



HM Courts &
Tribunals Service

Justice matters

Evaluation Report

The TV Licensing Single Justice Procedure Notice Pilot: findings

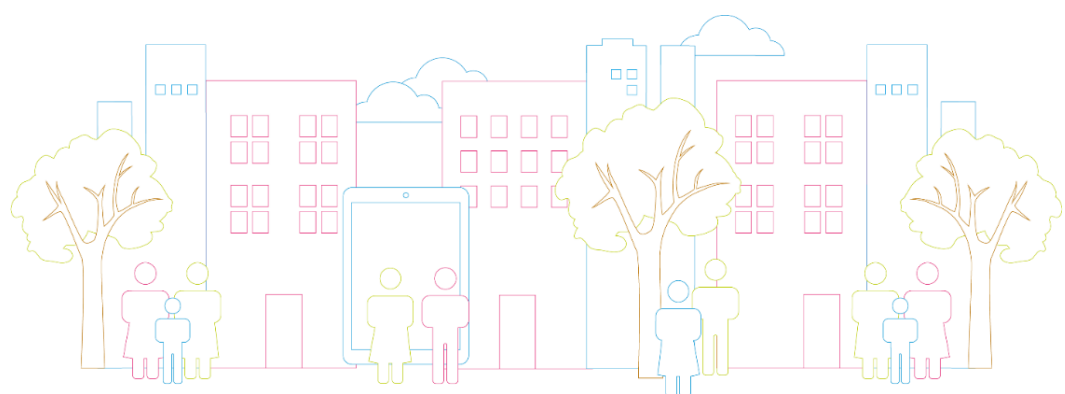
Customer Directorate

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Summary

The evaluation report summarises key findings and recommendations from the TV Licensing pilot which trialled the redesigned Single Justice Procedure Notice (SJPN) in the Midlands region between January and February 2020.

Key findings

1. There was an increase in overall engagement rates from 21% to 27% which is the highest ever recorded in the Midlands region.
2. When compared to online plea numbers in all other regions, there was a significant increase (47%) in the number of online pleas in the Midlands region.
3. Whilst online engagement increased, there was a substantial decrease (41%) in the number of postal pleas in the Midlands region when compared to other regions.
4. The implementation of the redesigned SJPN in the Midlands region caused a shift in the defendants' preferred channel type from postal to online. Only a quarter of those who engaged chose to plea online prior to the pilot, whereas after the start of the pilot over half of the defendants plead online.
5. Prior to the pilot on average 90% of defendants who engaged plead guilty whereas after the implementation of the redesigned SJPN the proportion decreased to an average of 85%. The proportion of 'not guilty' pleas has increased from 9% to 15%.
6. The sample included in this report showed that 99% of the financial means form were returned, an increase of 16%. There was also an improvement in the amount of financial information provided by defendants.
7. A significant proportion of returned plea forms complied with machine reading requirements.
8. There was no impact on call volumes to the Courts & Tribunal Service Centre.

Key recommendations

Based on the positive findings presented in this evaluation report, it is recommended that TV Licensing adopt the redesigned SJPN template in all other regions as they migrate to bulk scanning. Additionally, we recommend that all prosecutors adopt the redesigned SJPN.

Further secondary recommendations:

1. The sample indicated that small changes are needed to support machine reading.
2. HMCTS should monitor the effects of the redesigned SJPN template to flag up any problems/issues that might have not been captured by the TV Licensing pilot.

Introduction

Background information

Overall SJP engagement rates are low, with the majority of defendants failing to make a plea before the 28-day deadline. In addition, more defendants choose to submit a postal plea rather than use the online plea services. We identified that the SJPN template could be redesigned to improve engagement rates. After gathering feedback from a range of stakeholders and experts, we created a template that meets user needs, encourages defendants to plead, and provides a standardised template that will be easier to process by prosecutors and HMCTS.

The redesigned content of the SJPN template includes behavioural techniques to leverage engagement, clear reminders and prompts to encourage defendants to plead online, and uses language and layout that makes it easier to understand and fill in. The redesigned SJPN pack includes (see Annex A for examples):

1. **Cover letter** offering an easy to understand introduction to the notice
2. **SJP notice** clearly outlining the charge and statements of facts, and plea options
3. **Paper plea form** which consists of two parts:
 - a. SJPN100 includes personal details, plea, mitigating evidence, court hearing
 - b. MC100 includes financial information (e.g. income, benefits, outgoings)
4. **Leaflet** explaining the key information with regards to the SJP notice/process

Aims

The main aims of the pilot were to assess whether the redesigned notice:

1. Increases defendant engagement
2. Increases digital take up (online plea rate)
3. Reduces the number of calls with regards to the plea process and paper applications

The pilot also helped us understand how the redesigned notice may impact:

- Prosecutors
- Courts
- Courts & Tribunal Service Centres

In the near future, all returned SJPNS will be machine read and automatically attached to the relevant case. The redesigned SJPN template adheres to the machine reading requirements which will allow more efficient processing of paper pleas. During the pilot we assessed the readiness of the redesigned SJPN template for machine reading.

Pilot details

Cases

TV Licensing adopted the redesigned SJPN template on the 1st January 2020. The redesigned notice was intended to be used for all cases in the Midlands region, which was [REDACTED]. The Midlands regions was chosen for the following reasons:

1. All Midlands cases have been processed via the Common Platform since January 2019 which ensures reliable historic data.
2. Another SJPN pilot was simultaneously conducted in the London region with the Metropolitan police. Thus, to understand the impact of each pilot a different population had to be used.

Defendants receiving the redesigned notice can either:

- Plead online by filling in and submitting the Online Plea application
- Plead by post by filling in the paper plea form

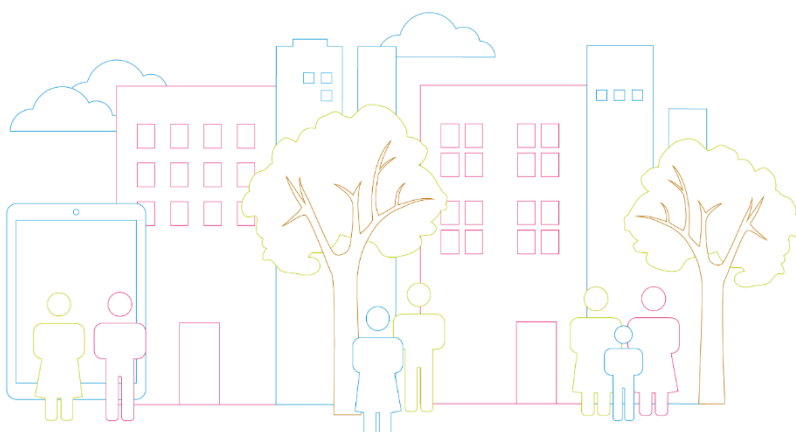
All postal pleas are returned to Leamington Spa Magistrates' Court where all cases are scanned in. Subsequently, all cases are distributed among other courts for further processing.

Timeline

The findings in this evaluation report cover the pilot period between 1 Jan 2020 and 29 Feb 2020. TV Licensing are continuing to use the redesigned SJPN pack in the Midlands region with the intention to roll it out to other regions.

SJPN pack

TV Licensing used the template provided by HMCTS to design the notice in their case management system. The SJPN pack was replicated exactly and verified by HMCTS before it was implemented.



Evaluation methods

Quantitative Methods

Table 1. This table provides an overview of the quantitative metrics used in the evaluation.

