

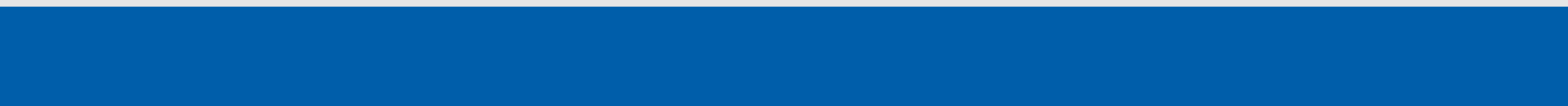


2025

# **Crown Prosecution Service**

## **Digital Policing Conference 2021**

**Fiona James, Deputy Director of Digital**





2025



OUR VISION: We are a leading voice in transforming the criminal justice system, using our legal expertise and digital capability to make the public safer and build the confidence of our diverse communities

The kind of organisation we want to be

What we do

## OUR MISSION

We deliver justice through independent and fair prosecutions

**Treat everyone with respect** – we will respect each other, our colleagues and the public we serve, recognising that there are people behind every case.



## OUR VALUES

**Behave professionally and strive for excellence** – we will work as one team, always seeking new and better ways to deliver the best possible service for the public. We will be efficient and responsible with taxpayers' money.



**Be independent and fair** – we will prosecute independently, without bias and will seek to deliver justice in every case.



**Be honest and open** – we will explain our decisions, set clear standards about the service the public can expect from us and be honest if we make a mistake.





2025

How many defendants did CPS prosecute in 2019/20?

- (a) 560,255
- (b) 495,233
- (c) 451,046





What was the overall conviction rate for all cases prosecuted by the CPS in 2019/20?

- (a) 88.4%
- (b) 84.3%
- (c) 82.1%





*“Our investment in digital capability helps us adapt to the rapidly changing nature of crime and improve the way justice is done.”*



*Digital and Commercial Directorate,  
2020 People Survey Results*





## Digital culture

We'll all make the most of new technology - helping us to build a service and a workplace that anticipates and responds to the challenges of modern society.



## Seamless experience

We'll join up our systems offering a seamless experience for everyone working on CPS and criminal justice platforms – simplifying tasks and freeing up more time to deliver and improve our core services.



## Collaborative delivery

We'll work effectively with our partners and suppliers – leveraging their expertise and sharing our own to remain sector leaders, delivering a service which meets and exceeds the expectations of our users.



## Empowering casework

We'll use technology to simplify our casework journey and gather better insight to improve our decision making.



## Security confidence

We'll use technology to continuously improve our digital security – engaging with our stakeholders, improving how they interact with us and above all keeping their data safe.

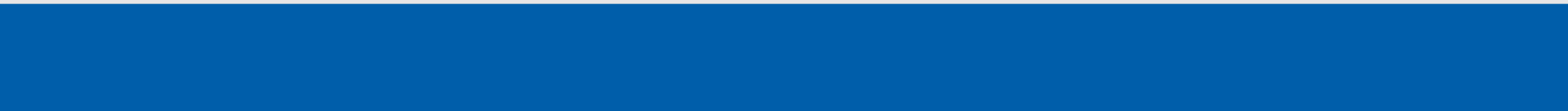
## Digital innovation

We'll embrace innovation – living out an appetite to use new technologies to solve key business problems and continuously improve our ability to deliver justice.

