

Example of the design options we explored for our prototype to address the question about when a hearing is needed

One of big pain points was that local authorities were marking most applications as urgent even when they were not.

Version 1

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Details of urgent hearing

Give details of why you're asking for an urgent hearing
A court will only hear your case urgently if you can give good reason for the urgency.

How soon do you need an urgent hearing?

Do you need a hearing within the next 48 hours?

☐ Yes ☐ No

Users said that they need more than two options. They didn't like having only two options. Within 48 hours or 18 days.

Version 2

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http://publiclawtest.herokuapp.com

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Is the application for urgent consideration?

If yes, please select the level of urgency

☒ Yes

Select level of urgency

☐ Within 24 hours

☐ Within 2 days

☐ Within 3 days

☐ Within 5 days

☐ Within 7 days

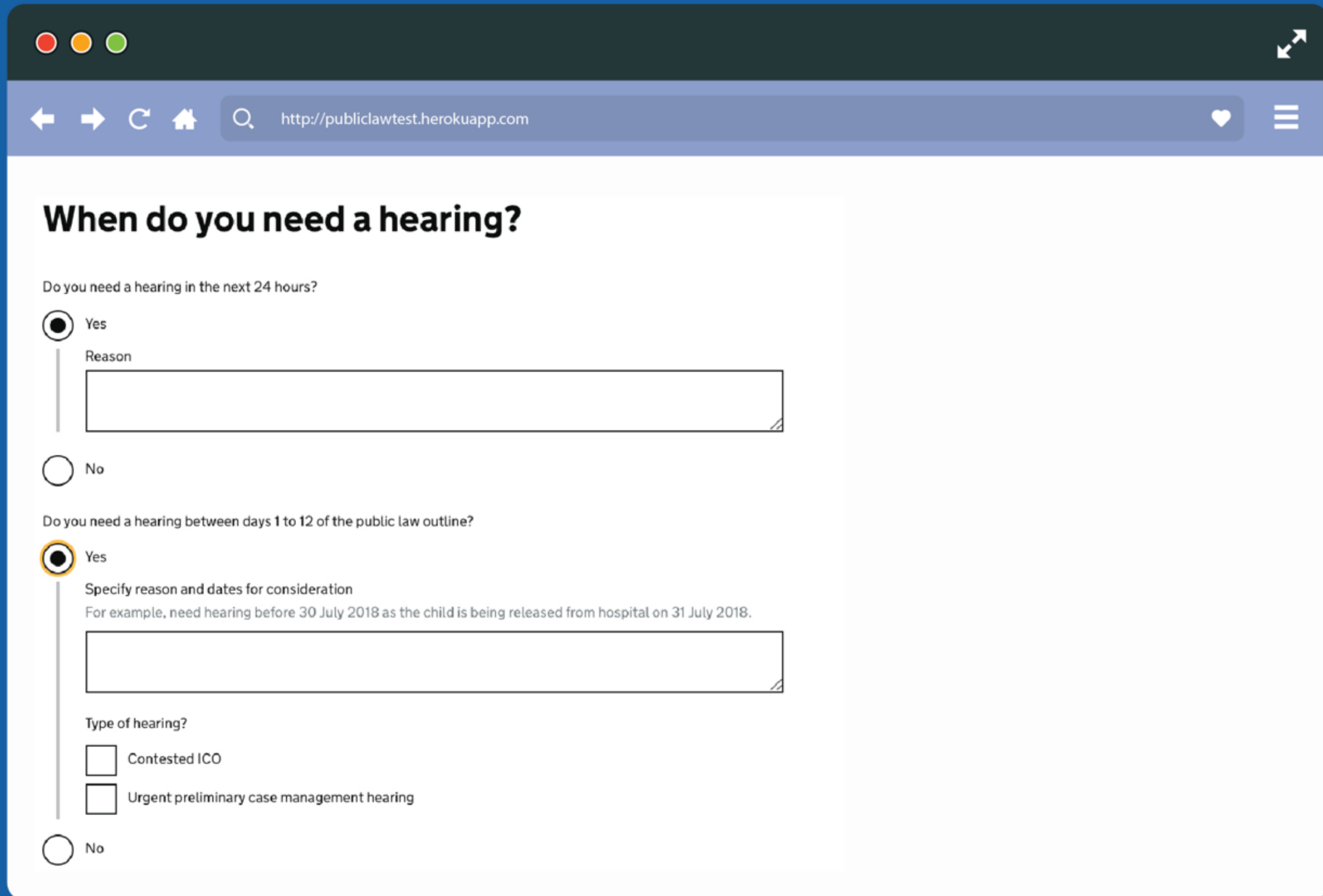
Set out the reasons for urgency

☐ No

Save

Users liked version 2, which gives more options, but some said that the word “urgent” is a nebulous term and can be misinterpreted.

Version 3



The screenshot shows a web browser window with a dark header bar containing window control buttons (red, yellow, green) and a maximize button. The address bar shows the URL `http://publiclawtest.herokuapp.com`. The main content area has a white background with a form titled "When do you need a hearing?".

When do you need a hearing?

Do you need a hearing in the next 24 hours?

☒ Yes

Reason

☐ No

Do you need a hearing between days 1 to 12 of the public law outline?

☒ Yes

Specify reason and dates for consideration

For example, need hearing before 30 July 2018 as the child is being released from hospital on 31 July 2018.

Type of hearing?

☐ Contested ICO

☐ Urgent preliminary case management hearing

☐ No

Users liked version 3, where we removed the word "urgent", but some said that they wanted more than two options.

Version 4

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Hearing needed

When do you need a hearing?

☐ Same day

☒ Within 3 days

Specify reason and dates for consideration
For example, need hearing before 30 July 2018 as the child is being released from hospital on 31 July 2018

