



Jury Service



Jane's story

**41, married with one son
age six**

**Volunteers at reading
classes in son's primary
school**

**Believes in civic duty,
but being a mum comes
before jury service**

**Met one month prior to
jury service**



Jane's story

“I started volunteering last year after I got the school newsletter. I thought it sounded interesting and I have time on my hands as my son is at school. I had to go for interviews and go for police checks. It can be very quick and it can be very slow if you don't fill in the form in correctly.”



Jane's story

“This is my first encounter with the justice system. My mother has been a juror so I know from her about her experiences. And my husband is a Trading Standards Officer and he has been an expert witness in court cases.”



Jane's initial reaction

“The first thing I thought was - how exciting, but then I thought about all the things I'll have to organise. Straight away the letter made me think of the impact on my daily life.”

“I wanted to know when I'd be finished to pick my son up from school and I couldn't find the information.”



On jury service

“The excitement comes from my whole expectations and watching “Rumpole of the Bailey”. And as my ideas of being involved and doing my bit.”

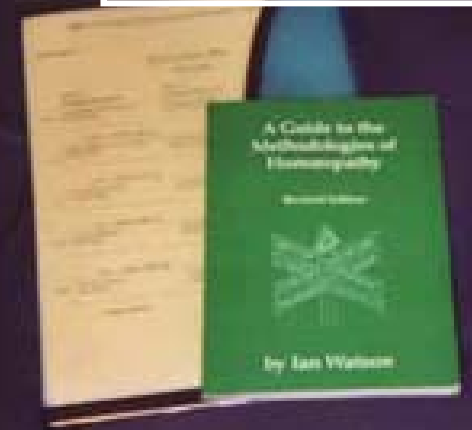
“Reactions from my friends and family have been mixed. Some people have said ‘you poor thing’. Contemplating what it’s going to be like - slightly scary but also interesting.”



THE ORGANISATION INVOLVED
AHEAD OF & DURING MY
JURY SERVICE - A CRUCIAL
PART OF ENSURING THAT I
CAN PROPERLY FULFILL MY
ROLE AS A JUROR.



Jury Service



Jane on Jury Service (see video)

- The summons letter
- Her perceptions and expectations
- Having to re-organise her life

Jane's jury service journey



Chosen for jury service

Planning ahead - impact on daily life

Confirmation - information, maps and allowances

Preparation - internet, reading confirmation letter

Jane's emotional journey



Jury Service

“Excited,
challenge,
interesting”

“Re-organising
everything. Making
sure my son is
picked up from
school. Shopping at
the weekend”

“Can't find the
information -
what time will it
finish?”

“It will be
different from
my daily life”

Chosen for jury
service

Planning
ahead -
impact on
daily life

Confirmation
- information,
maps and
allowances

Preparation -
internet, reading
confirmation
letter



The summons letter

“Pink is quite an odd colour to choose for the jury service. Perhaps they have tried to make it jolly. It’s an odd contrast with the official looking letter with its bar codes. It’s a confused message. It’s like they are trying to make it seem less intimidating and official but it is still intimidating and official!”



The summons letter

“I did feel slightly intimidated especially with the fine of 1000 pounds. And then I got a letter saying that I hadn’t replied when I had! And then I felt really intimidated. I think it reinforced a general view of these sorts of things being formal and official and slightly scary. It didn’t feel warm and cuddly.”



Going online

“The website was nearer to my feeling of excitement - more modern and interactive. It didn’t have the formality and the dryness. It provides reassurance; it provides more information on the whole process when you get there and what they are looking for.”

