

**CUSTOMER
SERVICE
EXCELLENCE**



Assessment Report
Customer Service Excellence

Scottish Courts and Tribunals Service

Successful
30 November 2023

Assessment Summary

Overview

Overall Self-assessment	Satisfactory
Overall outcome	Successful

RP2 2023 The Scottish Courts and Tribunals Service (SCTS) is an independent body corporate established by the Judiciary and Courts (Scotland) Act 2008. Its function is to provide administrative support to Scottish Courts and Tribunals and to the judiciary of courts, including the High Court of Justiciary, Court of Session, Sheriff Courts and Justice of the Peace Courts, and to the Office of the Public Guardian (OPG) and Accountant of Court.

Visits were made this year virtually to Finance and Procurement Unit, Property Services Unit, Legislation Implementation Team, Information Governance & Correspondence Team, and Management Information Analysis Team. On-site visits were made to the Sheriff and Justice of the Peace Courts in Dumbaron, Dunfermline, Elgin, Glasgow, Greenock, Inverness, Kirkcaldy and Livingston. Visits were also made to the Chief Executives Office, Edinburgh Tribunals and Parliament House Edinburgh.

Recovery from the Covid pandemic has been intense and well managed, but significant lessons have been taken forward including Virtual Custody Trials and Evidence by Commission. Significant effort has been made to modernise services with customer insight being used to influence policy and procedures, for example in the security of customer data, tracking customer journeys and introducing a Pleas Surgery. Access to services remains a high priority, making maximum use of modern technology to improve services around vulnerability and witness support. You continue to deliver performance against set standards, despite increasing pressures. However this pressure is eased through outstanding working relationships with all of your partners. Considerable effort has been made to learn from informal complaints across all parts of your business.

The service is to be congratulated this year in closing the gap on the two partial compliances from last year, at (1.3.4) for setting a new satisfaction target of 90% and (4.3.4) for learning from complaints and logging informal complaints. This means full compliance across all elements. In addition maintaining 14 Compliance Plus elements from last year, and gaining two additional Compliance Plus elements (1.3.5) improved customer journeys, and (2.1.5) for enhancing data protection integrity.

The Assessors are delighted to recommend continued accreditation to the Customer Service Excellence Standard, particularly in the light of full compliance.

1: Customer Insight

Criterion 1 self-assessment	Strong
Criterion 1 outcome	Successful

RP2 2023 Criterion One is about Customer Insight, Consultation and Engagement and Customer Satisfaction. The SCTS has in place several processes through which it has developed a good insight into the needs of its users. It has shown how it understands those needs through trying to simplify processes, to develop digital services, improve efficiency, through RPE, but also recognise the return to in-person courts where it clearly benefits court users, for example in aspects of Civil Courts. Compliance Plus is therefore retained for Element 1.1.2. There is good feedback from customers which is used both corporately and at local Court level to improve services. SCTS is good at feeding back on these improvements, as well as telling customers about the outcomes of its Surveys. Element 1.3.4 moves to full compliance with the setting of a new, higher satisfaction target of 90%. There are some really excellent examples of improvements in customer journeys which means Compliance Plus is appropriate for Element 1.3.5. Although not formally reviewed this year, Compliance Plus is retained for Elements 1.1.3 & 1.3.3, as nothing has arisen to indicate otherwise.

2: The Culture of the Organisation

Criterion 2 self-assessment	Strong
Criterion 2 outcome	Successful

RP2 2023 Criterion Two is about the Culture of the organisation. The visit confirmed previous Assessments that there is a very strong customer focused culture led from the top and supported by front line staff feeding upwards. The Board, Committees and Senior Executives visit Courts, Judges and Sheriffs both lead on, and feed into, policy development and initiatives to improve processes and ways of delivering and modernising the Courts. The Change Board process is key to ensuring insight is translated into action and improvement, ensuring Element 2.1.2 remains rated as C+. The SCTS, through the IGCT, actively seeks to ensure the consistency of data protection integrity across the service moving Element 2.1.5 to C+. Customers think very highly of the helpfulness, friendliness and professionalism of staff across the Courts, retaining C+ in Element 2.2.2. Great team work at all levels is recognised and is strong at local Court level with Managers recognising staff through the formal Instant Reward process, and through more informal reward and recognition maintaining C+ for Element 2.2.5. Although not formally reviewed this year, C+ is retained for Elements 2.1.6; 2.2.1 & 2.2.4 as nothing has arisen to indicate otherwise.

3: Information and Access

Criterion 3 self-assessment	Strong
Criterion 3 outcome	Successful

RP2 2023 This Criterion is about Information, Access and Partnership Working. SCTS is very clear about the cost of its services and provides good information on its web site about the Courts and their processes. It is in the process of developing a new web site and looking at developing videos on the Court experience so customers will have a better idea of what to expect. There is a good knowledge of how customers use and access the service, and SCTS is using this knowledge to improve access, for example the introduction of Virtual Custody and Evidence by Commission digital suites. There's also a good understanding for retaining in-person Civil Courts where this benefits the customers, for example, Child Reporters and Family cases. Partnership working excels and is a key factor in ensuring that the Courts work flexibly and effectively at local level. This continues to merit Compliance Plus for Element 3.4.2. Elements 3.4.1 & 3.4.3 continue to merit Compliance Plus as nothing has arisen to indicate otherwise.

4: Delivery

Criterion 4 self-assessment	Satisfactory
Criterion 4 outcome	Successful

RP2 2023 This Criterion is about service delivery and managing complaints. You have robust processes in place to monitor how well you are delivering services against your range of delivery targets. You have performed well to recover from the backlog of the pandemic. Overall, you perform well, although there are variances on a month by month basis. You work in a challenging environment where you have limited control over the activities which give rise to your KPIs. The way in which your staff work with your justice partners to deliver services to your customers and, thereby, meet your targets, merits continued Compliance Plus for Element 4.1.2. You also deserve recognition for the positive way in which you tell the public about your performance. Your Complaints Procedure is a simple to use two stage process, and you have an efficient internal process for managing and monitoring complaints. The assessors were clear that your processes for monitoring and recording informal complaints are now better embedded across the Service with Element 4.3.4 reverting to Full Compliance.

5: Timeliness and Quality of Service

Criterion 5 self-assessment	Satisfactory
Criterion 5 outcome	Successful

RP2 2023 Criterion 5 is about customer service standards for timeliness and quality of customer service, and performance against these standards. You systematically provide a good range of information on promises made on the timeliness and quality of service. Information is provided in a variety of ways including Charters, digitally on the web sites, official documentation and on display on notice boards. Response times to customer enquiries are consistently good, but where there are delays such as Court waiting times, customers are informed, which is confirmed with 70% of customers (62 previously) expressing satisfaction in the Court Users Survey. Overall performance against standards for timeliness are generally met. Customer feedback also confirms this level of service with 76% of expectations being met and between 73% and 85% of customers are advised of court start times. Likewise the performance against standards for quality of customer service is consistently good, demonstrated with customer satisfaction levels of helpfulness and politeness at 93% and 96% respectively. This Criterion is fully compliant, with one Compliance Plus Element remaining at 5.2.3

1: Customer Insight

1.1: Customer Identification

1.1.1: We have an in-depth understanding of the characteristics of our current and potential customer groups based on recent and reliable information.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS01: Court User Satisfaction Survey 2019 v 2021/22	Assessor Acceptance:	Yes
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In a change to the way SCTS survey court users, prior to fieldwork commencing the questions within each survey were tailored to court users experience of each individual business type allowing for more robust and specific questioning. This was supported by Operational colleagues.

SCTS02: Staff Survey Results 2021	Assessor Acceptance:	Yes
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The SCTS staff survey results are reported by units, each of which is tasked with reviewing its own results and taking forward areas for improvement. Question coverage includes staff views on line managers, senior managers and specific roles, such as learning & development.

SCTS03: Lord Justice Clark Report on Management of Sexual Offence Cases	Assessor Acceptance:	Yes
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A judicially led review group supported by members of SCTS staff was set up to improve the experience of complainers in sexual offence cases. This review was evidence based and made a number of recommendations based on the evidence, work to implement these recommendations is ongoing.

SCTS04: OPG EPOAR Survey Analysis Results and Recommendations	Assessor Acceptance:	Yes
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OPG's online submission service, EPOAR, offers benefits for end-users and OPG. We needed to understand why some PoA submitting solicitor firms were not using EPOAR. An online survey was issued to a sample of solicitor firms from all over Scotland, representing small and larger organisations.

SCTS40: Equality Action Plan 2019-2023 via Equality Progress Report	Assessor Acceptance:	Yes
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The Equality Action Plan has 13 underlying supporting outcomes and associated actions. A progress report is provided to the Equality Steering group each quarter on progress. The plan includes engagement with internal and external customers.

1.1.1.1: We have an in-depth understanding of the characteristics of our current

RP1 2022 SCTS has an in-depth understanding of the characteristics of current customer groups. A wealth of data is available, which facilitates sound customer segmentation. The 2019 Court User Satisfaction Survey clearly details the wide range of customer groups who use the service, both professional and non-professional court users. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

1.1.1.2: and potential customer groups

RP1 2022 SCTS has an in-depth understanding of the characteristics of potential customer groups, which may include Open Day visitors, work experience students and school children coming on visits. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

1.1.1.3: based on recent and reliable information.

RP1 2022 The analysis of customer groups is based on comprehensive and regularly updated survey information and is supplemented by wider research. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

1.1.2: We have developed customer insight about our customer groups to better understand their needs and preferences.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

SCTS116: Housing Property Chamber - User Surveys Assessor Acceptance: Yes

The Housing Property Chamber issued a survey to it's users to capture information in relation to the service it provides. This information was then analysed and compared with previous information.

SCTS51: Remote Provision of Evidence (RPE) Assessor Acceptance: Yes

RPE allows police witnesses to give evidence virtually instead of travelling to court. Working in collaboration with Police Scotland and COPFS, SCTS gained insight into the needs of both organisations allowing for a process to be developed that works best for our justice partners.

SCTS53: Web Accessibility / Internet Redevelopment Project Assessor Acceptance: Yes

SCTS carried out user research via a third party who conducted a multitude of interviews and surveys with both internal and external users. This gathered user data and outlined users opinions on use of the site, access, and navigation as well as usefulness of the information presented.

SCTS60: 2021-2023 Court User Satisfaction Survey Phase 3 Report (Summary Criminal) Assessor Acceptance: Yes

The survey covered a range of customer groups who attended the Sheriff and Justice of the Peace Courts in relation to Summary Criminal business. The survey captured user needs information including accessibility, improvement suggestions and the overall customer experience in relation to this area.

SCTS61: Standards of Service for Victims and Witnesses Assessor Acceptance: Yes

Information from third party witness support services and feedback from court colleagues was used to make changes to the Standards of Service for 2023-2024. The new standards can be found on pages 16 and 17 of the report. The changes provide greater clarity for victims and witnesses.

SCTS62: Mainstreaming Equality Report and Equality Outcomes 2023-2027 Assessor Acceptance: Yes

The report provides progress in relation to previous actions and establishes future outcomes for SCTS to make equality integral to its functions. SCTS works with an external Equality Advisory Group who provide advice and help ensure SCTS proposals align with the diverse population.

1.1.2.1: We have developed customer insight about our customer groups

RP2 2023 SCTS is good at developing insight about its customers, and from its customers. The Management Information Analysis Team (MIAT) has a wealth of data which is used to support business cases for change. This data together with research feeds through your Change Board and down into your Civil and Criminal Labs which you use to develop policy initiatives and working practices. Your Jury and Criminal Surveys provided you with detailed information about what customers think about your services. This corporate insight is supplemented at a local level by feedback from the local Court Liaison Groups made up from representatives across your users and partners in the justice system. Your Judges and Sheriffs also provide insight that impacts on change, as do your front line Court staff, across SCTS. The level of insight and how it is used to improve and develop services across all aspects of SCTS merits continued Compliance Plus.

Evidence Value: Fully Met

1.1.2.2: to better understand their needs and preferences.

RP2 2023 Many changes stem from these insights you have developed. Some recent examples being the introduction of Remote Provision of Evidence (RPE) which allows professional witnesses, for example, Police and Medical experts to give evidence virtually instead of travelling to court, making valuable efficiency savings, particularly in the more rural areas with extensive travelling time. Another is the introduction of Pre Intermediate Diet Meetings (PIDMs), which is aimed at identifying the likelihood of a case going straight to a trial, without a Diet hearing. Information from the third party Witness Support Services and feedback from court colleagues was used to make changes to the Standards of Service for 2023-2024. Your regular Court Liaison Group meetings provides you with insight into how courts are used and where staff can develop improvements and changes to how local courts work within the overall judicial framework and guidance.

Evidence Value: Fully Met

1.1.3: We make particular efforts to identify hard to reach and disadvantaged groups and individuals and have developed our services in response to their specific needs.

Applicant Self Assessment: Strong

Compliance to Standard: Compliance Plus

Active Evidence

HAP601: SCTS Equality Outcomes Report 2019 Assessor Acceptance: Yes

The new Equality Outcomes for the SCTS have the common theme of accessibility: improving the accessibility of SCTS services, making accessibility to employment in the SCTS easier for application, and promoting awareness and understanding of equality and diversity among SCTS staff.

HAP602: More Modern Apprentices Employed Assessor Acceptance: Yes

In November 2015 the SCTS recruited two modern apprentices to the IT Unit. Six more were recruited in HQ units, OPG, courts and tribunals in September 2016. One from IT and three of the others now have full-time jobs with the SCTS. Another six apprentices were recruited in June 2018.

HAP603: Doors Open Days 2019 Assessor Acceptance: Yes

Fifteen courts took part in local Doors Open Days in September 2018. Feedback from the events has been extremely positive, as shown in an article published on pages 5-8 of the SCTS intranet Staff Focus magazine.

HAP604: PATS Hearings Assessor Acceptance: Yes

The Pensions Appeal Tribunal Scotland deals with vulnerable ex-service people often diagnosed with mental health issues. Care is taken to arrange hearings and facilities to meet their needs, and video conferencing, teleconferencing or access from home via computer/webcam facilities may be offered.

HAP605: SCTS BSL Plan Assessor Acceptance: Yes

The SCTS has prepared its first British Sign Language Plan, following a public consultation and a direct consultation with the Dundee Deaf Club. The Plan sets out the SCTS's commitments on the use of BSL (including tactile BSL) in relation to exercising its functions over the period from 2018-24.

HAP606: Risk Assessment of Community Venues for Tribunal Hearings Assessor Acceptance: Yes

A dedicated manager liaises with all external venues used by tribunals for hearings. Some jurisdictions, such as MHTS, require careful assessment to ensure the venue meets health and safety and security requirements, and is safe and reassuring for appellants, carers, witnesses and panel members.

1.1.3.1: We make particular efforts to identify hard to reach

RP3 2019 The SCTS has made strenuous efforts to identify hard to reach groups and individuals, including ethnic minority groups and those who are physically or mentally disabled. The 'Mainstreaming Equality Report 2019' is underpinned by the core values of Respect, Service and Excellence, with the vision to build a Stronger Courts and Tribunals Service focused on providing access to justice, maximising the benefits of technology and improving the service provided to all customers. RP1 2022 Not reviewed.

RP2 2023 Not Reviewed.

Evidence Value:

Fully Met

1.1.3.2: and disadvantaged groups and individuals

RP3 2019 The SCTS has made great efforts to identify disadvantaged groups and individuals, including children and those who are vulnerable. The Pensions Appeal Tribunal Scotland deals specifically with vulnerable ex-service people, often diagnosed with mental health issues; great care is taken to meet their needs, with video conferencing, teleconferencing or access from home via computer / webcam facilities amongst the many options offered. The recently introduced Vulnerable Witnesses (Criminal Evidence) (Scotland) Act 2019 adopted proposals from the SCTS's Evidence and Procedure Review to allow child witnesses in serious criminal cases to give evidence by commission pre-trial instead of during trial. RP1 2022 Not reviewed.

RP2 2023 Not Reviewed.

Evidence Value:

Fully Met

1.1.3.3: and have developed our services in response to their specific needs.

RP3 2019 The SCTS develops services in response to specific needs, meriting continued Compliance Plus. Although the requirements of justice are firm drivers of the way services are delivered, there is significant evidence of support for those for whom these present additional difficulties. Staff work very well with the independent charity, Victim Support Scotland to provide greatly appreciated help and support for Victims and Witnesses, as well as help for young people, well observed on the visit. Special arrangements can be put in place, where appropriate, including a live TV link to the Court, a privacy screen and a supporter. Court familiarisation visits, in advance of the trial, can be arranged. The SCTS has prepared its first British Sign Language Plan, following a public consultation and direct consultation with the Dundee Deaf Club.

RP1 2022 & RP2 2023 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value:

Fully Met

1.2: Engagement and Consultation

1.2.1: We have a strategy for engaging and involving customers using a range of methods appropriate to the needs of identified customer groups.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS05: RMO MHO Forum Agenda and Minutes 9th May 2022	Assessor Acceptance:	Yes
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A forum for responsible medical officers (RMOs) and mental health officers (MHOs) is held by the Mental Health Tribunal for Scotland this allows open discussion to engage and involve customers in topics which directly involve them. The event has been changed to a virtual event run twice per year.

SCTS41: SCTS British Sign Language Plan 2018-2024	Assessor Acceptance:	Yes
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The SCTS BSL Plan supports commitments in the British Sign Language (BSL) National Plan and sets out the actions we intend to take to promote BSL and support BSL users (including tactile BSL) over the period covering 2018 to 2024. SCTS is a member of the BSL Justice Advisory Group.

SCTS42: Equality Advisory Group	Assessor Acceptance:	Yes
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The main purpose of the Equality Advisory Group is to act as a 'critical friend' to SCTS by giving advice on new and existing policies, procedures and providing fresh insight about developments in the equality sector. Ten organisations are represented on the group.

SCTS50: Virtual Summary Trials	Assessor Acceptance:	Yes
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A national Project Board was established where all interested groups were represented. The project considered the viability of virtual summary trials for domestic abuse cases and the use of a remote facility for witnesses was tested under the supervision of Victim Support Scotland.

SCTS58: Court Liaison Group Minutes - best seen at visit	Assessor Acceptance:	Yes
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Includes Sheriffs, SCTS, COPFS, the local Faculty, GeoAmey, Witness Service and Criminal Justice Social Work. Chaired by Sheriffs supported by Sheriff Clerks and the purpose is to discuss local issues on the operation of the court with local partners. The group links to the Criminal Justice Board.

1.2.1.1: We have a strategy for engaging and involving customers

RP1 2022 SCTS has a clear strategic approach to engagement and consultation with customers, and actively canvasses for feedback from all relevant parties. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

1.2.1.2: using a range of methods

RP1 2022 A wide variety of mechanisms are used to engage with customers, ranging from large-scale consultations using independent research teams who canvass the views of court users, through to the extensive use of local Court Liaison meetings where law professionals can express their views. The Court User Satisfaction Survey, carried out on an annual to two yearly basis since 2005, providing detailed and comprehensive feedback from both professional and non-professional court users, was last carried out in 2019. A new approach is now being introduced, with a three-phase survey of firstly Jury Trials, secondly Civil Business only and thirdly Summary Criminal Business only. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

1.2.1.3: appropriate to the needs of identified customer groups.

RP1 2022 The range of methods employed by the Service is appropriate to the needs of identified customer groups. For instance, the Mental Health Tribunal for Scotland holds a twice-yearly forum (currently virtual) for responsible medical officers (RMOs) and mental health officers (MHOs), which allows open discussion to engage and involve customers in topics which directly involve them. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

1.2.2: We have made the consultation of customers integral to continually improving our service and we advise customers of the results and action taken.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS05: RMO MHO Forum Agenda and Minutes 9th May 2022 Assessor Acceptance: Yes

A forum for responsible medical officers (RMOs) and mental health officers (MHOs) is held by the Mental Health Tribunal for Scotland this allows open discussion to engage and involve customers in topics which directly involve them. The event is held as a virtual event twice per year.

SCTS53: Web Accessibility / Internet Redevelopment Project Assessor Acceptance: Yes

SCTS carried out user research via a third party who conducted a multitude of interviews and surveys with both internal and external users. This gathered user data and outlined users opinions, this information informed the future of the project and was incorporated into development changes.

SCTS58: Court Liaison Group Minutes - best seen at visit Assessor Acceptance: Yes

Examples of these would be best seen at local court level. The group includes Sheriffs, SCTS, COPFS, local faculty, GeoAmey, Victim Support and Criminal Justice Social work. The purpose is to discuss local issues on the operation of the court with local partners. Linked to Criminal Justice Board.

SCTS63: You Said / We Did Poster Assessor Acceptance: Yes

The posters demonstrate the responses to and changes from (where applicable) feedback received by customers either directly through surveys, formal complaints, informal complaints and comment/suggestion boxes. These are updated regularly to inform customers of changes that affect them.

SCTS64: Recover, Renew, Transform - Recovery Programme Assessor Acceptance: Yes

The programme was launched after extensive consultation with key stakeholders. The programme is supported by £50 million cross-justice funding announced by the Scottish Government to provide the necessary resources for the courts, COPFS, Legal Aid, Police, Community Justice, prisons and third sector

SCTS65: Civil Online - Caveats Assessor Acceptance: Yes

A change was made to Civil Online (the civil case management system) to allow Caveats to be uploaded directly to the system by legal firms allowing greater control by them in relation to this process. Legal firms have been consulted and involved with the process of this change.

