

Table C.11: Timeliness of s.27 and s.28 cases in the pilot courts – average duration of Trials at the Crown Court

	Duration of s.28 Trials (based on 65 ¹¹⁴ s.28 cases)	Duration of s.27 Trials (based on 102 ¹¹⁵ s.27 cases)
Number of minutes (mean)	780	807
Number of minutes (median)	680	725

Table C.12: Timeliness of s.27 cases in the wider court estate – average duration of Preliminary Hearings and Trials at the Crown Court

	Duration of s.27 Preliminary Hearings (based on 334 ¹¹⁶ s.27 cases)	Duration of s.27 Trials (based on 201 ¹¹⁷ s.27 cases)
Number of minutes (mean)	7	872
Number of minutes (median)	5	768

Table C.13: Offence profile of s.27 and s.28 cases in pilot courts (Jan–Oct 2014)

	Sex cases ¹¹⁸		Non-sex cases		Total
	n	%	n	%	
s.28 cases	139	72%	55	28%	194
s.27 cases that didn't receive s.28	159	81%	37	19%	196
Combined s.27/s.28 caseload	298	76%	92	24%	390

Table C.14: Number of defendants in s.27 and s.28 cases in pilot courts (Jan–Oct 2014)

	Single defendant cases		Multiple-defendant cases		Total
	n	%	n	%	
s.28 cases	183	94%	11	6%	194
s.27 cases that didn't receive s.28	188	96%	8	4%	196
Combined s.27/s.28 caseload	371	95%	19	5%	390

¹¹⁴ 71 s.28 cases went to trial, but cases with multiple trial dates have been excluded from this analysis.

¹¹⁵ 109 s.27 cases went to trial, but cases with multiple trial dates (7 cases) have been excluded from this analysis.

¹¹⁶ There were 457 s.27 cases in the wider court estate – however, cases with missing 'Preliminary Hearing date' data (116 cases) and cases with multiple Preliminary Hearing dates (7 cases) have been excluded from the analysis.

¹¹⁷ 229 s.27 cases went to trial, but cases with multiple trial dates (28 cases) have been excluded from this analysis.

¹¹⁸ Cases involving one or more sex offence – multiple offence cases that include sex and non-sex offences have been categorised as 'sex cases'.

Table C.15: Legal aid profile of defendants in s.27 and s.28 cases in pilot courts (Jan–Oct 2014)

	Cases involving legally-aided defendants ¹¹⁹		Cases involving privately funded defendants only		Total ¹²⁰
	n	%	n	%	
s.28 cases	106	61%	68	39%	174
s.27 cases that didn't receive s.28	105	56%	83	44%	188
Combined s.27/s.28 caseload	211	58%	151	42%	362

¹¹⁹ Cases involving one or more legally-aided defendant – multiple-defendant cases that include legally aided and privately funded defendants have been categorised as 'legally-aided' cases.

¹²⁰ The legal aid status of 20 s.28 cases and 8 s.27 cases were unavailable on CREST.

Appendix D

Practitioner topic guides

The following tables present the questions asked of each practitioner group, and questions asked of all groups.

Judiciary	Police	CPS	Defence Staff
<p>WARM UP</p> <p>Interview number Job title and brief explanation of role How many s.28 cases have you been involved in? What do you understand the aims of s.28 to be?</p>			
<p>COMMUNICATIONS/TRAINING</p> <p>When were you first told that you would be involved in the s.28 pilot? What were you told, by whom, how (i.e. method), effectiveness, was it helpful, relevant, useful etc. Other communications on s.28: What, by whom, how (i.e. method), regularity Did you receive any training on s.28? What form? From whom? Effectiveness?</p>			
<ul style="list-style-type: none"> • PROBE: were you involved in shaping the content of any communications? What was your involvement? • Did you receive any training? • What form? From whom? Effectiveness? • Were you involved in delivering any training? 	Not asked – not relevant	Not asked – not relevant	Not asked – not relevant
<p>PROCESS</p> <p><i>[Throughout this section, explore any differences associated with different witness / victim / case / defendant (e.g. bail/custody) types. To note, we only require general information, rather than specific examples, and this should be explained to the interviewee.]</i></p> <ul style="list-style-type: none"> • COVER EACH OF THE PROCESS STEPS (SEE BOXES BELOW) IN TURN INCLUDING THE TIMINGS TARGETS • At each step: • What do you do here? And who do you work with on this? • How, if at all, does this differ from how you handle s.27-only cases? <ul style="list-style-type: none"> – How have you dealt with this change? • PROMPTS: adapted case management processes, timings, liaison with colleagues/other agencies <ul style="list-style-type: none"> – How, if at all, has this impacted on your workload? And on how you handle other cases? • What has worked well and less well from <u>your</u> perspective? And generally from the perspective of your <u>colleagues/other CJS agencies</u> involved? <ul style="list-style-type: none"> – What are the advantages/disadvantages of doing things this way? – How could improvements be made? 			

