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About FreePint

FreePint is an online network of information searchers. Members receive this free newsletter twice a month: it is packed with tips on finding quality and reliable business information on the Internet.

Joining is free at <<http://www.freepint.com/>> and provides access to a substantial archive of articles, reviews, jobs and events, with answers to research questions and networking at the FreePint Bar.

Please circulate this newsletter, which is best read when printed out. To receive a fully-formatted version as an attachment or a brief notification when it's online, visit <<http://www.freepint.com/subs/>>.

ISSN 1460-7239

Editorial

Names are terribly important. They are usually the first thing you learn about someone or something, and therefore form the foundation for anything else you might subsequently discover.

The last editorial covered my feelings and concerns about the name 'FreePint' <<http://www.freepint.com/go/n182>>. In response to this I received a number of concerned emails, including:



"I'd be very sad to see you lose the name 'FreePint'. We lose our character and our distinctiveness if we try to conform to some mid-Atlantic or mid-World compromise just because others use or pronounce the words differently. So we're quirky Brits? Nothing wrong with that, and anyone with any gumption will be interested in the story behind the name."

Well, since 'FreePint' is a registered trademark and has been the basis of seven year's hard work in reputation building, rest assured that we have no intention of changing the name.

An important element of 'reputation' is customer service, and we're delighted to open the voting for the fourth annual "Online Information / FreePint Award for Best Customer Service Team".

The award is presented at the Online Information Conference and Exhibition here in London at the end of the year, at which we will be exhibiting as usual. You are now invited to nominate the best customer service team from the list of exhibitors at:

<<http://www.freepint.com/events/online-info-2005/>>

Voting is all the rage nowadays, even in the information world, but you can't beat a good old in-depth review of information products. This month's edition of VIP has a scoop, with the first review of China Insight (a tool for investors) alongside a review of Mergent Online (international company and business research) <<http://www.vivaVIP.com/>>.

Today's FreePint is also very much business-related, with an article looking at resources for tribunals, and another on bullying at work.

So, we're proudly putting out a publication that's entirely work oriented, yet we've called it 'FreePint'. Good name; terrible name. Doesn't matter. It's a memorable name, and we're sticking with it ...

... and if you do want to know where the name came from, then see the FreePint FAQs <<http://www.freepint.com/help/>>.

Best regards

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Jinfo :: Jobs in information

<<http://www.jinfo.com/>>

The Jinfo service enables you to search for and advertise information-related job vacancies.

The Jinfo Newsletter is published free every two weeks, and contains a list of the latest vacancies along with job seeking advice. The latest editorial is entitled "Asking for feedback".

To read the latest Jinfo Newsletter and to subscribe to receive it twice-monthly by email, visit <<http://www.jinfo.com/newsletter/>>.

Here are some of the latest featured jobs:

Team Librarian

<<http://www.jinfo.com/go/j4034>>

Calling all children's/school librarians - vacancies in Bournemouth, Essex, London ... In public, school and FE college libraries
Recruiter: Sue Hill Recruitment

Information Officer

<<http://www.jinfo.com/go/j4064>>

UK Healthcare division of US multi-national seeks friendly, flexible, hard-working librarian/LIS graduate for small info centre.
Recruiter: 3M Pharma

Research Assistant

<<http://www.jinfo.com/go/j4065>>

Business Researcher at junior level. Bright, confident person to work in entrepreneurial niche consultancy in plush Central London offices. Recruiter: Glen Recruitment

Researcher

<<http://www.jinfo.com/go/j4067>>

A successful global law firm based in the City of London is seeking a Researcher to join a team in the Knowledge Management dept
Recruiter: D A Solutions Ltd

[The above jobs are paid listings]

NB: There are 44 other jobs in the current edition of the Jinfo Newsletter

<<http://www.jinfo.com/newsletter/>> and over 80 in the Jinfo database <<http://www.jinfo.com/>>.

Shorten long URLs using a trusted provider

By using an unknown URL-shortening service provider, you run the risk of losing all your shortened Web addresses.

Check out DigBig instead. It's free, links never expire, and is from the same people that bring you FreePint.

Read what other people think of the service and try it for yourself:

<<http://www.DigBig.com/>>

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Factiva's monthly newsletter, "InfoPro Alliance" gives you the inside scoop on latest search tips, research tools and new sources.

