

CPS Appearance at Court via Video or Audio Links
COVID-19
Operational Update - 23 March 2020

Legislation

In summary the emergency legislation will:

- permit courts to exercise their statutory and other powers via live link or telephone, where it is lawful and in the interests of justice to do so;
- imposes a duty on the courts to make use of technology to manage cases, including by giving directions for the use of live link and telephone facilities in certain circumstances;
- create offences linked to recording live-streamed proceedings, analogous to existing offences on making unauthorised recordings in court; and
- provide, in principle, for a fully virtual pre-trial hearing, dependent on there being a means by which the hearing can be witnessed by the public. This will include appeals heard at Magistrates' courts against the imposition of restrictions on infectious individuals (i.e. those individuals must only appear via live link). Jurors must attend court in person.

Technical solutions

- The main technical option HMCTS are progressing is to use a Cloud Video Platform. This will use the JVS links in court rooms to meet the open justice requirements, and other parties will be able to join through a variety of solutions – including fixed JVS end points in Police Stations and CPS offices, as well as remotely from laptops. We are working closely with HMCTS on technical and operational elements of this.
- The CPS is pursuing a number ways to enable video and will be testing these in conjunction with prosecutors over the coming week. We have already uplifted our remote network to enable this. This includes:
 - a. Physically enabling web cameras on CPS devices
 - b. Enabling external web cameras to work with CPS devices
 - c. Use of other external devices
- These are being piloted in London, and national recommendations will be made as soon as possible.

Interim Solutions

- In the meantime we are aware that HMCTS are encouraging local areas to be as flexible as possible and utilise other options such as Skype for Business audio calls and existing JVC end points in CPS offices.
- These solutions will be likely be short term tactical solutions which will be replaced once the Cloud Video Platform (CVP) solution is enabled. However we realise this is an urgent issue and therefore fully support temporary local solutions.
- If you are working with your local HMCTS to test solutions we would like you to let us know so we can collate the information centrally and share what is working. This will also help inform new business processes which will be required to support the CVP solution. Please could you email any information or questions to change.unit@csp.gov.uk
- Please would all Areas also nominate a single point of contact for us to the Change Unit for us to liaise with.

