



Practice Note

Virtual Custody Court Pilot

This practice note sets out the arrangements for the virtual custody court pilot in the Sheriffdom of Glasgow & Strathkelvin. It replaces the Practice Note – Virtual Custody Court Pilot dated 19 January 2021 which is revoked with immediate effect.

1. The virtual custody court pilot commenced on 25 August 2020 in Glasgow Sheriff Court.
2. For the purposes of the pilot, and subject to the restrictions set out below at paragraph 6, first appearances from custody in all domestic cases (petition and summary) will be conducted by live television link between Glasgow Sheriff Court and one of the following Police Scotland (“PS”) Custody Centres:
 - 744 Aikenhead Road, Glasgow; (hereinafter referred to as “Cathcart”);
 - 923 Helen Street, Glasgow; (hereinafter referred to as “Govan”);
 - 851 London Road, Glasgow (hereinafter referred to as “London Road”); and
 - 50 Stewart Street, Glasgow (hereinafter referred to as “Stewart Street”).
3. PS will hold all accused persons in domestic custody cases at one of the said Custody Centres.
4. PS will carry out an assessment of all domestic custodies. In the event that the assessment determines that an accused person will be unable to participate fully in the proceedings if they were to be conducted by live television link, the accused will be conveyed to Glasgow Sheriff Court for the first appearance from custody to be in person.

5. PS will notify the solicitor for each accused person of the Custody Centre that the accused person is being held at and that the first appearance will be conducted by live television link or in person, as the case may be.
6. The first appearance of accused persons falling within the following categories will not take place by live television link:
 - Those requiring an interpreter
 - Those determined by PS (under paragraph 4 above) as being unable to participate fully in the proceedings if they were to be conducted by live television link.
 - Those who propose to represent themselves.
7. For the avoidance of any doubt, notwithstanding a determination by PS that an accused person is suitable to participate fully in the proceedings if they are to be conducted by live television link, it will be open to the solicitor for an accused person to make representations to the sheriff that the first appearance should not be conducted by live television link.
8. The solicitor for an accused person should contact the Crown Office & Procurator Fiscal Service (“COPFS”) by e-mail (GlasgowPleaResolution@copfs.gov.uk). COPFS will provide a copy of the papers via CJSM (secure e-mail).
9. If requested, private consultations between accused persons and their solicitors prior to the first appearance from custody will be facilitated. Private consultations can take place in person at the Custody Centre at which the accused person is held; or by live television link. Consultations by live television link can be conducted by solicitors from either Glasgow Sheriff Court or from the solicitor’s own mobile device.
10. Glasgow Sheriff Court has three computer terminals from which a consultation by live television link can be conducted. One is located in the room adjacent to court 3; the remaining two are located within the interview booths in the GBA library. For the avoidance of any doubt, the computer terminals within the interview booths in the GBA library will be available for use by solicitors who are not members of the GBA.

11. Instructions in respect of consultation by mobile device are set out in the Appendix to this practice note.
12. To arrange a private consultations the solicitor for an accused person should contact the relevant Custody Centre by telephone:
 - Cathcart 07513 134153;
 - Govan 0141 532 5530;
 - London Road 0141 532 4731; and
 - Stewart Street 0141 532 3066
13. Staff from COPFS will be available from 11 am on the day of the court to discuss issues of bail and acceptable pleas in relation to domestic cases calling that day. To discuss cases the solicitor for an accused person should contact COPFS by telephone (0141 420 7001).
14. The first appearances from custody in all domestic cases (petition and summary) will call in court 1 at Glasgow Sheriff Court.
15. If, in the course of the first appearance, a matter arises upon which the solicitor for the accused requires to take instructions, a further private consultation will be facilitated.
16. If requested, private consultations between accused persons and their solicitors subsequent to the first appearance from custody will be facilitated. Private consultations can take place by the methods set out in paragraph 9 above or, at the sole discretion of the solicitor for the accused person, by telephone. Private consultations between accused persons and their solicitors prior to the conclusion of the first appearance from custody will take priority over post-appearance consultations.
17. The pilot will not operate on Monday 19 July 2021; Monday 27 September 2021; Monday 6 December 2021; Monday 27 December 2021; and on such other dates as I may, from time to time, direct.

Sheriff Principal C.D.Turnbull

5 July 2021

APPENDIX



VIRTUAL CUSTODY COURT PROJECT

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|------------------------------|--|-------------------|---------------------------------|
| Disclosable under FOISA 2002 | | | |
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| Date Created | 13th August 2020 | Telephone | |
| Attachments: Nil | | | |

Virtual Custodies - Lifesize Application User Guide

Purpose

1 The purpose of this User Guide is to introduce new users to the Lifesize Application and outline the steps required to access Lifesize either via a web browser or the downloaded and installed application.

Introduction

2 This document contains basic instructions on how to join the Virtual Custody Court or join a private consultation with an accused person by means of the Lifesize Cloud platform. Accessing this is similar to using other services such as WebEx or Microsoft Teams, and can be completed from an App or the Google Chrome Browser. The recommendation from the ICT Staff in both Police Scotland and Scottish Courts and Tribunal Service (SCTS) is to use the App wherever possible for the best experience.

