CROWN OFFICE
& PROCURATOR
FISCAL SERVICE

SCOTLAND'S PROSECUTION SERVICE

Meeting: **BUSINESS IMPROVEMENT COMMITTEE** [03-18]

Date: **20 August 2018**

Chair: Stephen McGowan, Deputy Crown Agent Local Court - SM

Attendees: Keith Dargie, Director of Information Systems Division - KD
Nancy Darroch, Head of Business Management Local Court - ND
Elaine Hales, Secretariat - EH
Graham Kerr, Director of Strategic Development - GK
Anthony McGeehan, Head of Policy - AM
Robert Tinlin, Non-Executive Director – RT
Ian Walford, Deputy Chief Executive – IW
Lesley Wilkinson, Business Manager, Serious Casework Group – LW

In Attendance: Gillian McNamara, ISD – GM (for Item 5 only)

Apologies: Helen Nisbet, Serious Casework Group – HN
Stephen Woodhouse, Director of Finance - SW

Agenda:
1. Welcome, Apologies and Agreement of AOB
2. Minutes of Last Meeting and Action Log
3. Portfolio Dashboard and ISD Portfolio
4. Change of Remit and Committee Name
5. MI Project Update
6. Prioritisation – Review of Approved Stage 1s
   - Witness Website
   - Defence Agent Website
   - Police Witness Scheduler
   - Legal Documents Database
   - Witness Attendance via phone line
   - RESPOND replacement
   - PI Tapes
   - Central printing of case correspondence
   - Witness expenses
7. Witness Engagement
8. Risks
9. AOB

Item	
1.	Welcome, Apologies and Agreement of AOB
	SM has taken over as interim Chair of BIC during John's absence. Apologies were tendered on behalf of HN and SW. Electronic signature on CKits was noted to be discussed under AOB.

2.	Minutes of Last Meeting and Action Log
	The minutes of the meeting held on 25 April 2018 were approved. The Action Log was discussed and updates noted. • **Off the shelf guidance pack for Project Managers** – Draft prepared and waiting sign off of updated remit in order to finalise. Thereafter the guidance will be posted to PF Eye. • **ISD Delivery Plan** – KD will circulate (by correspondence) the Delivery Plan to BIC for information at the end of August. • **Remit** – See Item 4 of the agenda. • **BIC Communications** – c/f – Further discussion required.
3.	Portfolio Dashboard and ISD Portfolio
	The Portfolio Dashboard was introduced and it was noted that Sheriff & Jury Reform, Sheriff & Jury 21 and Titan had been removed as these projects were now closed. Corporate Apps had reported as being 'at risk' reflecting the key stakeholder acceptance milestones required over the next couple of weeks and the successful testing of the final testing activities to support the release date to staff. This was expected to return to 'on target' following the Project Board. The solution was expected to be released to Business Services at the end of August with launch dates to Local Court and Serious Casework Group being agreed thereafter. However, an October release date for Local Court was more realistic. Dual systems will require to be run with post admins initially. Lessons learned are being considered and will be reported to BIC at a later date. MI Project completion date was highlighted as being quarter 3 and not early quarter 2 as reflected on the Dashboard. The issue of completion dates not correlating across all documentation was raised and highlighted the importance of explanations being included should target dates move. **Action: EH and KD to review reported target dates prior to next meeting**. Although there were some legislative projects ongoing, there was nothing to flag up to BIC at this time. Although the Pre Recorded Evidence Bill may have an impact, there are currently no timescales and there is no prospect of it impacting this financial year.
4.	Change of Remit and Committee Name
	There was a general discussion around the proposed change of name of the Committee and the revised Remit which had been circulated to BIC for comment. Although there were some concerns raised around wider business changes given that BIC would concentrate on case management improvements, it was agreed that governance processes were in place and some form of dashboard will be developed to reflect changes driven by the centre and how they interact with operational functions. **Decision:** It was agreed that the Committee would be renamed Business Process Improvement Committee (BPIC) and the Remit was agreed with further clarification of • The Serious Casework Group representative (SM to confirm with DCA SCG) and • Inclusion of a bullet point to confirm that Strategic Development will bring anything of relevance to BIC arising from the Local Court and Serious Casework Group Improvement Committees (LCiC and SCGIP).
5.	MI Project Update

	GM provided a detailed background to the project and an update on the current status. 6 options had been presented to the Project Board with SharePoint being the recommended solution. Prototypes have been developed and it is anticipated the solution will be signed off by the Project Board on 4 September. A delivery schedule has yet to be defined, however, following a detailed discussion it should be noted that there is a clear expectation from BIC that the solution will be delivered by the end of the calendar year. A lessons learned exercise will be valuable in respect of this project and outcomes reported to BIC. **Action: SM to discuss expectation of end of calendar year delivery with Project Executive.** It was agreed that it should be included within the Project Manager guidance that (a) changes of scope outwith tolerance should be referred to BIC to stop Project Boards continually changing scope and (b) it is key that the right stakeholders are on the Project at the outset.
6.	Prioritisation
	A series of Stage 1 reports approved by BIC were being revisited due to available ISD capacity and to check ongoing viability. Funding is pending from SG for development of the witness website, the defence agents' website and the Legal Documents Database with funds to be used this financial year. The funds will provide the capabilities to resource the ISD team to enable work to start immediately on the witness and defence agent websites and to work with Police Scotland to develop the Legal Documents Database. Indicative timescales for these solutions are:- • September - Bring together all factors/set strategic context • October – Detailed scoping – Stage 2 • November – March – Development work All other current Stage 1s would be included as part of a 'summit' (workshop) that ISD were arranging on the future of our case management systems. The RESPOND replacement was highlighted as posing a risk due to the fact that the current system no longer meets requirements and may no longer be supported. Although RESPOND will form part of the 'summit' discussions it is to be given higher priority. **Decision:** Priority to be given to the Portal based solutions (i.e. Witness and Defence Agents Websites and Legal Documents Database) and RESPOND.
7.	Witness Engagement
	A background was provided in relation to the Police Witness Scheduler. This unit at Dumbarton deals with Sheriff and Jury witness availability, however, this does not include police witnesses. Strategic Development are working on a proposal that will allow this unit in Dumbarton to access the police witness availability through the Police Scheduler rostering system then record that in our system The information can then be presented along with civilian availability on the one report for deputes in court. The intention is to present a Stage 1 at the next BIC meeting proposing the set-up of a National Witness Attendance Unit to deal with all witness availability, attendance during trials and possibly the countermanding of witnesses. As a result of the above, BIC agreed that the Stage 1s in respect of Police Witness Scheduler and Witness Attendance via phone line should therefore be withdrawn.

8.	Risks
	The corporate risk register is submitted to the Executive Board and is reviewed by the Risk Management Group who report to the Audit and Risk Committee (ARC). IW highlighted that there is one ongoing risk relating to the recruitment of ISD staff. Due to the number of vacancies, work is ongoing with HR to consider alternative ways of recruitment.
9.	AOB
	Electronic signature on CKits – Over the last year there has been ongoing discussions around replacing signatures on CKits with an electronic version. This is a statutory issue and although there are a number of benefits to COPFS and discussions have taken place with the Lord Advocate there has been no formal outcome. **Action: SM to discuss with John Logue**.