

Solution Brief

Transcription and Recording for Inquests

When a death leads to an inquest, proceedings must be documented accurately and information handled securely. The Coroner's Service is required to create an audio recording of every inquest; sometimes a full written transcript is also needed.

Relatives may want a written account to read and digest what was said in detail, in their own time. And if an inquest leads to legal proceedings, law firms representing interested parties might need to examine audio or written transcripts more closely.

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

Solution

Appen has years of experience of working with Coroner's Services, legal professionals, families and others to provide recordings and transcripts at inquests.

Coroners can record proceedings themselves, with Appen supplying transcripts, usually in an easy to read, 'intelligent verbatim' style, conveying an accurate sense of what's been said rather than capturing every sound.

Alternatively, Appen can provide a technician to record an inquest using our own equipment, or equipment at the venue, creating a high quality audio file that can be stored or transcribed when it's needed, including the same day.

We also offer stenography, note taking and foreign language transcription.

In the spotlight: Surrey Coroner's Service

Appen provided recording and transcription services for Surrey Coroner's Service at an inquest lasting five months. One of Appen's trained technicians attended the inquest every day, recording proceedings efficiently and discretely. Appen then created written transcripts in intelligent verbatim style, returned within 48 hours.

"The service Appen provided throughout this complex inquest was reliable and professional at all times. We would not hesitate to work with Appen again."

– Surrey Coroner's Service

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, proceedings are less likely to be challenged. In addition to providing peace of mind for relatives, if an inquest does lead to further investigations, Coroners know recordings and transcripts can withstand close scrutiny.

Complex inquests are concluded faster, since good quality recordings and 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 recording and transcription services to Appen, Coroner's Services can generate significant cost savings, only paying for services when required. Law firms and families can request recordings and transcripts of only the most relevant sections of proceedings, or just ask for 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
- Secure, **in-house facility**
- **ISO 27001** and **Cyber Essentials** certification
- High levels of accuracy, assured through **ISO 9001 certification**
- Part of a global company with expertise in more than **180 languages and dialects**
- Over **20 years of experience**

Key success factors

Appen's recordings and transcripts are ISO 9001 certified, with transcribers and technicians undergoing rigorous and on going training. Recordings and transcripts are checked carefully, and there's a formal quality audit process in place.

Our security standards are among the highest in the industry, and unlike most other providers we maintain a state of the art in-house transcription facility. All transcribers and technicians 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's government backed Cyber Essentials programme.

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.