1.2.2.1: We have made the consultation of customers integral to continually improving our service

RP2 2023 The SCTS seeks feedback from customers through a range of national general customer surveys, and through a number of smaller, more specific surveys, for example, those being developed by the Tribunal Service. Assessors met local Court officials and users, providing good evidence about how they engaged locally with customers to discuss the operation of local courts and, where appropriate, improve how those local courts operated. The Mental Health Tribunal engages biannually with Responsible Medical Officers and Mental Health Officers open discussion to engage and involve customers in topics which directly involve them. You are using third party providers to improve and develop your website and they have engaged with customers and users to understand their needs, and to test the new web site. Internally, your Secretariat engaged with users to identify lessons that could be learned from the Covid pandemic and your recovery programme.

Evidence Value:

Fully Met

1.2.2.2: and we advise customers of the results and action taken.

RP2 2023 You provide feedback to customers through Court Liaison Group minutes, for example, where there is new guidance or new procedures, such as the PIDMs, which are available at Court sites, sent to users, and user representatives and disseminated by them to their colleagues. All of the Courts visited were seen to display 'You Said....We Did' posters setting out actions which had been taken following feedback from customers. At a corporate level, following consultations with users, you made changes to Civil Online to allow Caveats to be uploaded directly to the system by legal firms allowing greater control by them in relation to this process. Internally, your MIAT has developed training courses to help customers better understand data management and analysis. The outcomes of the Covid lessons learnt are being incorporated into your resilience planning processes. Your Annual Report is a good document for setting out how services have changed and how you listen to your customers.

Evidence Value:

Fully Met

1.2.3: We regularly review our strategies and opportunities for consulting and engaging with customers to ensure that the methods used are effective and provide reliable and representative results.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

HAP607: SCTS Court User Satisfaction Survey 2017 Inception Meeting Assessor Acceptance: Yes

An inception meeting was held with the contractors in 2017 to discuss changes to methodology and survey questions, and take into account points outlined in the contractor’s 2015 lessons learned report. A few minor changes were made to questions to improve clarity before the survey launched.

HAP608: Reminder to staff about Help with Surveys and Questionnaires Assessor Acceptance: Yes

In June 2018 the Head of Operations Delivery Business Unit reminded SCTS staff who want to issue questionnaires or surveys they can ask the SCTS Head of Research for advice on content and question wording to ensure that questions are understandable, fit for purpose and not biased.

HAP609: Consultation on relocation of the JP Court in Coatbridge Assessor Acceptance: Yes

In December 2018 the SCTS published the results from a consultation on the relocation of the JP Court in Coatbridge to a new venue opposite Airdrie Sheriff Court. All six responses were supportive of the proposal.

HAP610: Revised OPG Communications and Engagement Strategy Assessor Acceptance: Yes

OPG provides outreach services on adult incapacity related matters. The outreach policy which is reviewed annually ensures that this is done effectively to meet customer and OPG needs. The effectiveness of the outreach service is evaluated and changes made as a consequence of the feedback obtained.

HAP611: Sheriff Principal's Direction in Simple Procedure Cases Assessor Acceptance: Yes

Simple Procedure was introduced in November 2016 to provide a speedy, inexpensive and informal way to resolve disputes where the monetary value does not exceed £5,000. The Sheriff Principal of South Strathclyde, Dumfries and Galloway has issued a Practice Direction to clarify the process.

HAP654: Integrated Case Management System (ICMS) Assessor Acceptance: Yes

ICMS is being created in modular fashion and at each stage of development relevant stakeholders are consulted. Evidence here includes presentations, feedback received, an activity tracker, a training roadmap, a communications plan and a stakeholder map.

1.2.3.1: We regularly review our strategies and opportunities for consulting

RP3 2019 The Service regularly reviews its strategies and opportunities for consulting and engaging with customers. There is a regular review built into the process of consultation at both strategic and tactical levels of the organisation. The Office of the Public Guardian reviews its outreach policy on adult incapacity matters annually, with changes made as a result of the feedback obtained. The minutes of meetings with the contractors employed to carry out the bi-annual SCTS Court User Satisfaction Survey show detailed and critical analysis of the process along with a review of lessons learned from the previous survey. The focus on boosting under-represented groups is laudable.

RP1 2022 Not reviewed. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

1.2.3.2: and engaging with customers to ensure that the methods used are effective and provide reliable and representative results.

RP3 2019 The Service regularly reviews its strategies and opportunities for engaging with customers to ensure that the methods used are effective and provide reliable and representative results. Planning for the various consultations undertaken is detailed and ongoing and shows concern for the benefits of genuinely engaging customers, reflecting different needs. Staff are encouraged to ask the SCTS Head of Research for advice on survey content and question wording, to ensure that the questions are understandable, fit for purpose and unbiased. RP1 2022 Not reviewed. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

1.3: Customer Satisfaction

1.3.1: We use reliable and accurate methods to measure customer satisfaction on a regular basis.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

SCTS02: Staff Survey Results 2021 Assessor Acceptance: Yes

Since 2010 the SCTS has taken part in a civil service wide staff survey. Results are reported by units as well as compared to other public sector organisations who were asked the same questions. Action plans for each area are developed, in addition in 2021 two corporate themes were taken forward.

SCTS06: 2021-2022 Court User Satisfaction Survey Results Phase 1 Jury Trials Assessor Acceptance: Yes

In a change to the way SCTS survey court users, prior to fieldwork commencing the questions were tailored to court users experience of jury trials allowing for more robust and specific questioning. Overall satisfaction achieved its highest rating since surveys began in 2005.

SCTS07: Standards of Service for Victims and Witnesses workshop Assessor Acceptance: Yes

In 2021 SCTS along with other justice partners attended a workshop to discuss the Standards of Service for Victims and Witnesses where feedback was given on the standards by victims and third sector organisations to allow for these to be reviewed by SCTS.

SCTS08: Complaints Handling Report 2021-2022 Q2 Assessor Acceptance: Yes

SCTS has adopted the Scottish Public Service Ombudsman model complaints handling procedure. As part of that process there is recording of all complaints and active learning from complaints through reporting and publicising complaints information.

SCTS43: SCTS Mainstreaming Equality Report 2021 Assessor Acceptance: Yes

The SCTS Mainstreaming Equality Report 2021 reports on the progress of SCTS to make equality integral to its functions. Included are the key projects and achievements SCTS has made since the last report in 2019.

1.3.1.1: We use reliable and accurate methods to measure customer satisfaction on a regular basis.

RP1 2022 Reliable and accurate methods are used to measure customer satisfaction on a regular basis. Up until 2019, the main evidence was the SCTS Court User Satisfaction Survey, carried out by an independent third party. The quality demonstrated in these surveys, and in the subsequent analysis, gave a very high degree of confidence as to their accuracy and reliability. However, as a result of the pandemic, a new approach has been introduced, whereby, instead of surveying customers all at the same time, a phased approach is used. Phase 1 Jury Trials has been completed, with 95% overall satisfaction levels. Phase 2 Civil Business only has been completed, but results are not yet publicly available. Phase 3 Summary Criminal Business only will commence in January 2023. Therefore, this Element reverts from Compliance Plus to Full Compliance because the three-phase survey is in the early stages of implementation and yet to demonstrate its robustness. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

1.3.2: We analyse and publicise satisfaction levels for the full range of customers for all main areas of our service and we have improved services as a result.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS118: OPG Pulse Survey Assessor Acceptance: Yes

The OPG conducted a pulse survey with its service users. The analysis has assisted OPG in monitoring its service provision and has allowed customers to provide feedback. During the analysis process areas of improvement are recognised and acted upon.

SCTS60: 2021-2023 Court User Satisfaction Survey Phase 3 Report (Summary Criminal) Assessor Acceptance: Yes

The survey covered a range of customers who attended the Sheriff and Justice of the Peace Courts in relation to Summary Criminal business. Overall satisfaction levels for the survey can be found on page 51, this is an improvement on the Phase 2 (Civil) levels. Action plans will be created locally

SCTS61: Standards of Service for Victims and Witnesses Assessor Acceptance: Yes

The report provides an annual review of performance against the specified standards, as well as exploring the ongoing efforts being made to improve the experience for victims and witnesses who attend court.

SCTS63: You Said / We Did Poster Assessor Acceptance: Yes

The posters demonstrate the responses to and changes from (where applicable) feedback received by customers either directly through surveys, formal complaints, informal complaints and comment/suggestion boxes. These are updated regularly to inform customers of changes that affect them.

SCTS66: People Survey Results 2022 Assessor Acceptance: Yes

Since 2010 the SCTS has taken part in a civil service wide people survey. Results are reported by units as well as compared to other public sector organisations who were asked the same questions. Action plans for each area are developed, in addition corporate themes are taken forward.

SCTS67: Tribunals Operations Quality Working Group Assessor Acceptance: Yes

The group review Tribunals Operations quality assurance framework, information assets, data security and data retention. Ensure consistency in approach, adherence to legislation and SCTS policies ensuring a high level of service for stakeholders.

1.3.2.1: We analyse and publicise satisfaction levels for the full range of customers

RP2 2023 Your national Pulse Surveys have covered three core areas of your service delivery, for Civil and Criminal Courts and the Jury Service. These contain a mass of data, which has been micro analysed and publicised through your web pages. This provides the feedback broken down by individual Court area, so for example, the local court in Elgin was displaying the feedback from users of its Court. SCTS also has more specific surveys, such as that run by the Office of the Public Guardian, and the Tribunals are now developing surveys across their user groups and range of Tribunals, all of which are analysed. SCTS is very open about what it does, and is good at publicising the outcomes of these surveys on its website and at local Court sites, and is a good example for other public services to follow.

Evidence Value: Fully Met

1.3.2.2: for all main areas of our service

RP2 2023 As mentioned above, you gather feedback from across the full range of your customer groups, within the Court Services, through your Civil Court, Criminal Court, and Jurors surveys as well as for customers using the Office of the Public Guardian, and the various Tribunals. There is scope however, internally, to seek feedback on how those services are delivered to your internal customers through your internal professional services.

Evidence Value: Fully Met

1.3.2.3: and we have improved services as a result.

RP2 2023 Feedback from the national surveys is fed back into the judicial system and is used by Executive Team members, where appropriate, to develop and inform service initiatives, through the Change Boards and Criminal and Civil Labs and informs policy, for example, updated Jury Guidance.

Evidence Value: Fully Met

1.3.3: We include in our measurement of satisfaction specific questions relating to key areas including those on delivery, timeliness, information, access, and the quality of customer service, as well as specific questions which are informed by customer insight.

Applicant Self Assessment: Strong

Compliance to Standard: Compliance Plus

Active Evidence

HAP509: SCTS Court User Satisfaction Survey 2017 Assessor Acceptance: Yes

Satisfaction with the time respondents had to wait to take part in court proceedings has always been a key measure in court user satisfaction surveys. In the 2017 survey, for the first time, a majority of users in all of the sheriffdoms was satisfied with this (see page 48 of the report).

HAP612: SCTS Staff Survey 2018 Assessor Acceptance: Yes

The SCTS again took part in the UK Civil Service Staff Survey administered by Cabinet Office in 2018, with results comparing well against other public service bodies. The SCTS engagement score was equal highest in the Scottish public sector.

HAP613: OPG Web Users' Survey 2018 Assessor Acceptance: Yes

In recent years OPG has issued surveys for specific user groups. 333 OPG website users were surveyed in the latest wave in September 2018 and the results are shown as evidence here. The opportunities for respondents to comment help to identify where improvements to service delivery can be made.

HAP614: LTS Feedback Form Assessor Acceptance: Yes

The Lands Tribunal for Scotland seeks feedback about the administrative service it provides. A short, six-question survey is available for all service users to complete on the LTS webpage.

HAP670: SCTS Media Portal Survey Assessor Acceptance: Yes

The SCTS set up a Media Portal for journalists to get certain information about court cases. In May 2019 journalists were surveyed about their use of the Portal and the majority of the 38 responses were broadly positive. GDPR and legal rules prevent more extensive information being provided.

HAP671: Tribunal User Surveys 2019 Assessor Acceptance: Yes

The Glasgow Tribunal jurisdictions had solid survey results in 2018-19, though changes to the composition of the Housing & Property Chamber make direct comparisons with 2016-17 and 2017-18 difficult. The smaller Lands Tribunal for Scotland, in Edinburgh, offers a short survey to all its users.

1.3.3.1: We include in our measurement of satisfaction specific questions relating to key areas including those on delivery, timeliness, information, access, and the quality of customer service,

RP3 2019 The questions asked in the Court User Satisfaction Survey seek customer feedback on satisfaction relating to service delivery, timeliness, information, access and the quality of customer service. RP1 2022 Not reviewed. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

1.3.3.2: as well as specific questions which are informed by customer insight.

RP3 2019 The Court User Satisfaction Survey includes specific questions which are informed by customer insight. Additionally, there is a comprehensive range of other surveys carried out, including the Tribunal User Surveys and the SCTS Media Portal Survey for journalists, (set up for journalists to get more information about court cases). The OPG consultations and surveys cover a wide range of issues including use of the web site, access to funds review service, and several surveys for lay financial guardians, including the survey on the 'Combined Inventory & Management Plan Form – Guardianship'. The quality of the work demonstrated here, allied with the customer insight used, continues to merit Compliance Plus. RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise. RP2 2023 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.3.4: We set challenging and stretching targets for customer satisfaction and our levels are improving.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS06: 2021-2022 Court User Satisfaction Survey Results Phase 1 Jury Trials Assessor Acceptance: Yes

Overall satisfaction achieved its highest rating since surveys began in 2005 with a rating of 95% an increase of 3% from the 2019 results. Staff helpfulness also increased by 1% to 97% from the 2019 results.

SCTS09: Board Scorecard Assessor Acceptance: Yes

The SCTS Board Scorecard was approved by the SCTS Board and provides detailed indicators on satisfaction and key drivers such as waiting times for court dates and staff engagement. The Board determined the target range for achievement and uses a traffic light system to monitor progress.

SCTS10: Service Delivery Targets - separate email due to file size Assessor Acceptance: Yes

Service Delivery Targets for Sheriff Courts are published on court notice boards and are reported monthly on a report generated on the SCTS intranet. The report tracks trends in service levels.

SCTS11: Supreme Courts and Sheriff Appeal Court Framework Assessor Acceptance: Yes

The Supreme Court and Sheriff Appeal Court Performance Frameworks provide service delivery targets. These track trends in service levels.

SCTS12: Corporate Plan 2020-2023 Assessor Acceptance: Yes

The Plan sets out a range of strategic priorities supported by specific milestones published in annual Business Plans. Priorities are aligned with specific strategic objectives which support the delivery of excellent services despite challenging stakeholder expectations and reducing budgets.

SCTS40: Equality Action Plan 2019-2023 via Equality Progress Report Assessor Acceptance: Yes

The Equality Action Plan has 13 underlying supporting outcomes and associated actions. A progress report is provided to the Equality Steering group each quarter on progress against the plan.

1.3.4.1: We set challenging and stretching targets for customer satisfaction

RP1 2022 The overall Court User Satisfaction target is 78%, which, given current performance levels, is not challenging. This target was set many years ago and would benefit from review. RP2 2023 Since the previous Assessment your Executive has agreed to increase the target satisfaction to 90%. This is much more in line with, but above, existing satisfaction levels, but remains a challenging target for the Courts to aspire to. This theme moves to Full Compliance.

Evidence Value: Fully Met

1.3.4.2: and our levels are improving.

RP2 2023 Satisfaction levels have risen to the 92% for the Criminal Courts and 95% for the Jury Service, but are low (54%) for the Civil Courts, but that was based on a low response rate. Satisfaction levels in the various Tribunal surveys is high, above 90%. Although, these surveys show very good levels of satisfaction, as yet there is limited evidence to show a pattern for the Tribunals. This theme reverts to Full Compliance, but will be reviewed as part of RP3 in relation to satisfaction with the Tribunals.

Evidence Value: Fully Met

1.3.5: We have made positive changes to services as a result of analysing customer experience, including improved customer journeys.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

SCTS04: OPG EPOAR Survey Analysis Results and Recommendations Assessor Acceptance: Yes

OPG's online submission service, EPOAR, offers benefits for end-users and OPG. OPG needed to understand why some PoA submitting solicitors firms were not using EPOAR. An online survey was issued to a sample of solicitor firms from all over Scotland, representing small and larger organisations.

SCTS33: Digital Expenses Payment System Assessor Acceptance: Yes

The Digital Expenses Payment System was introduced to allow jurors and tribunal appellants to claim expenses online. SCTS worked in partnership with NatWest, the Post Office and the system developer StormID. The system is currently used across the estate and improves the customer experience.

SCTS51: Remote Provision of Evidence (RPE) Assessor Acceptance: Yes

RPE allows police witnesses to give evidence virtually instead of travelling to court. Working in collaboration with Police Scotland and COPFS, SCTS gained insight into the needs of both organisations allowing for a process to be developed that works best for our justice partners.

SCTS59: 2021-2023 Court User Satisfaction Survey Phase 2 Report (Civil) Assessor Acceptance: Yes

The results of this survey have been considered by the Civil Lab and were used to inform research in relation to the introduction of virtual hearings in civil cases. The survey results provide information on customer experience, suggestions for improvement and wider customer experience information.

SCTS61: Standards of Service for Victims and Witnesses Assessor Acceptance: Yes

Information from third party witness support services and feedback from court colleagues was used to make changes to the Standards of Service for 2023-2024. The new standards can be found on pages 16 and 17 of the report. The changes provide greater clarity for victims and witnesses.

SCTS68: Jury Citations - Introduction of QR Codes Assessor Acceptance: Yes

The project improved the system for potential jurors to register their details on SCTS systems once a jury citation has been received. A 83% increase in jurors completing details was noted within the first few weeks of the launch.

1.3.5.1: We have made positive changes to services as a result of analysing customer experience,

RP2 2023 The introduction of the Remote Provision of Evidence which allows police and other professional witnesses to give evidence virtually instead of travelling to court is a significant improvement in terms of saving police time, increasing efficiency and providing evidence on a timely basis. The introduction of your Digital Expenses Payment System which allows jurors and tribunal appellants to claim expenses online has significantly improved their customer journeys. The results of the Civil Court user survey were considered by your Civil Lab and used to inform research in relation to the introduction of virtual hearings in civil cases. At local level, Court Liaison Groups discuss issues raised by the Procurator Fiscal, Sheriffs, Agents and partners to the judicial system and make changes within the frameworks set down to improve how the local Courts work. Your web site contains the summary of the Case Management Pilot published in November and the benefits that has brought.

Evidence Value: Fully Met

1.3.5.2: including improved customer journeys.

RP2 2023 There were numerous examples of improved customer journeys. An important one has been the introduction of five Evidence by Commission Suites across Scotland providing significantly improved journeys for vulnerable people giving evidence. Another, locally, has been the introduction of the Justice Centre in Inverness housing all of the organisations involved in the Justice system, improving co-ordination and improving services. Others are the very successful Plea Surgery trial in Glasgow, the PIDMs which improve the journey where it is clear from discussions between parties at an early stage that a case will go direct to trial and the introduction of Virtual Custody. There were numerous other examples where the use of technology was improving customer journeys. The extent of improved journeys is the result of an organisational culture which is aimed at modernising and improving the way the justice system delivers its services. It is now an embedded process and merits C+.

Evidence Value: Fully Met

2: The Culture of the Organisation

2.1: Leadership, Policy and Culture

2.1.1: There is corporate commitment to putting the customer at the heart of service delivery and leaders in our organisation actively support this and advocate for customers.

Applicant Self Assessment: Strong

Compliance to Standard: Compliant

Active Evidence

SCTS12: Corporate Plan 2020-2023	Assessor Acceptance:	Yes
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The Plan sets out a range of strategic priorities supported by specific milestones published in annual Business Plans. Priorities are aligned with specific strategic objectives which support the delivery of excellent services despite challenging stakeholder expectations and reducing budgets.

SCTS13: SCTS Customer Charters	Assessor Acceptance:	Yes
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These Charters set out service standards and commitments to people attending courts, tribunals or the office of the public guardian in person, or making written or telephone enquiries. They include opening times and contact details for complaints and feedback.

SCTS14: Standards of Service for Victims and Witnesses Report 2021-2022	Assessor Acceptance:	Yes
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SCTS with justice partner organisation contribute to the completion of the report. The annual report focuses on the steps taken to help victims and witnesses feel supported, safe and informed at every stage of their journey. Ensuring the standards are met, challenged and reviewed is recognised.

SCTS43: SCTS Mainstreaming Equality Report 2021	Assessor Acceptance:	Yes
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The SCTS Mainstreaming Equality Report 2021 reports on the progress of SCTS to make equality integral to its functions. Included are the key projects and achievements SCTS has made since the last report in 2019. The Chief Executive of SCTS provides the foreword to the report.

SCTS44: SCTS Board Minutes	Assessor Acceptance:	Yes
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The SCTS Board is chaired by the Lord President. The Chief Executive sits on the board along with representatives from the judiciary, members of the legal community and independent members outwith the legal community. The board is informed of ongoing projects and service delivery outputs.