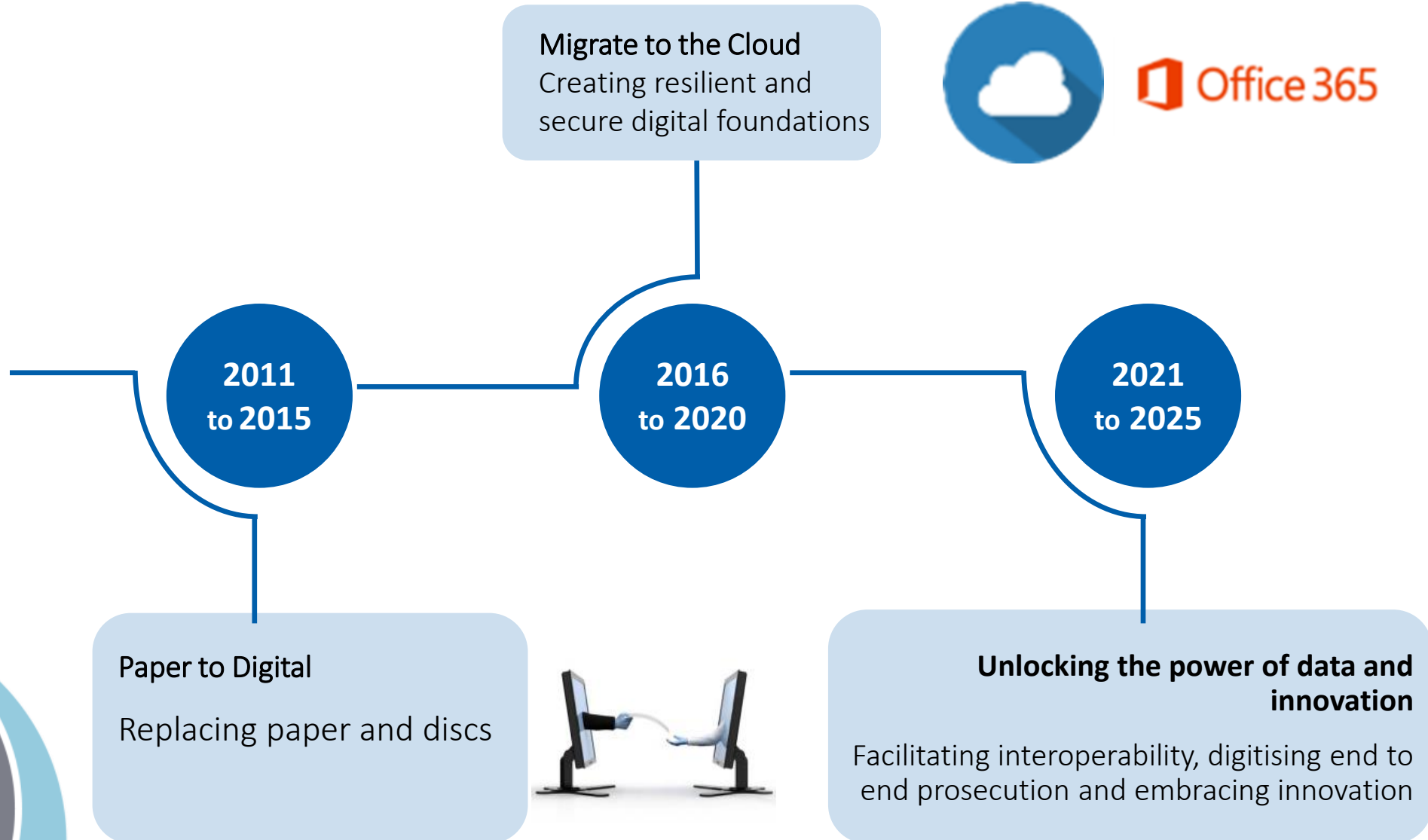




# **Our (Brief) Transformation Journey**







# Migrating to the cloud

# 2025



Shared drives  
and personal  
folders



intranet



Office 365

Corporate applications



ORACLE  
ERP

Video calls, instant messaging



CJS Common Platform

BETA This is a new service - your feedback will help us to improve it.