Type	Measures
ATCM data extracts	Engagement rates, channel type (online/paper), plea type (guilty/not guilty/guilty requesting a hearing)
CTSC 8x8 call data	Volume of calls compared to control groups or prior pilot. Reason for calling wrap code (e.g. paper application).

Qualitative Methods

Table 2. This table provides an overview of qualitative metrics used in the evaluation.

Type	Measures
Dip sample	Compare a random sample of returned SJPNs (redesigned vs. original style) for correctness/completeness of responses, patterns in completion error.
Focus Group with HMCTS CTSC staff	Perception of the impact of the SJPN with call centre staff: reasons for calling about the SJPN, noticeable changes in query type.
Prosecution feedback	Prosecutor perception of SJPN redesign; implementing, printing and processing.

NB: Due to COVID-19 we were unable to conduct interviews with court staff and observations of SJPN sessions to assess the impact of the redesigned SJPN on court processes.

Findings

Analysis caveats

The quantitative analysis needs be interpreted whilst considering the following:

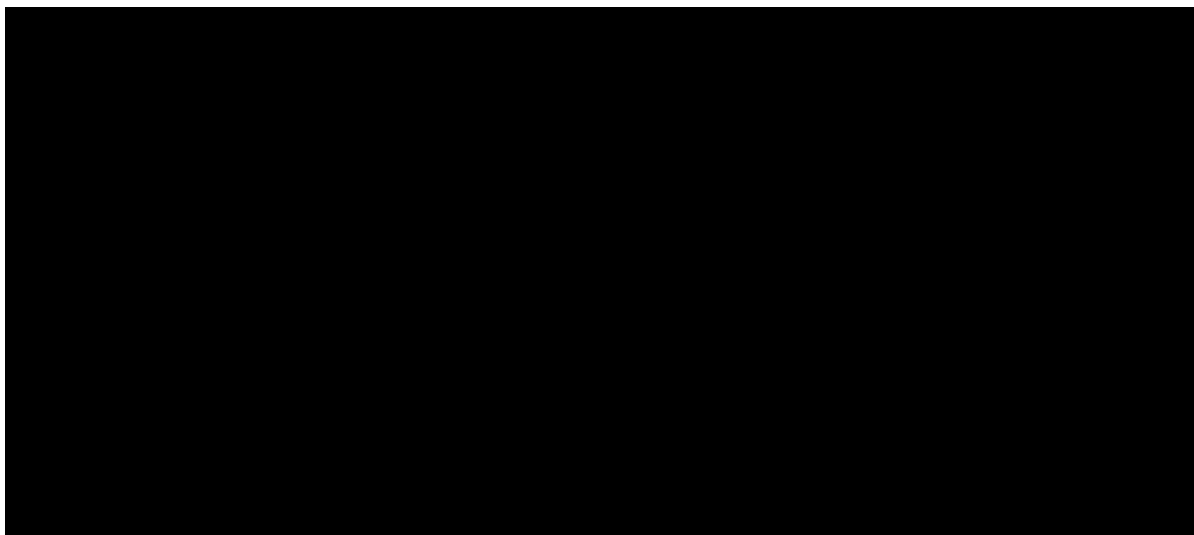
1. ATCM data does not contain a variable for region. Midlands cases were identified using a list of postcodes provided by TVL.
2. Although the historic data for the Midlands region goes back to Jan 2019, other regions migrated to the Common Platform in stages from August 2019. The other regions are a comparative group (control) which allow us to more confidently determine whether any changes in engagement are due to the implementation of the redesigned SJPN pack. Therefore, because of data availability, our comparison looks at data between 1 September 2019 and 29 February.
3. Outcomes are not reported in the present analyses as a proportion of the cases are not yet completed. Such data can be provided at a later date.
4. In the present analyses, statistics related to Midlands cases are referred to as 'Midlands region' whereas all other cases are referred to as 'Other regions'.

Case numbers

Initial analysis quantified the volume of cases TV Licencing issued each month. [REDACTED]

Figure 1 shows case volume trends in for the Midlands cases and cases for all Other regions. Midlands case volumes remain relatively constant over time [REDACTED] whereas there are more fluctuations in case numbers for Other regions. This can be explained by the gradual migration of different regions from the legacy systems to the Common Platform.

Fig 1. Case numbers for the Midlands region and all Other regions. The vertical dotted line indicates the start of the pilot.



Engagement rates

Overall engagement rates refer to the percentage of the defendants who submitted their plea either online or by post. It includes all types of pleas (i.e. guilty, guilty requesting a hearing, and not guilty). For simplicity engagement rates will be referred to as plea rates.

Figures 2 and 3 show plea rates for the Midlands regions and Other regions. In January 2020, plea rates went up for both groups to 25%. Presumably this increase could be partially caused by the beginning of a new year and defendants being more motivated to respond to their notice.

Further, in February 2020 the Midlands region plea rate continued to increase to 27% which is the highest it has ever been recorded. This plea rate is noticeably higher when compared to the prediction based on historic data which is at 21%. At the same time, the Other regions plea rate decreased to 23%.

This indicates a plea rate increase of 4% for the Midlands region compared to all Other regions.

Fig 2. Engagement rates for the Midlands region before and after the implementation of the redesigned SJPN. Predication indicates a linear trend based on historic data.

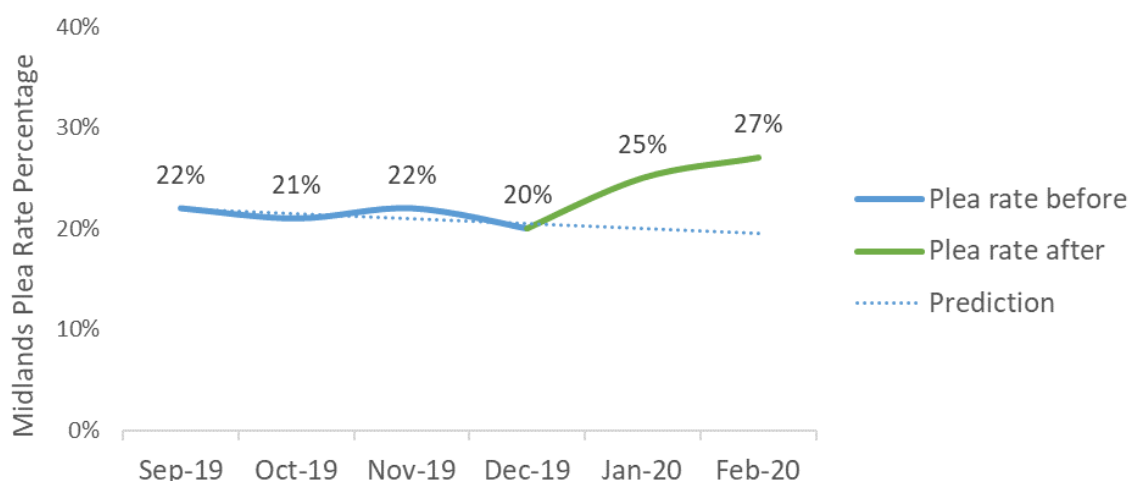
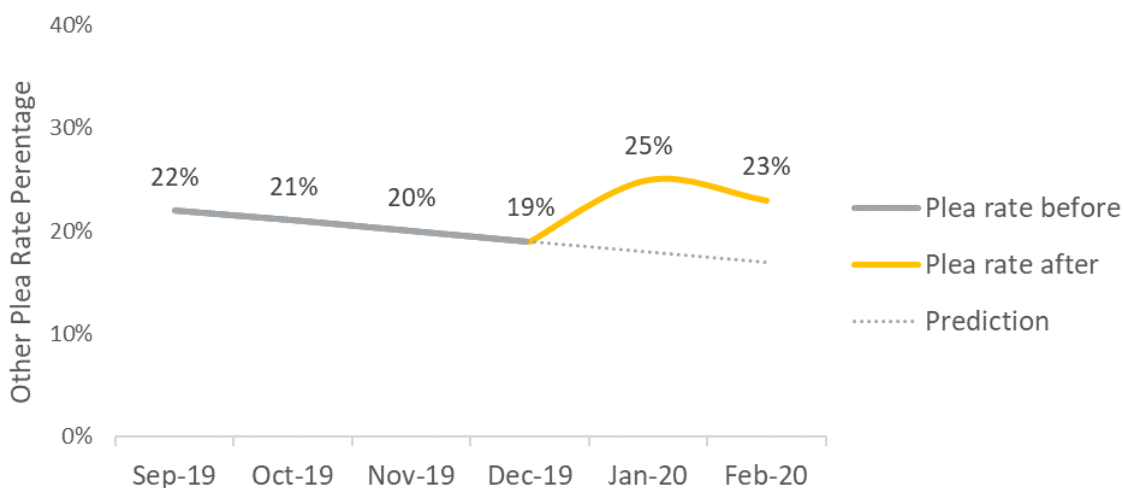