SCTS51: Remote Provision of Evidence (RPE)	Assessor Acceptance:	Yes
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RPE allowing police witnesses to give evidence virtually instead of travelling to court. This is collaborative with Police Scotland and COPFS. Weekly working group meetings are held as well as monthly National Working Group meetings to monitor and evaluate the process.

2.1.1.1: There is corporate commitment to putting the customer at the heart of service delivery

RP1 2022 There is strong corporate commitment to putting the customer at the heart of service delivery. This is well exemplified on the web site and in Corporate policy documents, such as the Corporate Plan 2020-2023 and the Business Plan 2022-2023. There is now a new Change and Digital Innovation Unit (CDI) with 160 staff, using agile load testing methodology and Change Labs to prioritise virtual work studies, leading to changes in procedure and streamlining of workflows, thus offering a responsive experience from the customer's perspective, where their needs are listened to, boosting customer satisfaction. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

2.1.1.2: and leaders in our organisation actively support this and advocate for customers.

RP1 2022 Across the Service, from leaders, managers and front-line staff, the commitment to the delivery of customer focussed services was clear and consistently well explained. Staff, customers and partners all confirmed that the importance of customer service is emphasised by leaders at all times. The culture of the Service is customer-focused with a strong emphasis on team working and the use of customer insight to improve service delivery. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

2.1.2: We use customer insight to inform policy and strategy and to prioritise service improvement activity.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

SCTS61: Standards of Service for Victims and Witnesses Assessor Acceptance: Yes

Information from third party witness support services and feedback from court colleagues was used to make changes to the Standards of Service for 2023-2024. The new standards can be found on pages 16 and 17 of the report. The changes provide greater clarity for victims and witnesses.

SCTS62: Mainstreaming Equality Report and Equality Outcomes 2023-2027 Assessor Acceptance: Yes

The report provides progress in relation to previous actions and establishes future outcomes for SCTS to make equality integral to its functions. SCTS works with an external Equality Advisory Group who provide advice and help ensure SCTS proposals align with the diverse population.

SCTS64: Recover, Renew, Transform - Recovery Programme Assessor Acceptance: Yes

The programme was launched after extensive consultation with key stakeholders. The programme is supported by £50 million cross-justice funding announced by the Scottish Government to provide the necessary resources for the courts, COPFS, Legal Aid, Police, Community Justice, prisons and third sector

SCTS66: People Survey Results 2022 Assessor Acceptance: Yes

Since 2010 the SCTS has taken part in a civil service wide people survey. Results are reported by units as well as compared to other public sector organisations who were asked the same questions. Action plans for each area are developed, in addition corporate themes are taken forward.

SCTS69: Covid-19 Lessons Learned Review Assessor Acceptance: Yes

The review sought input from various justice partner organisations and SCTS staff to review the SCTS response to the Covid-19 pandemic. The review aimed to identify ways the organisation can enhance its response to future disruptions, improve overall resilience and identify successful changes.

SCTS70: SCTS Executive Change Boards - Change Labs Assessor Acceptance: Yes

The executive change boards are the overarching change authority for the SCTS portfolio for change and is responsible for 1) Direction; 2) Resource; 3) Initiatives; 4) Value; 5) Engagement and Risk. The board review the change landscape within SCTS and approve actions for future development.

2.1.2.1: We use customer insight to inform policy and strategy

RP2 2023 Customer insight is used extensively to inform policy and strategy. What was impressive was how senior members of the Judiciary, met during the Assessment, were engaged in seeking to improve customer journeys. One member having visited each of the Tribunals since being appointed was seeking to identify ways in which 'spaces' could be changed to improve the experience of engagement with the justice system, whilst another spoke about changing processes to improve customer journeys, as well as praising staff for their ideas to improve processes. SCTS has looked at lessons learnt from the Covid pandemic and identified things that you would do differently. One particular example, the development of Evidence by Commission digital suites for hearing evidence from vulnerable witnesses, is a particularly noteworthy example of how you have used insight to develop access to the justice system. The extent to which you use insight continues to merit Compliance Plus for this theme.

Evidence Value:

Fully Met

2.1.2.2: and to prioritise service improvement activity.

RP2 2023 You have in place Executive Change Boards linked into your Annual Business Plan, your three year Corporate Plan and your longer five term vision which are aligned to your strategic priorities. You also engage with key justice groups, for example, the Criminal Justice Board, to identify change initiatives and unblock any barriers to progress. Your 'Front Door' process is your mechanism for developing business cases and according priorities to delivering change through your Change Boards and Criminal and Civil Labs. The Board and Executive are committed to using the Change Boards to improve and modernise the Court Service for users. Your new Standards of Service for Victims and Witnesses arose following feedback from third party witness support services and feedback from court colleagues. The extent to which you use structured insight and involvement with partners to identify service improvements merits continued Compliance Plus for this theme.

Evidence Value:

Fully Met

2.1.3: We have policies and procedures which support the right of all customers to expect excellent levels of service.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

HAP601: SCTS Equality Outcomes Report 2019 Assessor Acceptance: Yes

The new Equality Outcomes for the SCTS have the common theme of accessibility: improving the accessibility of SCTS services, making accessibility to employment in the SCTS easier for application, and promoting awareness and understanding of equality and diversity among SCTS staff.

HAP615: User/Customer Charters Assessor Acceptance: Yes

These Charters set out standards of service that users and customers should expect and the SCTS's and the OPG's commitments to their users and customers.

HAP616: Standards of Service for Victims and Witnesses 2019-20 Assessor Acceptance: Yes

The Victims and Witnesses (Scotland) Act 2014 required the SCS to work in partnership with other justice agencies to develop service standards. The SCTS must contribute to and publish an annual report that includes the number of special measures used.

HAP617: SCTS Unacceptable Actions Policy Assessor Acceptance: Yes

The Unacceptable Actions Policy aims to formalise procedures for dealing with incidents of unacceptable behaviour experienced by SCTS members of staff. The SCTS does not tolerate its employees being subjected to unacceptable behaviour.

HAP656: Revised SCTS Complaints Procedure Assessor Acceptance: Yes

The SCTS complaints procedure introduced in April 2014 was reviewed by the Scottish Public Services Ombudsman in 2018-19 and assessed as compliant following minor amendment. Guidance for court users and court staff was published on the website and intranet respectively in May 2019.

HAP672: Fees and Fines Returns Guidance Assessor Acceptance: Yes

The Fees & Fines Returns Guidance aims to explain the approach for the courts to use when cashing up at the end of each day. By having a standardised approach in how to deal with funds they pay in, customers should see the same level of service and delivery across SCTS.

2.1.3.1: We have policies and procedures which support the right of all customers to expect excellent levels of service.

RP3 2019 The right of all customers to expect excellent levels of service is central to the operational values of the Service which set out the commitment to 'treat everyone with dignity and value diversity'. The Court User's Charter and Standards of Service for Victims and Witnesses underpin the commitment to providing a quality service to all customers. The SCTS Mainstreaming Equality Report 2019 encompasses progress updates on Equality Outcomes and sets out 3 new key Outcomes, including the introduction of Inclusion Ambassadors and bespoke e-learning awareness sessions for staff. This comprehensive approach to equality and diversity ensures that a consistent and inclusive service is provided to all and this was fully supported by observation on the visit and in discussions with staff, customers and partners. RP1 2022 Not reviewed. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

2.1.4: We ensure that all customers and customer groups are treated fairly and this is confirmed by feedback and the measurement of customer experience.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

SCTS02: Staff Survey Results 2021 Assessor Acceptance: Yes

Since 2010 the SCTS has taken part in a civil service wide staff survey. Results are reported by units as well as compared to other public sector organisations who were asked the same questions. Action plans for each area are developed, in addition in 2021 two corporate themes were taken forward.

SCTS06: 2021-2022 Court User Satisfaction Survey Results Phase 1 Jury Trials Assessor Acceptance: Yes

Satisfaction ratings for staff politeness and helpfulness were again high in 2021-2022. We did not ask questions about 'fairness'; although users may have been treated fairly they may have thought the outcome of their case was unfair. No concerns about fairness were raised in the open questions.

SCTS14: Standards of Service for Victims and Witnesses Report 2021-2022 Assessor Acceptance: Yes

To allow for completion of the report feedback is obtained from Sheriff Clerks and senior managers in Supreme Courts on their ability to meet the standards and issues encountered over the period. Honest feedback is provided by them where they have been unable to meet any standard and reasons why.

SCTS15: SCTS Coronavirus Workplace Guidance Assessor Acceptance: Yes

Coronavirus Workplace guidance was developed at an early stage of the pandemic and regularly updated to ensure fair and consistent working practices for all staff. The guidance included directions on working arrangements, recording of sick absence and arrangements put in place to protect staff.

SCTS16: SCTS Complaints Procedure Assessor Acceptance: Yes

The SCTS Complaints Procedure sets out what a customer can expect when making a complaint to SCTS. This includes contact details, response deadlines and escalation routes. In addition to the complaints procedure complaints are recorded and learned from across SCTS.

SCTS17: Recruitment & Resourcing Strategy Assessor Acceptance: Yes

The strategy sets out a plan for recruitment and resourcing over the period 2020-2023. This includes regular analysis and review of recruitment campaigns to undertake learning and also feedback from those involved in the process. Additionally exit interviews of posts are undertaken.

2.1.4.1: We ensure that all customers and customer groups are treated fairly

RP1 2022 There are policies and procedures in place to ensure that all customers are treated equally- SCTS's Values of Respect, Service and Excellence guide the Service. As a judicial service, there are clear guidelines to ensure that no particular groups of customers are disadvantaged or treated unfairly. The SCTS Mainstreaming Equality Report 2021 reports on the progress of SCTS to make equality integral to its functions. Included are the key projects and achievements SCTS has made since the last report in 2019, including the Wellbeing Initiative and training in Mental Health Awareness. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

2.1.4.2: and this is confirmed by feedback and the measurement of customer experience.

RP1 2022 An independent judiciary is one of the cornerstones of the UK constitution, which means that the judiciary is not influenced by external pressures. It is clear from discussions with staff and customers that service users do feel that they are treated fairly. However, there is still scope to measure customer opinion quantitatively on whether they feel they are treated with respect. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

2.1.5: We protect customers' privacy both in face-to-face discussions and in the transfer and storage of customer information.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

SCTS71: Yearly Data Protection E-Learning	Assessor Acceptance:	Yes
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All members of SCTS undertake yearly data protection e-learning. The learning covers staff responsibilities in relation to data protection, GDPR, FOI and Subject Access Requests. Completion rates are monitored by senior managers.

SCTS72: Data Protection Information on SCTS Webpage	Assessor Acceptance:	Yes
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The SCTS webpage provides information to customers on their entitlements in terms of data protection, contact details and complaints information. The Data Protection Officer based within the Information Governance and Correspondence Team is the main point of contact in relation to this area.

SCTS73: SCTS Privacy Notice	Assessor Acceptance:	Yes
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The SCTS Privacy Notice provides customers with information in relation to how SCTS will handle their information. The notice has specific sections in relation to different areas of SCTS including information on the use of data for research purposes.

SCTS74: SCTS Cyber Security Policy 2023	Assessor Acceptance:	Yes
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The Policy assists SCTS delivering fit for purpose cyber security and managing cyber related risk through secure design, secure operations, security governance, security assurance and identity and access management.

SCTS75: Data Breach Guidance and Information	Assessor Acceptance:	Yes
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The data breach guidance and information provides SCTS staff with correct and proper guidance to deal with any data breach situation which arises to minimise the inconvenience to customers and to rectify the situation as quickly as possible.

SCTS76: Data Protection Impact Assessment Guidance	Assessor Acceptance:	Yes
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The data protection impact assessment (DPIA) guidance assist staff in preparation of assessments. A DPIA is completed prior to any new technology use, prior to any high risk or large scale processing situation. The DPIA can help analyse, identify and reduce data protection risk.

2.1.5.1: We protect customers' privacy both in face-to-face discussions

RP2 2023 For obvious reasons the SCTS takes data protection very seriously and all staff undertake annual data protection e-learning which covers their responsibilities in relation to data protection, GDPR, FOI and Subject Access Requests. There is a requirement to undertake data protection impact assessments, which are completed prior to any new technology use, prior to any high risk or large scale processing situations with the aim of reducing data protection risks. The Court process is open to the public, but within this there are occasions where conversations take place in closed court. Court officials and those involved in the justice system have rooms where private conversations can take place with customers. Where there are data protection breaches, these are recorded and reported to the Information Commissioner.

Evidence Value: Fully Met

2.1.5.2: and in the transfer and storage of customer information.

RP2 2023 To facilitate hybrid working, SCTS has in place appropriate systems to ensure the integrity of the personal data held. The SCTS has introduced five digital Evidence by Commission suites which are used to take evidence from vulnerable customers. These evidence discs are encrypted and password protected before they are sent to other Courts. The IGCT has put in place data access agreements with various justice partners allowing for the easy sharing of information in a data compliant manner. Courts also deal with requests from third parties to access personal information held by SCTS. The Information Governance and Correspondence Team (IGCT) has been active in developing a template for such requests to help ensure those requesting the information provide the appropriate evidence and ensure consistency of approach across Courts in dealing with such information. This active approach merits Compliance Plus for this theme.

Evidence Value: Fully Met

2.1.6: We empower and encourage all employees to actively promote and participate in the customer focused culture of our organisation.

Applicant Self Assessment: Strong

Compliance to Standard: Compliance Plus

Active Evidence

HAP618: Staff Focus Magazine	Assessor Acceptance:	Yes
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The SCTS Staff Focus magazine on the SCTS intranet shares stories of excellent customer-focused service delivery and charity work. The February 2019 edition is shown as an example.

HAP619: Staff Engagement Days 2019	Assessor Acceptance:	Yes
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The 2018 staff engagement days were designed by local staff and had more of a team-building focus than in previous years, when they tended to be corporately-led. Events held in 2018 were rated highly by staff and many had a community engagement focus. See pages 2-6 of the Feb 2019 Staff Focus.

HAP620: Celebration of Success 2018	Assessor Acceptance:	Yes
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Pages 17-18 of the November 2018 Staff Focus intranet magazine cover the Celebration of Success awards ceremony, summarise the keynote speeches from the Lord President and Executive Directors, and show the presentation of the SCTS Learner of the Year award.

HAP621: Customer Service Vocational Qualifications	Assessor Acceptance:	Yes
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SCTS staff continue to undertake and acquire Vocational Qualifications in Customer Service. In 2017 two members of staff from Kilmarnock SC and in 2018 one person from Dundee SC and another from Edinburgh SC were awarded Customer Service SCQF Level 5.

HAP622: Daily Team Meetings in Tribunal Jurisdictions	Assessor Acceptance:	Yes
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All of the tribunal jurisdictions have daily team meetings, usually in the morning before hearings and daily business begin. The meetings involve staff of all grades and roles, who are actively encouraged to participate and suggest improvements to working processes and service delivery.

HAP673: FPU Team Away Days	Assessor Acceptance:	Yes
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The FPU team away days have been designed by the team and had more of a team-building focus than in previous years, when they tended to be led by senior managers. Events held in 2017 and 2018 were rated highly by staff as reflected by the improved staff survey results for FPU year on year.

2.1.6.1: We empower and encourage all employees to actively promote

RP3 2019 Staff are empowered and encouraged to actively promote the customer focused culture and this is supported by both embedded policy and within key Individual Performance Review (IPR) work objectives. Staff are actively encouraged to undertake customer service-focused qualifications and successes throughout the Service are celebrated in an annual awards ceremony. Staff Engagement Days and the FPU Team Away Days have a central theme but staff are closely involved in directing the content of the sessions which have included service delivery improvements and celebrating team successes. Discussions with staff clearly highlighted their enthusiasm and dedication to putting the customer first and embracing the customer focused culture of the organisation. This approach to championing the customer is evident at all levels within the Service and C+ remains fully justified. RP1 2022 & RP2 2023 Although not formally reviewed, C+ is retained as nothing has arisen to indicate otherwise.

Evidence Value:

Fully Met

2.1.6.2: and participate in the customer focused culture of our organisation.

RP3 2019 Staff are empowered to put forward suggestions for service improvements and procedural changes where appropriate, and this is facilitated by team meetings, 'whiteboard' meetings and 'Huddles'. The close working arrangements with other justice partners have also allowed a greater understanding and flexibility of operation, and SC staff are encouraged to attend Operational Meetings in order to obtain a better insight into how their roles fit within the 'bigger picture'.

RP1 2022 Not reviewed. RP2 2023 Not Reviewed.

Evidence Value:

Fully Met

2.2: Staff Professionalism and Attitude

2.2.1: We can demonstrate our commitment to developing and delivering customer focused services through our recruitment, training and development policies for staff.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

SCTS17: Recruitment & Resourcing Strategy Assessor Acceptance: Yes

The strategy sets out a plan for recruitment and resourcing over the period 2020-2023. This includes regular analysis and review of recruitment campaigns to undertake learning and also feedback from those involved in the process to develop and review policies.

SCTS18: 2021 TIDE Talent Inclusion and Diversity Evaluation Report Assessor Acceptance: Yes

SCTS achieved a score of 81% and were awarded the silver standard, when evaluated showing the work the organisation has done to incorporate equality and diversity into the organisation. This has included equality and diversity training.

SCTS19: Delta - web application best seen at visit Assessor Acceptance: Yes

The DELTA application is an online resource which holds e-learning courses, including mandatory H&S learning, access to virtual learning and the ability to book in person training for staff. The learning varies between technical training, leadership skills and soft skills.

SCTS20: SCTS Digital Content Style Guide Assessor Acceptance: Yes

The SCTS Digital Content Style Guide was developed to assist staff in preparing content for use in an increasing digital format. This guide ensures that it conforms to SCTS guidelines and assists staff who are not traditionally involved in preparing this content.

SCTS21: Finance and Procurement Newsletters Assessor Acceptance: Yes

The newsletters contained various updates in relation to the FPU team including how they are working with partners both internally and externally. The development of teams within the unit and training organised both to further understanding of the unit and to enhance skills.

SCTS22: Tribunals and OPG Leadership Development Programme Assessor Acceptance: Yes

A programme to support people looking to or who have been successful in moving into managerial roles to provide a foundation for leaders of the future in the organisation has been developed in conjunction with ELU. The programme runs for 12 months and covers key leaderships skills and behaviours.

2.2.1.1: We can demonstrate our commitment to developing and delivering customer focused services through our recruitment,

RP1 2022 A significant number of staff left the Service during the pandemic, including many more experienced staff, which has led to an increased need for recruitment, induction and training. The Recruitment and Resourcing Strategy for the period 2020-2023 includes regular analysis and review of recruitment campaigns in order to learn from the process, also including feedback from those involved in order to develop and review policies. Recruitment policies clearly show SCTS’s commitment to delivering customer focused services. Recruitment selection criteria include customer care skills and aptitude. All managers involved in selection are appropriately trained.
 RP2 2023 Not Reviewed.

Evidence Value: Fully Met

2.2.1.2: training and development policies for staff.

RP1 2022 Training and development policies for staff show commitment to delivering customer focused services. During the pandemic, when face-to-face training ceased, the online DELTA application was used as a resource, providing e-learning courses, including mandatory Health and Safety, and Equality and Diversity training. A hybrid approach to training is now in use, with some face-to-face and some online. In order to address the loss of experienced staff, the Direct Entrant programme has been introduced, and is proving successful, with new staff trained for six months on a fast-track programme to become Clerks of Court. Rotation of staff is also being more widely used, including between Civil and Criminal Departments, in order to train staff to be multi-skilled. The Tribunals and OPG Leadership Development Programme runs for 12 months and supports staff looking to move into managerial roles, to provide a foundation for future leaders.
 RP2 2023 Compliance Plus is retained.

Evidence Value: Fully Met

2.2.2: Our staff are polite and friendly to customers and have an understanding of customer needs.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

SCTS60: 2021-2023 Court User Satisfaction Survey Phase 3 Report (Summary Criminal) Assessor Acceptance: Yes

The survey covered a range of customers who attended the Sheriff and Justice of the Peace Courts in relation to Summary Criminal business. Pages 44-47 show levels of satisfaction with helpfulness and politeness of SCTS staff.

SCTS77: Customer Service Training - partnership Glasgow City College Assessor Acceptance: Yes

In partnership with Glasgow City College, SCTS is now able to offer Customer Service Training for staff. The course covers, 1) the principles of customer care; 2) assessing and anticipating customer needs and expectations; 3) interpersonal skills and knowing your customer; 4) handling complaints.

SCTS78: SCTS Strategy Map 2022-2023 Assessor Acceptance: Yes

The Strategy Map shows the SCTS Values and Behaviours, 1) Respect; 2) Service; 3) Excellence. It shows the SCTS Strategic Priorities and how SCTS support Scotland's National Performance Framework. The Values and Behaviours are applicable to all SCTS staff and are monitored by 1-1's and appraisals.

SCTS79: Unconscious Bias E-Learning Assessor Acceptance: Yes

The SCTS has a yearly e-learning module in relation to unconscious bias. This is a mandatory training course for all SCTS staff and completion rates are monitored by senior managers. The course is designed to make staff think about their own unconscious bias and to work to actively counter them.