Judiciary	Police	CPS	Defence Staff
<ul style="list-style-type: none"> – PROMPTS: case management process, timetable, liaison with colleagues/other agencies • What do you perceive has worked well and less well from the perspective of s.28 <u>witnesses and victims generally</u>? <ul style="list-style-type: none"> – What are the advantages/disadvantages of doing things this way? – How could improvements be made? – Are you aware of the timing targets involved in s.28 cases? – Are there any local timing targets? • Have you and your colleagues been able to meet the timings targets? <ul style="list-style-type: none"> – What has helped and hindered achievement of these targets? – What changes could be made to the process/timings? – How do the timings targets for s.28 cases impact on the timings of non-s.28 cases, or other work? 			
<p>HEARINGS Thinking about your role in preparing for and conducting the following hearings for s.28 cases, have you been required to make any adjustments to the way you conduct your role as a result (compared to s.27-only cases and other special measures cases)?</p> <ul style="list-style-type: none"> • Preliminary Hearing • Ground Rules Hearing • Cross-examination • Trial • Sentence <p>How have you adapted to these changes?</p> <ul style="list-style-type: none"> • What are the advantages and disadvantages of these changes to the Judiciary? To court staff and other CJS agencies involved? To witnesses? • In your experience, has s.28 increased the number of hearings compared to non s.28 	<p><u>Police process steps</u> Identifying potential s.28 witnesses and assessing witness need for s.28 Working with the CPS and other agencies up to point of charge Appointing intermediaries pre-charge Seeking access to relevant third party material pre-charge Charging suspects Charging and bailing/remanding defendants in custody Timings targets: Bailing defendants to appear at Magistrates within 7 days of charge Preparation for the 1st Hearing in the Magistrates Timings targets: Send file to CPS no later than 48 hours before 1st Hearing Preparation for the Preliminary Hearing in the Crown Court Timings targets: First hearing to preliminary hearing = 21 days</p>	<p><u>CPS process steps</u> Identifying potential s.28 witnesses and assessing witness need for s.28 Working with the police and other agencies up to point of charge Charging advice (MG3) provided by CPS, to include an Action Plan Charge suspects Seeking access to relevant third party material pre-charge Preparation for and attendance at the 1st Hearing in the Magistrates Timings targets: Receive file from Police no later than 48 hours before 1st Hearing Send Initial Details of the Prosecution Case (together with DVD of ABEs) to Defence no later than 48 hours before first Hearing, or at first hearing, if details of the Defence are not known. Serve papers on Magistrates no later than 48 hours before 1st Hearing Preparation for and attendance at the Preliminary Hearing at the Crown</p>	<p><u>Defence process steps</u> Seeking access to relevant third party material pre-charge Preparation for and attendance at the 1st Hearing in the Magistrates Timings targets: Receive Initial Details of the Prosecution Case (together with DVD of ABEs) from CPS no later than 48 hours before 1st Hearing, or at court, if not instructed earlier. Preparation for and attendance at the Preliminary Hearing at the Crown Timings targets: Receive a special measures application and transcripts of ABEs from CPS at least 7 days prior to the Preliminary Hearing Preparation for and attendance at the Ground Rule Hearing and Section 28 cross-examination hearing Preparation for and attendance at the Plea and Case Management</p>