Register today and you'll find credible information faster.

<<http://www.factiva.com/emails/2005/freepinttx512>>

First review of China Insight in May VIP

The May issue of VIP includes the first extensive review of China Insight. Newly launched by Xinhua Finance, it combines data on Chinese publicly listed companies with software developed by Mergent. This issue also carries an in-depth review of Mergent Online.

<<http://www.vivaVIP.com/>>

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My Favourite Tipples

by Stephen Lee



Steve Lee is Web Content Manager for Consumer Direct <<http://www.consumerdirect.gov.uk>>, an advice service for consumers in Great Britain, which is funded by the DTI.

Submit your top five favourite Web sites. See the guidelines at <<http://www.freepint.com/author.htm>>.

- The Plain English Campaign <<http://www.plainenglish.co.uk>> offers useful guides to clear, concise writing. The A-Z of alternative words is helpful when you're stuck, and the examples pages offer salutary lessons!
- Bartleby.com <<http://www.bartleby.com>> provides free access to a wide range of reference sources including dictionaries, thesauri, style guides and encyclopaedias. Searchable by author, subject or title.
- The Economist Style Guide <<http://www.economist.co.uk/research/StyleGuide/>>. Advice on good writing practice. Includes tips on how to avoid common errors and solecisms, and an online quiz to test your writing skills.
- Useit.com <<http://www.useit.com>>. Jakob Nielsen's well known guide to all aspects of usability, this site offers thought provoking articles on everything from site architecture to the development of web friendly content.
- And finally, Dilbert <<http://www.dilbert.com>>. My first stop in the morning, Scott Adams' wry, subversive look at office life always makes me smile, and often laugh out loud.

Reward good customer service :: Nominate today

This is your chance to reward excellence by nominating the online information vendor who, in your opinion, has provided you with outstanding customer service.

Cast your vote for this year's "Online Information / FreePint Award for Best Customer Service Team":

<<http://www.freepint.com/events/online-info-2005/>>

VIP, VIP Eye and VIP Wire :: Business information

VIP reviews information products; VIP Eye analyses the news; VIP Wire lists the latest press releases.

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<<http://www.vivavip.com/>>

FreePint Bar

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We have had a mixed bag of work-related postings at the FreePint Bar in the last two weeks, and here is a selection.

There have been a lot of responses to the "Working in France" thread <<http://www.freepint.com/go/b32163>> and for the lady who is looking to develop a legacy fundraising programme for St. John Ambulance <<http://www.freepint.com/go/b32147>>.

There has been a comment at the VIP Lounge from a company information provider about data quality, if you have something to say about that <<http://www.vivavip.com/go/l127>>. VIP's review of China Insight and Mergent Online was announced <<http://www.freepint.com/go/b32183>> and VIP Eye analysed the latest business information news <<http://www.freepint.com/go/b32161>>.

Do you know the best format for a disposal schedule <<http://www.freepint.com/go/b32196>> or perhaps you have something to add to the postings about websites that rank all the local councils according to unemployment, house prices, etc.? <<http://www.freepint.com/go/b32180>>.

One company is "planning a new website and will shortly invite commercial suppliers to tender for design and technical support services"; do you have experience of contracting out web-related work? <<http://www.freepint.com/go/b32193>>. Can you help with an unanswered posting about an accessibility project for a Web site? <<http://www.freepint.com/go/b32021>>.

How do you import book data into a Reference Manager database? <<http://www.freepint.com/go/b32149>>. Or where can a FreePinter find mobile phone price plans, new product launches and uptake of new mobile technology across individual European countries? <<http://www.freepint.com/go/b32199>>.

Many thanks to everyone who frequents the Bar. It's a great place to go for answers -- even when looking for real Bars in London <<http://www.freepint.com/go/b32220>>.

Penny Hann, FreePint
<penny.hann@freepint.com>

The FreePint Bar is where you can get free help with your tricky research questions
<<http://www.freepint.com/bar>>

Twice-weekly email digests of the latest postings can be requested at
<<http://www.freepint.com/subs/>>.