SCTS80: Complaints Handling Guidance Assessor Acceptance: Yes

The SCTS Complaints Handling Guidance includes information on how complaints will be dealt with by SCTS should the need arise. The guidance also includes expected behaviours of SCTS staff which can be found on pages 8 and 9.

SCTS81: Local Customer Feedback/Comment Boxes - best seen at visit Assessor Acceptance: Yes

Local locations have customer feedback forms, comment boxes and will also collect feedback, compliments, and complaints from customers as they arise. At a local level these are then analysed and action taken where appropriate. Examples of these would be best seen at local visits.

2.2.2.1: Our staff are polite and friendly to customers

RP2 2023 Service is one of your core Values and Behaviours. There is a clear culture of customer focused service delivery which was noted by the assessors at all of the sites visited, whether they were front facing services or internal professional services. You have carried out a series of Court User Surveys annually. The results for Phase 3, the Criminal Justice system, showed that 93% of customers found staff to be helpful and 96% polite. This is a very high figure. The phased nature of the surveys across different parts of the Court Service across different years, makes it difficult to give an overall figure for current levels of satisfaction with helpfulness and politeness, but the Jury survey provided levels of 94% and 95%, and for the newly introduced Tribunal Service surveys was 94% & 96%, but lower for the Civil Court survey (58% & 68%) reducing the average to 82% & 86% respectively. Survey outcomes mirror the assessors' on-site observations and feedback from customers.

Evidence Value:

Fully Met

2.2.2.2: and have an understanding of customer needs.

RP2 2023 Across the services there is a very good understanding of customers needs. One area where this was demonstrated was in relation to the development of RPE online which has resulted in the saving of an estimated 300 Police shifts since it was introduced. The Guidance on the new Sheriffs' Appeal Courts was written, by the Sheriffs in more simple language to aid customers' understanding. The demanding work of court officials in balancing the workflow through the Courts shows a very good understanding of the pressures on the system and different groups of customers to ensure that Court targets are met. The minutes of the Court Liaison Groups show an understanding of the needs of users of the justice system and to make effective use of all partners to work to the same end. Staff are also very aware of the needs of those waiting for hearings on busy court days, working to maximise court time. This understanding means that Compliance Plus is maintained for this theme.

Evidence Value:

Fully Met

2.2.3: We prioritise customer focus at all levels of our organisation and evaluate individual and team commitment through the performance management system.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

HAP524: SCTS Purpose, Vision and Values Assessor Acceptance: Yes

New values and behaviours were introduced in the 2017 SCTS Corporate Plan (see page 6 of pdf) and are being led from Board level down. Staff behaviours and performance are measured against the SCTS values using the IPR2 system.

HAP623: Community Impact Indicators 2018-19 Assessor Acceptance: Yes

Community Impact Indicators record community events at which court staff help to explain the work of the courts, often in their own time. The Indicators are monitored by the Executive Team and the SCTS Board. Some are publicised in the Staff Focus magazine on the SCTS intranet.

HAP624: Learner of the Year Award 2018 Assessor Acceptance: Yes

SCTS staff can nominate their colleagues or themselves for the 'Learner of the Year' award. The award recognises staff who have not only undertaken learning but have transferred it back into the workplace and made a positive, measurable difference. See pages 17-18 of Staff Focus November 2018.

HAP625: Education and Learning Unit Assessor Acceptance: Yes

Following a report on training in the SCTS a new Education and Learning Unit was established on 1 April 2018. Now fully staffed, it is preparing to offer a full range of corporate and technical training courses with a mix of face to face and digital learning.

HAP626: Individual Performance Review 2 Assessor Acceptance: Yes

Since April 2017, the SCTS performance review system performance has been assessed against a shorter set of objectives aligned to new values and behaviours, simplifying the review process for staff and managers. IPR completion has risen from 85% in 2016/17 to 89% in 2017/18.

HAP655: Business Plans Assessor Acceptance: Yes

Business plans are set by each individual business unit. They are formed as the basis for the local approach to achieving corporate plans. Staff participate in the formation of the plan and objectives for individual performance management are taken from them.

2.2.3.1: We prioritise customer focus at all levels of our organisation

RP3 2019 Corporate initiatives, such as encouraging staff to participate in the drafting of local Business Plans, emphasises the importance placed on a customer focus at all levels. Senior managers clearly support an open and transparent culture which benefits the customer and the Learner of the Year Award is only one such example of how this operates in practice. The Education and Learning Unit is currently reviewing the most effective means of delivering training and staff at all levels adhere to the commitments made within the Court User's Charter. FPU staff participate in the 'Meet and Greet' days at Headquarters and an increasingly greater emphasis is placed on face to face meetings with customers wherever possible and appropriate. RP1 2022 Not reviewed. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

2.2.3.2: and evaluate individual and team commitment through the performance management system.

RP3 2019 Customer focus is a key part of the staff appraisal system for all staff at all levels of the organisation and customer service-specific key work objectives are an intrinsic part of this process. These objectives dovetail into the SCTS corporate Values and Behaviours. Instant Rewards may be used to reflect both individual and team achievements and '1 : 1' meetings between staff and line managers play an important role in providing additional support and identifying training needs when required. RP1 2022 Not reviewed. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

2.2.4: We can demonstrate how customer-facing staffs’ insight and experience is incorporated into internal processes, policy development and service planning.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

SCTS23: Review of Work Practices Assessor Acceptance: Yes

As part of the Operations Delivery Business Plan a review of current work practices has been undertaken particularly with those adopted as a result of the pandemic. As part of that process operational staff have been consulted to provide input to form the evidence for the review.

SCTS24: Covid-19 Lessons Learned Survey Assessor Acceptance: Yes

SCTS staff were invited to participate in a survey to review how well the SCTS responded to the Covid 19 pandemic. The results of the survey will be used to review internal processes, policies and service development to enhance the SCTS response to similar events.

SCTS45: Sheriff Officers Procurement Contract Assessor Acceptance: Yes

Prior to undertaking a procurement exercise to appoint a Sheriff Officers firm to provide services across the SCTS and in Courts in particular, key operational staff were involved to provide technical knowledge and support. Key operational staff are also involved in the ongoing contract management.

SCTS52: Simple Procedure Working Group - Change and Digital Innovation Unit Working with Staff Assessor Acceptance: Yes

CDI attends a Simple Procedure working group each quarter. As part of that group the members discuss enhancements to the computer application that deals with this business. The suggestions were recorded and incorporated into the requirements documentation as a plan for overall improvement.

2.2.4.1: We can demonstrate how customer-facing staffs’ insight and experience is incorporated into internal processes, policy development and service planning.

RP1 2022 SCTS can demonstrate that customer-facing staffs’ insight and experience are incorporated into internal processes, policy development and service planning by means of the way staff are encouraged to give their views, through regular meetings (virtual during the pandemic), Staff Engagement Days, training sessions and surveys. As part of the Operations Delivery Business Plan, a review of current work practices has been undertaken, particularly with those adopted as a result of the pandemic, with staff consulted to provide evidence for the review. The Engagement Index in the Civil Service People Survey 2021 stands at 64%, with a score of 76% for My Team. Compliance Plus is retained. RP2 2023 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

2.2.5: We value the contribution our staff make to delivering customer focused services, and leaders, managers and staff demonstrate these behaviours.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

SCTS09: Board Scorecard Assessor Acceptance: Yes

The Board Scorecard monitors SCTS performance against the strategic priorities. Strategic Priority 3 is in relation to Skilled and Motivated People and is split into two parts 3a - Employee Engagement and 3b - Delivery of development activities. The SCTS executive team and board monitor these.

SCTS82: SCTS My Career Assessor Acceptance: Yes

In 2023 the SCTS appraisal system was redeveloped. The appraisal system MyCareer is people focused and is a holistic approach to contribution and performance management. It covers 1) probation; 2) supporting contribution and performance; 4) appraisal; 5) talent management and succession planning.

SCTS83: Instant Reward Scheme Assessor Acceptance: Yes

Staff who go the extra mile to deliver a particular piece of work can be rewarded by their line manager with an instant reward. Senior managers monitor the number of instant rewards awarded across SCTS and the locations of these.

SCTS84: Staff Engagement Days Assessor Acceptance: Yes

Staff Engagement days are an opportunity for staff to undertake activities or discussions to increase engagement with SCTS. Examples of activities corporate updates for the executive team, a Q&A session with the executive team, staff wellbeing activities, MyCareer discussions, local interests.

SCTS85: SCTS Talent Programme Assessor Acceptance: Yes

The SCTS Talent Programme was launched in 2022 and is a year long programme to identify and develop SCTS leaders who have the potential, aspiration and capacity to progress from their current role to a more senior position. The programme has candidates from across SCTS who are EO level - Grade 7.

SCTS86: Wellbeing Hour Pilot Assessor Acceptance: Yes

The wellbeing pilot was introduced as part of the 2023-2023 pay deal for one year initially. SCTS staff have 1 hour per week (pro-rated for part time staff) to use to support their wellbeing. The wellbeing hour is recorded on the so this can be monitored by senior managers.

2.2.5.1: We value the contribution our staff make to delivering customer focused services,

RP2 2023 From visiting a number of Courts and meeting a number of internal professional services, it is clear that the customer focused culture is strongly embedded at all levels of the organisation, and with internal services as much as front-line facing services. Local managers clearly value the contribution staff make through being visible and through regular engagement with them, supporting career development, through MyCareer reviews, and through the development of their new Talent Programme. Most recently, managers have been introducing Trauma support to some front line staff, given some of the particularly harrowing cases that have been experienced in some of the Courts. This is in addition to providing regular weekly wellbeing time for staff, and ensuring that they make use of that time in the way it is intended.

Evidence Value: Fully Met

2.2.5.2: and leaders, managers and staff demonstrate these behaviours.

RP2 2023 Assessors spoke to managers and staff and a number of whom had been nominated and received Instant Rewards, recognition for having worked 'over and above'. Managers locally were seen as visible and accessible and positive about recognising staff achievements. A number of occasions were mentioned when members of the judiciary were noted as having thanked staff for their support and this seemed a common occurrence across the front line in Courts. The Board, Committees and Senior Executives have a programme of visits to Courts which is greatly regarded by staff. The openness of management, and the support offered by management in relation to development of wellbeing and staff support generally, merits continued Compliance Plus for this theme.

Evidence Value: Fully Met

3: Information and Access

3.1: Range of Information

3.1.1: We make information about the full range of services we provide available to our customers and potential customers, including how and when people can contact us, how our services are run and who is in charge.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS14: Standards of Service for Victims and Witnesses Report 2021-2022 Assessor Acceptance: Yes

The annual report provides customers with information on the current standards, what we have done and how we have performed against those standards in the current year and what we will do in the coming year. The report also indicates additional victim and witness related items SCTS have worked on.

SCTS25: SCTS Websites Assessor Acceptance: Yes

The SCTS websites including those for the Scottish Land Court and the Office of the Public Guardian include a range of useful information for customers. This includes contact information, information about how to access services, what to expect and organisation charts.

SCTS26: SCTS Intranet - Sharepoint best seen at visit Assessor Acceptance: Yes

The SCTS Intranet pages which are being moved to sharepoint include significant information about operational and corporate teams, technical manuals and other support information for staff, links to specialist 'hubs' and applications, including links to online training and development.

SCTS27: Updated Jury Guidance Assessor Acceptance: Yes

Updated jury guidance is available on the SCTS website. This was updated to include information on attendance at jury centres and now includes both attendance at jury centres and at court. Expenses information was also updated to incorporate the introduction of digital expenses applications.

SCTS28: SCTS Annual Report and Accounts 2020-21 Assessor Acceptance: Yes

The SCTS Annual Report & Accounts describes SCTS performance against Corporate Plan commitments, has forewords by both the Chair of the SCTS Board and the Chief Executive, and names members of the SCTS Board and the Executive Team.

SCTS29: SCTS Business Plan 2022-2023 Assessor Acceptance: Yes

The SCTS Business Plan sets out the key business outcomes and environment in which the SCTS will operate. It sets out the strategic priorities, values and behaviours of the SCTS.

3.1.1.1: We make information about the full range of services we provide available to our customers and potential customers,

RP1 2022 The amount of information available to your customers is impressive. For potential customers, information about all of your services is readily available on the Scottish Courts and Tribunals Service (SCTS) web site. The information is detailed, easy to read and provides a full account of what your Services do. In addition to the main web site, there are also web sites for specific aspects of your services such as the Scottish Land Court and the Office of the Public Guardian (OPG). For customers attending your Courts, all the Courts visited were seen to have public noticeboards in key places around the Courts displaying a wide range of information about the SCTS. Some of the information on the noticeboards provided information links to relevant web pages. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

3.1.1.2: including how and when people can contact us,

RP1 2022 The Scottish Courts and Tribunals Service web site allows customers to search information about all of your locations across Scotland, where they could be found, including a picture of the Court and telephone, email and DX contact details, opening hours, directions and available means of travel for each location. The web site also contained updated information about dates when particular Courts would be closed. Your other Court web sites contain similar information. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

3.1.1.3: how our services are run and who is in charge.

RP1 2022 The main SCTS web site contains information on how services are run. This information is also available in your publications, such as the SCTS Annual Report. The web based site location information also provides the name of the Sheriff's Clerk. Sites visited had local information about how services are run, who was in charge and brief information about the local management structure. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

3.1.2: Where there is a charge for services, we tell our customers how much they will have to pay.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS38: SCTS Research Access Guidance for Researchers Assessor Acceptance: Yes

The Research Access Guidance informs researchers that a fee may be charged for access to data/records. Researchers are informed of any costs once initial enquiries have been made to SCTS so they can decide whether they wish to proceed.

SCTS55: Civil Online Assessor Acceptance: Yes

Case applicants can lodge new cases directly onto Civil Online (the case management system). When lodging the case the system automatically calculates the correct fee that is payable and takes payment at the time of lodging. Guidance on these case types also informs customers of these charges.

SCTS87: SCTS Court Fees on website Assessor Acceptance: Yes

SCTS publish the court fees on the SCTS website, as well as on local noticeboards. The fees are updated regularly via legislation. The fees are split into different sections to allow for ease of reading. The Legislation Implementation Team ensure these fees are updated as they change.

SCTS88: Fine Payment Information Assessor Acceptance: Yes

Information is provided to customers on the different ways they can pay a fine given by the court, the police or COPFS. Information is displayed on court notice boards as well as being available on the SCTS website. Recent changes include customers no longer requiring to present a driving licence.

SCTS89: OPG Fees Information Assessor Acceptance: Yes

The Office of the Public Guardian (OPG) has their own separate fees applicable to their area of the business. These are displayed on the OPG webpage and updated as they change via legislation.

SCTS90: Lands Tribunal for Scotland Fees Assessor Acceptance: Yes

The Lands Tribunal for Scotland have their own separate fees applicable to their area of the business. These are displayed on the Lands Tribunals webpage and updated as they change via legislation.

3.1.2.1: Where there is a charge for services, we tell our customers how much they will have to pay.

RP2 2023 There is clear evidence across all areas of your service delivery that you tell customers about the costs of engaging with different parts of the justice system. These charges can be found both in notices displayed at the individual Courts as well as through the SCTS web pages. The Office of Public Guardian and the Lands Tribunal for Scotland have their own fees that are displayed on their web pages. Although not a charge for services, there is clear information on how to pay fines. Your Research Access Guidance advises of fees which may be charged for access to data or records. Your Civil Online system automatically calculates the correct charge payable so customers are aware of costs before lodging claims. Your Legislation Implementation Team (LIT) ensure fee payment information is updated as it changes. One of the assessors witnessed a Party Litigant being advised in Court of the cost implications of any additional action which they might consider taking.

Evidence Value: Fully Met

3.2: Quality of Information

3.2.1: We provide our customers with the information they need in ways which meet their needs and preferences, using a variety of appropriate channels.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS13: SCTS Customer Charters	Assessor Acceptance:	Yes
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The Charters set out service standards and commitments to people attending courts, tribunals or the OPG in person, or making written or telephone enquiries. They include opening times and contact details for complaints and feedback. Charters are available in alternate languages/formats on request.

SCTS20: SCTS Digital Content Style Guide	Assessor Acceptance:	Yes
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The SCTS Digital Content Style Guide was developed to assist staff in preparing content for use in an increasing digital format. This guide ensures that it conforms to SCTS guidelines and has best quality for customers when digital content is prepared.

SCTS30: Specialist Telephone Services - separate email due to file size	Assessor Acceptance:	Yes
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SCTS offers the text relay service for customers who are deaf, hard of hearing or speech impaired to contact the organisation. An interpreting telephone service is also available to customers who's first language is not English. A video remote interpreting service is available for BSL customers.

SCTS31: Generic Email Inboxes - best seen at visit	Assessor Acceptance:	Yes
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A selection of sample generic email addresses has been included. In addition every court location has at least one generic email address which is available on the SCTS website. HQ units also have generic email addresses either available to internal, external or both sets of customers.

SCTS53: Web Accessibility / Internet Redevelopment Project	Assessor Acceptance:	Yes
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SCTS carried out user research via a third party who conducted a multitude of interviews and surveys with both internal and external users. This gathered user data and outlined users opinions on use of the site, access, and navigation as well as usefulness of the information presented.

3.2.1.1: We provide our customers with the information they need in ways which meet their needs and preferences,

RP1 2022 Over the last two years there has been a considerable move towards providing information electronically, not only as a response to the pandemic and the need for information to be available to customers when they were unable to access the Court Service in person, but also as a continuation of the move towards online services which had begun before the pandemic. All jurors receive an information pack for the case they are hearing including details of the indictment. The Court Service does provide information in other formats, where appropriate, including the use of Interpreters in Court Hearings and BSL. The Service has a Twitter Account. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

3.2.1.2: using a variety of appropriate channels.

RP1 2022 The SCTS and associated web sites provide a wide range of Information. The Service has a project to improve web content making it more accessible and agile for users. A small number of videos are available on the web site to aid customers' understanding of your services, in particular, demystifying what happens in the courtroom. Information is also set out within Customer Charters available on the public noticeboards within the sites visited and online. Court lists were readily available at all Courts, and in some cases online. Whilst there is a good range of information available on the web sites, it was good to hear that accessibility and user friendliness is being improved. By the same token, it was good to see information available in all of the Courts, although there is still scope to review how information on your noticeboards is displayed, to make it more attractive for users to want to read. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

3.2.2: We take reasonable steps to make sure our customers have received and understood the information we provide.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS27: Updated Jury Guidance Assessor Acceptance: Yes

Juror information is regularly updated on the SCTS webpage to inform jurors of their responsibilities and to provide guidance on attending for jury service. Recent changes include changes to the way jurors claim expenses, which are now submitted via a digital platform.

SCTS60: 2021-2023 Court User Satisfaction Survey Phase 3 Report (Summary Criminal) Assessor Acceptance: Yes

The survey covered a range of customers who attended the Sheriff and Justice of the Peace Courts in relation to Summary Criminal business. At various stages customers are asked to provide ratings on the ease of accessing and finding information as well as ease of the court process as a whole.

SCTS91: Fines Enforcement Officers Assessor Acceptance: Yes

Fines enforcement officer (FEO) have responsibilities to enforce fines however they are also responsible for giving advice and assisting fines payers. FEOs engage with fine paying customers regularly to ensure that fines are paid in a timeous manner.

SCTS92: Plain English Training undertaken by ODBU/LIT Assessor Acceptance: Yes

Members of the Operations Delivery Business Unit and Legislation Implementation Team undertook training offered by Plain English. This assisted members to think about the communications they have with customers and making these easier to understand.

SCTS93: Work with Scottish Government and First Word Assessor Acceptance: Yes

The Operations Delivery Business Unit worked with Scottish Government and First Word in relation to communications with Victims and Witnesses. This involved providing feedback and sample communications. A guide has been developed by First Word for use in communicating with victims and witnesses.

SCTS94: Provision of Alternative Formats Assessor Acceptance: Yes

The SCTS webpage advises customers that alternative formats for communication can be provided by contacting the equality team. This can be communications in different languages or in large print etc. This enables customers to access information in a way that works best for them.

3.2.2.1: We take reasonable steps to make sure our customers have received

RP2 2023 You make every effort to ensure that customers receive information about your services. Visits to a number of courts showed that key information about court procedures and what to expect as well as customer charters were readily accessible on site. Information about court hearing times for each court was available on the internet the day prior to the hearings, as well as being on display in each court. Court officials were on hand during the day to update customers about any changes to case hearings and delays. You have developed the system for contacting potential jurors so there is clarity about their attendance. Fines Enforcement Officers engage with fine paying customers regularly to ensure that fines are paid in a timely manner. Court Liaison meetings are used to advise justice system customers and partners about new legislation and practices and guidance.

Evidence Value: Fully Met

3.2.2.2: and understood the information we provide.

RP2 2023 Feedback through surveys shows that information on the web site was understandable as was information provided to jurors. Your Communications Team ensure that information in the public domain is relevant and understandable. Internally, the MIAT have provided training to aid the understanding of the management information service. Feedback through surveys shows that information on the web site was understandable as was information provided to jurors. The Court Clerks are very clear when delivering the outcomes of decisions made by Sheriffs.