Judiciary	Police	CPS	Defence Staff
cases?	<p>Case preparation in advance of Section 28 cross-examination</p> <p>Timings targets</p> <p>Sending full file to CPS with initial disclosure within 3 weeks of 1st Hearing in the Magistrates</p> <p>Preparation for the Ground Rule Hearing and Section 28 cross-examination hearing</p> <p>Timings targets:</p> <p>Conduct witness refresh of ABE prior to cross-examination, and as close as possible to cross-examination date, in rare cases, when required.</p> <p>Arranging (with SPOC) familiarisation visit – wherever possible, this should be co-ordinated with the conference with counsel and the victim’s special measures meeting</p> <p>Preparation for the Plea and Case Management Hearing</p> <p>Preparation for trial</p> <p>Timings targets:</p> <p>Conduct review of case (in consultation with CPS and the appointed advocate) after pre-recorded cross-examination has occurred.</p> <p>Preparation for sentence hearing</p>	<p>Timings targets:</p> <p>Provide to Court and Defence a special measures application and transcripts of ABEs at least 7 days prior to the Preliminary Hearing</p> <p>Attend Preliminary Hearing at Crown (21 days from 1st Hearing at Magistrates)</p> <p>Preparation for and attendance at the Ground Rule Hearing and Section 28 cross-examination hearing</p> <p>Timings targets:</p> <p>Serves prosecution case within 35 days of the Preliminary Hearing</p> <p>Preparation for and attendance at the Plea and Case Management Hearing</p> <p>Preparation for and attendance at Trial</p> <p>Timings targets:</p> <p>Conduct review of case (in consultation with the police and the appointed advocate) after pre-recorded cross-examination has occurred.</p> <p>Preparation for and attendance at Sentence Hearing</p>	<p>Hearing</p> <p>Preparation for and attendance at Trial</p> <p>Preparation for and attendance at Sentence Hearing</p>
Not asked – not relevant	<p>FOLLOW UP QUESTIONS</p> <p><i>[Throughout this section, explore any differences associated with different witness / case / defendant (e.g. bail/custody) types. Again, only general information is wanted here, rather than specific, and it might be worth reiterating this.]</i></p> <p>Thinking about how you generally</p>	<p>FOLLOW UP QUESTIONS</p> <p><i>[Throughout this section, explore any differences associated with different witness / case / defendant (e.g. bail/custody) types. Again, only general information is wanted here, rather than specific, and it might be worth reiterating this.]</i></p> <p>Thinking about how you generally</p>	<p>FOLLOW UP QUESTIONS</p> <p><i>[Throughout this section, explore any differences associated with different witness / case / defendant (e.g. bail/custody) types. Again, only general information is wanted here, rather than specific, and it might be worth reiterating this.]</i></p> <p>Thinking about how you explain s.28</p>

Judiciary	Police	CPS	Defence Staff
	<p>identify potential s.28 witnesses and assess witness need for s.28:</p> <ul style="list-style-type: none"> • How do you initially identify potential s.28 witnesses? • How do you decide/assess eligibility? • Who and what (e.g. guidance) do you consult? How effective is this? • What has worked well and less well? • How could improvements be made? • Thinking about how you explain s.28 to s.28 witnesses and victims • When do you explain s.28 to witnesses /victims (and parents/carers)? • What do you say to them? • PROBE on main advantages and disadvantages? • What materials do you use? How effective are they? • How do witnesses (and parents/carers) react? • PROBE: comprehension, estimated take-up rate, reasons for take-up/non-take-up • What has worked well and less well? • How could improvements be made? • Thinking about the support 	<p>identify potential s.28 witnesses and assess witness need for s.28:</p> <ul style="list-style-type: none"> • How do you initially identify potential s.28 witnesses? • How do you decide/assess eligibility? • Who and what (e.g. guidance) do you consult? • How effective is this? • What has worked well and less well? • How could improvements be made? 	<p>to suspects/defendants:</p> <ul style="list-style-type: none"> • When do you explain s.28? What do you say to them • PROBE on main advantages and disadvantages? • What materials do you use? • How do they react? • PROBE: comprehension, estimated objection rate, reasons for objection, affecting their early guilty plea decision? • What has worked well and less well? • How could improvements be made?

