

## Peer 2 Peer service-oriented courts in Western Ukraine

Act. no.	Description	Period	Achievements
<p>Outcome 1. Pilot courts provide more relevant and accurate explanations of court work to media representatives</p> <p>Outcome 2. Increased understanding among pilot court representatives of the tensions in the Ukrainian judicial context</p> <p>Outcome 3. Increased application by courts in the pilot region of a public outreach &amp; media strategy and guidelines for service-oriented courts</p>			
Act. 0	Project set-up and start-up mission	4 – 6 March 2019	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Project set-up formalised</li> <li><input checked="" type="checkbox"/> Ukrainian stakeholders informed about start of project</li> <li><input checked="" type="checkbox"/> Relevance of planned activities reassessed and implementation plan confirmed</li> </ul>
Act. 1	Court communication assessment	12 – 14 May 2019	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Assessment discussions carried out</li> <li><input checked="" type="checkbox"/> Key issues/conclusions document drafted</li> </ul>
Act. 2	Workshop on court communication	19 July 2019	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> First workshop on ways to communicate with society conducted</li> <li><input checked="" type="checkbox"/> Elements of court communication strategies discussed</li> <li><input checked="" type="checkbox"/> Brainstormed about user friendliness of court buildings and court procedures</li> </ul>
Act. 3	Working visit to NL – Courts, public outreach and media in the Netherlands	6 – 9 October 2019	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Discussion in the Court of Midden-Nederland: what to, how and why communicate?</li> <li><input checked="" type="checkbox"/> Court of Appeal of Arnhem-Leeuwarden: ‘Clear language trophy’ ceremony</li> <li><input checked="" type="checkbox"/> The work of communication officers in Dutch courts</li> <li><input checked="" type="checkbox"/> Discussion about confidence in the judiciary in the Netherlands and Ukraine: how to build confidence?</li> </ul>
Act. 4	Workshop 2 – Enhancing court communication	24 – 28 February 2020	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Review of the communication strategy and communication means of the Lviv District Administrative Court</li> <li><input checked="" type="checkbox"/> Advice on enhancing the communication of the court</li> <li><input checked="" type="checkbox"/> Discussing the links between internal and external communication</li> <li><input checked="" type="checkbox"/> Provided insight in the communication of a Dutch court</li> <li><input checked="" type="checkbox"/> Identified opportunities to make court communication more effective</li> </ul>
Act. 5	Online session 1: Crisis communication in times of corona	9 October 2020	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Discussed the right to public hearings</li> <li><input checked="" type="checkbox"/> Examined components of crisis communication, crisis organisation and communication structures</li> <li><input checked="" type="checkbox"/> Discussed the communication challenges in the covid-19 crisis</li> </ul>
	Online session 2: A customer-oriented organisation	16 October 2020	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Discussed the implications and results of court hospitality and customer orientation</li> <li><input checked="" type="checkbox"/> Revisited quick wins from Workshop 2 and brainstormed on the way forward</li> <li><input checked="" type="checkbox"/> Discussed the importance of internal communication</li> </ul>
	Online session 3: Relevance of clear language in court decisions	4 December 2020	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Discussed initiatives in the judiciary to promote clear language</li> <li><input checked="" type="checkbox"/> Inventoried how to become more understandable for litigants</li> </ul>
Act. 6	Online Working Group communication session 1	12 March 2021	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Discussed the focus and the work of the working group on communication</li> <li><input checked="" type="checkbox"/> Singled out 3 communication target groups and distributed tasks</li> </ul>

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	Online Working Group communication session 2	26 March 2021	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Mapped out the communication situation for target group 'litigants'</li> <li><input checked="" type="checkbox"/> Formulated related communication goals</li> <li><input checked="" type="checkbox"/> Brainstormed about possible 'means' for achieving the goals</li> </ul>
	Online Working Group communication session 3	9 April 2021	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Mapped out the communication situation for target group 'media'</li> <li><input checked="" type="checkbox"/> Formulated related communication goals</li> <li><input checked="" type="checkbox"/> Brainstormed about possible 'means' for achieving the goals</li> </ul>
	Online Working Group communication session 4	23 April 2021	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Mapped out the communication situation for target group 'general public'</li> <li><input checked="" type="checkbox"/> Formulated related communication goals</li> <li><input checked="" type="checkbox"/> Brainstormed about possible 'means' for achieving the goals</li> </ul>
	Online Working Group communication session 5	7 May 2021	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Targeted brainstorm about communication means for 2 selected goals per target group</li> </ul>
	Online Working Group communication session 6	21 May 2021	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> UA WG members presented the means they would like to develop further</li> <li><input checked="" type="checkbox"/> Agreeing on final communication activities (<i>act. 9 and 10 below</i>)</li> </ul>
Act. 7	Seminar 1 – Peer discussion on the core values of the judiciary	15 – 16 November 2019	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> An in-depth discussion with 12 Ukrainian judges about norms and values of the judiciary and public trust in the judiciary</li> <li><input checked="" type="checkbox"/> Insight into the effects of the judicial reform efforts on the work floor in courts</li> </ul>
Act. 8	Online peer discussion on the core values of the judiciary with group 1	19 and 26 April 2021	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Introduction on integrity in the judiciary</li> <li><input checked="" type="checkbox"/> Discussed the implications of core values of the judiciary</li> <li><input checked="" type="checkbox"/> An active approach to issues of judicial ethics - discussing judicial moral dilemmas</li> </ul>
	Online peer discussion on the core values of the judiciary with group 2	21 and 26 May 2021	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Introduction on integrity in the judiciary</li> <li><input checked="" type="checkbox"/> Discussed the implications of core values of the judiciary</li> <li><input checked="" type="checkbox"/> An active approach to issues of judicial ethics - discussing judicial moral dilemmas</li> </ul>
Act. 9	Training for court staff 'Hospitality rules and communication with visitors'	16 July 2021	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Discussed quality standards in the work of government agencies</li> <li><input checked="" type="checkbox"/> Practiced skills in providing a friendly atmosphere in communication with court visitors</li> </ul>
Act. 10	Training for speaker judges and court press-officers 'How to work with media to assert the authority of justice'?	21 July 2021	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Practiced skills in partnership interaction between courts and media</li> <li><input checked="" type="checkbox"/> Practised in giving interviews and comments to media representatives</li> </ul>
Act. 11	Video production to raise awareness among litigants and the general public about the functioning of courts	July – September 2021	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Produced a TV program about the right to a public hearing with a judge's participation</li> <li><input checked="" type="checkbox"/> Produced a video for the general public about the meaning of the principle of publicity and openness of court proceedings</li> <li><input checked="" type="checkbox"/> Produced a video for the general public about online access to the court services</li> <li><input checked="" type="checkbox"/> Produced an animation about court visiting rules</li> </ul>