

As part of our response to Coronavirus (COVID-19), your hearing will now take place by video call using Cloud Video Platform (CVP). **You should not attend the tribunal centre.**

**A link and joining instructions will be emailed to you no later than 24 hours before the hearing**

### **What you need to do now**

Tell us:

- **Your preferred email address and the preferred email address of your representative, if you have one**
- if you need an interpreter, or other support to join the hearing
- if you cannot join by video and explain why (a judge may consider this)
- if you wish to refer to additional documents at your appeal hearing. You must send them to us immediately. Documents which are received late are unlikely to be considered by the tribunal.

You should do this by email or phone:

Email address [SSCSA-Glasgow@Justice.gov.uk](mailto:SSCSA-Glasgow@Justice.gov.uk)

Phone number 0300 790 6234

**Important note:** in the subject line of your response please display 'Urgent CVP Hearing, and date as well as reference number' Example: '**Urgent CVP hearing 12/5/20 reference number SC111/20/12345.**

If you intend to call any witnesses, you need to:

- Tell us their preferred email address(es)
- Ensure they are available for the whole of the hearing time, as the exact time they are needed will not be known until the hearing starts
- Ensure that they have access to a copy of any documents that you think they might need when they give their evidence

### **Before the hearing you should:**

- Have access to Google Chrome browser or smart phone as this is the preferred browser for video hearings. Using another browser may limit functionality. You can find more information about joining tribunal hearings on Gov.uk
- ensure that you have access to the Internet by Wi-Fi or 4G (you may have to pay your Internet supplier for data usage during your appeal)
- Agree with your representative, if you have one, how you will communicate with them before and after the hearing
- Make sure that you have the bundle of appeal papers and any documents which you will need for the hearing with you

- There is a test link available for the Cloud Video Platform that will be used for the tribunal hearings if you wish to check your connectivity in advance. This can be accessed here:  
[https://join.meet.video.justice.gov.uk/default/#/?conference=test\\_call](https://join.meet.video.justice.gov.uk/default/#/?conference=test_call)
- If you experience any difficulties, there is a HMCTS CVP helpline you can contact - **0330 8089405**.  
If you would like to arrange a test call with a member of HMCTS staff in Glasgow, please contact [sscsa-glasgow@justice.gov.uk](mailto:sscsa-glasgow@justice.gov.uk).

### What happens at the hearing?

- Once we've received your preferred contact details, we will send you an email with a link to access the hearing
- To join the video hearing copy the link into Google Chrome browser or click the link if you are using smart phone and type in your full name.
- You must have access to Wi-Fi or 4G.
- When you join you will be in the waiting area until the hearing starts. If there are any significant delays to the hearing starting, the tribunal clerk will contact you by email.
- Please try to be in a private quiet area so that you are not overheard but can hear everything
- Remember that all parties will be able to see you on video during the hearing.
- ***Important: You must not make any personal or private recording or publish any part of this hearing, including tribunal communications. It is an offence to do so. The Tribunal will record the hearing if practicable. Where it does so, any person may apply to access the recording with the consent of the Tribunal in such manner as it may direct.***
- It is important you are ready to join the video call at the time of the hearing, so that you can take part. If you do not join the call, the hearing may go ahead, and a decision made in your absence
- At the end of the hearing you will be told what will happen next and when you can expect a decision

### What help is available?

Advice and guidance for all court and tribunal users is available on [Gov.uk](https://www.gov.uk). You should review this guidance ahead of your allocated hearing date. If, having reviewed the guidance, you then experience any **technical** difficulties, you can contact our helpline on 0330 8089405. This line is open Monday to Thursday from 9am to 5pm and on Friday from 9am to 4pm. The helpline will not be able to answer any questions about your court hearing and will ask you to ring the court.

### Tell us your experience

As we are holding more CVP hearings, we'd value your feedback. After the hearing please complete our [feedback survey](#):

<https://www.smartsurvey.co.uk/s/HMCTSHearings>