Judiciary	Police	CPS	Defence Staff
	<p>services you offer/signpost to s.28 witnesses and victims</p> <ul style="list-style-type: none"> • What support do you offer, and when? How does this differ to s.27-only witnesses? • How do witnesses react? • PROBE: comprehension, estimated take-up rate, reasons for take-up/non-take-up • What has worked well and less well? • How could improvements be made? 		
<p>DETAIL ON CROSS-EXAMINATION HEARINGS</p> <ul style="list-style-type: none"> • Comparing the s.28 cross-examination process to 'traditional' at-trial cross-examination, have you observed any changes? • In the quality of the evidence provided? • PROBE: witnesses' ability to recall and recount events? • The level of stress/distress suffered by witnesses? • The behaviour of advocates? • PROBE: number of questions and type of questions asked, the Judge's need to interject • Behaviour of defendants or other people present? • How have you adapted to these changes? 	<p>Not asked – not relevant</p>	<p>DETAIL ON CROSS-EXAMINATION HEARINGS</p> <ul style="list-style-type: none"> • Have there been any issues with listing the hearings/ cases that you are aware of? <ul style="list-style-type: none"> – Section 28 cases – Other cases • Has there been an intermediary involved in any of the Section 28 cases you've been involved with? • What has worked well and less well? • Comparing the s.28 cross-examination process to 'traditional' at-trial cross-examination, have you observed any changes? • In the process, timing and location of the trial? • In the quality of the evidence provided? • PROBE: witnesses' ability to recall 	<p>DETAIL ON CROSS-EXAMINATION HEARINGS</p> <ul style="list-style-type: none"> • Have there been any issues with listing the hearings/ cases that you are aware of? <ul style="list-style-type: none"> – Section 28 cases – Other cases • Has there been an intermediary involved in any of the Section 28 cases you've been involved with? • What has worked well and less well? • Comparing the s.28 cross-examination process to 'traditional' at-trial cross-examination, have you observed any changes? • In the process, timing and location of the trial? • In the quality of the evidence provided?

Judiciary	Police	CPS	Defence Staff
<ul style="list-style-type: none"> What are the advantages and disadvantages of these changes to the Judiciary? To court staff and other CJS agencies involved? To witnesses? 		<p>and recount events?</p> <ul style="list-style-type: none"> The level of stress/distress suffered by witnesses? PROBE: the Judge's need to halt proceedings The behaviour of advocates? PROBE: number of questions and style of questions asked, the Judge's need to interject Behaviour of defendants or other people present? Any impact on the jury? How have you adapted to these changes? When using video-recording technology, is there anything which works well, or could be improved in your experience? Issues with the equipment Provision of information to staff Physical impact on proceedings Awareness of cameras in court 	<ul style="list-style-type: none"> PROBE: witnesses' ability to recall and recount events? The level of stress/distress suffered by witnesses? PROBE: the Judge's need to halt proceedings The behaviour of advocates? PROBE: number of questions and style of questions asked, the Judge's need to interject Behaviour of defendants or other people present? Any impact on the jury? How have you adapted to these changes? When using video-recording technology, is there anything which works well, or could be improved in your experience? Issues with the equipment Provision of information to staff Physical impact on proceedings Awareness of cameras in court
<p>DETAIL ON TRIALS</p> <ul style="list-style-type: none"> Comparing the s.28 trial process to traditional trials (i.e. where the witness is cross-examined at trial), have you observed any changes? The behaviour of advocates? PROBE: number of questions and type of questions asked, the Judge's need to interject Behaviour of defendants or other 	<p>Not asked – not relevant</p>	<p>DETAIL ON TRIALS</p> <ul style="list-style-type: none"> Comparing the s.28 trial process to traditional trials (i.e. where the witness is cross-examined at trial), have you observed any changes? The behaviour of advocates? PROBE: number of questions and type of questions asked, the Judge's need to interject Behaviour of defendants or other people present? 	<p>DETAIL ON TRIALS</p> <ul style="list-style-type: none"> Comparing the s.28 trial process to traditional trials (i.e. where the witness is cross-examined at trial), have you observed any changes? The behaviour of advocates? PROBE: number of questions and type of questions asked, the Judge's need to interject Behaviour of defendants or