Fig 3. Engagement rates for the Other regions before and after the implementation of the redesigned SJPN. Predication indicates a linear trend based on historic data.



Channel type

Online and postal plea rates were estimated to identify the impact of the redesigned notice on defendants' channel choice.

Figures 4 and 5 show plea rates for the Midlands region and Other regions split by online plea rate and postal plea rate. Figure 4 shows that in the Midlands region prior to the pilot the majority of defendants who made a plea opted to return the postal plea form (average of 74%). However, after the implementation of the redesigned SJPN the majority of defendants chose to plead online (average of 58%).

Figure 5 shows that prior to the pilot on average 22% of defendants in all Other regions chose to plead online whereas during the pilot the figure increased to 35%. However, it should be noted that the majority of defendants still prefer to use the postal form.

Taken together, this indicates that the redesigned notice is effective at nudging people to use the online service.

Fig 4. Midlands region plea rate split by channel choice (online vs postal). The vertical dotted line indicates the start of the pilot.

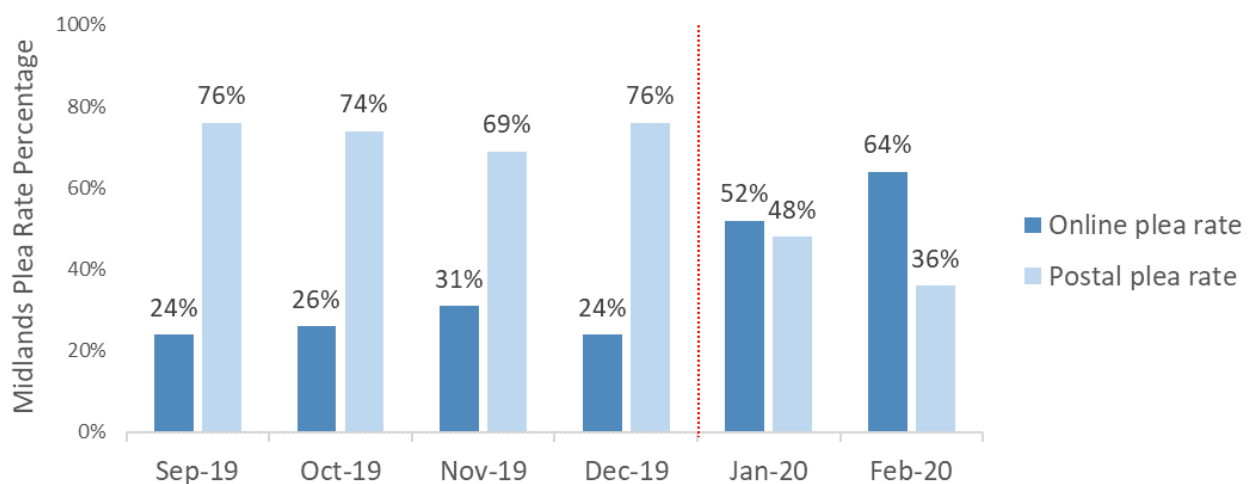
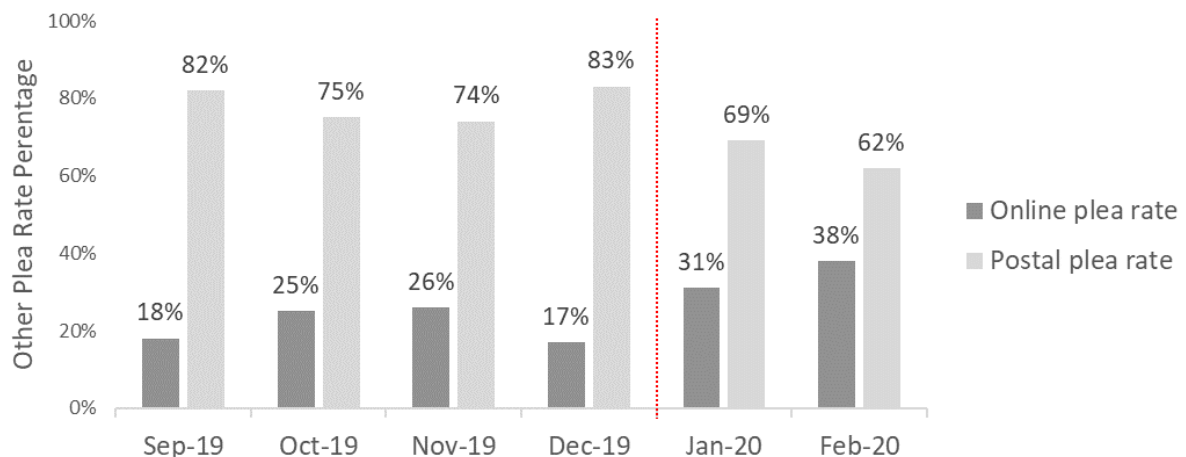


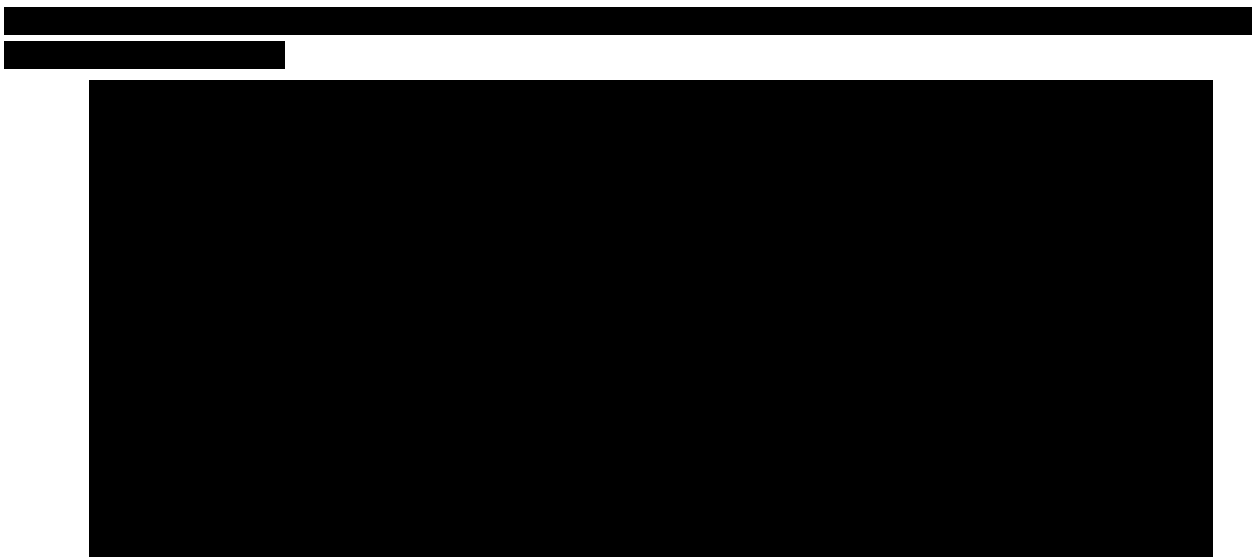
Fig 5. Other regions plea rate split by channel choice (online vs postal). The vertical dotted line indicates the start of the pilot in the Midlands region.