☐ Within 5 days

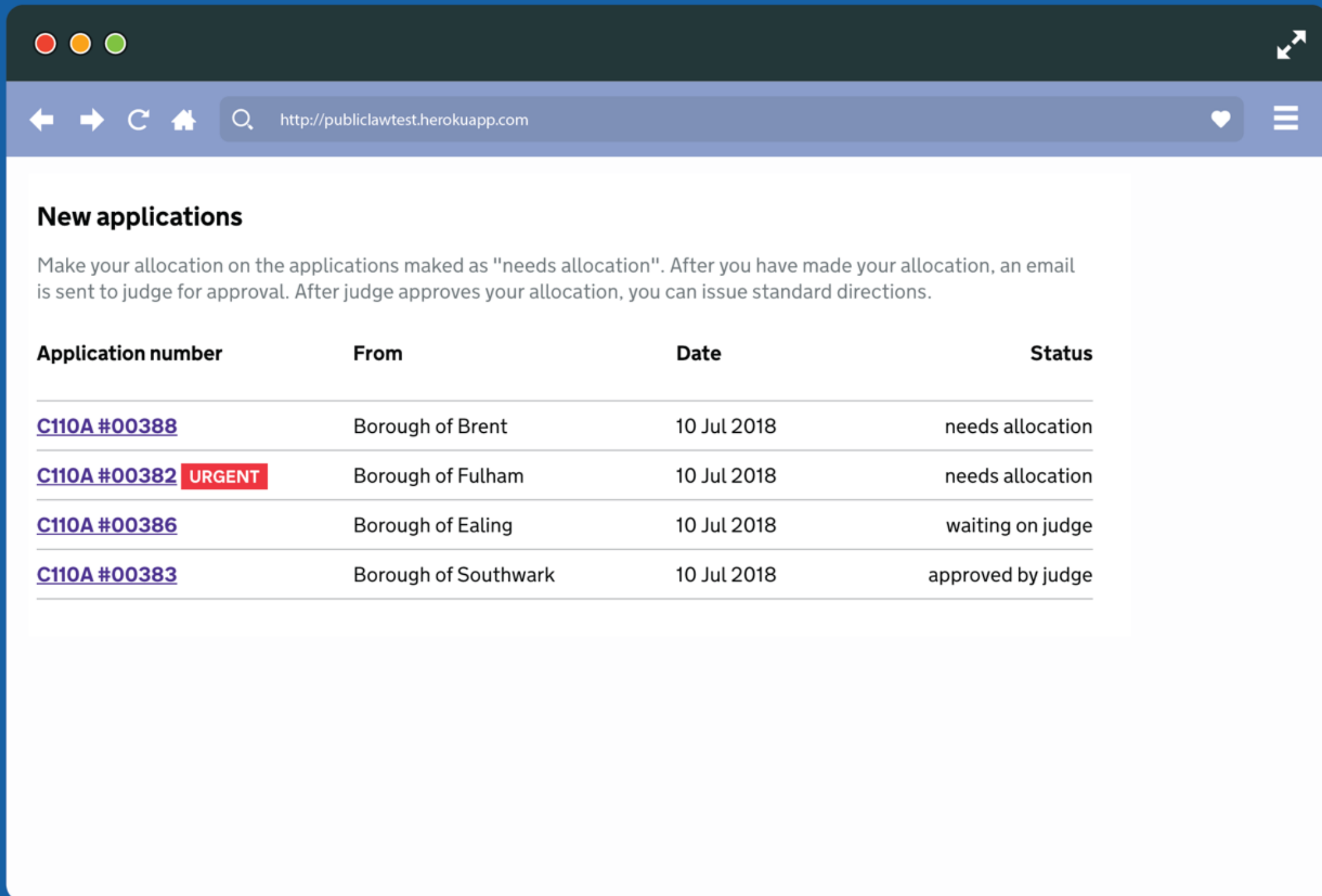
☐ Within 7 days

☐ Within 12 days

☐ Within 18 days

Gatekeepers also liked that we removed the word “urgent” and they preferred same day, within 3 days, w 5 days, 7 days, within 12 days or with in 18 days.

Before



New applications

Make your allocation on the applications made as "needs allocation". After you have made your allocation, an email is sent to judge for approval. After judge approves your allocation, you can issue standard directions.

Application number	From	Date	Status
C110A #00388	Borough of Brent	10 Jul 2018	needs allocation
C110A #00382 URGENT	Borough of Fulham	10 Jul 2018	needs allocation
C110A #00386	Borough of Ealing	10 Jul 2018	waiting on judge
C110A #00383	Borough of Southwark	10 Jul 2018	approved by judge

After

The screenshot shows a web browser window with the address bar displaying `http://publiclawtest.herokuapp.com`. The page content includes a welcome message for Laurie Taylor, a 'Dashboard' title, and two main sections: 'New applications' and 'Cases in progress'. Each section contains a table of data and a descriptive paragraph. The 'New applications' table has columns for Application, Hearing, From, Type, Date, and Action. The 'Cases in progress' table has columns for Case, Status, From, Type, Date, and Action. The interface is clean with a white background and blue links.

Welcome Laurie Taylor

Dashboard

New applications

View new applications, make your allocation, list for hearing and then you can issue standard directions.

Application	Hearing	From	Type	Date	Action
C110A 00388	SAME DAY	Borough of Southwark	Care and EPO	20 Jun 2018	View
C110A 00382	3 DAYS	Borough of Camden	Care and EPO	20 Jun 2018	View
C110A 00383	5 DAYS	Borough of Fulham	Care order	20 Jun 2018	View

Cases in progress

View case information, directions status, view order, ask questions, issue directions order and more.

Case	Status	From	Type	Date	Action
PL00388	CMH scheduled	Borough of Southwark	Care and EPO	20 Jun 2018	View
PL00388	CMH scheduled	Borough of Fulham	Care order	20 Jun 2018	View