Judiciary	Police	CPS	Defence Staff
<p>people present?</p> <ul style="list-style-type: none"> • The behaviour of the Jury? Number of queries from the jury? • How have you adapted to these changes? • What are the advantages and disadvantages of these changes to the Judiciary? To court staff and other CJS agencies involved? To witnesses? 		<ul style="list-style-type: none"> • The behaviour of the Jury? • How have you adapted to these changes? • Thinking about video-recording technology generally, is there anything which worked well, or anything which you feel could have been done differently? • Issues with the equipment • Provision of information to staff • Physical impact on proceedings • Awareness of cameras in court 	<p>other people present?</p> <ul style="list-style-type: none"> • The behaviour of the Jury? • How have you adapted to these changes? • Thinking about video-recording technology generally, is there anything which worked well, or anything which you feel could have been done differently? • Issues with the equipment • Provision of information to staff • Physical impact on proceedings • Awareness of cameras in court
<p>TECHNOLOGY/ SCHEDULING</p> <ul style="list-style-type: none"> • Have there been any issues with listing cases that you are aware of? <ul style="list-style-type: none"> – Section 28 cases – Other cases • Thinking specifically about the technology for recording cross-examination and playing that back at trials, is there anything which worked well, or anything which you feel could have been done differently? • Issues with the recording equipment • Issues with the DVD editing process • Issues with the play-back equipment • Quality of the recordings • Visibility of the evidence to 	Not asked – not relevant	Not asked – not relevant	Not asked – not relevant

Judiciary	Police	CPS	Defence Staff
Jurors <ul style="list-style-type: none"> • Provision of training/guidance to court staff • Physical impact on proceedings 			
CASE OVERALL <ul style="list-style-type: none"> • In your experience, has the Section 28 process led to a change in the amount of time a case takes to resolve? • Longer than usual? • If so, is this delay acceptable? 	Not asked – not relevant	Not asked – not relevant	Not asked – not relevant
GENERAL REFLECTIONS Overall, what do you think is working well and less well with the Section 28 process? What are the key improvements that could be made? Any further points that you would like to feed back to the project team?			

Court Staff	Intermediaries	Witness Care Officer	Witness Service Staff
<p style="text-align: center;">WARM UP</p> <p style="text-align: center;">Interview number Job title and brief explanation of role How many s.28 cases have you been involved in? What do you understand the aims of s.28 to be?</p>			
<p style="text-align: center;">COMMUNICATIONS/TRAINING</p> <p style="text-align: center;">When were you first told that you would be involved in the s.28 pilot? What were you told, by whom, how (i.e. method), effectiveness, was it helpful, relevant, useful etc. Other communications on s.28: What, who, how (i.e. method), regularity, effectiveness Did you receive any training on s.28? What form? From whom? Effectiveness?</p>			
<p style="text-align: center;">PROCESS</p> <ul style="list-style-type: none"> • <i>Throughout this section, explore any differences associated with different witness / victim / case / defendant (e.g. bail/custody) types. To note, we only require general information, rather than specific examples, and this should be explained to the interviewee.]</i> • COVER EACH OF THE PROCESS STEPS (SEE GREY BOXES BELOW) IN TURN INCLUDING THE TIMINGS TARGETS • At each step: • What do you do here? And who do you work with on this? • How, if at all, does this differ from how you handle s.27-only cases? <ul style="list-style-type: none"> – How have you dealt with this change? • PROMPTS: adapted case management processes, timings, liaison with colleagues/other agencies <ul style="list-style-type: none"> – How, if at all, has this impacted on your workload? And on how you handle other cases? • What has worked well and less well from <u>your</u> perspective? And generally from the perspective of your <u>colleagues/other CJS agencies</u> involved? <ul style="list-style-type: none"> – What are the advantages/disadvantages of doing things this way? – How could improvements be made? – PROMPTS: case management process, timetable, liaison with colleagues/other agencies • What do you perceive has worked well and less well from the perspective of s.28 <u>witnesses and victims generally</u>? <ul style="list-style-type: none"> – What are the advantages/disadvantages of doing things this way? – How could improvements be made? • Are you aware of the timing targets involved in s.28 cases? <ul style="list-style-type: none"> – Are there any local timing targets? • Have you and your colleagues been able to meet the timings targets? 			