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Tips Article

"Bullying at Work" By Sam Vaknin



Sam Vaknin
<<http://samvak.tripod.com>> is the author of 'Malignant Self Love - Narcissism Revisited' and 'After the Rain - How the West Lost the East'. He served as a columnist for *Central Europe Review*, *PopMatters*, *Bellaonline*, and *eBookWeb*, a *United Press International (UPI) Senior Business Correspondent*, and the editor of *mental health and Central East Europe categories in The Open Directory and Suite101*. Until recently, he served as the *Economic Advisor to the Government of Macedonia*. Visit Sam's Web site at <<http://samvak.tripod.com>>

What is a Bully and what Constitutes Bullying?

Tim Field of bullyonline.org defines workplace bullying as a "persistent, unwelcome, intrusive behavior of one or more individuals whose actions prevent others from fulfilling their duties". His Web site

<<http://www.bullyonline.org/workbully/>> is by far the best and richest single resource about this phenomenon. It includes psychological profiles and typology of offenders, tips, articles, links, resources, and suggested reading. You can read an interview I conducted with Tim Field here <<http://digbig.com/4dmyw>>.

Why Bully?

Because the bully feels inadequate and, sometimes, threatened by his own helplessness. The Open Site Encyclopedia <http://open-site.org/Society/Issues/Violence_and_Abuse/Workplace/> reminds us that the bully "... (C)ompensates for it by being violent - verbally, psychologically, or physically".

Contrary to public misperceptions, only some bullies suffer from personality and other mental health disorders. These sorts - the narcissist and the psychopath - have a strong sense of entitlement and demand special treatment. Malignant narcissistic bullies are drama queens and they seek attention, adulation, and applause (narcissistic supply). All bullies lack empathy. Some bullies are stealthy - others are rageful and envious. Bullies are exploitative. They treat other people (their colleagues, partners, and co-workers) as mere instruments of gratification to be discarded after having been abused.

There is a lot more about these types of (sick) bullies in this ABC (Australian Broadcasting Corporation) special, "Psychopaths in Suits" <<http://www.abc.net.au/rn/talks/bbing/stories/s1158704.htm>> and in these two UPI articles I authored ...

<<http://www.upi.com/view.cfm?StoryID=20021018-013859-4113r>>

<<http://www.upi.com/view.cfm?StoryID=20021021-101212-2299r>>

... as well as here <<http://www.narcissistic-abuse.com/faq81.html>>.

The prevalence of narcissism in Wall Street is described in this New York Post feature, "New Narc City" <<http://digbig.com/4dmyx>>. Narcissists and psychopaths in positions of leadership are tackled in this FreePint article <<http://www.freepint.com/issues/240703.htm>>.

Workplace bullies are everywhere, not only in management. The bully can be your partner, co-worker, colleague, security guard, assistant, apprentice, or secretary. Recent studies show

In-depth information management reports from FreePint

Topics include: Freedom of Information; Information Auditing; Publishing eNewsletters; Acquiring Skills; Info-Entrepreneur Marketing

Read about the full range of reports from FreePint at: <<http://www.freepint.com/shop/report/>>

that bullies form networks and alliances. The bully confers patronage on his or her "clients" and obsequiously caters to the needs of his superiors. Antisocial behavior and white collar crime among bullies is common.

How to Spot a Bully?

It is not as easy as it sounds. Many bullies are masters of disguise, presenting a benign and benevolent facade to the world while they harass, stalk, and intimidate their victims. Tips of All Sorts <<http://www.tipsofallsorts.com/bully.html>> provides a list of warning signs as do the previous resources mentioned.

Bullies are variously described as selfish, exploitative, rapacious, opportunistic, driven, reckless, callous, insincere, haughty, unreliable, lacking compassion and empathy, insensitive, ruthless, intolerant, cold, erratic, violent, impatient, labile, unstable, and untrustworthy. They invariably blame others for their failures, defeats or misfortunes, get easily frustrated, anxious and bored, and, as a result, lack self-discipline.

According to Tim Field's United Kingdom (UK) National Workplace Bullying Advice Line, quoted by the Open Site Encyclopedia, "serial bullies are emotionally immature and control freaks. They are consummate liars and deceptively charming. Bullies dress, talk, and behave normally. Many of them are persuasive, manipulative, or even charismatic. They are socially adept, liked, and often fun to be around and the center of attention. Only a prolonged and intensive interaction with them - sometimes as a victim - exposes their dysfunctions."