Evidence Value: Fully Met

3.2.3: We have improved the range, content and quality of verbal, published and web based information we provide to ensure it is relevant and meets the needs of customers.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

HAP575: Development of 'Needs to Learn' Website Assessor Acceptance: Yes

Following a change in legislation that allows children aged 12-15 to bring an application to the ASN jurisdiction of the Health and Education Chamber, a new children's website was developed - Needs to Learn. The design of the website included input from children with additional support needs.

HAP616: Standards of Service for Victims and Witnesses 2019-20 Assessor Acceptance: Yes

The Victims and Witnesses (Scotland) Act 2014 required the SCS to work in partnership with other justice agencies to develop service standards. The SCTS must contribute to and publish an annual report that includes the number of special measures used.

HAP627: OPG Information for Attorneys Assessor Acceptance: Yes

In 2018 OPG revised the fact sheet which is issued to all new attorneys. Customer insight indicated that not all attorneys were sufficiently aware of their duties and responsibilities to the granter of the power of attorney. A new section was added – 'Attorney Declaration' – to address this.

HAP628: SCTS Quarterly Fines Report Assessor Acceptance: Yes

The SCTS publishes a report on recovery rates and amounts outstanding for fines and other penalties every three months. Following consultation with its users, improvements have been made to the content and format of this report, which now includes charts as well as text and tables.

HAP629: OPG Professional Guardians Scheme Assessor Acceptance: Yes

The OPG website has a new section in the guardianship area about a scheme for professional guardians who need to submit annual accounts for the adults whose financial affairs they manage. The scheme includes information, practical examples of how to complete the account form, and training tools.

HAP630: Quarterly Criminal Statistics Report Assessor Acceptance: Yes

A new criminal court Official Statistics report launched in September 2018. It includes national trends and detailed figures for all criminal courts in Scotland for solemn and summary business and is likely to be of interest to legal practitioners and researchers.

3.2.3.1: We have improved the range, content and quality of verbal,

RP3 2019 The provision of verbal information is a key channel for staff who impart information with accuracy and care, and ensuring for their lay customers that it is comprehensible. Verbal information is communicated in person, whether this be at public counters, in Court or in public areas within Courthouses, and telephone. Training courses help staff in developing awareness of customers and improve skills, including interactions with those who may have mental health issues. FPU have reviewed how their information is provided to their customers, and, as part of this process, are increasing the number of face to face meetings, for example, with contractors, staff in local Courts, and bank customer relations managers. This is proving successful as customers are able to test their understanding, confirm procedure, during those meetings. Observation of staff during the visit demonstrated the high quality of verbal skills required on a daily basis. RP1 2022 & RP3 2023 Not Reviewed

Evidence Value: Fully Met

3.2.3.2: published

RP3 2019 A variety of published reports are provided by the Service and these are regularly reviewed to ensure that they remain relevant to customers. Many improvements have been made as a result of customer feedback such as the inclusion of charts within the SCTS Quarterly Fines Report and the revised, simplified Fees and Fines Returns Guidance. The Court User's Charter and Standards of Service documents are downloadable from the website and are reviewed for relevance and accuracy on a regular basis (the latest version of the Court User's Charter is dated June 2019). RP1 2022 Not Reviewed. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

3.2.3.3: and web based information we provide to ensure it is relevant and meets the needs of customers.

RP3 2019 The website is continually under review for its accuracy of information and ease of use for customers. When legislation changes, the Service must react quickly in amending existing, or posting new, information on to the website; a recent example of this occurred when an important ruling of international interest was made by the Supreme Court and was published on the website within a very short period of time. The daily Court Rolls need to be up to date and accurate. Of particular note is the development of the Needs to Learn website which has been created for the use of children aged between 12 and 15 years who have additional support needs and wish to submit a claim or make a reference to the Health and Education Chamber; it is clear that great care was taken to ensure that the content is age-appropriate and assistance in its design from children with additional support needs ensures that information is fully relevant to this customer group. RP1 2022 & RP2 2023 Not reviewed.

Evidence Value: Fully Met

3.2.4: We can demonstrate that information we provide to our customers is accurate and complete, and that when this is not the case we advise customers when they will receive the information they requested.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

HAP616: Standards of Service for Victims and Witnesses 2019-20 Assessor Acceptance: Yes

The Victims and Witnesses (Scotland) Act 2014 required the SCS to work in partnership with other justice agencies to develop service standards. The SCTS must contribute to and publish an annual report that includes the number of special measures used.

HAP631: MIAT Statistics Reports Assessor Acceptance: Yes

The SCTS Management Information and Analysis Team produces quarterly Official Statistics reports on Fines and Criminal Courts. To be badged Official Statistics, access to the final data pre-publication is restricted, and the statistics are issued on a date announced at least four weeks in advance.

HAP632: OPG Twitter Page Assessor Acceptance: Yes

The OPG website is used to publish weekly news items advising of turnaround times for powers of attorney and account reviews. It also indicates the submission dates that OPG will be working on during the week the page is accessed. The same information is provided weekly via Twitter.

HAP633: PATS Notifications and Updates Assessor Acceptance: Yes

In January 2018 PAT Scotland became the first UK jurisdiction to introduce direct lodgement of War Service related appeals to the Tribunal. The evidence shows how information provided to appellants is often subject to changes, and how they are advised of changes timeously on a case by case basis.

HAP634: Information for Jurors on SCTS Website Assessor Acceptance: Yes

Most of the information for jurors on the SCTS website was updated in 2019 to reflect changes to eligibility rules, and to publicise additional arrangements that are available to support jurors. 'FAQs for jurors' is the final component to be updated later this year.

HAP656: Revised SCTS Complaints Procedure Assessor Acceptance: Yes

The SCTS complaints procedure introduced in April 2014 was reviewed by the Scottish Public Services Ombudsman in 2018-19 and assessed as compliant following minor amendment. Guidance for court users and court staff was published on the website and intranet respectively in May 2019.

3.2.4.1: We can demonstrate that information we provide to our customers is accurate and complete,

RP3 2019 There is a strong commitment to ensuring that information is accurate and complete, and procedures are in place to monitor this. Notifications which are sent to customers are clearly set out and detailed, and this is also the case with social media posts. The PATS notification is a particularly good example of where the Service has provided comprehensive, easy to read guidance which specifically addresses circumstances where delays might occur, together with the appropriate timescales governing these. Quality monitoring exercises are undertaken within FPU to ensure the accuracy of the information provided. RP1 2022 Not Reviewed. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

3.2.4.2: and that when this is not the case we advise customers when they will receive the information they requested.

RP3 2019 The Standards of Service for Victims and Witnesses, and the Court User's Charter set out the relevant timescales for responding to customer enquiries and where this has not proved possible, customers are advised when they will receive the requested information. Feedback from the Court User's survey support that customers are satisfied with the information they have received. Discussions with staff provided examples of such situations and how the customer was advised when they would receive the information they requested; customers and justice partners spoken to during the visit confirmed this is the case. RP1 2022 Not Reviewed. RP2 2023 Not reviewed.

Evidence Value: Fully Met

3.3: Access

3.3.1: We make our services easily accessible to all customers through provision of a range of alternative channels.

Applicant Self Assessment: Satisfactory
 Compliance to Standard: Compliant

Active Evidence

SCTS30: Specialist Telephone Services - separate email due to file size Assessor Acceptance: Yes

SCTS offers the text relay service for customers who are deaf, hard of hearing or speech impaired to contact the organisation. An interpreting telephone service is also available to customers who's first language is not English. A video remote interpreting service is available for BSL customers.

SCTS31: Generic Email Inboxes - best seen at visit Assessor Acceptance: Yes

A selection of sample generic email addresses has been included. In addition every court location has at least one generic email address which is available on the SCTS website. HQ units also have generic email addresses either available to internal, external or both sets of customers.

SCTS32: Range of Fine Payment Methods Assessor Acceptance: Yes

Fine payers can pay at a public counter in person, by cheque in person or by post, by credit or debit card in person or by phone, or on-line. The range of payment methods is included in any written correspondence, published on line and given as verbal advice to those attending court.

SCTS54: Virtual Methods of Business Assessor Acceptance: Yes

With the onset of the Covid-19 pandemic a number of virtual methods of conducting business were piloted, implemented or expanded across SCTS this included use of remote provision of evidence, conduct of domestic abuse trials, evidence by commission and virtual custodies.

SCTS55: Civil Online Assessor Acceptance: Yes

Customers are able to submit Civil documents to courts through Civil Online with file size increased to 50mb. Customers upload documents to Civil Online via the Civil Online Portal.

3.3.1.1: We make our services easily accessible to all customers through provision of a range of alternative channels.

RP1 2022 Since the last assessment, the Service has, in some areas, moved substantially to online access. Particularly within the Civil Courts where cases in the 'Simple' Courts are now primarily virtual, with evidence submitted electronically. Whilst other Civil cases provide for the submission of evidence electronically, they still require 'in person' hearings. The OPG is currently accessible using traditional routes, but will be moving to a new Case Management system, moving to a digital service. The Criminal system still requires 'in person' attendance, although, for some court users, for example, Vulnerable Witnesses, this can be via Video Link which is also used where a witness may live many miles from the Court or other special reasons. Some services, such as the Commissary Service, still have to be accessed in person, where original documents have to be produced. Another example is payment of Court Fines - paid in person, by phone or online.
 RP2 2023 Not reviewed.

Evidence Value: Fully Met

3.3.2: We evaluate how customers interact with the organisation through access channels and we use this information to identify possible service improvements, and offer better choices

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS119: Webpage Analytics - Court of Session Live	Assessor Acceptance:	Yes
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The Communications Team regularly monitor webpage analytics. As an example of this when Court of Session Live was introduced the team monitored customer engagement both via the website and also twitter. This has allowed the team to monitor the level of interaction with this new service.

SCTS55: Civil Online	Assessor Acceptance:	Yes
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Civil Online is the case management system for civil case by parties in actions. Regular monitoring of use of the system is undertaken by the Civil Lab. Continuous improvements to the system are also made including adding the ability to lodge caveats.

SCTS68: Jury Citations - Introduction of QR Codes	Assessor Acceptance:	Yes
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The project improved the system for potential jurors to register their details on SCTS systems once a jury citation has been received. A 83% increase in jurors completing details was noted within the first few weeks of the launch.

SCTS95: Social Media Channels	Assessor Acceptance:	Yes
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The Communications Team monitor the SCTS Social Media Channels. This also includes uploading new information. Customers have the opportunity to comment on social media posts and where appropriate the communications team will respond.

SCTS96: Method of Attendance recording ICMS	Assessor Acceptance:	Yes
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In a change to ICMS (the integrated case management system) for civil cases, SCTS staff are able to record the method of attendance by parties in a case whether in person or by virtual means (telephone or video). This statistical information is available to inform any potential future changes.

SCTS97: Finance System Portal	Assessor Acceptance:	Yes
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The Finance team have introduced a finance system portal. This is a digital tracking system for lodging and responding to queries to the finance systems team. By introducing this portal the team are better able to track and respond to queries.

3.3.2.1: We evaluate how customers interact with the organisation through access channels

RP2 2023 You have good information on how your service is used. Your Integrated Case Management System now records how customers attend Court, whether it is a virtual Civil case hearing, in-person Court attendance or a hybrid. You have developed five digital Evidence by Commission suites across Scotland enabling a more compassionate approach to hearing evidence from vulnerable customers. You have built on evidence from Covid to develop how you hold virtual courts, SCTS has also moved away from using virtual Webex to holding some 'in person' hearings to provide a more personal service for cases involving vulnerable customers. You have very good analytics on how your web site is being used.

Evidence Value: Fully Met

3.3.2.2: and we use this information to identify possible service improvements,

RP2 2023 Since this theme was last reviewed, because of the pandemic, there has been a considerable shift in how the Courts are accessed, with an emphasis in Civil Cases to online access and the development of Webex virtual Courts. There has been some limited roll-back from this with some Civil Courts reverting to 'in-person' hearings, at the same time as developing the online system, for example, being able to lodge Caveats on line. You are also developing Online Custody hearings. Discussion with the Secretariat, highlighted that very many of the Change Board initiatives involved improving virtual access and systems. Other pilots including the Early Resolution Plea pilot are being developed electronically.

Evidence Value: Fully Met

3.3.2.3: and offer better choices

RP2 2023 The development of the new Evidence by Commission Suite has provided an additional, and very well utilised, option for vulnerable customers to provide evidence. The development of virtual Courts, whilst retaining in person Courts, provides options for specific types of Civil Court hearings. In other areas, whilst hearing such as those involving Child Reporters have reverted to in-person hearings there is still the option of virtual hearings.

Evidence Value: Fully Met

3.3.3: We ensure that where customers can visit our premises in person facilities are as clean and comfortable as possible.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

HAP509: SCTS Court User Satisfaction Survey 2017 Assessor Acceptance: Yes

The survey asks respondents to rate their satisfaction with the comfort, cleanliness, safety and security of various SCTS facilities including courtrooms, jury rooms, witness rooms, waiting areas inside and outside the courthouse, toilets and court cells. Satisfaction is high for most facilities.

HAP635: OPG Visitor Questionnaires Assessor Acceptance: Yes

Visitors to the OPG’s premises in Falkirk are encouraged to complete a short questionnaire to complete to check if they are satisfied with the facilities and customer service. The questionnaire responses are analysed and improvement action is taken where necessary.

HAP636: Communication Books - best seen at visit Assessor Acceptance: Yes

Communication Books are used in courts to record any issues or requests to cleaning staff. Minutes of meetings with Sheriff Clerks, Property & Services Unit and facilities managers cover the quality of services (see also HAP638 below).

HAP637: Public Areas in Courts and Other Offices - best seen at visit Assessor Acceptance: Yes

The SCTS strives to ensure that public areas and waiting rooms in courts and other offices open to members of the public are clean, comfortable, safe and secure to use. This is best evidenced by observation during the assessor visits.

HAP638: Quality Facilities Management Assessor Acceptance: Yes

Buildings are regularly maintained so that the quality of all facilities is of a high standard for all users. A computerised system allows staff to log requests for any major or minor maintenance work and to track their progress. Evidence shows minutes from local Facilities Management meetings.

3.3.3.1: We ensure that where customers can visit our premises in person facilities are as clean and comfortable as possible.

RP2 2023 Although not formally reviewed in RP2, the Assessor, visiting the new Justice Centre in Inverness, noted that, whilst there was an emphasis on finely designed building, there was feedback that customers had not been invited to input into how the building should work, for example, the absence of noticeboards and an information screen provided well above head height, as well as some feeling that their accommodation was too compact. It was also noted that there is a project on Next Generation Courts. There seems to be scope, to ensure that consultation on this should include front line staff and justice users of the service, ensuring that design principles are fully compatible with building usage.

Evidence Value: Fully Met

3.4: Co-operative working with other providers, partners and communities

3.4.1: We have made arrangements with other providers and partners to offer and supply co-ordinated services, and these arrangements have demonstrable benefits for our customers

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

SCTS33: Digital Expenses Payment System Assessor Acceptance: Yes

The Digital Expenses Payment System was introduced to allow jurors and tribunal appellants to claim expenses online. We worked in partnership with NatWest, the Post Office and the system developer StormID. The system is currently being rolled out across the court estate.

SCTS34: Interpreting Translation and Transcription Contract 2021 Assessor Acceptance: Yes

SCTS are the largest user of the services provided via this Scottish Government framework. As such, we were a key partner in the procurement process and agreed a call-off contract which commenced in Nov 2021, whereby three suppliers provide a range of services to SCTS.

SCTS51: Remote Provision of Evidence (RPE) Assessor Acceptance: Yes

RPE allowing police witnesses to give evidence virtually instead of travelling to court. This is collaborative with Police Scotland and COPFS. Weekly working group meetings are held as well as monthly National Working Group meetings to monitor and evaluate the process.

SCTS56: Virtual Custody Courts and Video Link Appearance from Secure Care - Amendment to Assessor Acceptance: Yes

SCTS worked with justice partners and contractors to establish virtual custody courts where the accused appeared from police stations. Legislation was created for this. Arrangements were made for under 18s to appear by video link from secure care units. Both obtained approval from the Lord President

SCTS57: Remote Provision of Evidence Joint Protocol Assessor Acceptance: Yes

SCTS worked closely with Police Scotland and COPFS to introduce the remote provision of evidence including producing a joint protocol.

3.4.1.1: We have made arrangements with other providers and partners to offer and supply co-ordinated services,

RP1 2022 A key role of the Court Service is to enable access to, and the dispensation of, justice, across the range of court services. The Sheriff Clerks and their staff coordinate a wide range of partners to ensure that accused are in Court at the appropriate time, that their agents are present, that the Court is properly staffed, witnesses are present and, where appropriate, supported by third parties, that evidence is available and, where appropriate, the Court has juries in place. To do this they work with the Police, Solicitors, Advocates, Witness Service, Procurator Fiscal, Victim Support, the Prison Service, and others, as well as voluntary support services, such as Listening Support in Edinburgh, as well as property maintenance and security firms.
 RP2 2023 Not Reviewed.

Evidence Value: Fully Met

3.4.1.2: and these arrangements have demonstrable benefits for our customers

RP1 2022 Without effective partnership working the Court Service would not work effectively. What is impressive about the partnership working seen in every Court visited is that it is fully embedded and is happening across virtually every interaction the Court has with its customers, particularly within the Criminal Courts where staff interact with the Fiscal's office, the Police, Agents, the Sheriff, Social Workers, witnesses, and many others, to ensure that cases can come to court and proceed smoothly, or can be dealt with prior to court appearances through agreed settlements or guilty pleas. That this happens seamlessly on a well managed and timely basis and with the minimum of inconvenience for all parties clearly merits Compliance Plus for this theme.
 RP2 2023 Although not formally reviewed this year, C+ continues as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

3.4.2: We have developed co-ordinated working arrangements with our partners that ensure customers have clear lines of accountability for quality of service.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

SCTS100: Joint Protocol for Victims and Witnesses Assessor Acceptance: Yes

The protocol is a joint document produced by SCTS, COPFS, Police Scotland and Victim Support Scotland. The protocol has been agreed to identify best practice and obtain consistency of approach to improve victim and witness engagement and support.

SCTS101: Data Access Agreements - Justice Partners Assessor Acceptance: Yes

The Information Governance and Correspondence Team have put in place data access agreements with various justice partners. This allows for the easy sharing of information in a data compliant manner.

SCTS61: Standards of Service for Victims and Witnesses Assessor Acceptance: Yes

The Standards of Service for Victims and Witnesses is a yearly report published in conjunction with other justice partners. Both in the standards themselves and in the work during each year SCTS works closely with justice partners to deliver services for victims and witnesses.

SCTS80: Complaints Handling Guidance Assessor Acceptance: Yes

The complaints handling guidance provides information on SCTS responsibilities specifically in relation to complaints. The document also signposts to other organisations that either may be of assistance to the customer or where they can escalate complaints to the SPSO.

SCTS98: Prisoner Escort Contract - service review forms Assessor Acceptance: Yes

The contract is one which is managed by the Scottish Prison Service but which the SCTS provide feedback and are involved with as a high user of prisoner escort services. As part of that process where there are any issues with the service SCTS staff are asked to submit a service review forms.

SCTS99: Translation and Interpreter Contracts Assessor Acceptance: Yes

The contract is one which is managed by the Scottish Government but which the SCTS provide feedback and are involved with as a regular user of the contract. Monitoring forms are available which can be completed by SCTS staff where issues arise. These are submitted to the Procurement team.

3.4.2.1: We have developed co-ordinated working arrangements with our partners that ensure customers have clear lines of accountability for quality of service.

RP2 2023 Ensuring that the justice system works well is a complex business involving interaction between the judiciary, court officials, advocates and agents, the Crown, Police, Witness and Victim support, prisoner movement, facilities management, security providers, the Prison Service, Scottish Government...and others. Whilst there are clear roles and responsibilities of each partner agency, strong partnership working on the ground is essential to ensuring the smooth running of the system. That customers notice so few problems, and it seems to non-judicial users to be a seamless service, is down to SCTS staff working behind the scenes with all of the partners, pre-empting issues, flexing hearings, juggling court lists to maximise the efficiency and effectiveness of all parties involved. This clearly merits continued Compliance Plus for this Element.

Evidence Value: Fully Met

3.4.3: We interact within wider communities and we can demonstrate the ways in which we support those communities.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

HAP623: Community Impact Indicators 2018-19 Assessor Acceptance: Yes

Many community based events are held in courts on a regular basis such as school pupil visits, pupil work experience and doors open days. Staff in SCTS headquarters maintain a register of such activities throughout the court estate.

HAP639: SCTS Sponsored Employment Award for CEMVO Assessor Acceptance: Yes

The SCTS sponsored an Employment Award for the Council of Ethnic Minority Voluntary Organisations 'Ethnic Minority Impact Awards' ceremony in November 2017. A range of SCTS staff of all grades attended the event to strengthen links with minority ethnic communities.

HAP640: Collections for Local Charities Assessor Acceptance: Yes

Every edition of the SCTS Staff Focus magazine carries news of local fundraising activities undertaken by SCTS, OPG and Tribunals staff. The February 2019 issue is shown as an example.

