



EQUALITY IMPACT ASSESSMENT RECORD

Case Management in Court (CMiC)

Name of new/revised policy:	Case Management in Court (CMiC)
Purpose of policy:	<p>The purpose of this project is to:</p> <ul style="list-style-type: none">• Improve quality• Improve efficiency for legal staff in summary procedural courts when dealing with large quantities of physical paperwork.• To reduce time and effort required by administrative staff to prepare courts and undertake court clear-up after court appearances; with the side effects of improving the quality of information captured and offering a platform for future digital strategies; Elimination of printing court papers.• Standardise and improve processes and policies for case documents being taken to court.• Improve Health and Wellbeing for staff that transport large quantities of paperwork. Digitalisation of court papers will greatly reduce the need to transport hard copy papers.• Provide staff with flexibility in relation to their working arrangements in respect of where and when they undertake court preparation work.• Reduced environmental impact supported by reducing our footprint. Reduced printing, power, stationary and transportation of papers.• Enhanced security. The data will be stored on a secure, encrypted device at all times.
Lead Equality Impact Assessment Officer:	Amanda Hollis



Team / Federation:	Case Management in Court Transformation Project Team, Information Systems Division
Email address:	CMiCProjectTeam@copfs.gov.uk
Others involved:	
Date assessment completed:	Oct 2018
Assessment record authorised by:	Ian Walford

This new / revised policy was fully assessed for any equality impact based on the General Equality Duty of the Equality Act (2010).

Background details about new policy / process

User acceptance testing was undertaken within the Perth and Livingston office from September/October 2017 to the present day. Full evaluation and analysis gathered during user feedback was captured and is being incorporated into an enhanced version of the application.

Guidance and training on use of the device and application is carried out in respect of each user of the iPad. During this planning stage any usability issues are explored with an aim to resolve them.

Summary of research and consultation carried out

- Desk research about user screen accessibility, including layout, font size, use of colour etc.
- liaison with COPFS Equality team
- liaison with COPFS Health & Safety rep
- liaison with Staff Disability Advisory Group (SDAG)
- liaison with the FDA/PCS unions
- liaison with local court management teams
- Human Resources – guidance regarding staff in post who use reasonable adjustments for sight impairments etc



- User acceptance testing from September 2017.

Equality Ambassadors contacted
(if none, please give reasons why)

Kirsty McGowan, who is the Disability Ambassador.

Key issues identified

(Note here if you conclude there are no equality issues relating to the new / revised policy)

The following were noted during user acceptance testing:

Issues to Address

- Potential issues with screen size/colour to be taken into account;
- It was assumed that most people are now familiar with smart screen technology however full support and training will be provided to all staff.

Positive

- Potential avoidance of Health and Safety issues owing to the reduced need to carry/transfer heavy files to and from court;
- Improved and more efficient visual access to information.
- Large screen devices purchased to provide a similar experience to A4 paper reading.
- Ability to adjust font size if required. The iPad has a pinch and zoom functionality for most reader access panes. There were thoughts that the move to electronic format would also assist visually impaired staff. The font size can be adjusted to enhance the experience. Further exploration will be carried out as the roll out continues and a larger pool of staff is available to consult.
- Ability to access full electronic case information
- By moving documentation to an electronic format, most issues related to carrying large quantities of paper to and from court and from the legal post systems are likely to be resolved. This can be a real burden for physically disabled people and our older workforce within COPFS and continually appeared as a SDAG agenda item. It also reduces the need to reach down for



case papers in court.

- Less paper handling for support staff.
- Easier access to electronic information for all staff in COPFS

Also for note:

- No issues with screen size/font/colour were reported during user acceptance testing.
- A notable recognition of Health and Safety benefits and subsequent reduction in requirements to carry/transfer papers and management of bulky case files.
- A notable reduction in our carbon footprint with less case papers being printed, transported and stored.
- A notable reduction in time for locating case papers in local offices.
- A safer way to store case papers from a security perspective.

Changes made to new / revised policy

Some minor cosmetic and functionality changes were identified following proof of concept and subsequent user acceptance testing to maximise the user experience. These enhancements have been addressed through software development and testing, in advance of national roll-out.

Review process for policy

This will be monitored through regular feedback captured during the next phase of user acceptance testing scheduled to begin at the end of June 2018 and also as part of post implementation project plan process.

Each user will receive an individual device and will be canvassed about requirements prior to taking ownership of this. This will allow initial and ongoing feedback throughout the process.

The Equality Impact Assessment will be a live document which will be revisited frequently during the roll out process.

Send the completed form to: DiversityTeam@copfs.gov.uk



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& PROCURATOR
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Further information

For further information about this impact assessment, please contact:

Equality Team
Policy Division
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Alternatively send an email to DiversityTeam@copfs.gov.uk.

Assessment records can be made available in alternative formats or languages on request.