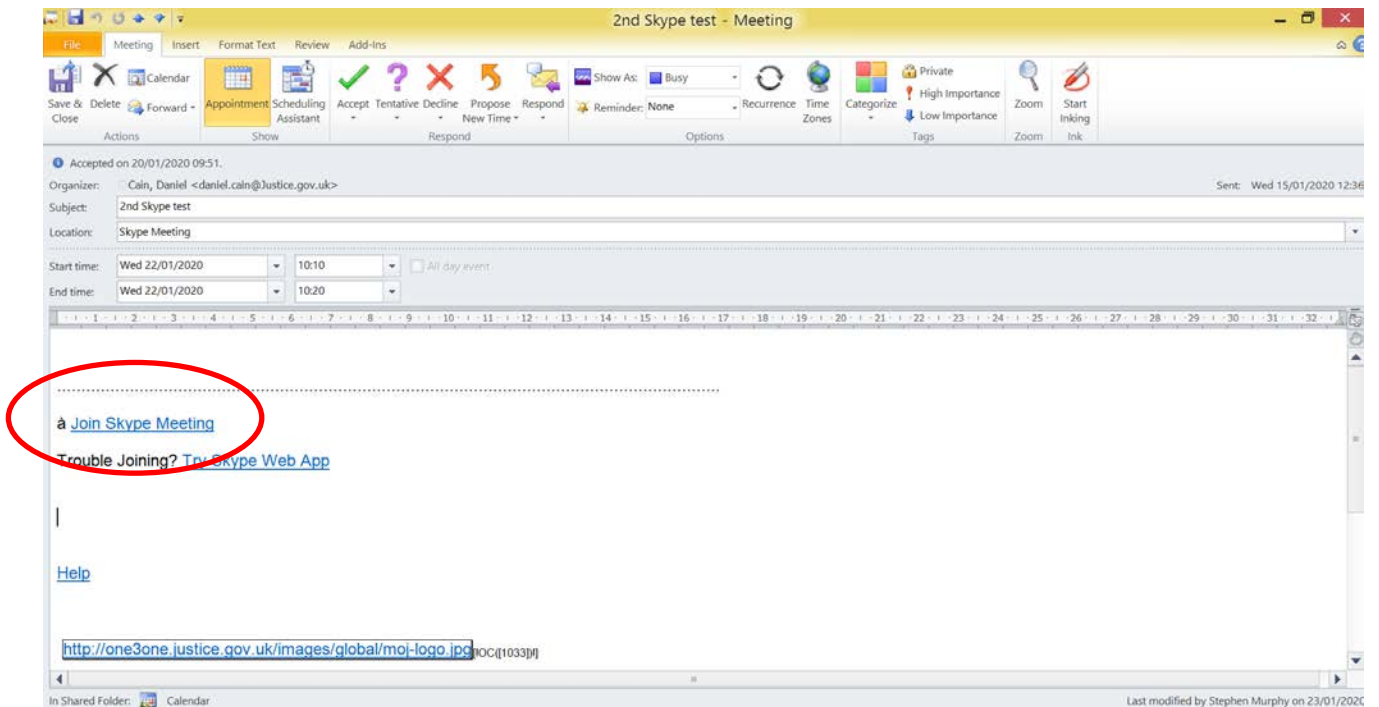
CPS Operational Guidance

- CPS staff can use Skype to join audio hearings which replace physical case management or interlocutory hearings - excluding those where bail is in dispute or bail is likely to be refused or revoked. In these circumstances the emergency legislation requires parties to be able to see each other – either via video link or in person. Guidance on how to join a Skype meeting using audio is attached at Annex A.
- CPS staff can also use JVS end points in CPS office – the user guide is available [here](#) .
- In video remand cases prosecutors should, where possible, engage with defence representatives via email/phone to avoid adjourning for case management or sentencing.
- Currently there is not a solution to playing multi-media evidence via video link. At present if this was required, for example in a sentence hearing, the material would need to be sent to all parties by secure e-mail. We are working with HMCTS to enable the use of Egress in the Magistrates' Courts.
- It is important to test video connections with local courts and partners, prior to using in the live courtroom. The testing should include checking:
 - Checking cameras and speakers to ensure they are of sufficiently quality and are positioned appropriately;
 - Connections so any blockers such as firewalls can be identified and resolved;
 - Multiple party participation so any issues, such as with time lags or problems with visual and audio synchronisation are addressed.
- It is recommended that prosecutors have dual screens if at all possible so one can be used for viewing the hearing and one for viewing case papers and other applications.
- Where possible prosecutors should appear where there is a significant lack of visual interference, e.g. no pictures on walls behind them.
- Attached are 3 annexes with information that will assist staff in the interim:
 - Annex A – Joining a Skype Call
 - Annex B – Video Conferencing calling
 - Annex C – Digital FAQs