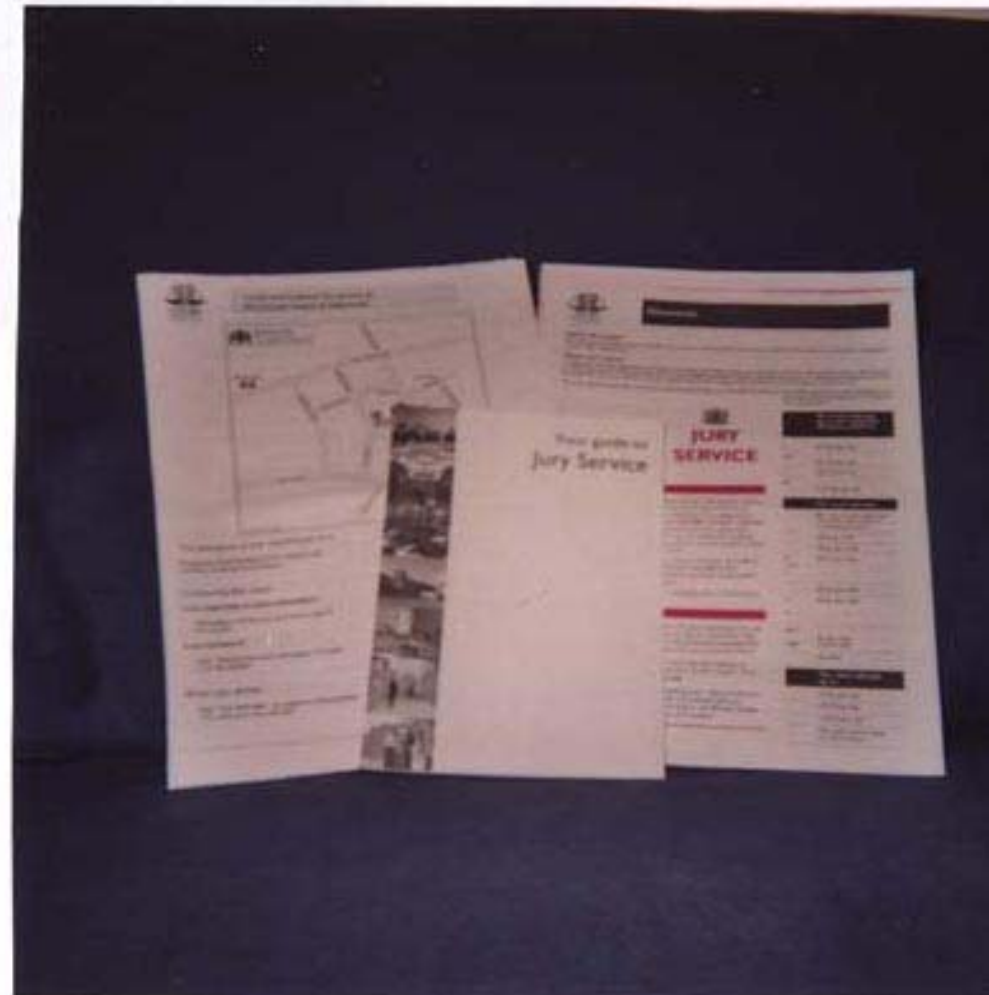


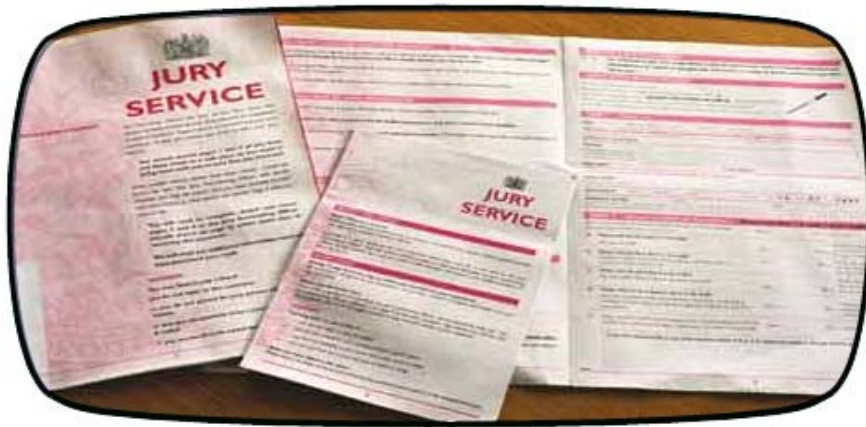
Welcome to Juror Online

HELPFUL, REASSURING,
INFORMATIVE, SIMPLE TO UNDERSTAND,
STRAIGHTFORWARD, LESS FORMAL
THAN WRITTEN INFORMATION

SOME OF THE LITERATURE
SENT BY THE COURT
SERVICE:

OFFICIAL, USEFUL,
INFORMATIVE, DRY,
EXTENSIVE





Process images from Juror Online
Summons papers, Court entrance,
Waiting area, instructional video



Process images from Juror Online
Victorian court room, Modern Court room,
Jury room, verdict



Jury Service

Lindsey's story

37, works for BBC

Single and independent

Holds strong views on a broad range of London issues - litter in Hackney, house prices, etc.

Met her after last day of jury service – dismissed without a case



On the justice system

“There really isn’t a face to the justice system. If it had a voice it would be a computer-generated voice.”

“I’m no wiser about the system, having read the leaflets. It tells you what your job is once you get there, but it doesn’t tell you about the judges’ qualifications, how they got there.”

Lindsey on Jury Service

- The waiting**
- The costumes**
- The teabags**

Lindsey's jury service journey



**Summoned
by letter - one
chance to
defer**

Confirmation

**First day -
video didn't
work**

Waiting

**More
waiting**

Dismissed



“I didn’t defer,
what if next
time I really
need to?”

