



**CROWN OFFICE
& PROCURATOR
FISCAL SERVICE**

SCOTLAND'S PROSECUTION SERVICE

Meeting: BUSINESS IMPROVEMENT COMMITTEE (03/17)

Date: 11 April 2017

Chair: John Dunn

Attendees: Nancy Darroch
Elaine Hales (Secretariat)
Graham Kerr
Helen Nisbet

Apologies: Susan Cameron
Keith Dargie
Anthony McGeehan
Ian Walford
Stephen Woodhouse

Agenda:

1. Welcome, Apologies and Agreement of AOB
2. Minutes of Last Meeting and Action Log
3. Portfolio Dashboard & ISD Planning Grid
4. Dual Screens: Enterprise Benefits Overview
5. Stage 1 Report – Surrender of Driving Licences
6. Stage 1 Report – Witness Attendance update via Phone Line/Website
7. AOB: Stage 1 Report – Witness Expenses

Item	
1.	<p>Welcome, Apologies and Agreement of AOB</p> <p>Apologies were tendered on behalf on Susan Cameron, Keith Dargie, Anthony McGeehan, Ian Walford and Stephen Woodhouse.</p> <p>The Committee agreed to accept the Stage 1 Report – Witness Expenses as an additional item to be covered AOB.</p>
2.	<p>Minutes of Last Meeting and Action Log</p> <p>The minutes of the meeting held on 28 February 2017 were agreed and approved for release under the Freedom of Information Act.</p> <p><u>Actions from February meeting:</u></p> <p>Action 1: SMS Review Report – No report has yet been circulated and this was carried forward as an action for Susan Cameron. In addition, further clarity is sought as to whether maximum use is being made of text reminders.</p>

	<p>Action 2: Dual Screens – see agenda item 4.</p> <p>Action 3: Enhance Dashboard – for submission at the next meeting.</p>
3.	<p>Portfolio Dashboard and ISD Planning Grid</p> <p>Elaine Hales presented paper BIC13-17 Portfolio Dashboard and paper BIC14-17 ISD Planning Grid for discussion. At present neither document provides BIC with sufficient information to enable prioritisation of projects/improvements or in relation to the break down percentage of ISD, BTD or SD resources available to undertake the work commissioned by BIC. The requirements were noted for inclusion in the enhanced dashboard, the first draft of which will be available for the next meeting.</p> <p>In addition, the Committee agreed that it would be advantageous to invite Project Managers of key projects within the BIC Portfolio to attend future meetings to provide an overview of progress and an opportunity to raise any issues where BIC could be of assistance. It was agreed that this should commence with the Project Manager for Case Management in Court being asked to attend the next meeting. At subsequent meetings the Corporate Apps and then MI Project Managers will be asked to attend.</p>
4.	<p>Dual Screens: Enterprise Benefits Overview</p> <p>Keith Dargie had submitted paper BIC15-17 in relation to the benefits to be gained from the roll out of Dual Screens following approval of the Stage 1 in November 2016. The Committee accepted the benefits, however, were still not sighted on the costs and roll out plans.</p> <p>Decision: BIC approved the business case subject to amendments in relation to the costs and agreed that no further submissions will be required for future phases.</p>
5.	<p>Stage 1 Report – Surrender of Driving Licences</p> <p>Graham Kerr presented paper BIC16-17 which related to work required in preparation for the implementation of the Road Traffic Offenders (Surrender of Driving Licences etc) Bill. An update was provided advising that the Bill had fallen on 24 March and it was unclear at this point when the Bill would come back to Parliament. For that reason a decision was made that this Stage 1 would be withdrawn and an amended version submitted which detailed only the work that could be undertaken at this time.</p>
6.	<p>Stage 1 Report – Witness Attendance update via Phone Line/Website</p> <p>Graham Kerr presented paper BIC17-17 which outlined a proposal for the implementation of a system of updating witnesses in respect of their attendance at court.</p> <p>Decision: Following discussion it was agreed that Phase 1 which related to a dedicated phone line that witnesses in Sheriff and Jury cases can call and hear a message recorded by our staff telling them what cases are calling the next day in a sitting was approved for implementation. Access for defence agents to the same phone lines should also be considered.</p> <p>Decision: Phase 2 in relation to voicemail messages for High Court cases and Summary countermands and Phase 2 in relation to intimation on the COPFS website were to be further scoped and submitted to BIC.</p>

7.	AOB
	<p><u>Stage 1 Report – Witness Expenses</u></p> <p>Graham Kerr presented a Stage 1 Report (papers BIC18-17) in relation to Witnesses Expenses. This related to a proposal to develop a process that allows Finance to update PROMIS witness citation records with expenses information from the citation. The information would then be extracted overnight from PROMIS and inserted into the SUN Accounting system automatically. The extract was written some time ago but will require some updating. The process has already been tested and will not result in any additional work for either front line staff or Finance.</p> <p>It was agreed that the advantages that could be gained from having individual witness costs in cases outweighed any possible FOI situations in relation to costs of cases. It was agreed that Graham would speak to RIU regarding this innovation.</p> <p>Decision: BIC approved progression to Stage 2</p>

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