Court Staff	Intermediaries	Witness Care Officer	Witness Service Staff
<ul style="list-style-type: none"> – What has helped and hindered achievement of these targets? – What changes could be made to the process/timings? – How do the timings targets for s.28 cases impact on the timings of non-s.28 cases, or other work? 			
<p>Court staff process steps</p> <ul style="list-style-type: none"> • Listing and preparation for the Preliminary Hearing at the Crown • Listing Preliminary Hearing 21 days from 1st Hearing at Magistrates • Receive DVD of ABEs from CPS before the Preliminary Hearing • Receive a special measures application and transcripts of ABEs from CPS at least 7 days prior to the Preliminary Hearing • Listing and preparation for the Ground Rules Hearing • Listing and preparation for the Section 28 cross-examination hearing • Listing and preparation for the Plea and Case Management Hearing • Listing and preparation for the Trial • Listing and preparation for the Sentence hearing 	<p>Intermediaries / Caseworkers process steps</p> <p>Providing support to (and on behalf of) witnesses at the following stages:</p> <ul style="list-style-type: none"> • Ground Rule Hearing • Section 28 cross-examination Hearing 	<p>Witness Care Unit Staff process steps</p> <p>Liaising with CJS agencies and witnesses at the following stages:</p> <ul style="list-style-type: none"> • Pre-charge • First Hearing in the Magistrates • Preliminary Hearing in the Crown • Ground Rule Hearing • Preparation for and attendance at the Section 28 cross-examination hearing • Trial and Sentence Hearing • Post-Trial support 	<p>Victim Support / Witness Service Staff process steps</p> <p>Providing support to witnesses at the following stages:</p> <ul style="list-style-type: none"> • Pre-charge • First Hearing in the Magistrates • Preliminary Hearing in the Crown • Preparation for and attendance at the Section 28 cross-examination hearing • Trial and Sentence Hearing • Post-Trial support
<p>FOLLOW UP QUESTIONS</p> <p><i>[Throughout this section, explore any differences associated with different witness / case / defendant (e.g. bail/custody) types. Again, only general information is wanted here, rather than specific, and it might be worth reiterating this.]</i></p> <ul style="list-style-type: none"> • Thinking about the general management of the court day, has there been any issues with: 	<p>Not asked – not relevant</p>	<p>FOLLOW UP QUESTIONS</p> <p><i>[Throughout this section, explore any differences associated with different witness / case / defendant (e.g. bail/custody) types. Again, only general information is wanted here, rather than specific, and it might be worth reiterating this.]</i></p> <ul style="list-style-type: none"> • Thinking about how you explain s.28 to s.28 witnesses and victims 	<p>FOLLOW UP QUESTIONS</p> <p><i>[Throughout this section, explore any differences associated with different witness / case / defendant (e.g. bail/custody) types. Again, only general information is wanted here, rather than specific, and it might be worth reiterating this.]</i></p> <ul style="list-style-type: none"> • Thinking about how you explain s.28 to s.28 witnesses and victims