This media guide provides valuable tools for identifying abusers

<<http://members.aol.com/hrtrainer/guide-for-media.html>>.

The Consequences of Workplace Bullying

As surveys in the UK, Canada, Australia, Ireland and the USA indicate, workplace physical violence is rare. But maltreatment has many faces and 20% of all workers were exposed to verbal and

Related FreePint links:

- 'Employment/Recruitment/HR' articles in the FreePint Portal <<http://www.freepint.com/go/p43>>
- Post a message to the author, Sam Vaknin, or suggest further resources at the FreePint Bar <<http://www.freepint.com/bar>>
- Read this article online, with activated hyperlinks <<http://www.freepint.com/issues/260505.htm#tips>>
- Access the entire archive of FreePint content <http://www.freepint.com/portal/content/>

emotional abuse. Hard to believe, but workplaces actually reward bullies and punish their victims by forcing them to resign. Many bullied workers suffer from protracted ill-health and post-traumatic symptoms (physical and mental health problems, fatigue, low functioning and even suicide).

Bullying costs the economy an arm and a leg in direct and indirect costs: healthcare expenditures, increased workloads, stunted creativity, staff turnover, reduced productivity, absenteeism, and corporate dysfunction. Some studies peg the numbers at circa USD40 billion in the UK and USD200 billion in the United States.

More about the disastrous outcomes of bullying (including issues in discrimination and employment law) here: <<http://www.workplacebullying.co.uk/>>

Another good resource is Bullies at Work <<http://www.bulliesatwork.co.uk/>>.

Coping with Workplace Violence and Abuse

Workplace violence and abuse is not an isolated or aberrant phenomenon. It is firmly grounded in a management-sanctioned corporate culture of unbridled competition, denial, and malignant narcissism.

Surprisingly, few countries - such as Sweden and the United Kingdom - tackle workplace bullying in specific legislation. Others treat it with indifference and ignorance.

Recent events of corporate malfeasance led to increased awareness by workers and bosses. Workplaces now educate their employees to recognize abuse and teach them how to curtail it and cope effectively with its distressing aftermath.

Companies now hire the services of industrial and organizational psychologists - such as Robert Hare and Paul Babiak, who coined the term "corporate psychopath" - to help them identify and reign in dysfunctional workers and ameliorate and alter ambient abuse.

If you, your employees or colleagues suffer from bullying, here are some resources to help you out:

Dealing with Workplace Violence - A Guide for Agency Planners
<<http://www.opm.gov/ehs/workplac/>>

Guidelines for Workplace Violence Prevention Programs
<<http://nsi.org/Library/Work/violenc1.html>>

The National Institute for Occupational Safety and Health offers this publication online: "Risk Factors and Prevention Strategies of workplace violence" <<http://www.cdc.gov/niosh/violcont.html>>.

The Occupational Health and Safety Administration in the Department of Labor offers some Web resources, including great training materials <<http://www.osha-slc.gov/SLTC/workplaceviolence/>>.

Finally, you can find some chilling real-life experiences described in this chat transcript from HealthyPlace <<http://digbig.com/4dmpt>>.

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FreePint Forthcoming Articles

[Provisional]

- Developments in local search
- Review of SLA 2005
- Asperger's syndrome and autism
- Cross-cultural management
- Business information in Germany
- The 9 Ps of publishing
- User employee abuse of the Internet
- Promoting information research and skills
- Plain English
- Setting up as a consultant
- Workplace health promotion
- Free public domain and copyrighted e-books online
- Government metadata and taxonomy standards
- Google answers
- Competitive intelligence

If you have a suggestion for an article topic or would like to write for Free Pint then please contact <penny@freepint.com> or sign up for the Author Update at <<http://www.freepint.com/author.htm>>.

Online Information / FreePint Award for Best Customer Service Team

Which online information vendors offer high quality customer service?



Efficient and receptive customer facing account teams can considerably enhance online information products. Some vendors offer superb customer service initiatives which deserve recognition, and others should be encouraged to follow their lead.

This is your chance to reward excellence by nominating the online information vendor who, in your opinion, has provided you with outstanding customer service. Please nominate your choice using the link below and choose from the list of exhibitors at Online Information 2005.