HAP641: Participation in the Keep Safe Initiative Assessor Acceptance: Yes

The Keep Safe Initiative was set up to ensure that people can feel safe when participating in community life. To date, 34 courts and other SCTS offices that are open to the public have signage showing that people who feel vulnerable and want a safe space to reassure themselves can go in.

HAP642: Doors Open Days 2018 Assessor Acceptance: Yes

The 15 courts that participated in Doors Open Day in September 2018 hosted over 10,000 visitors in total. A report of the events in the November 2018 SCTS Staff Focus intranet magazine described the variety of activities on offer and gave a selection of the feedback received.

HAP643: Work Experience in Supreme Courts Assessor Acceptance: Yes

The Supreme Courts offers five days of work experience, enabling participants to be given an overview of the work of most departments, undertake routine tasks in an office environment, and experience regulated working hours. On completion of the five days a certificate is presented to them.

3.4.3.1: We interact within wider communities and we can demonstrate the ways in which we support those communities.

RP3 2019 The Service interacts within its wider community in many positive ways. The Doors Open Day initiative is fully embraced by all Courts and feedback from those who attended is always extremely complimentary; a variety of creative events are held including mock trials, tours around the building and cell area, and amateur dramatic groups performing plays which involve the audience. Other examples include visits by local schools and Scout troops, and regular fund raising activities, such as Jeans for Genes day, and participation in the Highland Hospice 'Go Nuts' squirrel trail charity event. Work experience is offered by the Service to schools and universities and this is well subscribed to. The Service is exemplary in its drive to become involved with, and support, wider communities in many different ways and Compliance Plus remains fully justified. RP1 2022 & RP2 2023 Although not formally reviewed this year, C+ is retained, as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

4: Delivery

4.1: Delivery standards

4.1.1: We have challenging standards for our main services, which take account of our responsibility for delivering national and statutory standards and targets.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS09: Board Scorecard	Assessor Acceptance:	Yes
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The SCTS Board Scorecard was approved by the SCTS Board and provides detailed indicators on satisfaction and key drivers such as waiting times for court dates and staff engagement. The Board determined the target range for achievement and uses a traffic light system to monitor progress.

SCTS10: Service Delivery Targets - separate email due to file size	Assessor Acceptance:	Yes
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Service Delivery Targets for Sheriff Courts are published on court notice boards and are reported monthly with a report generated on the SCTS intranet. The report tracks trends in service levels.

SCTS12: Corporate Plan 2020-2023	Assessor Acceptance:	Yes
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The Plan sets out a range of strategic priorities supported by specific milestones published in annual Business Plans. Priorities are aligned with specific strategic objectives which support the delivery of excellent services despite challenging stakeholder expectations and reducing budgets.

SCTS28: SCTS Annual Report and Accounts 2020-21	Assessor Acceptance:	Yes
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The SCTS Annual Report & Accounts 2020-2021 is published on the SCTS website. It highlights the standards of service, organisational values and performance within ranges considered acceptable by the SCTS Board.

SCTS29: SCTS Business Plan 2022-2023	Assessor Acceptance:	Yes
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The SCTS Business Plan sets out the key business outcomes and environment in which the SCTS will operate. It sets out the strategic priorities, values and behaviours of the SCTS. Annex F shows performance against Key Performance Indicators.

SCTS35: Quarterly Criminal Court Statistics and Quarterly Fines Report	Assessor Acceptance:	Yes
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The Criminal Court Statistics is information about criminal court activity in all High, Sheriff and JP Courts. The Quarterly Fine Report is information about fines and collection rates. It covers fines imposed in Sheriff and JP Courts including PF and Police fixed penalties.

4.1.1.1: We have challenging standards for our main services,

RP1 2022 Your various Service Delivery targets are set out clearly on the noticeboards found in the public areas of all of your Courts. The Standards are challenging setting performance targets, in most instances of 95% or higher. They have been particularly challenging in relation to the last two years during the pandemic and the recovery period. In addition, to your core targets, there are additional targets for some aspects of your service delivery. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

4.1.1.2: which take account of our responsibility for delivering national and statutory standards and targets.

RP1 2022 Discussion with staff highlighted those targets which reflect statutory requirements, for example, in relation to some aspects of the dispensation of justice and Commissary Services. Other targets are set by the Scottish Government. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

4.1.2: We monitor and meet our standards, key departmental and performance targets, and we tell our customers about our performance.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

SCTS09: Board Scorecard Assessor Acceptance: Yes

The Board Scorecard monitors SCTS performance against the strategic priorities. Updates are provided on a quarterly basis and the SCTS executive team and board monitor these. Each strategic priority has key indicators and these are reported on by the various SCTS teams responsible for these.

SCTS102: Service Delivery Targets - Sheriff Courts Assessor Acceptance: Yes

The Sheriff Courts report on their compliance with the service delivery targets. These are published on local court noticeboards and updated at least quarterly. This provides customers with information on the SCTS compliance with the key performance indicators in relation to various areas.

SCTS103: Tribunals Operations Scorecard Assessor Acceptance: Yes

The tribunals operations scorecard monitors the tribunals performance against key performance indicators. This is updated regularly and reviewed by the tribunals strategic team.

SCTS104: OPG Quarterly Performance Data Assessor Acceptance: Yes

The office of the public guardian (OPG) monitor and publish their performance data quarterly. This is reviewed by the OPG senior management team.

SCTS35: Quarterly Criminal Court Statistics and Quarterly Fines Report Assessor Acceptance: Yes

The criminal court statistics information relates to criminal court activity in all High, Sheriff and JP courts. The quarterly fines report is information about fines collection rates across Sheriff and JP Courts including PF and Police fixed penalties.

4.1.2.1: We monitor and meet our standards, key departmental and performance targets,

RP2 2023 The SCTS’s Board Scorecard monitors SCTS performance against the strategic priorities. Updates are provided on a quarterly basis and the SCTS Executive Team and Board monitor these. Each strategic priority has key indicators and these are reported on by the various SCTS teams responsible for these. The Sheriff Courts report on their compliance with the service delivery targets. The Tribunals Operations scorecard monitors the Tribunals’ performance against their key performance indicators. Whilst there are ups and downs, service delivery has, overall, recovered well, from the pandemic. This has been achieved largely due the collaborative working of Court staff with their justice partners. This achievement continues to merit Compliance Plus for this theme.

Evidence Value: Fully Met

4.1.2.2: and we tell our customers about our performance.

RP2 2023 The SCTS is positive about publishing data on its performance and explaining to customers about dips in performance. Information on Sheriffs’ Courts is readily available at each Court, and updated regularly, although there is scope for your Communications Team to develop how it is presented. Information is also reported through Court Liaison Group Meetings. The Office of the Public Guardian monitor and publish their performance data quarterly. That the SCTS is so open and positive about making performance data across its services publicly available, merits Compliance Plus for this theme also.

Evidence Value: Fully Met

4.1.3: We consult and involve customers, citizens, partners and staff on the setting, reviewing and raising of our local standards.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

HAP509: SCTS Court User Satisfaction Survey 2017 Assessor Acceptance: Yes

The survey results include trend analysis showing what users value in the service. It gives local users the chance to comment on what they would like to see improved. Questions may be added over time, such as a block on travel modes and times to offer new insight about the needs of users.

HAP619: Staff Engagement Days 2019 Assessor Acceptance: Yes

The 2018 staff engagement days were designed by local staff and had more of a team-building focus than in previous years, when they tended to be corporately-led. Events held in 2018 were rated highly by staff and many had a community engagement focus. See pages 2-6 of the Feb 2019 Staff Focus.

HAP644: PATS Local Meetings with Legion Scotland Assessor Acceptance: Yes

PATS holds monthly meetings with Legion Scotland to review caseloads in order to identify special requirements that could influence how, when and where appeals are scheduled. There are also quarterly meeting with Veterans UK to co-ordinate best practice across the UK jurisdictions.

HAP645: Consultation on Relocation of Coatbridge JP Court Assessor Acceptance: Yes

When an opportunity arose to take forward a prior recommendation to relocate Coatbridge JP Court to Airdrie, a full public consultation was launched on the SCTS website. Responses were received from a number of interested parties and no respondents took issue with the proposals.

HAP655: Business Plans Assessor Acceptance: Yes

Business plans are set by each individual business unit. They are formed as the basis for the local approach to achieving corporate plans. Staff participate in the formation of the plan and objectives for individual performance management are taken from them.

HAP674: Business Continuity Planning Strategy and Guidance Assessor Acceptance: Yes

The Planning, Projects and Risk Team in the Chief Executive’s Office has prepared a strategy, and guidance with examples for all the major operational and infrastructure units in courts, OPG, tribunals and SCTS HQ to use when preparing and updating their Business Continuity Plans.

4.1.3.1: We consult and involve customers, citizens, partners and staff on the setting, reviewing and raising of our local standards.

RP3 2019 As a national body established by the Judiciary and Courts (Scotland) Act 2008, there is little scope for the SCTS to agree ‘local standards’. However, wherever possible, customers, partners, staff and trade union representatives are included in a wide range of consultations and liaison meetings, in order to review local standards for the Service. This is well exemplified in the full public consultation, via the SCTS web site, to relocate Coatbridge JP Court to Airdrie, which was well received and has proved very popular. Similarly, the Pensions Appeal Tribunal holds monthly meetings with Legion Scotland to identify special requirements that could influence how, when and where appeals are scheduled. At local Court level, customer feedback is used to improve catering, seating and facilities provided. RP1 2022 Not Reviewed. RP2 2023 Not reviewed.

Evidence Value: Fully Met

4.2: Achieved Delivery and Outcomes

4.2.1: We agree with our customers at the outset what they can expect from the service we provide.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

SCTS10: Service Delivery Targets - separate email due to file size Assessor Acceptance: Yes

Service Delivery Targets for Sheriff Courts are published on court notice boards and are reported monthly on a report generated on the SCTS intranet. The report tracks trends in service levels.

SCTS13: SCTS Customer Charters Assessor Acceptance: Yes

The Charters set out service standards and commitments to people attending courts, tribunals or the OPG in person, or making written or telephone enquiries. They include opening times and contact details for complaints and feedback. Charters are available in alternate languages/formats on request.

SCTS25: SCTS Websites Assessor Acceptance: Yes

The SCTS websites including those for the Scottish Land Court and the Office of the Public Guardian include a range of useful information for customers. Regular updates are posted under the "News" section.

SCTS36: Generic Email Inboxes Automatic Responses - best seen at visit Assessor Acceptance: Yes

A small selection of sample generic email address automatic responses has been included. These can be further demonstrated at the in person assessments.

SCTS37: Sheriff Court Practice Notes Assessor Acceptance: Yes

Practice Notes for each of the 6 Sheriffdoms are regularly published by the Sheriffs Principal to provide direction on practice in the Sheriff Courts. Practice Notes and Directions for the Supreme Courts are also published.

4.2.1.1: We agree with our customers at the outset what they can expect from the service we provide.

RP1 2022 You have a number of Customer Charters which set out what customers can expect from your services. These are readily accessible through your web sites and also in the public spaces in your Courts. It was noted that some noticeboards contained three different Charters and whilst it is recognised there are some specific service requirements, for example, in respect of witnesses and victims, there is scope to look at how much of your Charters could be brought into a single Charter. It was also noted by professional customers i.e. Agents that Sheriff Court Practice Notes may vary across Courts which causes them some confusion. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

4.2.2: We can demonstrate that we deliver the service we promised to individual customers and that outcomes are positive for the majority of our customers.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS04: OPG EPOAR Survey Analysis Results and Recommendations Assessor Acceptance: Yes

OPG's online submission service, EPOAR, offers benefits to end users and OPG. OPG needed to understand why some PoA submitting solicitors firms were not using EPOAR. An online survey was issued to a sample of solicitors firms from all over Scotland, representing small and larger organisations.

SCTS105: Health and Education Chamber Feedback Assessor Acceptance: Yes

The health and education chamber tribunal seeks feedback from its users via a survey. The feedback is then analysed by the tribunals team and appropriate actions taken where possible to improve service delivery. This can include the method of hearings whether in person, telephone or video.

SCTS60: 2021-2023 Court User Satisfaction Survey Phase 3 Report (Summary Criminal) Assessor Acceptance: Yes

The survey covered a range of customers who attended the Sheriff and Justice of the Peace Courts in relation to Summary Criminal business. The survey results are shared with local teams and any improvements are incorporated into an action plan and also reported on the You Said We Did posters.

SCTS66: People Survey Results 2022 Assessor Acceptance: Yes

Since 2010 the SCTS has taken part in a civil service wide people survey. Results are reported by units as well as compared to other public sector organisations who were asked the same questions. Action plans for each area are developed, in addition corporate themes are taken forward.

SCTS69: Covid-19 Lessons Learned Review Assessor Acceptance: Yes

The review sought input from various justice partner organisations and SCTS staff to review the SCTS response to the Covid-19 pandemic. The review aimed to identify ways the organisation can enhance its response to future disruptions, improve overall resilience and identify successful changes.

SCTS81: Local Customer Feedback/Comment Boxes - best seen at visit Assessor Acceptance: Yes

Local locations have customer feedback forms, comment boxes and will also collect feedback, compliments, and complaints from customers as they arise. At a local level these are then analysed and action taken where appropriate. Examples of these would be best seen at local visits.

4.2.2.1: We can demonstrate that we deliver the service we promised to individual customers

RP2 2023 The SCTS has extensive guidance on how Courts are managed and run. These are supported with a large number of key performance indicators to show that, overall, you are delivering on what you promise. The Board's Scorecard also shows how you are progressing improvements to the service at a strategic level. This is supported by feedback from surveys.

Evidence Value: Fully Met

4.2.2.2: and that outcomes are positive for the majority of our customers.

RP2 2023 Outcomes are positive for the majority of customers, as shown by the performance indicators showing that you are, overall, meeting your targets, and through the Board Scorecard, which has a predominance of Green RAG ratings, and as shown through your Annual Reports.

Evidence Value: Fully Met

4.2.3: We can demonstrate that we benchmark our performance against that of similar or complementary organisations and have used that information to improve our service.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

HAP612: SCTS Staff Survey 2018 Assessor Acceptance: Yes

The SCTS again took part in the UK Civil Service Staff Survey administered by Cabinet Office in 2018, with results comparing well against other public service bodies. The SCTS engagement score was equal highest in the Scottish public sector.

HAP646: 4 Public Guardians Conference Assessor Acceptance: Yes

OPG staff and Sheriffs participated in the 2018 4 Jurisdiction Conference in Belfast and came back with insights into how the other countries are developing their guardianship services and a number of ideas for improvement and change at a time when Scottish Government is reviewing AWI legislation.

HAP647: Employers' Network for Equality & Inclusion Talent Inclusion and Diversity Evaluation Assessor Acceptance: Yes

ENEI advises on all aspects of equality and inclusion in the workplace. In 2018 the SCTS gained an ENEI Silver Award with a score of 75%, and was ranked #17 out of 67 organisations in seven different sectors in the UK. The SCTS was assessed as being at the 'Embed' level on the Equality Roadmap.

HAP648: PATS Participation in National Advisory Steering Group Assessor Acceptance: Yes

Membership of the Group enables PATS to compare and assess its performance and working practices with those used in the other UK jurisdictions. The Group strives to align jurisdictional rules across the UK and define best practice in lodging and processing appeals.

HAP675: Inverness Justice Centre's "Considerate Construction" Assessor Acceptance: Yes

A new Justice Centre is being built in Inverness. The contractors sought accreditation from the Considerate Constructors Scheme, and have received impressively high ratings at the second assessor visit with all five categories rated "Exceptional" (45 out of 50 in total).

HAP676: Finance Benchmarking of Courts' Performance Assessor Acceptance: Yes

The FPU team produce monthly KPI packs for the CFO and within them some elements of court performance are documented. Also the Procurement Capability score has greatly improved in 2019 from the previous assessment, which reflects better court performance and compliance on procurement matters.

4.2.3.1: We can demonstrate that we benchmark our performance against that of similar or complementary organisations

RP3 2019 The SCTS benchmarks its performance against similar and complementary organisations, including other Government agencies, wherever possible. The processes are not comprehensive, but, in the context of this national body, they are more than sufficient to demonstrate compliance against this requirement. The SCTS takes part in the annual UK Civil Service Staff Survey, with results comparing well against other public service bodies. The SCTS 'Engagement Index' was equal highest in the Scottish public sector in 2018. The Finance and Procurement Unit produces monthly performance data documenting some elements of court performance. In 2018, the SCTS gained an ENEI (Employers' Network for Equality and Inclusion) Silver Award with a score of 75% and was ranked as 17 out of 67 organisations in seven different sectors across the UK. RP1 2022 Not Reviewed. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

4.2.3.2: and have used that information to improve our service.

RP3 2019 The SCTS uses benchmarking information to improve the Service. Significant service improvements include efficiencies in managing estates and some strong initiatives in procurement. The Procurement Capability score improved in 2019, reflecting better court performance and compliance on procurement matters. PATS is a member of the national Advisory Steering Group which facilitates alignment of jurisdictional rules across the UK, comparison in user experience, waiting times and adjournment rates across jurisdictions with 'best practice' identified and adopted when appropriate and comparison of practices in lodging appeals and processing them, from which 'best practice' is identified. PATS has taken on the task of being the forerunner of the practice of 'direct lodgement' of appeals to the Tribunal itself (previously appeals were lodged initially with Veterans UK), with progress reports being given at each meeting. RP1 2022 Not Reviewed. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

4.2.4: We have developed and learned from best practice identified within and outside our organisation, and we publish our examples externally where appropriate.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

HAP616: Standards of Service for Victims and Witnesses 2019-20 Assessor Acceptance: Yes

The Victims and Witnesses (Scotland) Act 2014 required the SCS to work in partnership with other justice agencies to develop service standards. The SCTS must contribute to and publish an annual report that includes the number of special measures used.

HAP649: SCTS Court User Satisfaction Survey 2017 Lessons Learned Report Assessor Acceptance: Yes

After the survey fieldwork and analysis has concluded the contractors are asked to prepare a (commercially confidential) lessons learned report so that any problems can be overcome the next time the survey is held. No major problems were reported with the survey administration in 2017.

HAP650: Fines Enforcement Reorganisation Assessor Acceptance: Yes

After a review of fines enforcement, in consultation with staff and the PCS union, the decision was taken to set up a national SCTS Fines Enforcement Unit in order to make it easier to share best practice and guidance, achieve better consistency and develop individual staff members' skills.

HAP651: Publication of Tribunal Judgments Assessor Acceptance: Yes

LTS publish all decisions on their website, taking on board best practice from, e.g., the Housing Chamber and the Charity Appeals Tribunal. This benefits LTS service users and members of the public, as they can view previous decisions for reference, guidance and identifying any potential precedents.

HAP652: Solemn Criminal Business Group Assessor Acceptance: Yes

New statutory procedures for Sheriff and Jury cases were introduced in 2016. Pre-trial diets enable issues to be resolved before witnesses are cited and jurors empanelled. A Business Group was set up to monitor the effects of the changes, drawing on management information and members' experiences.

HAP653: Management of Lengthy or Complicated Criminal Cases Assessor Acceptance: Yes

A High Court Practice Note for managing lengthy or complex criminal cases was introduced in 2018. It was adapted for the Sheriff Court for a fraud trial involving 15 accused that was expected to last 30 days. Applying the Practice Note, only one person went to trial, and it took only five days.

4.2.4.1: We have developed and learned from best practice identified within

RP3 2019 The Service identifies examples of best practice within the organisation through regular meetings, staff suggestions, Staff Engagement Days, the Summer Tours by the Executive Team and staff team events. RP1 2022 Not Reviewed. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

4.2.4.2: and outside our organisation,

RP3 2019 The Service learns from examples of best practice identified outside the organisation, through attendance at conferences and training events, and through partnership and benchmarking activities. The OPG staff and Sheriffs participated in the 2018 Four Jurisdictions Law Conference held in Belfast, returning with insights into how other countries are developing their guardianship services, with ideas for change and improvement at a time when the Scottish Government is reviewing 'Adults with Incapacity' legislation. RP1 2022 Not Reviewed. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

4.2.4.3: and we publish our examples externally where appropriate.

RP3 2019 The Service publishes examples of best practice externally, at Conferences, in stakeholder meetings, on the SCTS web site and in press releases. The SCTS has received external recognition, including, in 2018, the ENEI (Employers' Network for Equality and Inclusion) Silver Award with a score of 75%, being assessed at the 'Embed' level on the Equality Roadmap. The new Justice Centre in Inverness is being built by contractors who have achieved accreditation from the Considerate Contractors' Scheme, with 'Exceptional' ratings in all five categories (45 out of 50 in total). RP1 2022 Not Reviewed. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

4.3: Deal effectively with problems

4.3.1: We identify any dips in performance against our standards and explain these to customers, together with action we are taking to put things right and prevent further recurrence.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS02: Staff Survey Results 2021	Assessor Acceptance:	Yes
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Since 2010 the SCTS has taken part in a civil service wide staff survey. Results are reported by units as well as compared to other public sector organisations who were asked the same questions. Action plans for each area are developed, in addition in 2021 two corporate themes were taken forward.

SCTS09: Board Scorecard	Assessor Acceptance:	Yes
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The SCTS Board Scorecard was approved by the SCTS Board and provides detailed indicators on satisfaction and key drivers such as waiting times for court dates and staff engagement. The Board determined the target range for achievement and uses a traffic light system to monitor progress.