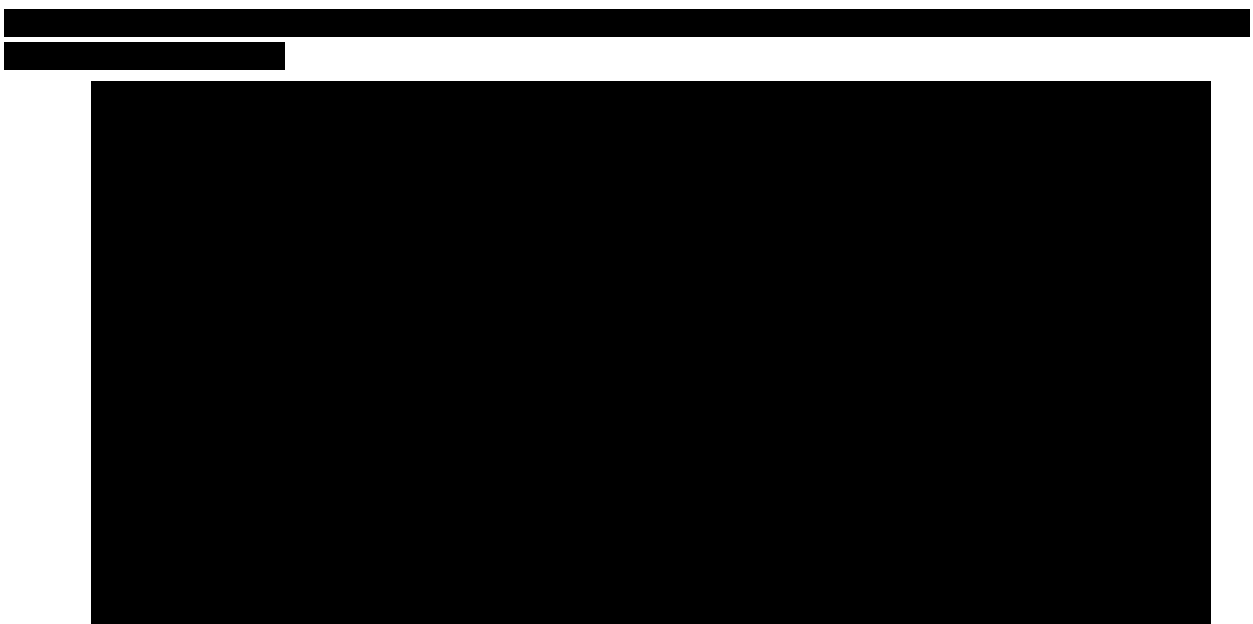
In order to further assess the impact of the pilot on channel choice, the increases in numbers of online pleas were examined. Volumes of online/postal pleas received during a period of two months prior to the pilot (October and November 2019) were compared with the two months during the pilot (January and February 2020). The months of October and November were chosen due to compare case number being issued during the pilot.

Figure 7 shows the average number of online pleas before and after the implementation of the new notice. The Midlands online pleas increased by 113% with 118 more pleas being submitted online per month. The comparative group of all Other regions shows an increase of 66% for the same time period which is 206 more online pleas per month.

This indicates an increase of approximately 47% for the Midlands region.



Further, Figure 8 shows the average number of postal pleas before and after the pilot. The Midlands postal pleas decreased by 41% with 109 less postal pleas per month whereas in the Other regions postal pleas increase by 3% with 30 more postal pleas being returned a week. This indicates that not only does the redesigned SJPN encourage more people to plead online but, it also noticeably reduced the number of postal pleas which ultimately results in less administrative work for HMCTS staff.



Plea type

Defendants are asked to indicate whether they want to plead guilty or not guilty to the offences they are charged with. We looked at whether the increase in plea rates was driven by equal increases in both guilty and not guilty pleas.

Figures 9 and 10 show the proportion of guilty and not guilty pleas for those defendants who submitted their plea. First, the proportion of 'guilty requesting a hearing' pleas remained unchanged at 1%.

Figure 9 shows that in the Midlands region prior to the pilot on average 90% of defendants who engaged plead guilty whereas after the implementation of the redesigned SJPN the proportion decreased to an average of 85%. [REDACTED]

Figure 10 shows that prior that the plea type remained unchanged for other regions.

Fig 9. Midlands region plea rate split by plea type (guilty vs not guilty). The vertical dotted line indicates the start of the pilot.

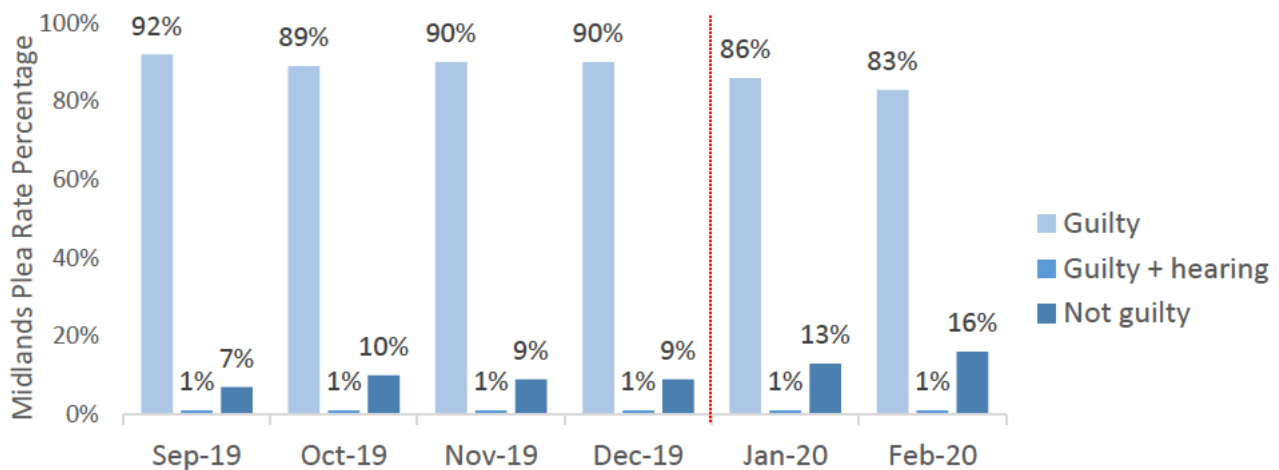
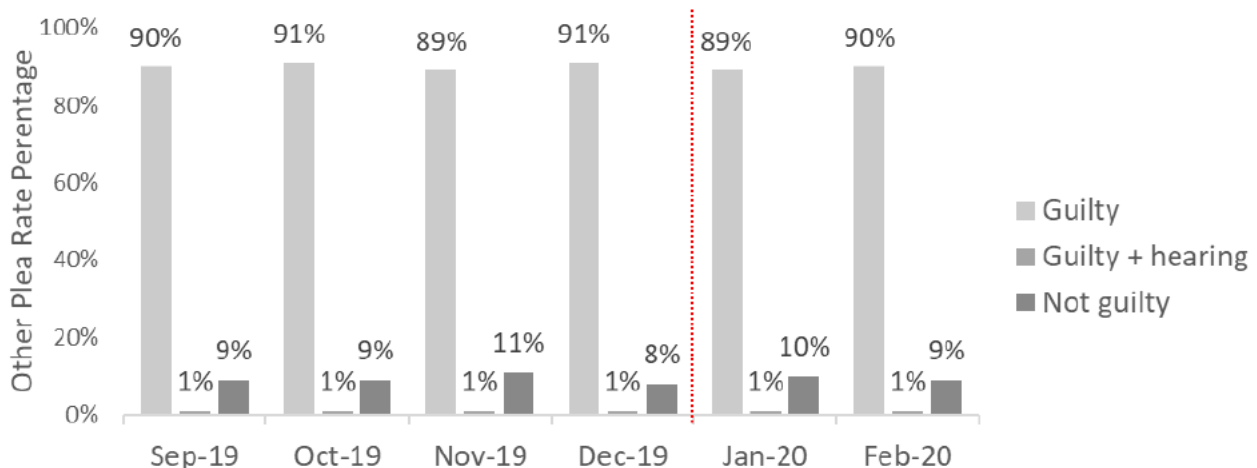