These are some of the questions that you should consider when rating customer service:

- Is the online service technically robust?
- Does it provide easy help and support that is available when required?
- How much support do you receive with implementation and training?
- Do vendors meet you halfway & offer licences to suit your organisation?

The winner will be announced at the Awards Dinner on Wednesday 30 November 2005. Previous winners are Factiva, Xrefer & STN Agency UK.

Make your nomination today at:
www.freepint.com/events/online-info-2005/

Thank you for taking part.
*Olivia Freeman, Award Judge
Trainer & Information Consultant*

FreePint Bookshelf

<<http://www.freepint.com/bookshelf>>

"Complying with Freedom of Information Legislation: A Guide for Practitioners " Reviewed by Ibrahim Hasan

Ibrahim Hasan is an information law expert with public sector training company, Act Now Training
<<http://www.actnow.org.uk>> Email: <ibrahim@actnow.org.uk>

Related links:

- Find out more about this report online at the FreePint Shop <<http://www.freepint.com/shop/report/>>
- "Complying with Freedom of Information Legislation: A guide for Practitioners" ISBN 1-904769-09-8, published by FreePint.
- Search for and purchase any report from FreePint at: <<http://www.freepint.com/shop/report/>>
- To read other information-related book reviews, visit the FreePint Bookshelf at <<http://www.freepint.com/bookshelf/>>

To propose an information-related book for review, send details to support@freepint.com

According to Home Office research, the net incremental cost of implementing the Freedom of Information Act 2000 (FOI) could be up to GBP125 million a year. Many public sector organisations are struggling with the resource implications of FOI and with trying to make sense of the reams of legislation and guidance which has been produced by various organisations.

In this climate, this publication is to be welcomed. Steve Wood, a senior lecturer in Information Management at Liverpool John Moores University, has produced a clear and concise guide to the murky legal waters of FOI <<http://www.freepint.com/shop/report/>>.

He explains the main provisions of the Act and codes of practice and their impact on different parts of the public sector. He also examines the links between FOI and other legislation such as the Data Protection Act 1998, the Local Government Act 1972 and the new Environmental Information Regulations 2004. Steve also looks at the thorny issues which, I know from my training experience, public authorities up and down the country are grappling with e.g. access to deceased persons' records, copyright and commercially sensitive information. However, the Guide does not get bogged down with the minutiae of the legislation. Steve's approach is to point the reader to other sources of information for more in depth analysis.

Throughout the Guide, reference is made to research and experience in other jurisdictions which have freedom of information legislation, particularly Australia and Canada. This is particularly helpful as, currently, no decisions have been publicised by the Information

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A full archive of FreePint Newsletters is freely available online, alongside fully-formatted editions of the newsletter. These are printable, and include photos of the authors and colour advertising.

Check out the archive and have selected issues emailed to you:
<<http://www.freepint.com/issues/>>

Commissioner. The Guide also draws on examples of requests and refusals from various sectors (including the police, local government and the NHS) making practical action points for the reader to implement within his/her organisation. It also lists the various guidance produced by a number of agencies including the Information Commissioner's Office.

What is most useful are the lists, at the back of the Guide, of websites, guidance, official reports and articles from the UK and around the world. Of course these lists are not exhaustive and up-to-date material can be found on Steve's excellent Freedom of Information Blog <<http://foia.blogspot.com>>. To those seeking a no nonsense practical guide to implementing Freedom of Information, I would say that the GBP29 for this publication is money well spent.

The report is available at
<<http://www.freepint.com/shop/report/>>.

FreePint

Contributors to this issue:

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ISSN: 1460-7239

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<<http://www.willco.com/>>

Feature Article

"Specialist Tribunals - Your Guide to Informal Justice"

By David Ogden



David Ogden is currently Head of Tribunal Library Services at the Department for Constitutional Affairs, based in London. His previous positions include VSO Librarian at Assiut University, Egypt and a wide variety of information roles at City law firms including Clifford Chance and Cameron McKenna. He joined the Immigration Appellate Authority in 2002, taking up his present position earlier this year. His personal interests include genealogy and military history. He may be contacted at < david.ogden2@dca.gov.uk >.

I recently began a new position as Head of Tribunal Library Services at the Department for Constitutional Affairs. Major reforms are being made to improve services to tribunal users which deserve to be publicised. The law courts are supplemented by a large number of specialist tribunals whose procedures tend to be less formal than that of the courts but which provide specialist knowledge in particular areas.