### Sign in to Common Platform

Username

Password

CMS  
Case  
Management  
System



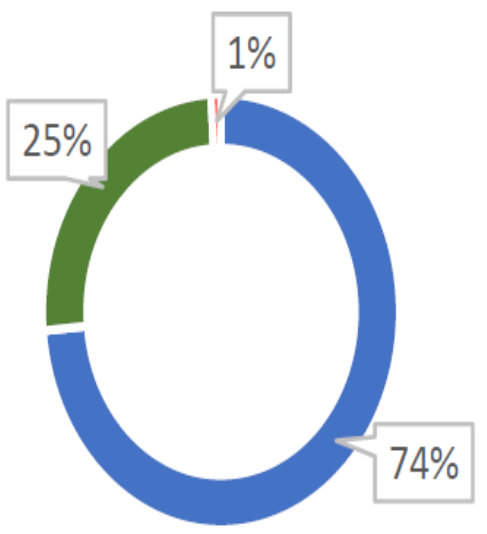
7 days 30 days 90 days 180 days

Active users

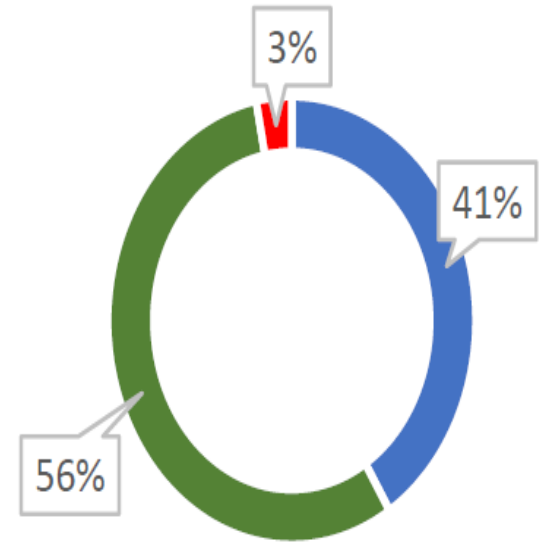


*CVP Usage survey conducted by CPS for two weeks in September 2020*

Magistrates' Court  
Prosecutor  
appearance



Crown Courts  
Prosecutor  
appearance



Key: ■ In person ■ Video ■ Not known

**CPS appearance  
by CVP**

**3,766 of 14,770  
MC Cases**

**770 of 1,380  
CC Cases**



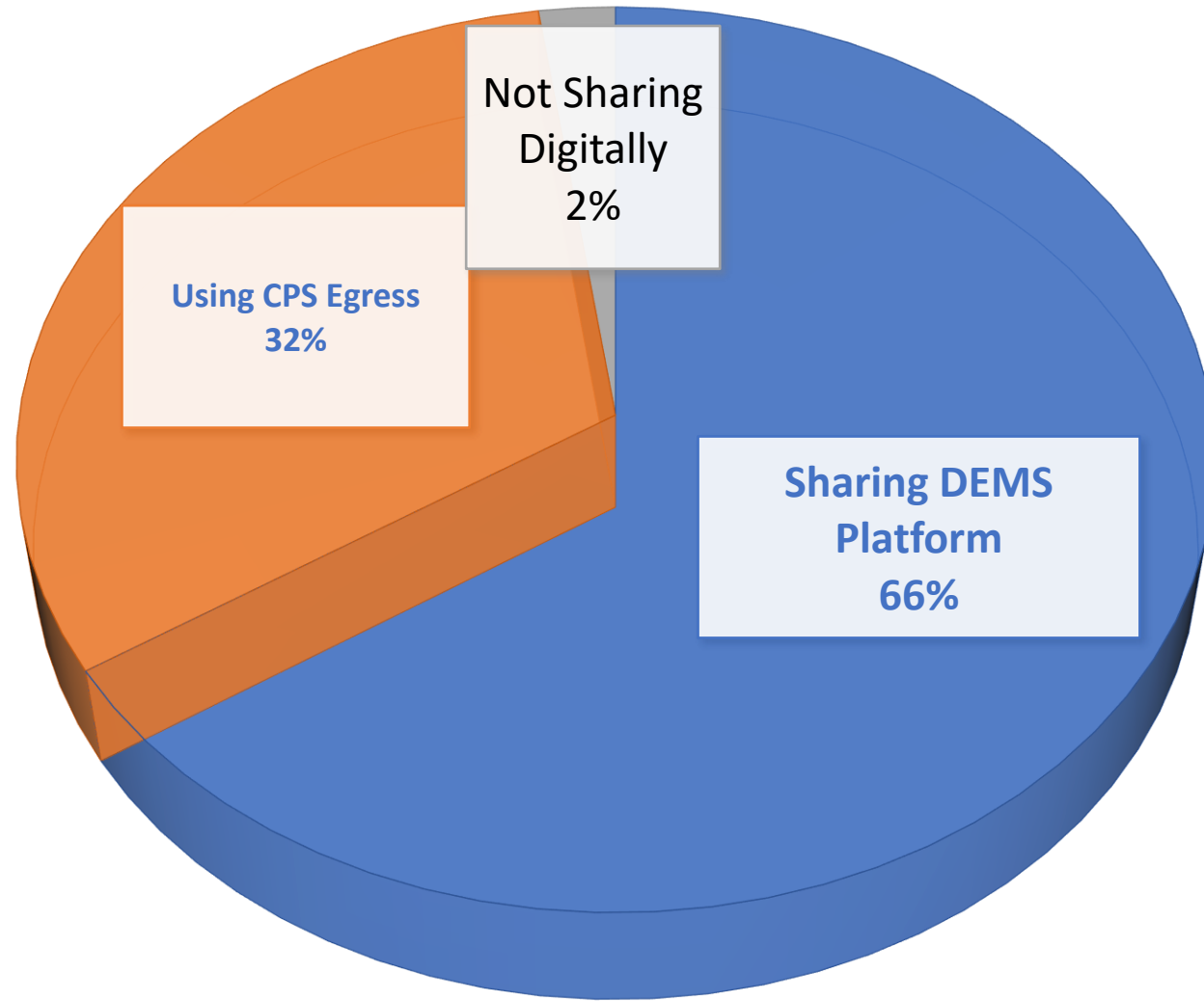


# Multi-Media Evidence





2025



*% of police forces sharing evidence digitally (May 2021)*





2025

## Director's Guidance on Charging v6

*Redacted MME should be provided for Pre Charge Decisions referrals where it is key evidence/material that meets the test for disclosure*

***The capabilities that need to be in place to discharge disclosure responsibilities include:***

- Conversion of multimedia to viewable formats***
- The ability to clip media to the relevant extract***
- The ability to apply basic redaction of MME***





2025

*The principles for sharing photographic albums via a URL have been established and the aim is to extend them to cover Large Data Files that cannot be sent over the CJSE*

*CPS will continue to work with forces adopting DEMS platforms to ensure the sharing processes are effective and continue to be aligned with the needs of the Common Platform*





2025



**DCF**  
**DIGITAL CASE FILE**



## Digital Case File



2025

*DCF will improve the quality of case files by introducing a series of controlled steps and more structured data fields to assist officers at the input stage, consistent with the first 'Leveson' principle of "getting it right first time".*

*It is a transformational change for the criminal justice sector*



### Mandated steps

DCF will have set steps ensuring that required case information is captured on entry.



### Structured data fields

DCF will standardise the information being entered on the case file, reducing the need to type in data.



### Guidance

DCF will have in-built guidance. This helps officers with prompts when entering case information on the system.



### Automation

The DCF will automatically complete fields which are currently duplicated across multiple MG forms (e.g. name, address, and more).



### Disclosure process

Mandated steps also improve the disclosure process by requiring officers to differentiate between “evidence” and “relevant unused material”. This information is then captured automatically on the case file in schedules.