Fig 10. Other regions plea rate split by plea type (guilty vs not guilty). The vertical dotted line indicates the start of the pilot in the Midlands region.



HMCTS Calls

TVL calls are dealt with by the courts to the Courts & Tribunal Service Centres (CTSC). Call data from the CTSC was examined to assess the impact of the redesigned SJPN template. The analysis focused on changes in the number of calls as well as reasons for calling. Wrap codes relating to the region and reason for calling were used to achieve this. Wrap codes are tags used to note the key information for inbound and outbound calls.

Figures 11 and 12 show weekly call volumes over time. In the Midlands region, on average there were 50 calls a week before the pilot and 64 calls a week after the implementation of the redesigned SJPN. This indicates an increase of 21% (13 calls). Further, in all Other regions there were 207 calls a week before the pilot and 256 calls a week after the implementation of the redesigned SJPN. This indicates an increase of 19% (49 calls).

NB: In Jan 2020 the online plea service experienced a time-out error which prevented some users from submitting their plea online. This could have contributed to the increase in call volumes.

Taken together, although the increase in calls in the Midlands region is slightly higher than for Other regions, there is no evidence to suggest that the redesigned SJPN caused the increase in call volumes.

Fig 11. Weekly volumes of call for the Midlands region between 28 Oct 2019 and 23 Mar 2020.

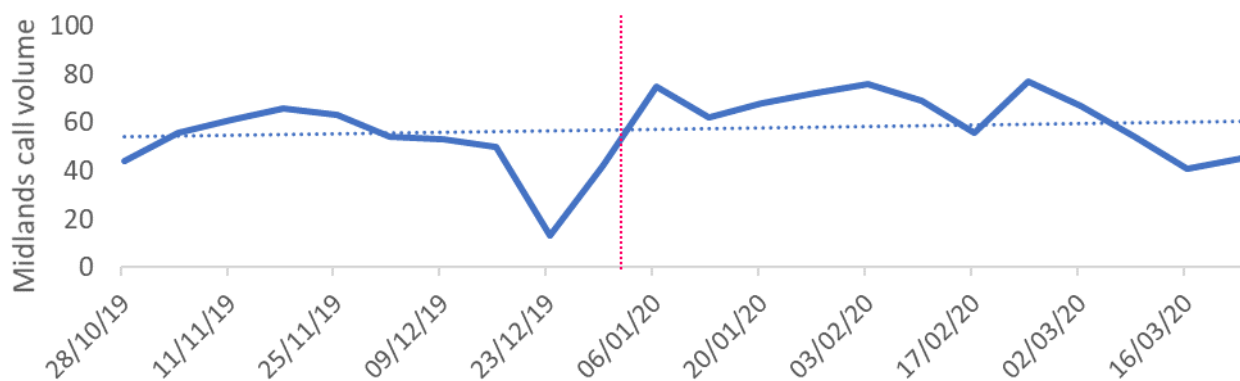
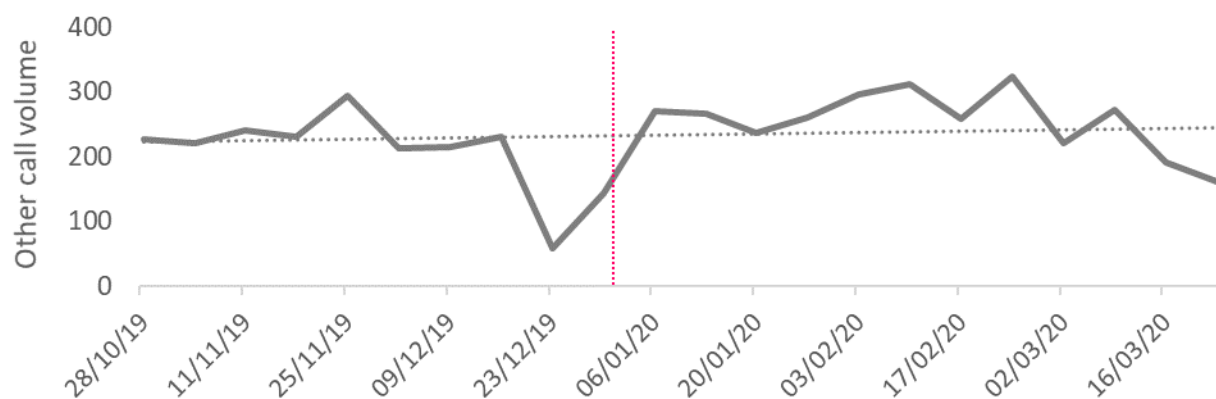


Fig 12. Weekly volumes of call for all Other regions between 28 Oct 2019 and 23 Mar 2020.



Dip sample

A dip sample of 204 returned postal plea forms were reviewed to examine accuracy of completion and information provided by defendants. The sample included 100 of the redesigned SJPN issued in the Midlands region and 104 of the original TVL SJPN issued in all Other regions. The sample included both guilty and not guilty pleas. The gender split across both samples was identical; 78% female and 22% male.

The sample showed that in general defendants understood how to fill in the redesigned SJPN plea/MC100 form. Respondents generally completed the necessary sections only, and not those they should omit based on their selections.