The Tribunals Service, a new government agency will be launched in April 2006 to provide common administrative support for the main central government tribunals. These reforms aim to improve the services to all tribunal users. In particular, the Tribunals Service will ensure that tribunals are fair, effective and efficient and provide access to justice to all who require it.

The new Tribunal Service <<http://www.tribunalservice.gov.uk>> aims to deliver real benefits to over half a million people that currently use the tribunal system. It is intended that most existing tribunals will be unified under a single tribunal service agency.

The Department for Constitutional Affairs will, by 2008, be responsible for tribunals that currently have a combined annual budget of around GBP280m, receive almost 600,000 appeals each year, deploy around 9000 members of the judiciary (both lay and professional) and employ around 2900 staff.

Tribunals for Users - One System, One Service <<http://www.tribunals-review.org.uk/leggatthtm/leg-00.htm>>. See the review by Sir Andrew Leggatt into the delivery of justice through Tribunals, published in August 2001.

I have arranged the tribunals in this article into six groups:

1. Department for Constitutional Affairs provides administrative support for the following tribunals:

Asylum and Immigration Tribunal
<<http://www.ait.gov.uk>>

The Asylum and Immigration Tribunal is the successor to the Immigration Appellate Authority and the Immigration Appeals Tribunal. The Tribunal was set up under the Asylum and Immigration (Treatment of Claimants etc) Act 2004 and came into being on 4th April 2005. The purpose of the Tribunal is to hear and decide appeals against decisions made by the Home Office in matters of asylum, immigration and nationality.

Finance and Tax Tribunals
<<http://www.financeandtaxtribunals.gov.uk>>

This tribunal website supports the work of Vat and Duties Tribunals, Special Commissioners, Financial Services & Markets Tribunal and Pensions Regulator Tribunal. This site has been designed to meet the needs of those wishing to appeal against decisions of HM Customs & Excise and the Inland Revenue or to refer matters relating to certain decisions of the Financial Services Authority and the Pensions Regulator.

Immigration Services Tribunal
<<http://www.immigrationstribunal.gov.uk>>

Hears appeals against decisions made by the Office of the Immigration Services Commissioner and considers disciplinary charges brought against immigration advisors by the Commissioner.

Information Tribunal
<<http://www.dca.gov.uk/foi/inftrib.htm>>

The remit of the Tribunal is to hear appeals by data controllers against notices issued by the Information Commissioner under the Data Protection Act 1998, usually enforcement notices. The Tribunal can now also hear appeals against enforcement notices or information notices issued by the Commissioner in regard to publication schemes under the Freedom of Information Act 2000. The Data Protection Tribunal, originally established by the Data Protection Act 1984, and continued by the Data Protection Act 1998, was renamed the Information Tribunal by the Freedom of Information Act 2000.

Data Protection Act 1998
<<http://www.opsi.gov.uk/acts/acts1998/19980029.htm>>
Freedom of Information Act 2000
<<http://www.opsi.gov.uk/acts/acts2000/20000036.htm>>

Lands Tribunal
<<http://www.landtribunal.gov.uk>>

Determines questions of disputed compensation arising out of the compulsory acquisition of land, decides rating appeals, exercises jurisdiction under section 84 of the Law of Property Act 1925 (discharge and modification of restrictive covenants), and acts as arbitrator under references by consent.

Related FreePint links:

- 'Employment/Recruitment/HR' articles in the FreePint Portal <<http://www.freepint.com/go/p43>>
- Post a message to the author, David Ogden, or suggest further resources at the FreePint Bar <<http://www.freepint.com/bar>>
- Read this article online, with activated hyperlinks <<http://www.freepint.com/issues/260505.htm#feature>>
- Access the entire archive of FreePint content <http://www.freepint.com/portal/content/>

Pensions Appeal Tribunals
<<http://www.pensionsappealtribunals.gov.uk>>

Hears appeals from ex-servicemen or women who have had their claims for a War Pension rejected by the Secretary of State for Defence. The jurisdiction of the Tribunals only includes England & Wales - Scotland and Northern Ireland have separate Tribunals. The Pensions Appeal Tribunals are independent of the Veterans Agency. The Tribunals have been set up in their present form since 1943, although they have been in existence as part of the Lord Chancellor's responsibility since the War Pensions Act 1919.