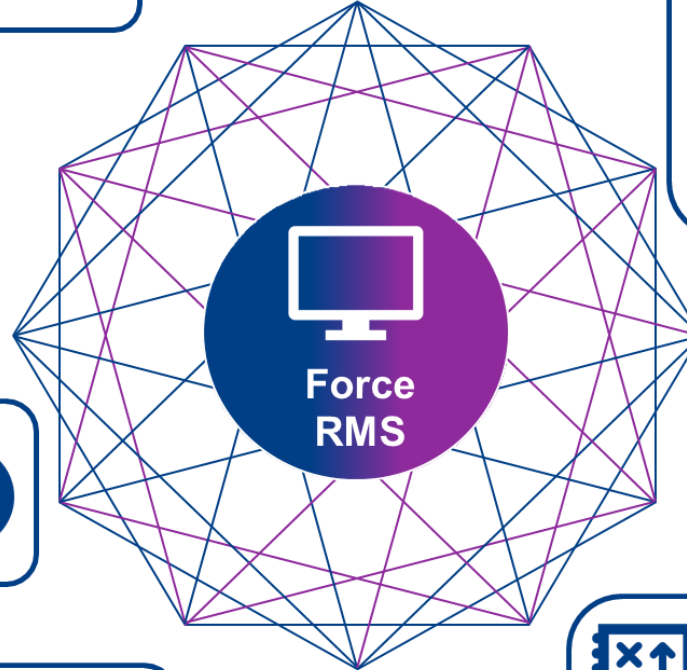
### Checklists

Six checklists will be removed through the DCF features, such as built in guidance and mandated steps.



### Shared Action Plans

DCF introduces a Shared Action Plan, enabling the police and CPS to review and make changes, as the case is compiled. This gives a clear overview of the progression of the case and ends the need for a separate form to track progress.





# DCF Benefits



2025



## Improved File Quality

DCF has mandated steps, guidance through the system, fewer forms and data fields to fill in. Less chance for error through consistency and less re-keying in of data. The MG will be retired.



## Increased efficiency

Information goes in once, saving duplication and the potential for error through less re-work. Less data entry also saves time and effort to free up officers and staff.

Auto Triage



## Improved Disclosure Process

DCF's disclosure process stops information being added multiple times across different MG forms. "Unused material" schedules in case files are automated, reducing duplication and errors.



## Improved user satisfaction

An improved user experience means officers and staff can build case files quickly and easily. Built-in user guidance gives instant access to help filling in required data fields. Process improvements also cover case file review measures (e.g. Action Plans).





# MG Forms Retired



2025

Form	Status	Reason
MG6A – Interview Briefing	Will remain without MG pre-fix	Prepared for defendant / rep
MG6B – Police Officer/Staff Misconduct	Will remain without MG pre-fix	Sensitive document
MG11 – Witness Statement	Will remain without MG pre-fix	Different processes across forces for handling statements
MG15 (all variants) – Record of Interview	Will remain without MG pre-fix	Different processes across forces for transcription services
MG21A – Streamlined Forensic Report	Will remain without MG pre-fix	For use by external supplier
MGDD – Drink Drive Evidential Procedure	Will remain without MG pre-fix	External system for producing documents
Prepared Statement	Will remain as is	Prepared by defendant / rep
Defendant Previous Convictions	Will remain as is	Derived from PNC
Witness Previous Convictions	Will remain as is	Derived from PNC