Court Staff	Intermediaries	Witness Care Officer	Witness Service Staff
<ul style="list-style-type: none"> – Section 28 cases – Other cases • Have there been any issues with listing cases? <ul style="list-style-type: none"> – Section 28 cases – Other cases • Has Section 28 affected the general management of the court day? • Thinking specifically about the technology for recording cross-examination and playing that back at trials, is there anything which worked well, or anything which you feel could have been done differently? • Being able to access the technology – booking of • Setting up and operating the recording equipment • Obtaining DVDs of the recordings • Managing the editing, storage and transportation of the DVDs • Issues with the play-back equipment • Quality of the recordings • Visibility of the evidence to Jurors • Provision of training/guidance to court staff • Physical impact on proceedings 		<ul style="list-style-type: none"> • When do you explain s.28 to witnesses /victims (and parents/carers)? • What do you say to them? • PROBE on main advantages and disadvantages? • What materials do you use? How effective are they? • How do witnesses (and parents/carers) react? • PROBE: comprehension, estimated take-up rate, reasons for take-up/non-take-up • What has worked well and less well? • How could improvements be made? • Thinking about the support services you offer/signpost to s.28 witnesses and victims • What support do you offer, and when? How does this differ to s.27-only witnesses? • How do witnesses react? • PROBE: comprehension, estimated take-up rate, reasons for take-up/non-take-up • What has worked well and less well? • How could improvements be made? • Has there been an intermediary involved in any of the Section 28 cases you've been involved 	<ul style="list-style-type: none"> • When do you explain s.28 to witnesses /victims (and parents/carers)? • What do you say to them? • PROBE on main advantages and disadvantages? • What materials do you use? How effective are they? • How do witnesses (and parents/carers) react? • PROBE: comprehension, estimated take-up rate, reasons for take-up/non-take-up • What has worked well and less well? • How could improvements be made? • Thinking about the support services you offer/signpost to s.28 witnesses and victims • What support do you offer, and when? How does this differ to s.27-only witnesses? • How do witnesses react? • PROBE: comprehension, estimated take-up rate, reasons for take-up/non-take-up • What has worked well and less well? • How could improvements be made? • Has there been an intermediary involved in any of the Section 28 cases you've been involved

Court Staff	Intermediaries	Witness Care Officer	Witness Service Staff
		with? • What has worked well and less well?	with? • What has worked well and less well?
Not asked – not relevant	DETAIL ON CROSS-EXAMINATION HEARINGS Have there been any issues with listing the hearings/ cases that you are aware of? Section 28 cases Other cases <ul style="list-style-type: none"> • Comparing the s.28 cross-examination process to 'traditional' at-trial cross-examination, have you observed any changes? • In the process, timing and location of the trial? • In the quality of the evidence provided? • PROBE: witnesses' ability to recall and recount events? • The level of stress/distress suffered by witnesses? • PROBE: the Judge's need to halt proceedings • The behaviour of advocates? • PROBE: number of questions and style of questions asked, the Judge's need to interject • Behaviour of defendants or other people present? • Any impact on the jury? • How have you adapted to these changes? 	Not asked – not relevant	Not asked – not relevant

Court Staff	Intermediaries	Witness Care Officer	Witness Service Staff
	<ul style="list-style-type: none"> • When using video-recording technology, is there anything which works well, or could be improved in your experience? • Issues with the equipment • Provision of information to staff • Physical impact on proceedings • Awareness of cameras in court 		
Not asked – not relevant	<p>DETAIL ON TRIALS</p> <ul style="list-style-type: none"> • Comparing the s.28 trial process to traditional trials (i.e. where the witness is cross-examined at trial), have you observed any changes? • The behaviour of advocates? • PROBE: number of questions and type of questions asked, the Judge’s need to interject • Behaviour of defendants or other people present? • The behaviour of the Jury? • How have you adapted to these changes? • Thinking about video-recording technology generally, is there anything which worked well, or anything which you feel could have been done differently? • Issues with the equipment • Provision of information to staff • Physical impact on proceedings • Awareness of cameras in court 	Not asked – not relevant	Not asked – not relevant

Court Staff	Intermediaries	Witness Care Officer	Witness Service Staff
<p style="text-align: center;">GENERAL REFLECTIONS</p> <p>Overall, what do you think is working well and less well with the Section 28 process? What are the key improvements that could be made? Any further points that you would like to feed back to the project team?</p>			

Figure D.1. Local Implementation Feedback

Local Implementation Feedback

The following questions were asked of practitioners who were involved in the pilot by the Local implementations leads in each of the pilot areas:

- What challenges have been encountered by you or your team with implementing the Section 28 process for specific cases (or case types)?
- How do you or your team think these challenges can be overcome internally or at national level?
- What aspects of the Section 28 process have worked particularly well?
- What key learning and suggestions would you like to feed back to the Section 28 National Project Team?