



# Digital innovation in the workplace...

## WHERE WE STARTED...



## WHERE WE ARE...

### Digital Exchange



Modern CMS  
Continuous improvement of the CPS

### Digital Service



Defence  
Courts



### Digital Presentation





# Smarter/flexible working enabled by technology...

Now...



...and next

Instant messaging



Microsoft  
Teams



Web chat with desk



Microsoft Stream

Video portal

***More than 90% of our staff work remotely each quarter.***

# The benefits ...



## Financial benefits

- ❑ £20m estate savings

## Business benefits

- ❑ Recruitment & retention
- ❑ Diversity
- ❑ 24/7 Courts
- ❑ Longer business hours
- ❑ Increased productivity
- ❑ Reduced carbon footprint
- ❑ More effective use of property

## People benefits

- ❑ +3% Staff engagement
- ❑ +8% Health & well-being
- ❑ +5% Life outside work
- ❑ +6% Awareness of flexible working

## Challenges

- Managerial confidence
- Requirements for physical attendance at court