CPS committed; spent £6.8m in total developing system so far



CPS on track to be baseline 'development complete' by August



CPS cloud test environment can test inbound messages from police now



First set of forces due to go live in February 2022



2025





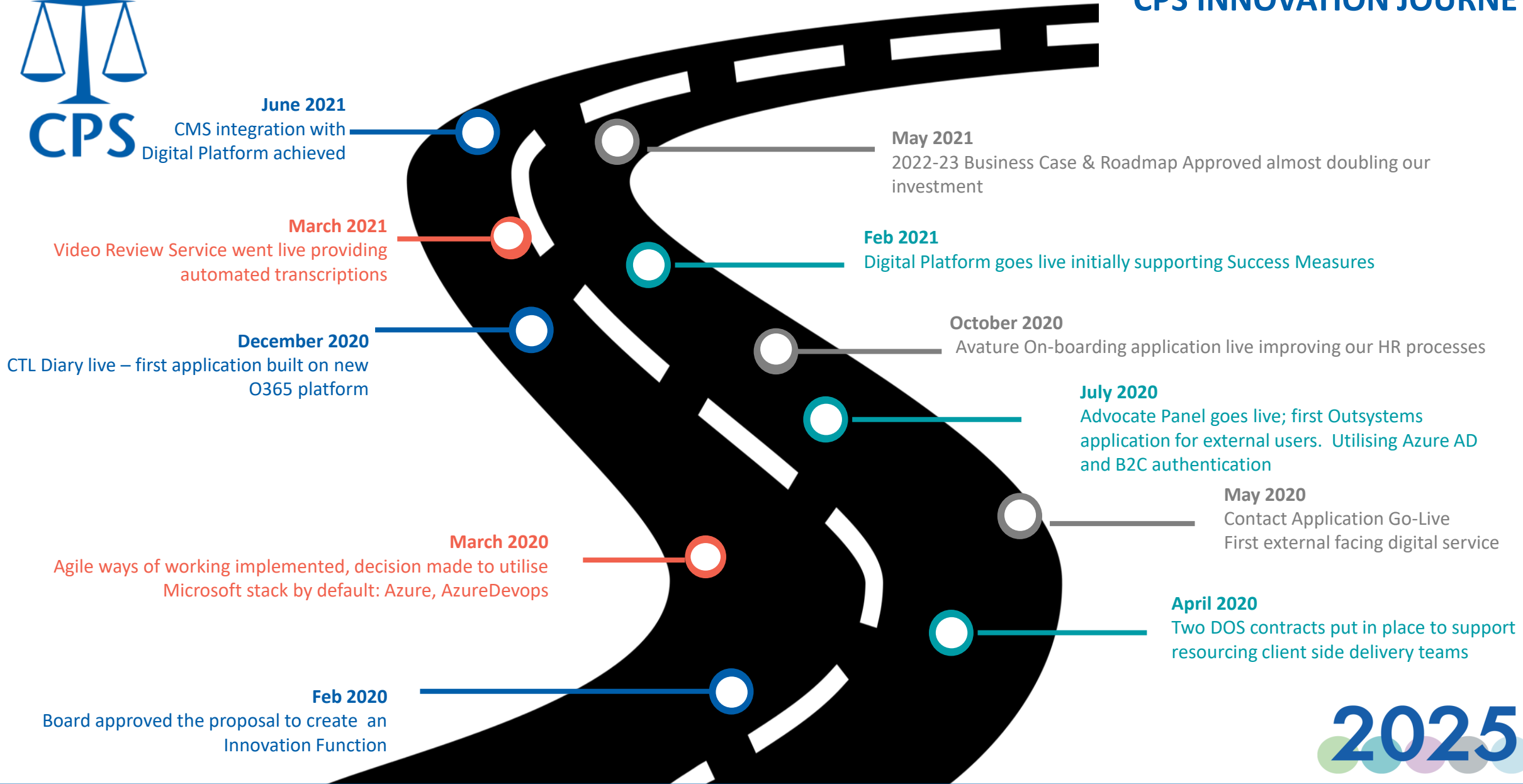
# Innovation







# CPS INNOVATION JOURNEY



2025





Brings all case material into a single user friendly portal.

Provides capability to redact across multiple documents with single click on the back of the search.

Supports disclosure for quick navigation and search of unused material.

The screenshot displays the 'Rumpole' AI Evidence Portal interface. The top navigation bar includes the CPS logo, the case name 'Rumpole', and search filters for 'Restraining', 'Order', and 'Restraining Order'. The main content area is divided into two panels. The left panel, titled 'Viewing Case Summary', contains a sidebar with icons for 'URN Summary', '[Media]', '[Redaction]', and 'All documents on URN'. The main summary area is divided into sections: 'Not Yet Charged', 'Proposed Charges', and 'Statements'. The 'Proposed Charges' section lists two charges: 'Section 39 Common assault' and 'Section 5 Drive OPL'. The 'Statements' section lists several statements with their respective file names and creation dates. The right panel shows a document titled '45AA209820 MCLOVE, Eoin' with a search bar and filters. Below the document title, there are several tabs for different evidence items. The main content of the document is a 'RESTRICTED (when complete)' notice, followed by a 'CASE FILE EVIDENCE and INFORMATION' section. This section includes a 'Not Disclosable' warning, the case name 'R v MCLOVE', and the URN '45 aa 2098 20'. The document is identified as a communication between the police and CPS. The evidence section contains four numbered items: 1. Medical Evidence, 2. Forensic evidence, 3. Visually recorded evidence (CCTV / Photographs etc.), and 4. Disclosure. Each item includes specific questions and instructions for the user.