Social Security and Child Support Commissioners
<<http://www.osscc.gov.uk>>

Decides appeals on points of law from the Appeals Tribunals in Social Security, Tax Credit, Child Support, Housing Benefit and Council Tax Benefit cases. They also decide appeals relating to compensation recovery cases and cases which have been referred to them under the Forfeiture Act. Excellent database of Commissioners decisions.

Transport Tribunal
<<http://www.transporttribunal.gov.uk>>

The Transport Tribunal has three jurisdictions. It was originally set up to hear appeals against decisions of Traffic Commissioners in connection with the Heavy Goods Vehicles & Public Service Vehicles Operators Licensing Systems. It also hears appeals against decisions of The Registrar of Approved Driving Instructors. In addition, it is able to resolve disputes under the Postal Services Act 2000
<<http://www.opsi.gov.uk/acts/acts2000/20000026.htm>>.

Members of the Transport Tribunal also act as the London Service Permit Appeals Panel.

2. Tribunals due to join the Tribunals Service in 2006. The tribunals listed above will be joined initially by the following tribunals which will transfer from their current sponsoring departments:

The Employment Tribunals Service
<<http://www.ets.gov.uk>>

Provides administrative support to the Employment Tribunals and the Employment Appeal Tribunal.

Employment Tribunals
<<http://www.employmenttribunals.gov.uk/default.asp>>

Resolve disputes between employers and employees over employment rights.

Employment Appeal Tribunal
<<http://www.employmentappeals.gov.uk>>

A Superior Court of Record dealing with appeals from the decisions of the Employment Tribunals.

The Special Educational Needs and Disability Tribunal for England
<<http://www.sendist.gov.uk/index.cfm>>

Parents whose children have special educational needs can appeal to the Tribunal against decisions made by local education authorities in England and Wales about their children's education. The Tribunal is independent of both central and local Government.

The Appeals Service <<http://www.appeals-service.gov.uk>>

Launched in 2000, this tribunal hears appeals on decisions in regard to Social Security; Child Support; Housing Benefit; Council Tax Benefit; Vaccine Damage; Tax Credit; and Compensation Recovery. The Appeals Service consists of two distinct bodies within a single organisation. The first is a tribunal non-departmental public body with responsibility for the judicial functioning of appeals tribunals. It is headed by the President of appeals tribunals. The second is an executive agency of the Department for Work and Pensions.

The Mental Health Review Tribunal
<<http://www.mhrt.org.uk/mhrt/mhrtweb.nsf>>

Hears applications or references concerning people detained under the Mental Health Act 1983. The Mental Health Review Tribunal consists of two distinct bodies within a single organisation. The first body is a Judicial Tribunal with the responsibility for hearing applications or references concerning people detained under the Mental Health Act 1983. The Tribunal members are appointed by the Department of Constitutional Affairs. There is a Liaison Judge appointed to the Tribunal to lead its development. The second body is the Mental Health Review Tribunal Secretariat. This is staffed by members of the Department of Health, and has responsibility for the administration of the Tribunals.

The Criminal Injuries Compensation Appeals Panel

Determines appeals against decisions made by the Criminal Injuries Compensation Authority.

3. Smaller tribunals expected to join the Tribunals Service in the future:

Agricultural Land Tribunal
<<http://www.defra.gov.uk/rds/alt/default.htm>>

An independent statutory body that is mainly involved in settling a limited range of disputes between agricultural tenants and landlords.

Asylum Support Adjudicators
<<http://www.asylum-support-adjudicators.org.uk>>

Considers appeals against decisions by the National Asylum Support Service refuse to provide or to stop providing support to asylum seekers.

Care Standards Tribunal
<<http://www.carestandardtribunal.gov.uk>>

Hears appeals against decisions to include the names of individuals on the list of those considered unsuitable to work or to bar a person's employment in schools.

Family Health Services Appeal Authority
<<http://www.fhsaa.org.uk/fhsaa/index.html>>

Aims to improve the provision of healthcare by ensuring prompt, fair and reasoned resolution of disputes within the National Health Service.