“Apprehensive,
about making
the right
decision”

“Typical, just
like a job
centre”

“I wish I was
doing something
more productive”
“Waste”

**Summoned
by letter - one
chance to
defer**

Confirmation

**First day -
video didn’t
work**

Waiting

**More
waiting**

Dismissed



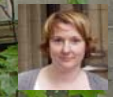
The summons letter

“I thought it was written in a really unpleasant way. Why does it have to say that at all? Why doesn't it say ‘because we need jurors we only accept a certain number of reasons to defer’?”



Information sent in advance

“I’m no wiser about the system, having read the leaflets. It tells you what your job is once you get there, but it doesn’t tell you about the judges’ qualifications, how they got there.”



First impressions

“Absolutely astounded - I walk into the building which is old and mostly quite beautiful - the receptionist is smoking!”



The court building

“It was like when I had to sign on for housing benefit. You’ve got these beautiful grand buildings, and inside they’ve been gutted and are full of nasty rooms. It suggests squalor.”





Jury Service



Entrance



Jurors box



Judge



Waiting to be called

“It’s like being stuck in a tube tunnel all day. Not knowing when it’s going to move again, because that’s what it’s like not knowing when you’re going to be called.”



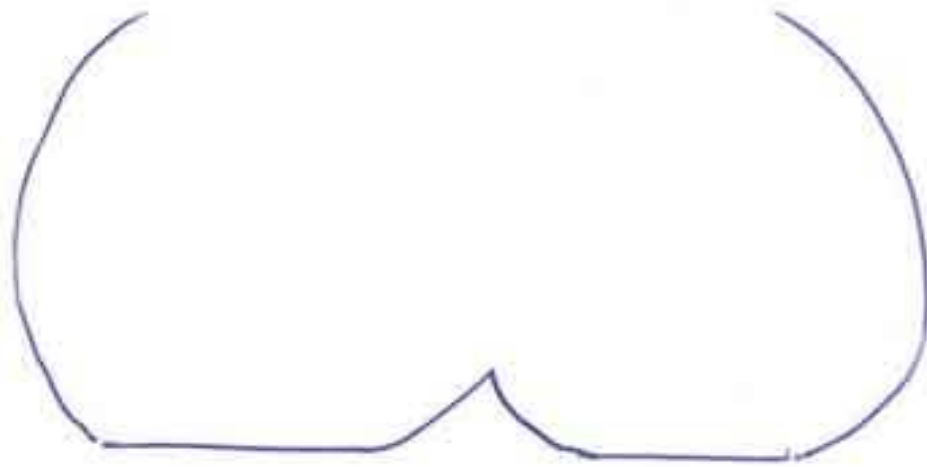
The waiting room

“Boring! How long can you stare at something on the wall, even if it’s a Rembrandt? You need a job. We could be stuffing envelopes, everyone’s sitting around watching TV and smoking.”



It's about waiting around
reading and getting a
square backside.

They should give us a
book allowance, never mind
a lunch allowance.



↑
my bottom at the end of
day 2!



Lindsey's idea

“Why don't they use my time for some other sort of community service whilst I'm waiting? Anything that would benefit the state, give people a greater sense of the political system, or the state system.

That would be a great chance to see how the system worked, how judges were appointed, get involved in government on some level. Once I'm there, I might as well be doing something useful..”



Jury Service

Richard's story

39, married, two kids

**Operations manager
Cancer Research UK**

**Second time called for
jury service (first was
12 years ago)**

**Met him after
completing his service**



Richard's story

“I’ve always had a feeling of being a frustrated lawyer.”

“I’m never going to be an MP so I have to participate to make things run smoothly.”

“I’m contributing in a small way, if I can keep one criminal off the street, or right a wrong.”