SCTS10: Service Delivery Targets - separate email due to file size	Assessor Acceptance:	Yes
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Service Delivery Targets for Sheriff Courts are published on court notice boards and are reported monthly on a report generated on the SCTS intranet. The report tracks trends in service levels.

SCTS14: Standards of Service for Victims and Witnesses Report 2021-2022	Assessor Acceptance:	Yes
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To allow for completion of the report feedback is obtained from Sheriff Clerks and senior managers in Supreme Courts on their ability to meet the standards and issues encountered over the period. Honest feedback is provided by them where they have been unable to meet any standard and reasons why.

SCTS28: SCTS Annual Report and Accounts 2020-21	Assessor Acceptance:	Yes
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The SCTS Annual Report & Accounts 2020-2021 is published on the SCTS website. It highlights the standards of service, organisational values and performance within ranges considered acceptable by the SCTS Board.

4.3.1.1: We identify any dips in performance against our standards

RP1 2022 The SCTS has in place robust monitoring processes which identify how the SCTS performs as a whole, but also monitors the performance of individual Courts. Observation at each Court visited showed most Courts were meeting the core indicators with the exception of the delay in trials. Whilst in most areas the post pandemic recovery of service delivery has been achieved, this performance indicator, although improved, is still not being met. In some Courts, also, there were some indicators which were just below target, as well as many where targets were exceeded The Board Scorecard shows performance for the whole of the SCTS and highlights any dips. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

4.3.1.2: and explain these to customers,

RP1 2022 At a corporate level, the SCTS has provided good evidence as to the reasons for dips in performance, highlighting across the Service the impact of the pandemic. The Office of the Public Guardian tells customers on its web pages the dates for which it is currently dealing with Power of Attorney applications, highlighting the extent of the backlog. Another Court had a backlog in relation to its Commissary work, which had been caused by a shortage of staff which was explained to customers. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

4.3.1.3: together with action we are taking to put things right and prevent further recurrence.

RP1 2022 At a corporate level, the SCTS is good at letting customers know the reasons for dips in performance where they occur, primarily because of the impact of the pandemic and staffing shortages. At a local level, the Court staff have very good working relations with their professional customers and explain the reasons for any dips in performance. Discussion with staff, customers and partners highlighted that the Court Liaison Committees were useful in this respect, but also that the informal networks that had developed with partners helped resolve any problems and potential dips from occurring. RP2 2023 Not reviewed.

Evidence Value: Fully Met

4.3.2: We have an easy to use complaints procedure, which includes a commitment to deal with problems fully and solve them wherever possible within a reasonable time limit.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS106: Complaints Information on SCTS Website Assessor Acceptance: Yes

The complaints information on the SCTS website provides customers with the complaints handling procedure as well as directing customers to other organisations should their complaint be with that aspect of the procedure. The complaints information procedure provides more detailed information.

SCTS107: Monthly Complaints Return Assessor Acceptance: Yes

Local areas complete a monthly complaints return and submit this to the Information Governance and Correspondence Team. The return details how many complaints have been received and resolutions. This is then used to complete the complaints handling report.

SCTS108: Complaints Handling Report Assessor Acceptance: Yes

The complaints handling report is completed by the Information Governance and Correspondence Team. The report details how SCTS have handled complaints over a quarter and in turn assists in the annual complaints handling report.

SCTS109: OPG Complaints Information Assessor Acceptance: Yes

The office of the public guardian have a link to the complaints information on their webpage. This mirrors the main SCTS complaints procedure and allows for a consistent process in relation to complaints being used across the whole of the SCTS.

SCTS110: HRU Customer Charter - Section 6 (Complaints) Assessor Acceptance: Yes

The HRU customer charter provides information to internal users on the complaints process adopted by that team. This can be found in section 6 of the charter.

SCTS80: Complaints Handling Guidance Assessor Acceptance: Yes

The complaints handling guidance provides information on SCTS responsibilities specifically in relation to complaints. The document also signposts to other organisations that either may be of assistance to the customer or where they can escalate complaints to the SPSO.

4.3.2.1: We have an easy to use complaints procedure,

RP2 2023 The SCTS is required to use the Scottish Public Services Ombudsman's (SPSO) complaints procedure. The SCTS website sets out the complaints handling procedure as well as directing customers to other organisations should their complaint be with that aspect of the wider judicial process. Complaints can be lodged through local Courts as well as on line.

Complaints are monitored centrally by the IGCT who oversee the distribution of complaints centrally to the appropriate Court or Service for the initial response. The Procedure is an easy to understand two step process and includes a Quick Guide as well as a separate Complaints Procedure in Easy Read format. It also advises how complaints can be made on behalf of an individual, from for example, a friend, relative or advocate. This is good practice. It also sets out areas that are outwith the Complaints Procedure, such as appeal against a Court or Tribunal decision.

Evidence Value: Fully Met

4.3.2.2: which includes a commitment to deal with problems fully

RP2 2023 There is a very clear commitment to deal with complaints fully and the simple two step process is an encouragement for people not to be daunted by the process. The Complaints Procedure is very clear that 'We value complaints and use information from them to help us improve our services'. The IGCT has introduced an Investigation Toolkit and template letters helping ensure that complaints are fully dealt with and consistently across the organisation. This, coupled with the central review of complaint responses, helps ensure that complaints are responded to appropriately, cover all aspects of the initial complaint, and have been fully dealt with. If a customer is unhappy with the final outcome, there is advice as to how to seek external review or, in the case of a complaint involving more than one judicial service, with details of other judicial Complaints Bodies.

Evidence Value: Fully Met

4.3.2.3: and solve them wherever possible within a reasonable time limit.

RP2 2023 The Complaints Procedure is a simple two stage process with the initial stage providing a decision within five days. Where there is a more detailed investigation required, or the customer is unhappy with the initial response, a full response will be provided within 20 days. The IGCT monitor the timescales taken and SCTS deliver well against these targets.

Evidence Value: Fully Met

4.3.3: We give staff training and guidance to handle complaints and to investigate them objectively, and we can demonstrate that we empower staff to put things right.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

HAP364: Complaints Handling - best seen at visit Assessor Acceptance: Yes

SCTS staff using the new system have been encouraged to deal with complaints at the point at which they are made. Assessment visits give the assessors the chance to observe complaints handling in action, though of course there are no guarantees that complaints will arise during assessors' visits.

HAP621: Customer Service Vocational Qualifications Assessor Acceptance: Yes

SCTS staff continue to undertake and acquire Vocational Qualifications in Customer Service. In 2017 two members of staff from Kilmarnock SC and in 2018 one person from Dundee SC and another from Edinburgh SC were awarded Customer Service SCQF Level 5.

HAP656: Revised SCTS Complaints Procedure Assessor Acceptance: Yes

The SCTS complaints procedure introduced in April 2014 was reviewed by the Scottish Public Services Ombudsman in 2018-19 and assessed as compliant following minor amendment. Guidance for court users and court staff was published on the website and intranet respectively in May 2019.

HAP657: Dealing with Informal Complaints - best seen at visit Assessor Acceptance: Yes

Assessors can see processes for recording and considering informal complaints during visits. Most courts have minuted staff meetings where informal complaints are a standing item, though other courts and teams use pro formas or spreadsheets.

HAP658: Staff Consultation on Complaints Handling Training Preferences Assessor Acceptance: Yes

Revisions to the Complaints Handling Process (CHP) have allowed staff to be consulted about their preferences for CHP training. Options could include textual e-learning, e-learning using filmed vignettes, and formal courses leading to a Vocational Training qualification.

4.3.3.1: We give staff training and guidance to handle complaints

RP3 2019 All staff are encouraged to investigate and resolve complaints at first contact, wherever possible. Training on complaints handling forms part of the induction training for new staff. Guidance on complaints handling was published on both the web site and intranet in May 2019. RP1 2022 Not Reviewed. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

4.3.3.2: and to investigate them objectively,

RP3 2019 Staff are trained to investigate complaints objectively. SCTS staff continue to undertake and acquire Vocational Qualifications in Customer Service. In both 2017 and 2018, two members of staff were awarded Customer Service SCQF (Scottish Credit and Qualifications Framework) Level 5. The Education and Learning Unit has consulted on preferences for Complaints Handling Process (CHP) training, with options including e-learning, filmed vignettes and formal courses leading to a Vocational Training qualification. RP1 2022 Not Reviewed. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

4.3.3.3: and we can demonstrate that we empower staff to put things right.

RP3 2019 Staff are actively encouraged to put things right wherever possible. This was confirmed during the visits by observation and discussions with staff. RP1 2022 Not Reviewed. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

4.3.4: We learn from any mistakes we make by identifying patterns in formal and informal complaints and comments from customers and use this information to improve services and publicise action taken.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS06: 2021-2022 Court User Satisfaction Survey Results Phase 1 Jury Trials Assessor Acceptance: Yes

In a change to the way SCTS survey court users, prior to fieldwork commencing the questions were tailored to court users experience of jury trials allowing for more robust and specific questioning. Specific comments were available for areas to action as well as feedback on the procedural change.

SCTS08: Complaints Handling Report 2021-2022 Q2 Assessor Acceptance: Yes

SCTS has adopted the Scottish Public Service Ombudsman model complaints handling procedure. As part of that process there is recording of all complaints and active learning from complaints through reporting and publicising complaints information.

SCTS47: Informal Complaint - Police Scotland re Operational Processing of Review of Undertaking Assessor Acceptance: Yes

Police Scotland made contact with SCTS to request that operational staff be reminded of the target timescale for setting up hearings for review of undertaking conditions. Following on from this a circular notice was published on 25th May 2022 to remind staff and the original enquirer was advised.

SCTS48: Informal Complaint - Inappropriate Behaviour towards interpreter Assessor Acceptance: Yes

A Sheriff contacted the Operations Delivery Business Unit to highlight concerns regarding the behaviour of an accused towards an interpreter and the mechanisms in place to safeguard interpreters whilst they attended court. Following on from this a circular notice was published on 16th February 2022

SCTS49: Informal Complaint - Commencement Date on Serious Crime Prevention Orders Assessor Acceptance: Yes

COPFS contacted SCTS to raise awareness of an issue with documentation being produced from the SCTS COP II computer system and provided to the police regarding SCPOs. Following on from this a fix was applied to the system and a circular notice was published on 12th January 2022 to advise staff.

4.3.4.1: We learn from any mistakes we make by identifying patterns in formal

RP1 2022 Across services and Courts it was clear that the SCTS is good at learning from formal complaints.

RP2 2023 Not Reviewed.

Evidence Value: Fully Met

4.3.4.2: and informal complaints and comments from customers

RP1 2022 Across the Court locations and services visited, it was clear there is a culture whereby staff manage and respond to informal complaints and comments made by customers at the first point of contact, whether this be a Civil matter, or from customers attending the Courts in person. However, it was evident that, whilst staff on the front line responded positively to customers making informal complaints, the processes for recording these varied from court to court. There was also no evidence that they were being collated across Sheriffdoms, or the service as a whole, making it difficult to demonstrate wider learning across the SCTS. This theme therefore moves to Partial Compliance.

RP2 2023 Discussion with the IGCT indicated that Courts should log informal complaints at local Court level.

Visits to a number of local Courts during the assessment showed this process was now embedded within complaints reporting at a local level. This theme moves from Partial to Full Compliance.

Evidence Value: Fully Met

4.3.4.3: and use this information to improve services and publicise action taken.

RP1 2022 It was pleasing to see that the 'You Said...We Did' format of feedback had been adopted across the SCTS and was seen on display at all of the locations visited. Whilst informal feedback is used to resolve individual instances where complaints have been made, and action is clearly publicised, there is little evidence of corporate learning from informal complaints. This theme also moves to Partial Compliance. RP2 2023

Discussion with the IGCT highlighted that reporting on complaints was discussed by the SCTS Executive on a quarterly basis, showing trends and actions taken. Similar discussion also takes place at local level. An Annual Report on complaints is also produced which is available on the website. This theme moves from Partial to Full Compliance.

Evidence Value: Fully Met

4.3.5: We regularly review and improve our complaints procedure, taking account of the views of customers, complainants and staff.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS06: 2021-2022 Court User Satisfaction Survey Results Phase 1 Jury Trials Assessor Acceptance: Yes

The survey included views of customers in relation to jury trial procedure. This has been shared with senior managers and action plans created to review processes where appropriate. The views of customers contained within this and other survey reports assists in reshaping procedures/policies.

SCTS107: Monthly Complaints Return Assessor Acceptance: Yes

Local areas complete a monthly complaints return and submit this to the Information Governance and Correspondence Team. The return details how many complaints have been received and resolutions. This is then used to complete the complaints handling report.

SCTS108: Complaints Handling Report Assessor Acceptance: Yes

The complaints handling report is completed by the Information Governance and Correspondence Team. The report details how SCTS have handled complaints over a quarter and in turn assists in the annual complaints handling report.

SCTS117: Note of Team Briefing - Complaints Procedure Assessor Acceptance: Yes

As demonstrated by the team briefing complaints and the complaints process are discussed during team meetings. This provides an opportunity to discuss individual complaints as well as the process adopted to deal with these.

SCTS59: 2021-2023 Court User Satisfaction Survey Phase 2 Report (Civil) Assessor Acceptance: Yes

The survey included views of customers in relation to civil procedure. This has been shared with senior managers and action plans created to review processes where appropriate. The views of customers contained within this and other survey reports assists in reshaping procedures/policies.

SCTS60: 2021-2023 Court User Satisfaction Survey Phase 3 Report (Summary Criminal) Assessor Acceptance: Yes

The survey included views of customers in relation to summary criminal procedure. This has been shared with senior managers and action plans created to review processes where appropriate. The views of customers contained within this and other survey reports assists in reshaping procedures/policies.

4.3.5.1: We regularly review and improve our complaints procedure,

RP2 2023 Your Complaints Procedure is aligned to the requirements of the Scottish Public Services Ombudsman (SPSO), which is the body with responsibility for overseeing complaints handling in public bodies in Scotland. There is limited scope therefore to review the complaints procedure. You are able, however, to determine how you deal with complaints processing and your IGCT are conscious of ensuring that the processes in place are effective and efficient in meeting the needs of the SPSO in how complaints are determined, and the needs of the complainant for a speedy and appropriate resolution, and review processes accordingly.

Evidence Value: Fully Met

4.3.5.2: taking account of the views of customers, complainants and staff.

RP2 2023 The SPSO procedure takes account of the views of customers, complainants and staff. Your Court User surveys seek feedback from customers about their awareness of the complaints procedure and its use. Any appropriate comments are taken into account when you look at how you manage the complaints process.

Evidence Value: Fully Met

4.3.6: We ensure that the outcome of the complaint process for customers (whose complaint is upheld) is satisfactory for them.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

HAP656: Revised SCTS Complaints Procedure Assessor Acceptance: Yes

The SCTS complaints procedure introduced in April 2014 was reviewed by the Scottish Public Services Ombudsman in 2018-19 and assessed as compliant following minor amendment. Guidance for court users and court staff was published on the website and intranet respectively in May 2019.

HAP659: Revisions to Complaints Register Assessor Acceptance: Yes

Guidance has been issued to SCTS staff about recording complaints in an intranet article. Evidence here also shows the spreadsheets that courts are expected to update.

HAP660: Redacted complaints responses Assessor Acceptance: Yes

Examples of complaints correspondence include problems with jury excusal, and advising victims about sentences pronounced in court.

HAP661: Frequently Asked Questions Assessor Acceptance: Yes

The Information Governance & Correspondence Team in HQ has supplied FAQs with guidance for staff in a wide range of scenarios including data protection, releasing case information, records management and GDPR. The guidance should help to obviate complaints and enhance resolution of complaints made.

HAP677: Example of Finance Complaint Response Assessor Acceptance: Yes

A further example of complaints correspondence from Finance shows how efforts are made to engage with complainants to ensure the outcome is satisfactory for them.

4.3.6.1: We ensure that the outcome of the complaint process for customers (whose complaint is upheld) is satisfactory for them.

RP3 2019 The nature of the Service leads to vexatious litigants - members of the public (currently eleven named on the SCTS web site) who have habitually and persistently instituted vexatious legal proceedings without reasonable grounds – together with others who regularly contact the Service to complain. It is clear that a significant proportion of complaints received fall outside SCTS’s responsibility and which are outside your control. However, the Service plays its part in referring on matters of concern to the appropriate justice partner. This element refers specifically to complaints that have been upheld, which are relatively small in number, and in this context the Service makes every effort to ensure that the outcome of the complaint process for customers (whose complaint is upheld) is satisfactory for them. If still dissatisfied, the customer can ask the SPSO to look into the complaint. RP1 2022 Not Reviewed. RP2 2023 Not Reviewed.

Evidence Value: Fully Met

5: Timeliness and Quality of Service

5.1: Standards for Timeliness and Quality

5.1.1: We set appropriate and measurable standards for the timeliness of response for all forms of customer contact including phone calls, letters, e-communications and personal callers.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

SCTS13: SCTS Customer Charters Assessor Acceptance: Yes

The Charters set out service standards and commitments to people attending courts, tribunals or the OPG in person, or making written or telephone enquiries. They include opening times and contact details for complaints and feedback.

SCTS16: SCTS Complaints Procedure Assessor Acceptance: Yes

The SCTS Complaints Procedure sets out what a customer can expect when making a complaint to SCTS. This includes contact details, response deadlines and escalation routes. In addition to the complaints procedure complaints are recorded and learned from across SCTS.

SCTS25: SCTS Websites Assessor Acceptance: Yes

The SCTS websites including those for the Scottish Land Court and the Office of the Public Guardian include a range of useful information for customers. This includes contact information, information about how to access services, what to expect and organisation charts.

SCTS36: Generic Email Inboxes Automatic Responses - best seen at visit Assessor Acceptance: Yes

A small selection of sample generic email address automatic responses has been included. These can be further demonstrated at the in person assessments.

SCTS38: SCTS Research Access Guidance for Researchers Assessor Acceptance: Yes

The Research Access Guidance for Researchers was fully reviews and improved and now sets out timescales for substantive replies to research access queries and guidance in relation to access requirements.

5.1.1.1: We set appropriate and measurable standards for the timeliness of response for all forms of customer contact including phone calls, letters, e-communications and personal callers.

RP1 2022 SCTS has clear and measurable standards for the timeliness of response for customer contact, including telephone calls (within three or five rings), written correspondence and emails (five or ten working days) and visitors to the Counters and reception (no later than 10 minutes after the scheduled appointment time). There do not seem to be any timeliness standards for response to social media contacts. Although there is sufficient evidence for Compliance, the Assessors note that these standards do seem to vary across the Service and as such there remains scope to address this aspect at corporate level. RP2 2023 Not reviewed.

Evidence Value: Fully Met

5.1.2: We set comprehensive standards for all aspects of the quality of customer service to be expected in all dealings with our organisation.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS13: SCTS Customer Charters Assessor Acceptance: Yes

The Charters set out service standards and commitments to people attending courts, tribunals or the OPG in person, or making written or telephone enquiries. They include opening times and contact details for complaints and feedback.

SCTS14: Standards of Service for Victims and Witnesses Report 2021-2022 Assessor Acceptance: Yes

The annual report provides customers with information on the current standards, what we have done and how we have performed against those standards in the current year and what we will do in the coming year. The report also indicates additional victim and witness related items SCTS have worked on.

SCTS27: Updated Jury Guidance Assessor Acceptance: Yes

Updated jury guidance is available on the SCTS website. This was updated to include information on attendance at jury centres and now includes both attendance at jury centres and at court. Expenses information was also updated to incorporate the introduction of digital expenses applications.

SCTS43: SCTS Mainstreaming Equality Report 2021 Assessor Acceptance: Yes

The SCTS Mainstreaming Equality Report 2021 reports on the progress of SCTS to make equality integral to its functions. Included are the key projects and achievements SCTS has made since the last report in 2019.

SCTS46: Covid-19 Guidance on SCTS Website Assessor Acceptance: Yes

Throughout the Covid-19 pandemic various guidance and information was issued to customers on the SCTS website. This updated customers on how to access SCTS services during the pandemic and the standard of service they could expect throughout the period.

5.1.2.1: We set comprehensive standards for all aspects of the quality of customer service to be expected in all dealings with our organisation.

RP1 2022 SCTS has standards for all aspects of the quality of customer service. The Values of the Service are Respect, Service and Excellence. The standards include expectations that staff will be polite, friendly and treat customers with respect. The privacy of customers will be respected. The Scottish Government’s document, ‘The Standards of Service for Victims and Witnesses Annual Report 2021-2022’ has a particularly good section about SCTS, where standards of service are clearly set out. RP2 2023 Not reviewed.

Evidence Value: Fully Met

5.2: Timely Outcomes

5.2.1: We advise our customers and potential customers about our promises on timeliness and quality of customer service.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS102: Service Delivery Targets - Sheriff Courts Assessor Acceptance: Yes

The Sheriff Courts report on their compliance with the service delivery targets. These are published on local court noticeboards and updated at least quarterly. This provides customers with information on the SCTS compliance with the key performance indicators in relation to various areas.