4. Other tribunal web sites:

National Parking Adjudication Service
<<http://www.parking-appeals.gov.uk/welcomeEN.asp>>

Parking Adjudicators for areas outside London. Considers appeals by motorists and vehicle owners whose vehicles have been issued with Penalty Charge Notices (or have been removed or clamped) by councils in England and Wales enforcing parking under the Road Traffic Act 1991.

Parking and Traffic Appeals Service
<<http://www.rpts.gov.uk/html/whatwedo.htm>>

Helps landlords and tenants and leaseholders settle disputes about rents and about leasehold property.

Valuation Tribunal Service
<<http://www.valuation-tribunals.gov.uk>>

Hears appeals about Non-Domestic Rates and Council Tax.

5. The Department for Constitutional Affairs is also responsible for the following tribunals: Pathogens Access Appeals Commission, Proscribed Organisations Appeals Commission, Special Immigration Appeals Commission. It also supports the Adjudicator to HM Land Registry and the Gender Recognition Panel
<<http://www.grp.gov.uk>> although these bodies are not technically tribunals.

6. Council on Tribunals <<http://www.council-on-tribunals.gov.uk>>

Supervises the constitution and working of Tribunals and Inquiries in England, Scotland and Wales as listed in the Tribunals and Inquiries Act 1992.

Gold

A look back at what FreePint covered at this time in previous years:

- FreePint No.160 27th May 2004. "Online Information Online - behind the scenes of a virtual event" and "The Semantic Web is Your Friend"
<http://www.freepint.com/issues/270504.htm>
- FreePint No.137 15th May 2003. "Net the Ancestors: the Internet and Family History" and "Business Continuity and Recovery - An Asian Perspective"
<http://www.freepint.com/issues/150503.htm>
- Free Pint No.112 16th May 2002. "Video Games Industry Research" and "Weblogs and Blogging - Part 2"
<http://www.freepint.com/issues/160502.htm>
- Free Pint No.88, 24th May 2001. "Waste on the WWW" and "Images on the Web"
<http://www.freepint.com/issues/240501.htm>
- Free Pint No.63, 25th May 2000. "Maximising Press and PR Exposure via the Internet" and "XML : Perception to Practice"
<http://www.freepint.com/issues/250500.htm>
- Free Pint No.39, 27th May 1999. "Lingo on-line - Languages resources on the World Wide Web" and "Central and Eastern European Web Sources"
<http://www.freepint.com/issues/270599.htm>
- Free Pint No.15, 28th May 1998. "Web Slavery - Automating Information Retrieval" and "Food Industry Information on the Web"
<http://www.freepint.com/issues/280598.htm>

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Events

United Kingdom:

- "Intranet Usability" 31st May - 1st June
<<http://www.freepint.com/go/e494>>
- "Developing a classification scheme for Information and Filing" 31st May - 1st June
<<http://www.freepint.com/go/e497>>
- "Project Management" 1st June
<<http://www.freepint.com/go/e429>>
- "E-consultancy" 2nd June
<<http://www.freepint.com/go/e502>>
- "DPA Annual Conference & Awards 2005" 7th June
<<http://www.freepint.com/go/e508>>
- "EPS E-learning Conference" 10th June
<<http://www.freepint.com/go/e512>>
- "Key Business Sources on the Internet" 15th June
<<http://www.freepint.com/go/e428>>
- "The Changing Face of Records Management" 15th - 23rd June
<<http://www.freepint.com/go/e500>>

Canada:

- "Special Libraries Association 2005 Annual Conference" 5th - 8th June
<<http://www.freepint.com/go/e462>>
- "SLA Private Equity Section" 7th June 2005
<<http://www.freepint.com/go/e486>>

- "e-Gov Forum & Expo" 9th - 10th June
<<http://www.freepint.com/go/e464>>

France:

- "Collaboration in the e-Workplace" 1st - 2nd June
<<http://www.freepint.com/go/e452>>
- "Enterprise Search Paris" 1st - 2nd June
<<http://www.freepint.com/go/e453>>
- "WebSearch Academy" 1st - 2nd June
<<http://www.freepint.com/go/e454>>

Belgium:

- "The 5th European Conference On E-Government" 16th - 17th June
<<http://www.freepint.com/go/e476>>

These are just a selection of the events listed on the FreePint Website at
<<http://www.freepint.com/events>>.

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