



**CROWN OFFICE  
& PROCURATOR  
FISCAL SERVICE**

SCOTLAND'S PROSECUTION SERVICE

**Meeting:** BUSINESS IMPROVEMENT COMMITTEE (04/17)

**Date:** 23 May 2017

**Chair:** John Dunn

**Attendees:** Susan Cameron  
Keith Dargie  
Nancy Darroch  
Graham Kerr  
Anthony McGeehan  
Ian Walford  
Stephen Woodhouse

**Apologies:** Elaine Hales  
Helen Nisbet

**Agenda:**

1. Welcome, Apologies and Agreement of AOB
2. Minutes of Last Meeting and Action Log
3. Portfolio Dashboard & Prioritisation Methodology
4. Risks
5. Witness Text Reminders Progress Report
6. Planned Delivery and Approach for Migrating to 0300 numbers
7. Stage 1 Report – Cold Case Data and Documents Database
8. Case Management in Court – Progress Update
9. AOB

Item	
1.	<p>Welcome, Apologies and Agreement of AOB</p> <p>Apologies were tendered on behalf on Elaine Hales and Helen Nisbet.</p> <p>There were no items intimated to be discussed under AOB.</p>
2.	<p>Minutes of Last Meeting and Action Log</p> <p>The minutes of the meeting held on 11 April 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 to be submitted to BIC including reference to benefits achievable through other initiatives (e.g. witness engagement process) and the</p>

	<p>number of messages and costs – see agenda item 5.</p> <p>Action 2: Enhanced dashboard to make visible all improvements, stage of progress and resources requirements - c/f to July meeting to enable ISD to complete overview of ISD Portfolio of work and collaborative exercise to be undertaken between ISD, BTD and SD to ensure all relevant information is captured.</p>
3.	Portfolio Dashboard & Prioritisation Methodology
	<p>John Dunn introduced the Portfolio Dashboard and highlighted that following a Sheriff and Jury Reform Project Board meeting on 22 May, the RAG status of that project had been reduced to green.</p> <p>The Committee discussed several issues relating to the MI Project and acknowledged the competing demands that were being placed on resources, in particular ISD. However, they were assured by Keith Dargie that plans were in place to enhance ISD's IT analysis and enterprise solutions capabilities. Assurances were also given in respect of providing concluded analysis and delivery timescales reflecting the outstanding actions relating to the MI Project. Following feedback from the Operational Performance Committee about lack of progress on this particular project, it was agreed that the Project Progress Report should be provided to the Committee for information.</p> <p>It was also acknowledged that BIC had been nominated to be the Governance board for the Corporate Applications Project.</p> <p>Following discussion it was agreed that it would be helpful to include on the dashboard proposed completion dates for the submission of Stage 2 applications along with information in relation to their progress.</p> <p>Thereafter, John Dunn introduced paper BIC19a-17 which outlined a proposal in relation to the prioritisation of improvements already contained within the BIC Improvement Portfolio and in relation to future improvements being submitted to the Committee for consideration. Nancy Darroch explained that the priorities were linked to COPFS' Strategic Plan and she illustrated how the proposed methodology would work in practice with current projects. It was agreed that this methodology would provide some much needed transparency of the criteria on which prioritisation of projects was based.</p> <p>Ian Walford reminded the Committee that the Department had published 5 Corporate Strategies to deliver the Strategic Plan and that all improvements must take account of the corporate strategic commitment. The Committee discussed projects that were at advanced stages and whether they should form part of the prioritisation exercise. It was agreed to delay any decision on this aspect until the methodology had been tested against all current items on the dashboard but it was acknowledged that as all projects would ultimately feed into one of these strategies there was a danger of double scoring so perhaps the reference to these 5 strategies should be more in context rather than specific scoring.</p> <p><b>ACTION: Graham Kerr, Elaine Hales, Keith Dargie and Susan Cameron to discuss progress information and Stage 2 dates.</b></p>

	<b>ACTION: Elaine Hales to undertake prioritisation exercise for each item on the current portfolio used the proposed methodology.</b>
4.	Risks
	No risks were presented by Project Managers for BIC's consideration.
5.	Witness Text Reminders Progress Report
	<p>Susan Cameron presented paper BIC20-17 which provided information in relation to the status of the use of witness texting within COPFS. The paper provided a high level analysis of the impact and cost of sending SMS reminders to witnesses. The Committee requested a more in-depth analysis be provided to inform any decision on expansion of the use of SMS.</p> <p><b>ACTION: Susan Cameron to provide further analysis at August meeting.</b></p>
6.	Planned Delivery and Approach for Migrating to 0300 numbers
	<p>Keith Dargie introduced paper BIC21-17 for information and awareness of the detailed planning, delivery approaches and the timelines for transitioning the 0844 number range to 0300, and for managing the related stakeholder awareness and communications. The timescale was estimated at 3 months to undertake this work.</p> <p>The Committee acknowledged the paper and noted that this change would be delivered as part of the business as usual activity in ISD.</p>
7.	Stage 1 Report – Cold Case Data and Documents Database
	<p>Graham Kerr presented a Stage 1 Report (paper BIC23-17) in relation to the proposal to enhance the current Cold Case Unit Access Database to enable the scanning in and linking of documents. At present the Cold Case Unit has an Access Database to record names and dates. They do not have any facility to store documents electronically. The hard copy papers for these cases are held by the Local Offices or in Dumbarton. If required and where these papers exist, the Cold Case Unit has to request them from the local office or Dumbarton and then store them in Gartcosh.</p> <p><b>Decision: BIC approved progression to stage 2 but qualified this depending on an analysis of the volume of cases that the Cold Case Unit is dealing with and their ability to identify priority cases for scanning as opposed to scanning all case papers, even if they are not in their plans for review.</b></p>
8.	Case Management in Court (CMiC) – Progress Update
	<p>Susan Cameron presented BIC22-17 relating to the progress of the CMiC Project. This included a progress update on ISD's resolution of the application issues found in the product delivered by CapGemini, and subsequent plans to support user acceptance testing (UAT) in Perth &amp; Livingston on the iPad Pro, including provisional dates.</p>

	<p>Susan also provided a demonstration of the application on an iPad Pro and advised that the Project Board would be communicating the progress to the Department in the next few weeks.</p> <p>Keith Dargie intimated that ISD have confidence that they have in place the mechanisms to test any new iOS versions before they are implemented.</p> <p>The Business Case in respect of the benefits would continue to be developed and would be circulated to the Committee for information. There was an in-depth discussion by the Committee who welcomed progress made to date and the provisional setting out of dates.</p>
9.	AOB
	No further business.