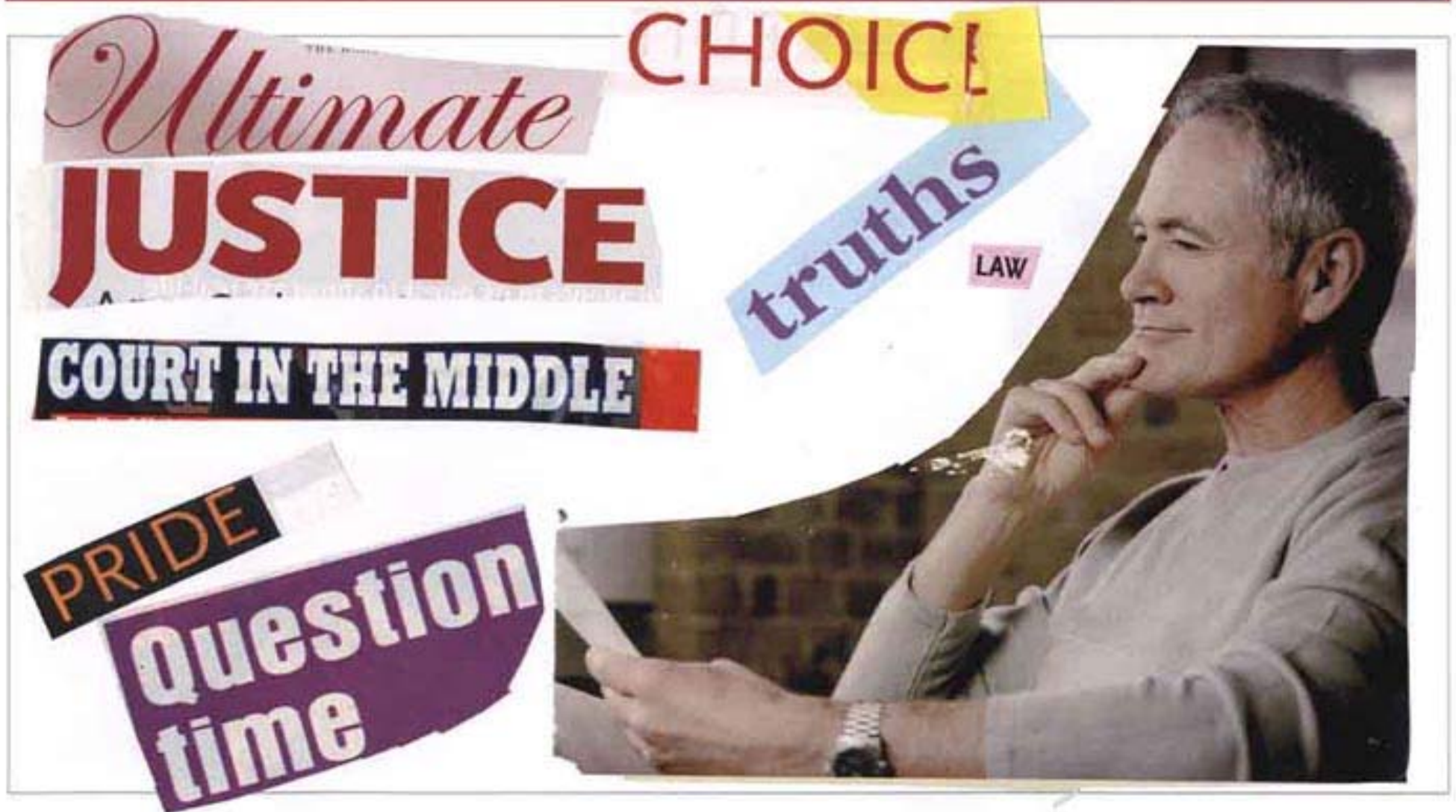
On jury service

“It’s a sense of belonging and taking part. You’re contributing in a very small way to the justice system.”

“I think of it as a chance for reflection - intense mental stimulation.”

1. What is jury service about?

Please use this page and the next to create a collage in words and pictures to represent how you feel about jury service and what it is all about for you. We'd like you to think broadly about the whole experience - if you haven't yet started, think about your expectations. Feel free to use whatever you'd like - magazine tear outs, internet website pictures, etc. to build your collage.



Richard on Jury Service (see video)

- The court building
- Steps to further involvement
- Selling jury service

Richard's jury service journey



**Notice arrives
in post**

**Advise work/send
acceptance to
court/read leaflets**

**Waiting/getting
called in for
case**

**Back to work
- how to stay
involved?**

Richard's emotional journey



**Notice arrives
in post**

**Advise work/send
acceptance to
court/read leaflets**

**Waiting/getting
called in for
case**

**Back to work
- how to stay
involved?**



On waiting

“You always expect to wait, you’re not going to be called straight away. You would hope to be put on by day two at least...or else you feel totally deflated. There’s nothing worse than sitting there for two weeks and doing nothing. You feel cheated.”



Comparing it with daily life

“Where the judge sits, higher than everyone, it’s very dated. We should move towards a more 21st century look.”

“At work you’ve got charts and white boards and show what you mean, it’s more”

“It seemed very gentlemanly hours, sort of 10-4, it all finishes at 4 o’clock.”



The summons letter

**“The letter could do more to say ‘your contribution’ rather than ‘it’s a chore’.
They could sell it to you more positively.”**



On staying involved

“I printed out some information about becoming a magistrate but haven’t done anything about it. Once you show an interest in getting involved, they could help you. Maybe give leaflets on how to do that on your last day?”

Three jury service journeys





Their ideas

- **Transparency - juror's role within the system**
- **Tone - selling the contribution, not the chore**
- **Better time management - manage expectations, keep jurors informed, more productive waiting time**
- **Follow-up - saying thank you, results**
- **How to stay involved after jury service**

[**www.designcouncil.org.uk/red**](http://www.designcouncil.org.uk/red)