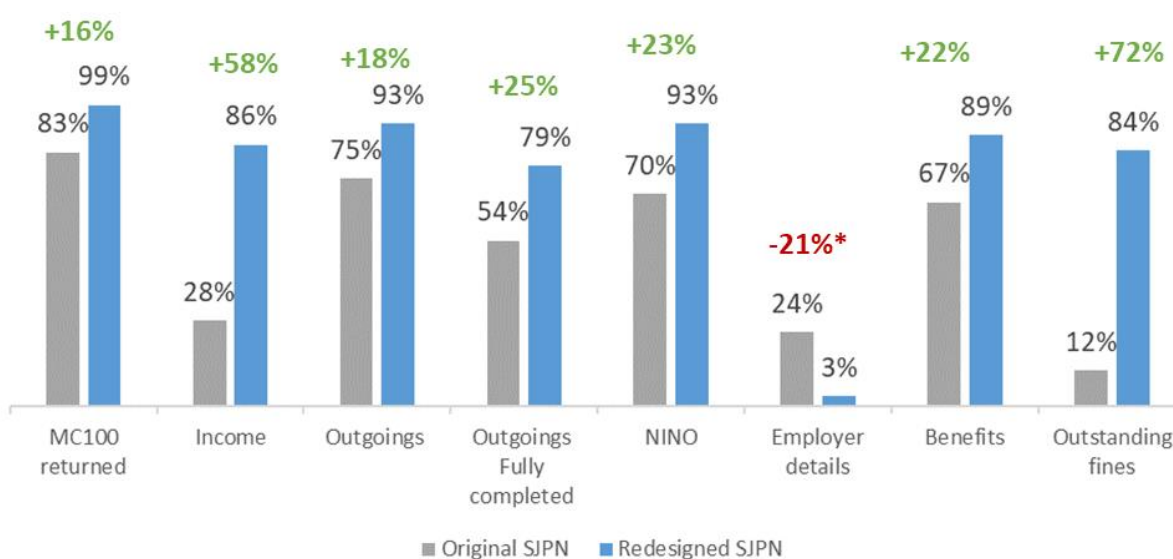
In the original SJPN sample 83% of defendants returned their MC100 form, for the redesigned SJPN this rose to 99%. Additionally, in the redesigned SJPN sample defendants were more likely to return a fully completed MC100 form. There was an increase in defendants providing their personal details with the redesigned SJPN compared to the original SJPN. There was no discernible difference in plea type or requests for court hearings.

Financial information

When a defendant is found guilty the courts base the financial penalty on the information the defendant provides on the MC100 form. The aim of the redesigned MC100 was to increase completion of the necessary sections to assist the courts in setting the appropriate level of penalty.

The sample showed an increase in the financial information provided by defendants on the redesigned MC100. This increase was across all sections needed by the courts ranging from 58% increase in income to 72% increase in outstanding fines (see Figure X).

Fig 13. Proportion of defendants providing financial information: comparison between original and redesigned SJPN



* The 21% decrease in employer details could be attributed to an additional question on the redesigned MC100. The question asks defendants whether they want any subsequent penalty to be deducted from their earnings. 59% of defendants answered this question; with the majority checking the 'NO' box and therefore only 3% of defendants went on to provide their employer details. To also note a proportion of defendants answered this question even though they appeared to be only in receipt of benefits and this therefore may have impacted the overall figure.

Documents returned with the plea form

The redesigned SJPN included messaging to make clear which documents needed to be returned and which should be kept. We were unable to determine if this had an impact on unnecessarily returned documents as these types of documents were not scanned and attached to the Common Platform case and so did not form part of the sample.

Readiness for machine reading

In the near future, the redesigned SJPN will be returned by defendants to a central P.O Box instead of the courts. Key Optical Character Recognition (OCR) fields will be machine read and automatically attached to the relevant case and a scanned image of the plea and MC100 forms will also be attached. To support this the redesigned SJPN adheres to OCR and scanning requirements. To achieve compliance the redesigned SJPN is longer.

The redesigned SJPN sample was assessed to determine whether respondents completing the plea/MC100 form adhered to on-form instructions and the likelihood of form elements being correctly machine read (OCR) and scanned.

In general respondents adhered to instructions, however, lowercase text was often used for the email address resulting in some characters exceeding box boundaries. This means that it would not be read correctly by scanners. Additionally, only 40% of respondents inputted figures correctly on the MC100 section.

See Table 3, Annex B for detailed machine reading sample results.

Recommendations:

1. As only 37% of respondents used uppercase letters for email addresses in the character boxes this meant that the tails of some characters (e.g. g and y) exceeded box boundaries. Thus, we should repeat the instruction to use capital letters at this point in the form to increase compliance. This should also be repeated for the employer's details.
2. Change the OCR box format for figures to encourage accurate completion.
3. Ensure that the blank space at the end of each page is kept to a minimum to help avoid defendants using this space to write in.

Internal HMCTS feedback

Key internal stakeholders were consulted regarding the redesigned SJPN template to assess the impact on operations. Feedback was provided by team leaders and staff members from the Courts & Tribunal Service Centre.

Due to the current situation and the increased pressure that this has placed on our courts we were unable to obtain feedback from Leamington Spa Magistrates' Court.

Courts & Tribunal Service Centres (CTSC) feedback

Feedback from team leaders

Team leaders were positive about the redesigned SJPN and said that having one standard SJPN adopted by all prosecutors would be of considerable benefit to the CTSC and would:

- Make it much easier for staff to deal with queries
- Make training simpler for new staff
- Support and speed up the admin associated with pleas

Staff feedback

A focus group was held with three new staff members. They liked the clear layout of the redesigned SJPN. The staff felt that standardisation across prosecutors would make it easier for the CTSC to support defendants and eliminate the need to refer to the knowledge bank to look up a specific prosecutor's SJPN. They identified some improvements, such as the prominent placement and duplication of the return address, the deadline date for submission being clear and not having to surrender the driving licence with the plea form as likely to reduce calls.

Additionally, they felt that a standardised SJPN would help with processing plea forms and that the clear and easy to follow layout would help in the updating of cases on Common Platform.

Prosecutor feedback

Feedback from TVL prosecuting team

Implementation and processing

It initially took some time to finally agree the layout and content for the revised SJPN pack for the pilot. This required TVL to keep calling on developer resource to make the changes each time the forms were revised. Even relatively small changes took time to implement due to the developer resource needed to make and test them in the TVL print solution.

The use of Visual Studio to develop the revised forms, together with PDF Sharp (an open source .net library for processing PDF files) proved to be of considerable benefit in developing the revised SJPN pack in PDF format. This enabled the inclusion of some decision-making / conditional functionality, e.g. for cases within Wales to include the additional option to indicate if a hearing is required whether the defendant wished it to be conducted in English or Welsh.

Once the layout and content had been finalised implementation of the revised forms was relatively straightforward since this represented very little change to any of the operational processes once the TVL SJPN print solution had been updated with the revisions.

For national roll out of the revised SJPN pack consideration will need to be given to the timings for this and the availability of developer resource should any further changes be needed, e.g. for compatibility with bulk scanning solution proposed for implementation later in the year.

Printing and posting

The revised SJPN pack requires the printing of an additional five sides of A4 paper (three sheets when printed double-sided). The cost for the additional paper and toner required is estimated to be circa 4.5p per case.

Once the revised SJPN pack is implemented nationally for TVL cases in England & Wales this will result in an additional print cost of circa £5.4k per annum, based on an average of 120k cases p/a being referred to court.

Although the revised SJPN pack requires an additional three sheets of A4 paper this has not impacted on the postage costs, which remain the same for a large letter still not exceeding 750g.

Feedback from TVL call centre

We also asked for feedback from the TVL call agents who deal with some of the SJPN enquires, specifically related to withdrawing cases.

