of identifying and addressing problems with the information
11. the nature of the sector in which you work, and the nature, roles and functions of the principal organisations within it
12. your organisation's structures, functions, methods of communication and decision making processes

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