

CASE STUDY: Judiciary of England and Wales



JUDICIARY OF ENGLAND AND WALES

AIMediaComms
1 Bath Place
Rivington Street
London EC2A 3DA
t: 020 7690 8885
info@aimediacomms.com

Visit us at www.aimediacomms.com

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Challenge

The Judicial Communications Office is the press office for 30,000 judges and magistrates in England and Wales. It was set up in 2005 as an independent unit from the Government to mirror changes to constitution, emphasising the separation within it.

From formation until 2010 the only way any press contact was recorded was by a small number of press notices on the website, judgments on the website and speeches. Formal statements were recorded on a shared drive in a word document. Press notices were issued by email, using a manually compiled list of email addresses. Each release was sent to the entire mailing list. Data could not be accessed out of the office.

How we help

Our centralised, online system allows access to all the important information needed for call handling anywhere, out of hours, and via a BlackBerry with the absolute security needed for highly confidential information – essential because of the judicial environment. Whilst dramatically improving the productivity of each press officer in an increasingly demanding business climate, AIMediaComms software also enables the Judicial Communications Office to build stronger relationships with the media and faster, more consistent communications.

What they say

“ We need to help the media across England and Wales to interpret and understand the work of the judiciary and report court cases and legal issues. AIMediaComms provides us a safe, reliable and convenient system to underpin the process and coordinate the press officers.”

**Stephen Ward, Head of News
Judicial Communications Office**