In the three months prior to the pilot (Oct, Nov, Dec 2019) the withdrawn case rates as a result of defendants contacting the TVL call centre to take late advantage of the offer of an out of court settlement (providing a TV Licence was then purchased in full were:

- E&W excluding Midlands – 5.22%
- Midlands – 4.74%

During January 2020 the withdrawn case rates as a result of defendants contacting the TVL call centre to take late advantage of the offer of an out of court settlement (providing a TV Licence was then purchased in full) were:

- E&W excluding Midlands – 1.76%
- Midlands – 1.92%

The withdrawn figures for January 2020 are those available at the time of writing, however there may still be further results still to be notified due to a backlog of cases still to be processed and the results notified by HMCTS prior to the Covid-19 suspension of activities.

No withdrawn figures are available for February 2020, again due to a backlog of cases still to be processed and the results notified by HMCTS prior to the Covid-19 suspension of activities.

The lower volumes of cases having been resulted as withdrawn in January 2020 due to late acceptance of an out of court settlement offer may also be attributable to the mix of TVL cases laid for hearing in that month, i.e. there being a greater volume of cases where there has been no offer of an out of court settlement made. This can be as a result of more cases of that type being processed to court in order to maintain case volumes during a period of reduced operational activity over the Christmas and New Year period. Those cases where no out of court settlement is to be offered can be processed faster than those where such an offer is to be made.

However, it is encouraging to note that even from the figures available there appears to be an increase (when compared to all other areas) in the percentage of cases being withdrawn in the Midlands as a result of defendants making contact to take up the late offer of an out of court settlement.

Call volumes to the TVL Prosecutions Team call line during the three months prior to the pilot (Oct, Nov, Dec 2019) and the first two months of the pilot (Jan & Feb 2020) were:

- October 2019 – 7,557 calls
- November 2019 – 6,441 calls
- December 2019 – 4,318 calls
- January 2020 – 4,707 calls
- February 2020 – 5,637 calls

Call volumes are closely linked to the numbers of SJPN packs and summons served within each month and generally vary between an average of 6.5k – 7.5k.

The lower volumes in December 2019 and January 2020 are most probably due to the seasonal influence of the Christmas and New Year period, as well as a potential difference in the mix of case types (more 'fast tracked' and less with out of court settlement offers).

The call volumes for February 2020 are noticeably less than those in October and November 2019 and less than would normally be expected outside of the months impacted by the Christmas / New Year period.

Figures for March 2020 are unavailable due to the Covid-19 suspension of activities.

Whilst the only really representative call volumes available during period for which the revised SJPN pack was being piloted in the Midlands area are for February 2020, this lower than expected volume could be attributed to defendants being provided with clear, additional information in the revised pack, as well as being better sign-posted to where they could find further information on the web. It is worth noting that some of the TVL website content which refers to visits and prosecutions was revised to include additional information to mirror and complement that contained in the revised SJPN pack.

Feedback from the TVL prosecutions telephone team appears to support this, i.e. there seemed to be less people calling to query / challenge things and/or to see if they could seek an out of court settlement even though none had been offered.

Comments from TVL prosecutions team:

"...customers seem to be more aware of what options are available to them at this stage as the SJPN is more informative"

"Much simpler for the customer. Easier to follow, more clarity on which sections need to be completed and returned."

"...feel it has informed the customers more. The customers seem to know what direction the call is going to go in from the very start. So, they know if they have an option for an out of court disposal etc"

"Less escalated phone calls"

"The FAQ section explains the proceedings in more detail"

"Occasionally people are still misreading the £120 but nowhere near on the scale as before"

TVL summary

Whilst there has been an increase in costs for producing the revised SJPN pack the early indications are that this will be more than off-set by the likely reduction in prosecution case related call volumes and therefore the resource required to deal with these.

Again, the early indications from the withdrawn cases figures, together with anecdotal feedback from the TVL prosecutions telephone team, are that more defendants who have been offered an out of court disposal but not acted on it prior to receiving an SJPN pack are now contacting TVL as a result of the clearer information in the pack. Whilst this means TVL still have to fully process these cases for court without the opportunity to recover the costs incurred, it will result in additional licence fee revenue being generated for the BBC.

Caveats

Pilot

When considering the pilot findings presented in this report, it is crucial to understand the following limitations:

1. Due to operational limitations it was not possible to conduct a randomised control trial where defendants would either be sent the original SJPN template or the redesigned SJPN template. Therefore, to assess the impact of the pilot, it is necessary to compare baseline figures (before the pilot) with figures following the implementation. The findings presented in this evaluation might be affected by other causal factors.
2. It should be noted that the present findings could be affected by the fact that the pilot was conducted in the Midland region as such, any findings presented here might not be precisely replicated in other regions due to differences between the present sample and the whole population (e.g. varying levels of defendant digital capability).
3. Covid-19 impact and changes in behaviours should also be considered. However, it must be noted that the data included in this report excludes any March 2020 cases where social distancing measures were introduced.

Data

In addition, there are a number of caveats regarding the quantitative analysis:

1. There is no flag for the different regions and therefore, to identify Midlands cases
2. Varying case volumes due to migration of the various region onto the Common Platform
3. The present evaluation does not report figures on outcomes as at present a proportion of the pilot cases have not been processed.
4. Call estimates in this report are based on HMCTS call data collected at the CTSC and although TVL call volumes are referred to within the prosecutor feedback these are not included in the present HMCTS analysis.
5. The impact on fines collection is out of the scope of the present project which aims to increase defendant engagement. As such it should be investigated in the future when the relevant enforcement data becomes available.

Recommendations

Based on the positive findings presented in this evaluation report, it is recommended that TV Licensing adopt the redesigned SJPN template in all other regions as they migrate to bulk scanning. Additionally, we recommend that all prosecutors adopt the redesigned SJPN.

In addition, there are several minor recommendations listed below:

1. As only 37% of respondents used uppercase letters for email addresses in the character boxes this meant that the tails of some characters (e.g. g and y) exceeded box boundaries. Thus, we should repeat the instruction to use capital letters at this point in the form to increase compliance. This should also be repeated for the employer's details.
2. Change the OCR box format for figures to encourage accurate completion.
3. Ensure that the blank space at the end of each page is kept to a minimum to help avoid defendants using this space to write in.
4. HMCTS should monitor the effects of the redesigned SJPN template to flag up any problems/issues that might have not been captured by the TVL pilot.



Example pages of the redesigned SJPN pack

Case no: [insert case number]

[insert first name last name]

[insert Address line 1]

[insert Address line 2]

[insert Postcode]

[insert LOGO]

Date of birth: [insert date of birth]

Date: [insert posting/issue date]

Single Justice Procedure Notice

You have been charged with: [insert offence title]

What you need to do

Make your plea telling us whether you are guilty or not guilty by [insert deadline date].

Your case will then be reviewed by the court and you'll get a letter within 28 days.

Plead online

onlineplea.cjscp.org.uk

It's quick and easy

You'll receive a confirmation email

1. Read the Charge Sheet on page 2 of this notice
2. Go to onlineplea.cjscp.org.uk
3. Read the 'Before you start' instructions
4. Click 'Start now' and enter your case number and postcode as shown on the top of this page

Plead by post

You need to pay correct postage and allow enough time for delivery

1. Read the Charge Sheet on page 2 of this notice
2. Go to the 'Make your plea by post' form
3. Check your details in section 1
4. Tell us if you are guilty or not guilty in section 3
5. Sign the declaration in section 7
6. Provided your financial information in section 8
7. Send the form to:
[insert HMCTS Address line 1]
[insert HMCTS Address line 2]
[insert HMCTS Postcode]

OR

For help to make your plea or with the court process call **0300 303 0656** (English) or **0300 303 5172** (Welsh). Please note they cannot give you legal advice.