Joining a Skype Call – Guidance 19/03/20

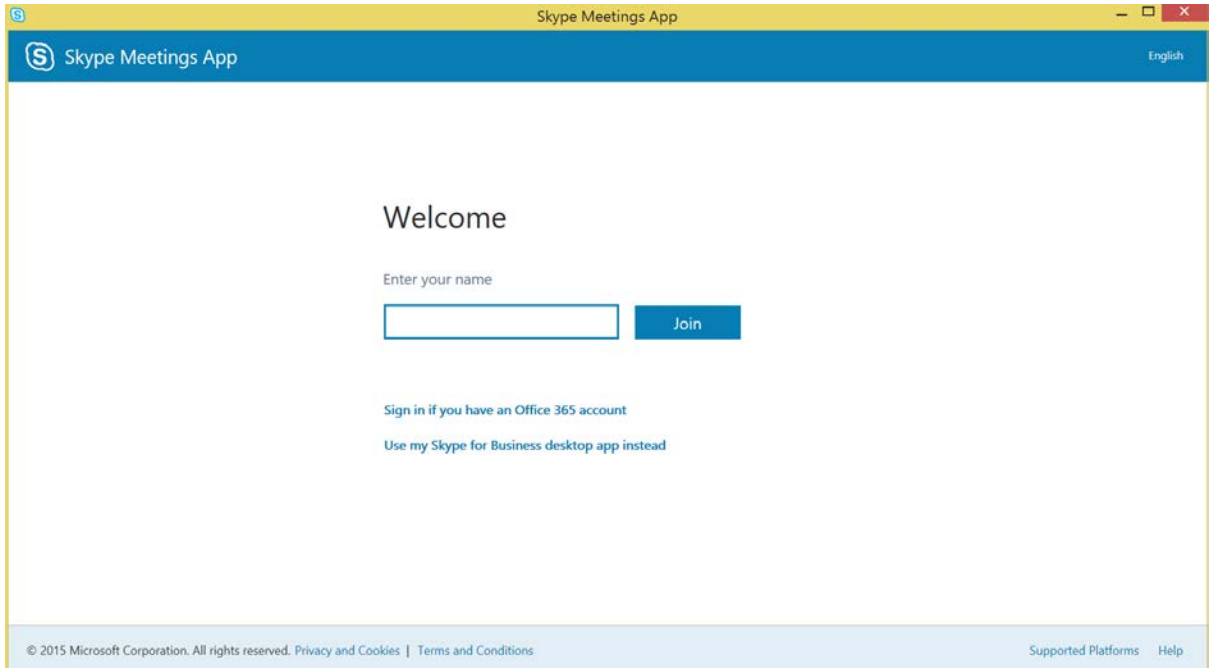
1. Some CJS organisations, including HMCTS, use Skype as their means of holding conference calls. Skype, much like MS Teams, can be used for either video or audio calls.
2. If you are invited to a Skype meeting, you will receive a meeting invite into your Outlook calendar. You can accept or reject the meeting as you would for any other meeting set up by another party.
3. To join the Skype meeting at the required time, firstly open up the meeting invite from your Outlook calendar. You will see something like the below –



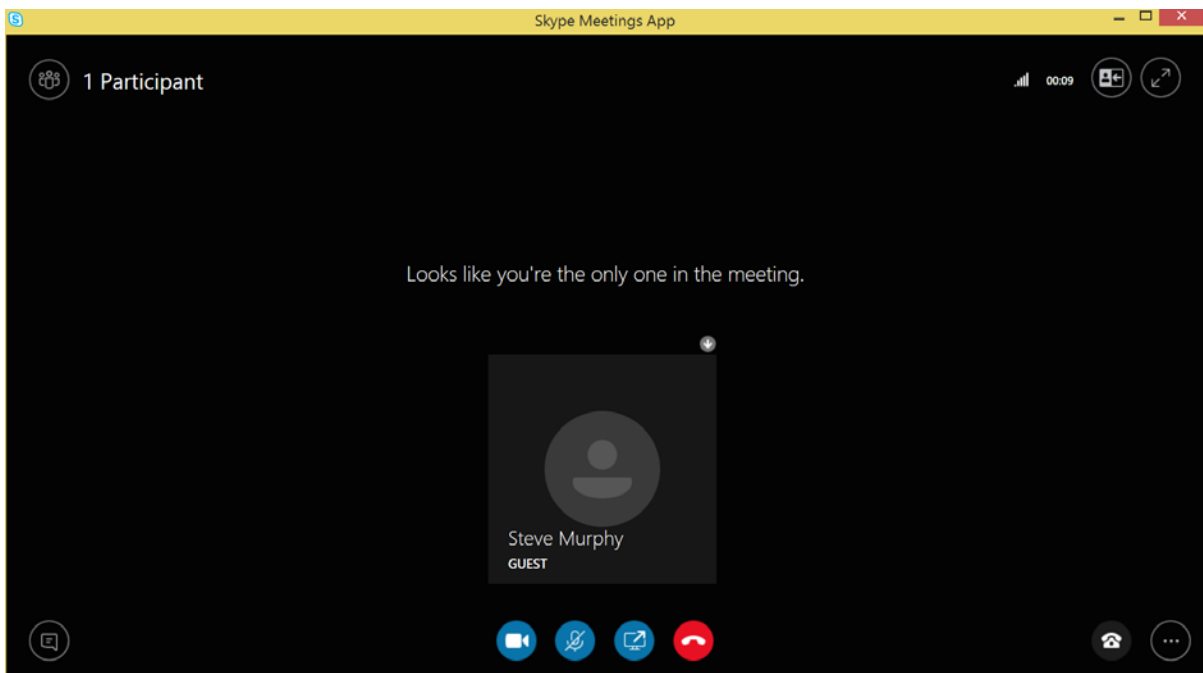
4. Within the meeting invite, you will see a link in blue text stating “Join Skype Meeting” – this is the one circled in red above. Click that link.