**Viewing Case Summary**

**Not Yet Charged**

**Proposed Charges**

- Section 39 Common assault  
01/06/2020  
Contrary to the Criminal Justice Act 1988
- Section 5 Drive OPL 01/06/2020  
Contrary to Road Traffic Act

File	Created Date
MCLOVE MG3	02/06/2020
MG05 MCLOVE	02/06/2020
MG06 10 June	10/06/2020
MG06 3 June	03/06/2020

**Statements**

File	Created Date
MG11 Shelagh MCLOVE retraction	10/06/2020
Shelagh McLove VPS mg11	06/06/2020
stmt BLAYNEE 2034 1 JUNE mg11	01/06/2020
stmt JONES 1989 1 JUNE mg11	01/06/2020
stmt Lucy Doyle MG11	01/06/2020
stmt Shelagh McLove MG11	01/06/2020

**45AA209820 MCLOVE, Eoin**

[Update Search] Restraining Order Restraining Order Clear All

MG05 MCLOVE MG06 10 June MG06 3 June stmt Shelagh McLove MG11 MCLOVE MG3

3 Mentions Previous Next

**RESTRICTED (when complete)** MG6

**CASE FILE EVIDENCE and INFORMATION**

Not Disclosable

R v MCLOVE URN 45 aa 2098 20

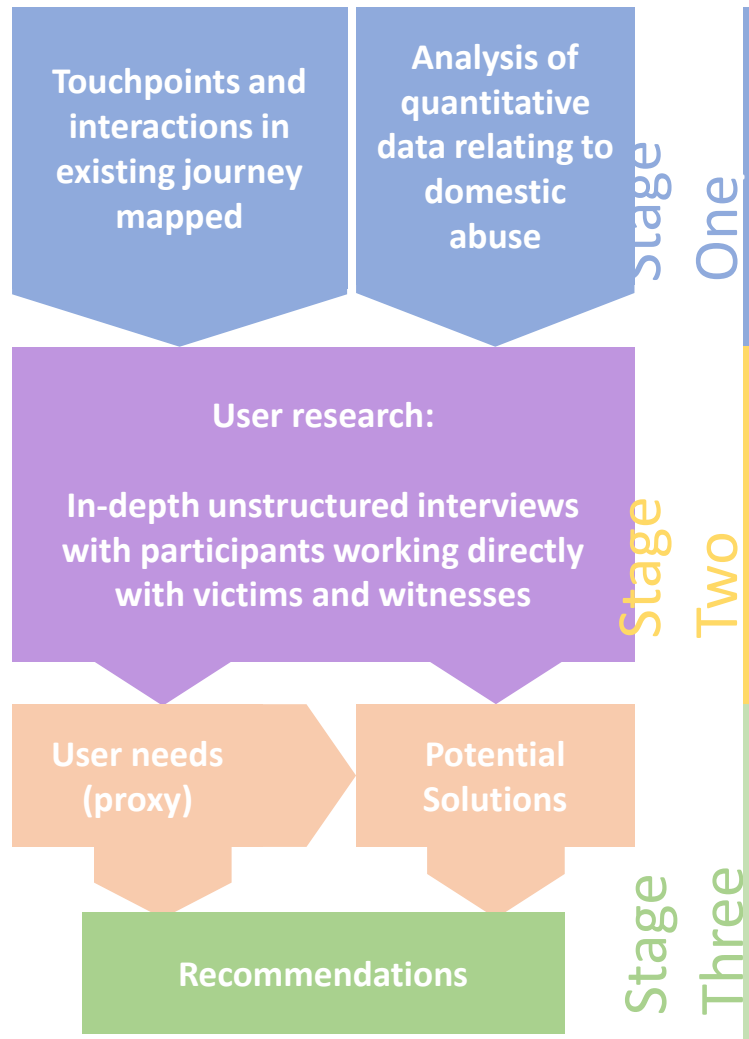
This document is a communication between the police and CPS only.

