

When a death leads to an inquest, it's vital that proceedings are documented accurately and information is handled securely. Whilst the Coroner's Service creates an audio recording of every inquest, sometimes a full written transcript is required.

Relatives may want a written account so they can read and digest what was said in detail and in their own time. Law firms representing interested parties might need to examine proceedings more closely should an inquest lead to legal proceedings.

Coroner's Services can also be asked to provide a transcript if an inquest becomes part of a more complex investigation, for example a Health and Safety Executive, Care Quality Commission or Independent Police Complaints Commission hearing.

Solution

Appen has years of experience supporting inquests, working with Coroner's Services, legal professionals, families of the deceased and others to provide transcripts of proceedings.

Transcripts are usually supplied in an easy to read, 'intelligent verbatim' style, giving an accurate sense of what's been said without capturing every sound. Appen also supplies transcripts direct to families, their solicitors and other interested parties.

For Coroners, Appen can also provide recording services at locations where recording equipment is not available, as well as transcripts on a one-off basis, including for more complex, high profile inquests.



About Appen

Appen is a leading provider of digital, audio and video transcription in the UK, offering a range of transcription services with expertise in secure transcription solutions and official record transcripts.

We provide transcription services for investigations, witness interviews, meetings, and formal hearings.

Benefits

With a true record of what's been said made available to everyone who's been involved, proceedings are less likely to be challenged. As well as providing peace of mind for relatives, if an inquest does lead to further investigations the transcripts are accurate and able to withstand the closest scrutiny.

Complex inquests are concluded faster, since accurate, timely transcripts mean that key players – especially legal professionals – can more easily identify and focus on the most important issues. This makes proceedings less costly, and provides a speedier resolution for families.

By outsourcing transcription services to Appen, Coroner's Services can generate significant cost savings, only paying for transcripts when required rather than retaining in-house members of staff. Law firms and families can request transcripts of only the most relevant sections of proceedings, or even just a summary of the key facts.

In the Spotlight: Avon Coroner's Service

Appen has worked with Avon Coroner's Service for several years, providing between seven and ten transcripts every month. Avon records proceedings using its own equipment and then sends the recording electronically to Appen for transcription within an agreed timetable.

“Appen has provided an excellent service with a high standard of transcribing and a fast turnaround. They have completed inquest reports as a matter of urgency and also provided ‘next day’ transcription, which proved invaluable in long complicated inquests.”

- Michael Whitcombe, Court Manager, Avon Coroner's Service

Appen at a Glance

- More than **12,000** transcripts every year
- High levels of accuracy, assured through **ISO 9001 certification**
- Secure, **in-house facility**
- Part of a global company with expertise in more than **180 languages and dialects**
- **ISO 27001** and **Cyber Essentials** certification

Key Success Factors

Appen's transcripts are ISO 9001 certified, reaching internationally recognised standards for quality and continuous improvement. Transcribers undergo rigorous and ongoing training. Every transcript is checked by an editor, and there's a formal quality audit process in place, with every transcriber assessed quarterly.

Our security standards are among the highest in the industry, and unlike most other providers we maintain a state of the art, in-house, secure transcription facility. Whether transcribers work on site or from home, they are security vetted and sign confidentiality agreements, including the Official Secrets Act, where required.

Appen's information management systems are certified to ISO 27001, the international 'gold standard' for handling data electronically. We're also accredited to the UK Government-backed Cyber Essentials programme, which prevents more than 80 per cent of cyber attacks.

No two inquests are the same. Appen can tailor its services to your needs, providing flexible recording and transcription in a range of styles, formats, turnaround times and prices, so you can choose the right cost and level of service for you.

Contact us at enquiries_exeter@appen.com or **01392 213958** to learn more.