Annex A

5. A number of screens may flash open as you are connected to the meeting. You will eventually see the screen below –



6. Where it says "Enter your name", please type your name/the name you wish others in the call to see. Click the "Join" button.
7. You will then be connected to the call and should see a screen similar to the below. If there are others already in the call, their names will appear on the screen.



Annex A

8. Note the buttons at the bottom of the screen which are (from left to right)
 - a. Toggle your video camera on/off (not currently available for CPS)
 - b. Toggle your microphone on/off
 - c. Share your screen
 - d. End call

Video Conferencing calling.

1.1 Can I hold a videoconference with a non-JVS location?

Yes, provided the videoconferencing equipment at the non-JVS location has an ISDN number. Because JVS is a private network, any calls to non-JVS locations have to be launched and managed by the JVS Help Desk on your behalf. This helps to ensure that the network remains secure. In order to arrange a videoconference with a non-JVS location, you need to submit a Videoconference Bridge Booking Form to the JVS Help Desk at least 24 hours before the call is due to take place. (See 1.6 for JVS help desk)

1.2 Can I hold a videoconference with several sites at once?

Yes. This is known as a multi-point call. Multi-point calls can include JVS sites, non-JVS sites and even telephone-only participants. Due to limitations on the network bandwidth available at each JVS site, it's not possible for you to launch a multi-point call yourself; the JVS Help Desk has to do this for you. In order to arrange a multi-point videoconference, you need to submit a Videoconference Bridge Booking Form to the JVS Help Desk at least 24 hours before the call is due to take place.

1.3 Can I hold a videoconference with an overseas location?

Yes, provided that the videoconferencing equipment at the overseas location has an ISDN number. (See point 1.2)

1.4 Can I hold a videoconference with a Skype user?

No. It's not currently possible to arrange videoconferences between JVS locations and Internet-based videoconferencing equipment.

1.5 How do I make a bridge call?

Please complete the form below and send to the address highlighted in yellow.



Videoconference
Bridge Booking Form

1.6 Is there a JVS help desk?

Yes. The JVS Help Desk is available from 9:00 until 18:00 and can be contacted in the following ways:

