**ULS Assessment Report**

The report for the Unduly lenient sentences application assessment on 17/11/2023

From: Technology and Design Authority @ [Crown Prosecution Service](https://www.gov.uk/government/organisations/crown-prosecution-service) Published 17/11/2023

Assessment date: 17/11/2023

Stage: Beta

Service Standard assessment report

AGOULS

|  |  |
| --- | --- |
| From: | CPS |
| Assessment date: | 17/11/2023 |
| Stage: | Beta |
| Result: | Progress check |

Service description

Unduly lenient sentence application will enable AGO and CPS to submit and track applications for unduly lenient sentences. For purposes of assisting AGO in handling the increased volumes of referrals and improving public confidence.

**Meeting user needs:**

**What the team has done well**

**The panel was impressed that:**

* With limited access to user researchers, the team have taken a considered approach to the design leading to some helpful features in managing the user’s workflow, like the ‘things to do’ to assist users in their journey.
  + Thoughtful design prompts to assist users in their journey through the in-app guidance, facilitating the user’s ability to recover from error.
* The approach to accessibility; the accessibility statement and how you’ve done accessibility testing in the team to ensure the service can be used by all users. The approach to the bespoke accessibility settings for individuals (colour & JAWS adaptations)
* The team have had close collaboration with a product owner from AGO which has allowed the team to have access to essential subject matter expertise and insight into the user groups who will use the application.
* Thoughtful consideration of how AGO as a ‘customer’ can amend fields and have built in autonomy for AGO to manage where possible.

**What the team needs to explore**

**Before the next assessment, the team needs to:**

* Explore ways to capture user feedback and understand user needs, expectations and pain points.
  + Potentially utilising software like Hotjar or Maze to get a clear picture of which bits of the app are slowing users down.
* Explore additional opportunities where this application has the potential to solve additional user pain points to better meet user needs E.g. automating additional business processes, online submissions of referrals to improve the UX and efficiency, integration with GovUK for data publication?
* Explore whether we can use the approach to accessibility to form a ‘pattern’ for casework tools to follow and adopt

**Ways of working:**

**What the team has done well**

**The panel was impressed that:**

* Approach to addressing skills/role gaps and having a collaborative approach to overcoming shared challenges.
* Fabulous collaboration with all stakeholders in a unique environment - both externally through AGO and strengthening the relationship, and also internally through other teams across DID.
* Common reuse of Service artefacts to create a common way of working with service desk for Outsystems applications.

**What the team needs to explore**

**Before the next assessment, the team needs to:**

* Collaborate with Service Transition teams to ensure there are clear records of service transition activity.
* Define project team at outset to understand skills and expertise required for the stage of agile development.
* Revisit the benefits of the app in 3 months’ time to learn what more we can eek out.
* Ensure prioritisation of future feature development takes a considered approach, taking into account meeting user needs, benefit realisation etc.

**Choosing the right technology:**

**What the team has done well**

**The panel was impressed that:**

* The approach to building the pipeline which has enabled DPIA concerns to be addressed and has an encouraging proposition in the potential reuse
* Standards based communication technology used, and the principles the team adopted around reusable components.
* Excellent care and attention to the audit functionality, helping to create a secure service that protects users’ privacy.

**What the team needs to explore**

**Before the next assessment, the team needs to:**

* Explore options for adopting modern cryptographic standards, ensuring alignment with existing architecture guardrails.
* Explore opportunities for linking in with central data. E.g. Bar standards register to ensure accuracy and currency of counsel names and addresses.
* Explore opportunities for monitoring, incident logging and alerting tools that service management and developers can respond to ASAP.
* Explore opportunities to utilise Gov Notify to automate some of the letters and taking notification
* Ensure that options considered for future development are considered holistically to ensure sustainability I.e. if new features are third party led, how will this be supported for the duration of the application

**Additional points for consideration at DID level:**

* Across DID can we identify common data repositories that would be valuable across different projects?
* Could this experience form the basis of a guide for information governance aspects?
* How can DID better support teams that work beyond traditional CPS boundaries