Remember, you can plead online at: onlineplea.cjsccp.org.uk

Case no: [insert case number]

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Your finances

Name [insert first name last name]

Address [insert address]

Date of birth [insert date of birth]

Please provide details of your finances

If you are found guilty and need to pay a penalty, then the court will decide the amount based on:

- your finances
- the seriousness of the offence

Your financial details will be kept securely and used by the court when deciding your case.

8. Your income

8.1 Your average income

Include earnings, pension, benefits and any other income

£ [] [] [] [] [] [] [] [] .00

☐ Weekly
 ☐ Fortnightly
 ☐ Monthly

☐ Yearly
 ☐ I have no income

8.2 Your employment status

☐ Employed (full or part-time)
 ☐ Unemployed

☐ Self-employed
 ☐ Other (for example, retired, student)

8.3 National Insurance number

[] [] [] [] [] [] [] []

Now go to section 9

008

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Annex B

DIP Sample

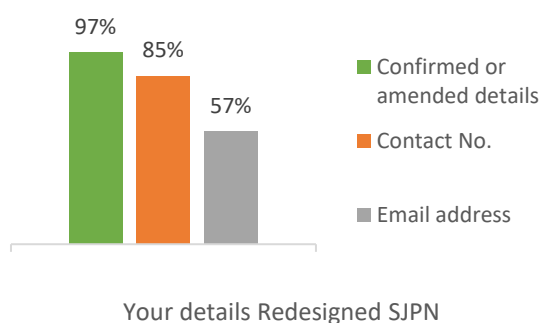
A dip sample of 204 returned postal plea forms were reviewed to examine accuracy of completion and information provided by defendants.

The sample included 100 of the redesigned SJPN issued in the Midlands region and 104 of the original TVL SJPN issued in all Other regions. The sample included both guilty and not guilty pleas. Additional findings not contained in the full report are listed here.

Personal details

With redesigned SJPN differ the sample showed that the majority of defendants confirmed or amended their details and provided additional contact details.

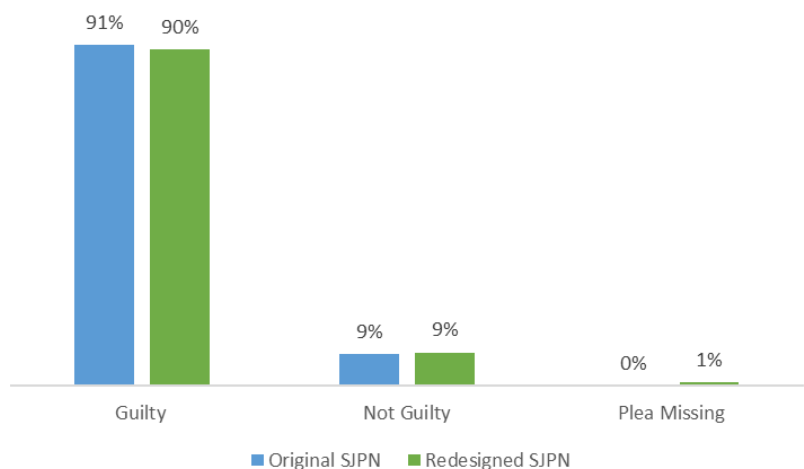
Fig 14. Proportion of defendants completing the 'Your details' section on the redesigned SJPN



Plea Types

The sample showed no discernible difference between plea types.

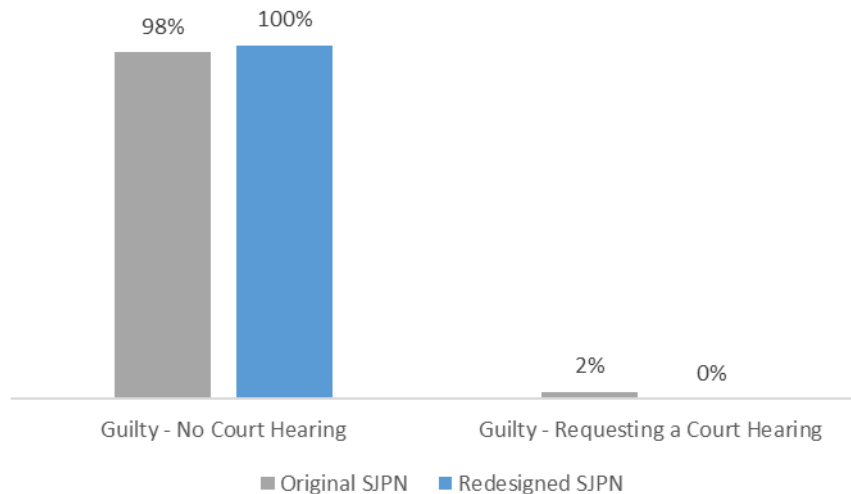
Fig 15. Comparison of guilty and not-guilty pleas between the original and redesigned SJPN



Guilty requesting a court hearing

The sample showed no discernible difference between defendants who pled guilty requesting a hearing. The sample showed no defendants requesting a court hearing with the redesigned SJPN but only 2% with the original SJPN.

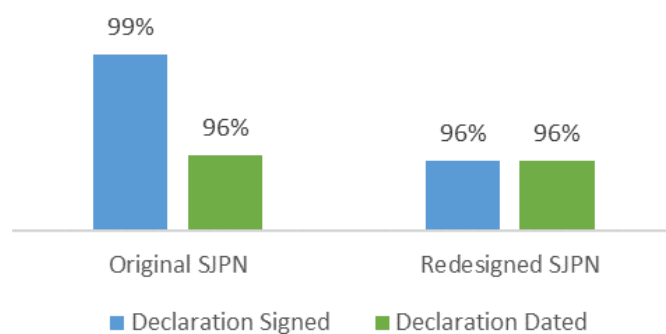
Fig 16. Comparison of court hearing choice for guilty pleas between the original and redesigned SJPN



Plea form declaration

There was no discernible difference in the proportion of defendants that completed the declaration page between the original and redesigned SJPN.

Fig 17. Plea form declaration comparison between original and redesigned SJPN



Prosecution witness statement

User testing has shown that the prosecution witness statement section on the original SJPN is not well understood by defendants. The sample of original SJPN showed that 17% used this section to raise their objections to the statement. On the redesigned SJPN this section has been removed and combined with the not guilty plea statement section.

Readiness for machine reading (redesigned SJPN only)

Table 3: Machine reading sample results

	Section	%	Results
OCR	Ink Colour	98%	<ul style="list-style-type: none"> 85% of responses were completed using the recommended black ink, 10% in blue ink and 3% and mixture of both ink colours One respondent used pencil
	X ✓	100%	<ul style="list-style-type: none"> 38% of responses used the recommended crosses to mark their selection, 57% used ticks and 5% used both Crosses were more common on the first page of the plea form, which also includes the completion instructions
	Character box	84%	<ul style="list-style-type: none"> 84% of responses were inside the character box 16% were responses were outside, this was generally the 'tails' of lowercase letters e.g. 'g' and 'y'
	email	37%	<ul style="list-style-type: none"> 37% of respondents used the recommended uppercase 33% used a mixture of both upper and lower case 30% used lower case
	Figures	40%	<ul style="list-style-type: none"> Only 40% of respondents inputted figure correctly from right to left 60% of respondents inputted figures incorrectly either: <ul style="list-style-type: none"> From left to right Mid-section Included additional decimal points
Scanning	Text Boxes	77%	<ul style="list-style-type: none"> 77% of responses were contained within the text boxes 22% of responses went outside the text boxes, with some of these exceeding the boxes completely by continuing in any blank space; the bottom of the page and/or margins