Telephone – 0800 046 9640

Video – 118

Email – cjsvc.support@vodafone.com

Digital FAQs – March 2020

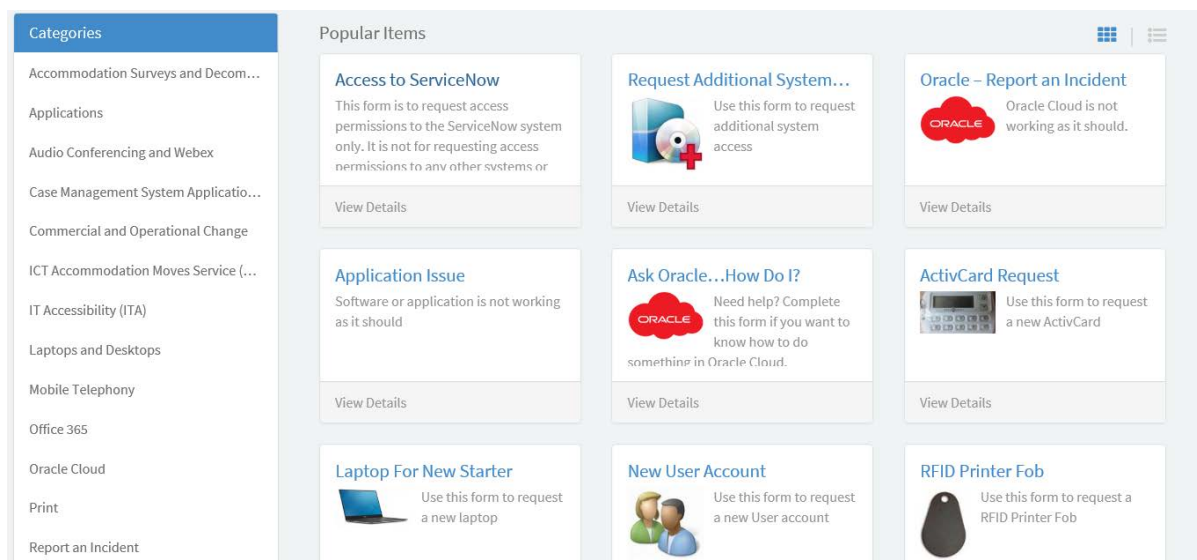
Remote working – getting connected

1. Do we have the capability for large numbers of people to work from home?

Yes we have recently made improvements to our infrastructure and increased the number of licences we have to enable large numbers of colleagues to work remotely.

2. I've not worked remotely before. How do I order a token to work remotely?

The grey rectangular tokens used to work remotely are known as Active Cards (or ActivCards). You can order one through [this page](#) in Service Now and by selecting ActivCard request.



3. I've lost my token (ActivCard), what should I do?

Please contact the service desk to report the ActivCard as lost, and to arrange for a new one to be programmed and sent to you.

In the meantime, the service desk can also give you a temporary code to enable you to connect securely.

4. Do I need Broadband/ Wi-Fi to connect to the network?

Yes you will need an internet connection to be able to work remotely. This can be your home Broadband that is Wi-Fi enabled (doesn't need a cable from your router). You might want to consider if your home internet has enough capacity to manage multiple people working from the same place if this might be a possibility.

5. Is there anything I can access whilst being connected to the network that I won't be able to do via Wi-Fi?

No, all services are available remotely or in the office. The speed may differ depending on the quality of the Wi-Fi you are using.

Remote working – Password expiry

6. What happens if my password expires whilst I am working remotely?

You will be reminded to re-set your password shortly before it expires. It is always good practice to do this in advance, particularly if you are working remotely.

Ensure you are connected to the network, and then follow the steps to re-set your password. If you have any issues, please contact the service desk on 08006926996.

Remote working – Calls and meetings

7. Can I use VCT when working remotely

Yes you can use VCT when working remotely as you would do in the office. VCT is not available over PCU Wi-Fi in court.

8. Does everyone in CPS have access to MS Teams?

Everyone across CPS now has access to Teams, which in addition to making calls includes instant messaging and screen sharing capabilities which are of great value when working remotely and collaborating with others.

There are [training videos](#), [knowledge base articles](#) and [Microsoft online guidance materials](#) – providing an overview of key features and how to use them.

Microsoft Teams will also be used to replace our VCT towards the end of this year. Work is underway to replace Hunt groups and move our telephone numbers in preparation for this.

9. Can I use Teams with people outside of the CPS?

You can use Teams meetings for virtual meetings with colleagues outside of CPS too. This includes both voice and screen sharing capability which allows everyone to collaborate on

the materials. This is something everyone has access to and as long as external parties join the meeting using Teams or via a browser they too can screen share and join in.

We have [a video](#) on how to use the screen sharing feature to give you an idea too.

10. I've been invited to a meeting on Skype. Can I join?

Yes you can. You can either dial in if a number has been provided, or join via link in an invite. You will be able to take part in the audio, and sharing of screens. The only thing you can't do is participate with your web camera.

If you want to initiate a meeting like this with colleagues, either in or outside of CPS – you can use Teams to do the same.

11. Can video calling through Teams be enabled?

Work is taking place to enable video cameras. Pilots for this are planned to ensure the quality of the service, before we launch this feature across the CPS.

12. I don't have a headset, where can I get one from?

If you're not familiar with the process in your areas, contact your ABM / business centre in the first instance who will be able to advise you. These can then be ordered from P2P.

If you are working in a private space, you can also use your laptop without a headset if need be, utilising its built in microphone and speakers for sound input/output.