- 1. Medical Evidence:** (Physical or psychiatric injuries of defendant / victim / witness): No  
If medical evidence is required in this case, what is the target date for obtaining it?
- 2. Forensic evidence:** (attach copy of MG21 / MG21A): N/A  
If forensic evidence has been submitted for examination, what is the target date for the results?
- 3. Visually recorded evidence (CCTV / Photographs etc.) :**
  - Has all visually recorded material currently in police possession been viewed and copied? . If No, give a target date for when this will be completed:
  - If there is additional visual material to be obtained, state what it is and give a target date for obtaining it:
- 4. Disclosure:**
  - Is there any relevant material that may undermine the prosecution case or assist the defence case? If Yes, provide details:
  - Is there any relevant third party material?\*. If Yes, give brief details of what it is and who has it:

[\*Third party material is that which belongs to people or organisations other than the Prosecution Team, e.g. Social Services, Local Authority, owners of CCTV material, forensic experts, police surgeons, GPs, hospital doctors etc.]



# Victims and Witnesses: Approach to Research



- Mapping the interactions between criminal justice enabled understanding of journey at process level, and allowed identification of user groups for research.
- In parallel, the team explored data from unsuccessful prosecutions from 2015 – 2020, focussing on domestic abuse due to the high percentage of DA flagged cases. Victim absence was the most frequently recorded reason for an unsuccessful prosecution.
- User research was focussed on areas with high victim absence at court.
- We spoke to a range of people who interacted with victims and witnesses in a professional capacity, including Witness Care Officers, paralegals, people from CAB, Victim Support, and third sector workers supporting victims of domestic abuse (including IDVAS).
- We used thematic analysis to identify themes across all participants. We identified six themes and from these derived a list of user needs which spoke to the issues participants described.
- We also ran a workshop with the wider innovation team to generate solutions to identified issues within the six research themes. These solutions were then scored on how many user needs they could potentially meet.



## Victims and Witnesses: Research Findings

### Quantitative Research

**48%** Of all non convictions in domestic abuse cases over a six year period (2015 – 2020) are due to victim absence. Each year the figure is consistently around half.

At a regional level, **South Yorkshire** had the highest proportion of unsuccessful cases attributed to victim absence, at **62.3%**.

**Northumbria** had the second highest at **61.9%**.

At **Magistrates Court** level, **Gateshead** had the highest proportion at **70%**, while Sheffield was second at **67%**, with South Tyneside, Bedlington, and Sunderland MCs all at **66%**

Areas with high level of victim absence generally also had high scores across indices of multiple deprivation, according to ONS data. Conversely, lower rates of absence generally correlated with lower scores on deprivation measures.

### User research (Qualitative)



**Time** to trial lengthy, thus victims may withdraw support for prosecution due to minimising incident or rebuilding their lives following abuse.



**Communication** between CJS agencies can be poor – this can cause particular issues for DA victims as they need to know very quickly if their abuser has been released.



**Fear** - the victim has to overcome their fears of seeing the defendant, of trial process, and of consequences. If the case has been adjourned multiple times and the victim has to face this process repeatedly.



**Awareness** – victims & witnesses in general have poor understanding of the process, are not aware prosecution can go ahead without them, that they can be summonsed, or that may need to wait hours at court.



**Practical concerns** – transport may be difficult, particularly in large regions with few courts, and although reimbursement is helpful, there are those who cannot afford to pay travel costs upfront.



**Defendant-centric system** – CJS are inherently focussed on building a case and trying the defendant - however this means that the needs of the victim are not perceived as being embedded in CJS processes.



We deliver justice through independent  
and fair prosecutions

Questions?



[Fiona.James@cps.gov.uk](mailto:Fiona.James@cps.gov.uk)