SCTS13: SCTS Customer Charters Assessor Acceptance: Yes

The Charters set out service standards and commitments to people attending courts, tribunals or the OPG in person, or making written or telephone enquiries. They include opening times and contact details for complaints and feedback. Charters are available in alternate languages/formats on request.

SCTS25: SCTS Websites Assessor Acceptance: Yes

The SCTS websites including those for the Scottish Land Court and the Office of the Public Guardian include a range of useful information for customers. This includes contact information, information about how to access services, what to expect and organisation charts.

SCTS36: Generic Email Inboxes Automatic Responses - best seen at visit Assessor Acceptance: Yes

A small selection of sample generic email address automatic responses has been included. These can be further demonstrated at local visits and show response times for customers.

SCTS38: SCTS Research Access Guidance for Researchers Assessor Acceptance: Yes

The SCTS Research Access Guidance provides response times in relation to research access requests. When contacting SCTS researchers are also provided with an automatic response by email and regular updates are provided.

SCTS80: Complaints Handling Guidance Assessor Acceptance: Yes

The complaints handling guidance provides response times in relation to all levels of the complaints procedure. Whilst dealing with complaints regular updates are provided to customers.

5.2.1.1: We advise our customers and potential customers about our promises on timeliness and quality of customer service.

RP2 2023 You continue to provide a very wide range of information about promises on the timeliness and quality of services and service delivery expectations. They are delivered in a variety of ways including Charters, digitally on the websites, official documentation and on display on notice boards at strategic locations throughout all sites. Feedback and comment made during the assessment indicates that this level of communication and commitment is highly appreciated. The range of mail box access points, which are also used to provide outgoing information, is impressive.

Evidence Value: Fully Met

5.2.2: We identify individual customer needs at the first point of contact with us and ensure that an appropriate person who can address the reason for contact deals with the customer.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

HAP369: Counters and Receptions - best seen at visit Assessor Acceptance: Yes

People attending courts are greeted at reception and directed or escorted to where they need to go, including service counters. This process is best seen during assessor visits.

HAP616: Standards of Service for Victims and Witnesses 2019-20 Assessor Acceptance: Yes

The Victims and Witnesses (Scotland) Act 2014 required the SCS to work in partnership with other justice agencies to develop service standards. The SCTS must contribute to and publish an annual report that includes the number of special measures used.

HAP656: Revised SCTS Complaints Procedure Assessor Acceptance: Yes

The SCTS complaints procedure introduced in April 2014 was reviewed by the Scottish Public Services Ombudsman in 2018-19 and assessed as compliant following minor amendment. Guidance for court users and court staff was published on the website and intranet respectively in May 2019.

HAP662: Unified Communications Roll-out - best seen at visit Assessor Acceptance: Yes

A new phone system has been piloted successfully in HQ and was rolled out across the whole SCTS estate during 2019. One of the main aims was to replace a number of very old systems with one that is contemporary, responsive and reliable, and that assessors can see in action during visits.

HAP663: PATS Hearings Scheduling Flexibility Assessor Acceptance: Yes

PATS sends questionnaires to appellants on receipt and acknowledgement of their appeal, asking if they can attend hearings in person, need video or teleconferencing facilities or have any other needs. This pre-hearing dialogue with users helps to identify and resolve issues quickly and effectively.

HAP678: Finance FAST Team Rota Assessor Acceptance: Yes

Finance teams have a large number of generic mailboxes to monitor. The Financial Accounting Systems Team ensures that people allocated monitoring duties have the skillset that matches the type of enquiries that come into each mailbox.

5.2.2.1: We identify individual customer needs at the first point of contact with us

RP3 2019 The Service identifies individual need at the first point of contact. Customers attending Courts are greeted at reception and directed or escorted to where they need to go. Customers using the counters have their needs addressed by knowledgeable and well-trained staff, who have access to relevant information and advice. Customers benefit from a new telephone system (Unified Communications), which has replaced a number of old systems with one that is responsive and reliable, as observed on the visit. Identification of customer needs is a feature of several areas of service delivery, especially when they have needs that may not be clear to the customer. The support provided by several advice agencies, including Victim Support Scotland, is also notable and of real value to customers. Pre-hearing dialogue with customers helps in the identification and resolution of issues, such as the need for video or teleconferencing facilities.

RP1 2022 Not reviewed. RP2 2023 Not reviewed.

Evidence Value: Fully Met

5.2.2.2: and ensure that an appropriate person who can address the reason for contact deals with the customer.

RP3 2019 Customers have their needs addressed by well trained staff. The arrangements made to ensure customers know with whom they are dealing work well. Assessor observation of staff activity at the Court reception desks confirms ongoing compliance, including in Glasgow Sheriff Court the use of 'queue busters' at busy times in the morning to direct jurors to where they need to go. Internal services, such as the Financial Accounting Systems Team, ensure that staff monitoring the large number of generic mailboxes have the skillset that matches the type of enquiries that come in.

RP1 2022 Not reviewed. RP2 2023 Not reviewed.

Evidence Value: Fully Met

5.2.3: We promptly share customer information with colleagues and partners within our organisation whenever appropriate and can demonstrate how this has reduced unnecessary contact for customers.

Applicant Self Assessment: Satisfactory
 Compliance to Standard: Compliance Plus

Active Evidence

HAP664: Privacy Notices Assessor Acceptance: Yes

When the General Data Protection Regulation was introduced in 2018, the SCTS developed Privacy Notices to assure users and staff that retention of any of their personal data was being treated appropriately.

HAP665: IT System Status Updates Assessor Acceptance: Yes

The SCTS intranet home page has a system status section on which current problems with software and telephony are flagged. This means that potentially large numbers of staff do not need to contact IT to report these problems and avoids surges in helpdesk emails and phone calls.

HAP666: Media Portal Scheme for Registered Journalists Assessor Acceptance: Yes

In October 2018 the SCTS introduced a media portal scheme for registered journalists to access advance criminal case information online. The scheme is based on recommendations by a media working group which took into account the wishes of the judiciary and how changes would impact our staff.

HAP679: Vulnerable Witnesses (Criminal Evidence) (Scotland) Act 2019 Assessor Acceptance: Yes

A Bill was introduced to the Scottish Parliament in July 2018 and adopted proposals from the SCTS's Evidence and Procedure Review to allow child witnesses in serious criminal cases to give evidence by commission pre-trial instead of during trial. It received Royal Assent in June 2019.

HAP680: New Form for Expedited PoA Registration Assessor Acceptance: Yes

Requests for urgent PoA registrations often lack key information, requiring multiple e-mails between OPG and customers before PoAs are registered. OPG designed a form specifying the information it needs, ensuring the right information is available on receipt, and immediately passed to the PoA team.

5.2.3.1: We promptly share customer information with colleagues and partners within our organisation whenever appropriate

RP3 2019 A significant strength of the Service, meriting Compliance Plus, is the prompt sharing of customer information with colleagues and partners whenever appropriate, both internally and with other justice departments and agencies. The Assessors once again met many partners on the visit, including Sheriffs Principal, Sheriffs, Procurators Fiscal, solicitors, representatives from Police Scotland, the Witness Service, security services, Social workers and Criminal Justice partners, all of whom spoke very positively about co-operative ways of working, good communication and prompt sharing of information, well exemplified at Livingston Sheriff Court, which is co-located with Criminal Justice partners in West Lothian Civic Centre. RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise. RP2 2023 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

5.2.3.2: and can demonstrate how this has reduced unnecessary contact for customers.

RP3 2019 The Service clearly demonstrates that it reduces unnecessary contact for customers. The sharing of data with justice partners and support agencies greatly improves efficiency, reduces delays for customers and helps provide a more effective service. A good example is the new Media Portal for registered journalists, which allows them to access advance criminal case information online. The one stage jury citation process has streamlined citation, reducing unnecessary contact, and encouraged jurors to respond to their citation through a dedicated web portal. Jurors are also given a dedicated telephone number to ring the night before to check whether they are required to attend Court the following day. RP1 2022 Not reviewed. RP2 2023 Not reviewed.

Evidence Value: Fully Met

5.2.4: Where service is not completed at the first point of contact we discuss with the customer the next steps and indicate the likely overall time to achieve outcomes.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

HAP369: Counters and Receptions - best seen at visit Assessor Acceptance: Yes

The interaction between court users and staff will demonstrate how in practice SCTS staff deal with issues that they can respond to at first point of contact.

HAP654: Integrated Case Management System (ICMS) Assessor Acceptance: Yes

ICMS is being created in modular fashion and at each stage of development relevant stakeholders are consulted. Evidence here includes presentations, feedback received, an activity tracker, a training roadmap, a communications plan and a stakeholder map.

HAP656: Revised SCTS Complaints Procedure Assessor Acceptance: Yes

The SCTS complaints procedure introduced in April 2014 was reviewed by the Scottish Public Services Ombudsman in 2018-19 and assessed as compliant following minor amendment. Guidance for court users and court staff was published on the website and intranet respectively in May 2019.

HAP667: Online Forms for Criminal Appeals Assessor Acceptance: Yes

Forms for people who wish to appeal their conviction and/or sentence in criminal cases are available to be downloaded from the SCTS website. Solicitors representing potential appellants may also access these forms.

HAP668: Sheriff Appeal Court Party Litigants' Pack Assessor Acceptance: Yes

The Sheriff Appeal Court offers a pack for party appellants containing definitions, guidance and forms for completion to enable them to prepare their applications at their convenience.

HAP681: Information Given to Accused Assessor Acceptance: Yes

Information is given to accused at various stages of criminal cases, e.g. bail conditions, date of next court hearing, letters for unrepresented accused in JP Courts, and ways to pay fines. Examples of blank forms prescribed by Act of Adjournal (some redacted) are shown here.

5.2.4.1: Where service is not completed at the first point of contact we discuss with the customer the next steps

RP3 2019 Staff are skilled and trained to handle the vast majority of queries at the first point of contact. On those occasions when service is not completed at the first point of contact there are good arrangements in place to keep customers informed. The 2017 Court User Satisfaction Survey shows that 75.4% of respondents are satisfied with Court staff's attempts to inform them about why they had to wait.

RP1 2022 Not reviewed. RP2 2023 Not reviewed.

Evidence Value:

Fully Met

5.2.4.2: and indicate the likely overall time to achieve outcomes.

RP3 2019 When service is not completed at the first point of contact there are arrangements in place to give customers an indication of the overall time to achieve outcomes. Customers agree they are generally kept up-to-date with likely outcomes and timescales where appropriate. In this particular service, a degree of timescale uncertainty is inevitable, but customers met during the visit seemed to understand the difficulties and stated the situation is usually managed to their satisfaction. The Court Users' Charter promises to update witnesses on the progress of the Court case at least once per hour and advise them when they can leave the court, well observed during the visit. The 2017 Court User Satisfaction Survey shows that 71.7% of respondents are satisfied with Court staff's attempts to inform them about how much longer they would have to wait. 72.9% of respondents found the update information provided by Court staff very helpful.

RP1 2022 Not reviewed. RP2 2023 Not reviewed.

Evidence Value:

Fully Met

5.2.5: We respond to initial enquiries promptly, if there is a delay we advise the customer and take action to rectify the problem.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS111: Business Continuity Plans Assessor Acceptance: Yes

There are local business continuity plans which set out contingencies for a variety of situations. This includes timeframes for recommencing or undertaking certain activities.

SCTS112: Freedom of Information Requests Assessor Acceptance: Yes

Information provided on the SCTS webpages provides information to customers on response times for freedom of information requests. Regular updates are provided to customers.

SCTS113: Observation at Public Counters - best seen at visit Assessor Acceptance: Yes

Whilst undertaking local assessments, assessors will be able to view SCTS staff interacting with customers and providing responses to queries or where this is not possible advising on future interaction.

SCTS13: SCTS Customer Charters Assessor Acceptance: Yes

The Charters set out service standards and commitments to people attending courts, tribunals or the OPG in person, or making written or telephone enquiries. They include opening times and contact details for complaints and feedback. Charters are available in alternate languages/formats on request.

SCTS60: 2021-2023 Court User Satisfaction Survey Phase 3 Report (Summary Criminal) Assessor Acceptance: Yes

The survey includes questions in relation to waiting times during court hearings and satisfaction with same. This also includes attempts by SCTS to provide updates and information on why customers may need to wait. Information on wait times can be found on pages 31 - 42.

SCTS80: Complaints Handling Guidance Assessor Acceptance: Yes

The complaints handling guidance provides response times in relation to all levels of the complaints procedure. Whilst dealing with complaints regular updates are provided to customers.

5.2.5.1: We respond to initial enquiries promptly,

RP2 2023 There is a clear commitment to respond to enquiries promptly and the targets and aspirations set are published in your Charters and Websites. During the visit, security and reception staff were observed to respond quickly and positively when customers were accessing buildings and services.

Evidence Value: Fully Met

5.2.5.2: if there is a delay we advise the customer and take action to rectify the problem.

RP2 2023 It is recognised by customers that there are a number of factors that can impact on response times, particularly in relation to court hearings. However it was clear from observation of services in court rooms, at reception areas and discussion with administrative staff that there is commitment to keeping customers informed. In addition there was considerable increase in the outcome in the Court User Survey for 2022-2023, with 70% expressing satisfaction with regular updates in comparison to the previous score of 62%.

Evidence Value: Fully Met

5.3: Achieved Timely Delivery

5.3.1: We monitor our performance against standards for timeliness and quality of customer service and we take action if problems are identified.

Applicant Self Assessment: Satisfactory
 Compliance to Standard: Compliant

Active Evidence

SCTS06: 2021-2022 Court User Satisfaction Survey Results Phase 1 Jury Trials Assessor Acceptance: Yes

In a change to the way SCTS survey court users, prior to fieldwork commencing the questions were tailored to court users experience of jury trials allowing for more robust and specific questioning. Overall satisfaction achieved its highest rating since surveys began in 2005.

SCTS10: Service Delivery Targets - separate email due to file size Assessor Acceptance: Yes

Service Delivery Targets for Sheriff Courts are published on court notice boards and are reported monthly with a report generated on the SCTS intranet. The report tracks trends in service levels.

SCTS28: SCTS Annual Report and Accounts 2020-21 Assessor Acceptance: Yes

The SCTS Annual Report & Accounts 2020-2021 is published on the SCTS website. It highlights the standards of service, organisational values and performance within ranges considered acceptable by the SCTS Board.

SCTS35: Quarterly Criminal Court Statistics and Quarterly Fines Report Assessor Acceptance: Yes

The Criminal Court Statistics is information about criminal court activity in all High, Sheriff and JP Courts. The Quarterly Fine Report is information about fines and collection rates. It covers fines imposed in Sheriff and JP Courts including PF and Police fixed penalties

SCTS39: President of Scottish Tribunals Annual Report 2019-2022 Assessor Acceptance: Yes

The President of Scottish Tribunals Annual Report 2019-2020 is published on the SCTS website. It highlights performance of the previous year and looks forward to the period ahead for the tribunals.

5.3.1.1: We monitor our performance against standards for timeliness

RP1 2022 SCTS historically monitored standards for timeliness by means of the sections of the Court User Satisfaction Survey 2019 that cover 'Waiting in Court'. The new Phase 1 Jury Trials Survey, carried out from June to November 2021 asks similar questions. RP2 2023 Not reviewed.

Evidence Value: Fully Met

5.3.1.2: and quality of customer service

RP1 2022 SCTS historically monitored standards for quality of customer service by means of the Court User Satisfaction Survey 2019, which covers the helpfulness and politeness of Court staff, together with the quality and accuracy of information given by the Court staff. The new Phase 1 Jury Trials Survey, carried out from June to November 2021 asks similar questions. RP2 2023 Not reviewed.

Evidence Value: Fully Met

5.3.1.3: and we take action if problems are identified.

RP1 2022 The ethos of the Service is to take action if problems are identified. RP2 2023 Not reviewed.

Evidence Value: Fully Met

5.3.2: We are meeting our current standards for timeliness and quality of customer service and we publicise our performance against these standards.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

SCTS06: 2021-2022 Court User Satisfaction Survey Results Phase 1 Jury Trials Assessor Acceptance: Yes

The survey includes information on satisfaction levels with SCTS staff as well as information on wait times and satisfaction in relation to those. The report is published on the SCTS webpage.

SCTS102: Service Delivery Targets - Sheriff Courts Assessor Acceptance: Yes

The Sheriff Courts report on their compliance with the service delivery targets. These are published on local court noticeboards and updated at least quarterly. This provides customers with information on the SCTS compliance with the key performance indicators in relation to various areas.

SCTS104: OPG Quarterly Performance Data Assessor Acceptance: Yes

The office of the public guardian (OPG) monitor and publish their performance data quarterly. This is reviewed by the OPG senior management team.

SCTS114: Board Scorecard Assessor Acceptance: Yes

The Board Scorecard monitors SCTS performance against the strategic priorities. Updates are provided on a quarterly basis and the SCTS executive team and board monitor these. Each strategic priority has key indicators and these are reported on by the various SCTS teams responsible for these.

SCTS115: Tribunals Scorecard Assessor Acceptance: Yes

The Tribunals Scorecard monitors tribunals performance. Updates are provided regularly and these are monitored by senior managers.

SCTS60: 2021-2023 Court User Satisfaction Survey Phase 3 Report (Summary Criminal) Assessor Acceptance: Yes

The survey includes information on satisfaction levels with SCTS staff as well as information on wait times and satisfaction in relation to those. The report is published on the SCTS webpage.

5.3.2.1: We are meeting our current standards for timeliness

RP2 2023 Overall performance against standards for timeliness is improving and generally met, with genuine reason established for areas falling slightly short. Specific efforts are made to monitor performance and obtain customer feedback. The in-depth data provided through the Court Users Survey show that in relation to waiting times 76% of expectations are met, between 73 and 85% of customers are advised of court start times and 64% had to wait less than 15 minutes.

Evidence Value: Fully Met

5.3.2.2: and quality of customer service

RP2 2023 Likewise the performance against standards for quality of customer service is consistently good and well demonstrated in the results of the Court User Satisfaction Survey, in areas such as helpfulness and politeness of all staff, which shows scores of 93 and 96% respectively. Comment from court users during the assessment confirms this level of satisfaction.

Evidence Value: Fully Met

5.3.2.3: and we publicise our performance against these standards.

RP2 2023 Performance against standards for timeliness and quality of service is published via the website and on notice boards at strategic locations in all sites visited. Outcomes are also shared at stakeholder, partner and staff consultation forums on a regular basis.

Evidence Value: Fully Met

5.3.3: Our performance in relation to timeliness and quality of service compares well with that of similar organisations.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

HAP509: SCTS Court User Satisfaction Survey 2017 Assessor Acceptance: Yes

The 2017 survey results are largely the best they have ever been with regard to timeliness and service quality (see chapters 6 and 8 in particular). However, as court services in the other UK jurisdictions have all suspended regular user surveys, comparisons are not possible.

HAP612: SCTS Staff Survey 2018 Assessor Acceptance: Yes

The SCTS again took part in the UK Civil Service Staff Survey administered by Cabinet Office in 2018, with results comparing well against other public service bodies. The SCTS engagement score was equal highest in the Scottish public sector.

HAP628: SCTS Quarterly Fines Report Assessor Acceptance: Yes

The SCTS publishes a report on recovery rates and amounts outstanding for fines and other penalties every three months. Following consultation with its users, improvements have been made to the content and format of this report, which now includes charts as well as text and tables.

HAP669: Finance Forward Project Assessor Acceptance: Yes

The Finance & Procurement Unit has been working on a series of projects to simplify and improve key SCTS systems and business processes that align to our governance, compliance and regulatory requirements.

HAP682: PATS Benchmarking with Equivalent UK Jurisdictions Assessor Acceptance: Yes

The three bodies dealing with War Pensions and Service related appeals across the UK attend groups that meet quarterly and offer a means for PATS to benchmark and compare service and performance with the other two UK jurisdictions. PATS regularly compares well against these two main comparators.

HAP683: Payment Performance Assessor Acceptance: Yes

The SCTS intranet contains monthly statistics for paying invoices, showing comparative performance across the court estate, SCTS headquarters, Tribunals and the Office of the Public Guardian. The break in the run during 2018-19 is due to disruption during the introduction of new financial systems.

5.3.3.1: Our performance in relation to timeliness

RP3 2019 As a national body, it is difficult for the SCTS to benchmark performance in relation to timeliness with similar organisations. Since the Court services in other UK jurisdictions have all suspended regular user surveys, direct comparisons are not possible. However, the results of the Court User Satisfaction Survey that cover ‘Waiting in Court’ are positive and sufficiently high to show that SCTS is a high performing organisation in relation to timeliness. RP1 2022 Not Reviewed. RP2 2023 Not reviewed.

Evidence Value: Fully Met

5.3.3.2: and quality of service compares well with that of similar organisations.

RP3 2019 Similarly, as a national body, it is difficult for the SCTS to benchmark performance in relation to quality of service with similar organisations. Since the Court services in other UK jurisdictions have all suspended regular user surveys, direct comparisons are not possible. However, the results of the Court User Satisfaction Survey that cover the helpfulness and politeness of Court staff, together with the quality and accuracy of information given by the Court staff, are very good and sufficiently high to show that SCTS is a high performing organisation in relation to quality of service. RP1 2022 Not Reviewed. RP2 2023 Not reviewed.

Evidence Value: Fully Met