Instructions

Pre-requisites

3.1 To use Lifesize, one of the following types of device will be required:

- Windows, Mac OS or Chromebook computer
- Apple iPhone or iPad running iOS 12 or later
- Android Phone or Tablet running Android 6 or later

3.2 If you are using an iOS device then you will need to go to the Apple App Store and download the [Lifesize Video Conferencing](#) App.

3.3 If you are using an Android based device then you will need to go to the Google Play Store and download the [Lifesize Video conferencing](#) App.

3.4 For those using a Windows or Mac OS computer you have two options available,

- Either using the Google Chrome v78 (or later) web browser or;
- Download the Lifesize App direct from Lifesize using this link:
<https://download.lifesizecloud.com/download>

3.5 The recommendation is to utilise the App if at all possible.

3.6 Please note that there is no requirement to sign up for a Lifesize Cloud account, the expectation would be for any individual to join the call as a guest whereby a user need only supply your name and the Lifesize extension upon joining the call.

3.7 Upon installation of either the Lifesize App or Google Chrome, a user now has everything needed to join the call.

Joining the call

4.1 Prior to the private consultation or Virtual Custody Court hearing, an e-mail will be sent to attendees with the details required to join the call. These details are:

- The Extension Number; and
- The Pass Code to access the call.

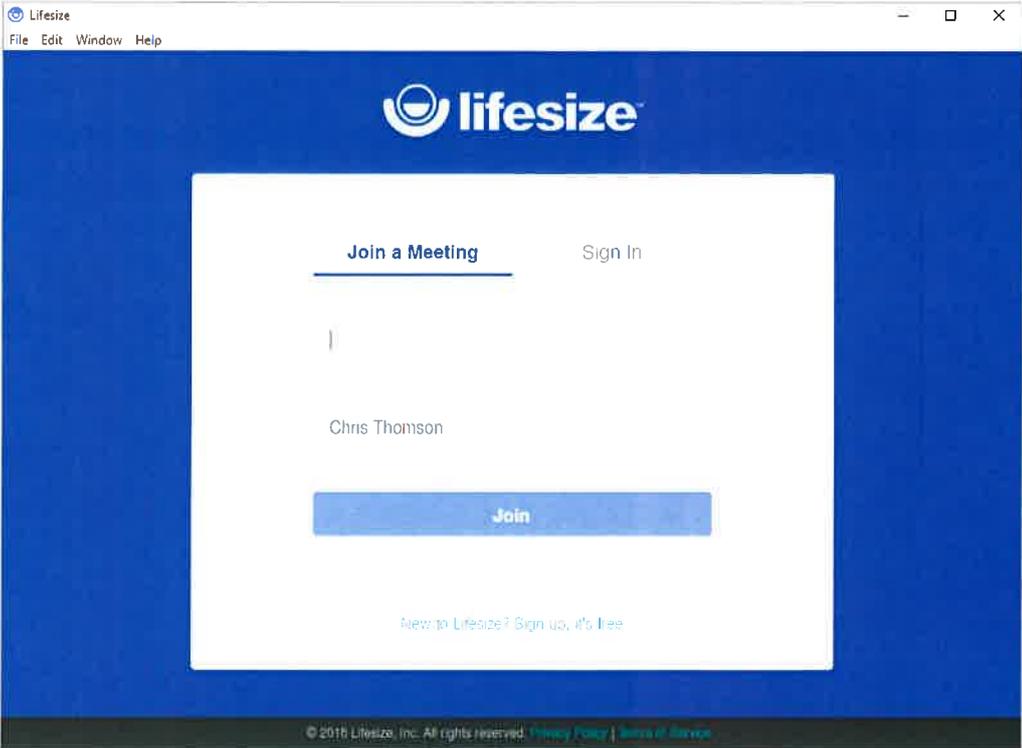
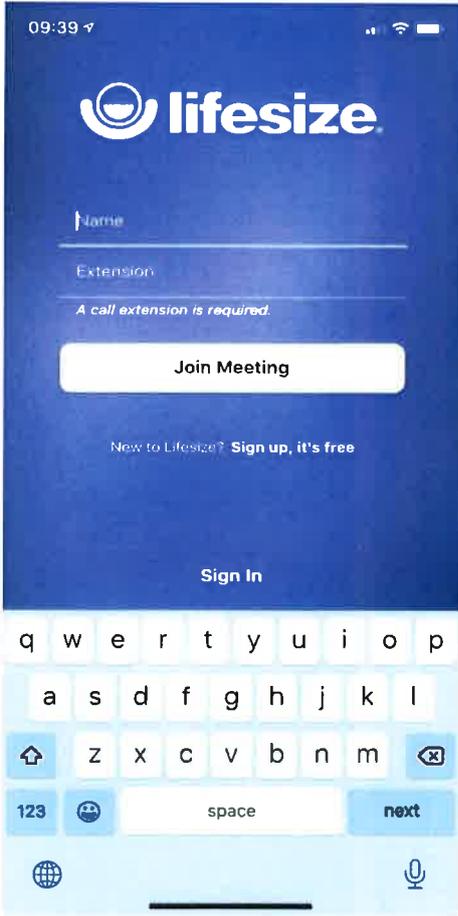
4.2 There are two ways to access the call.

4.3 The first method is to click on the link that has been supplied in the e-mail. It will look something like this: <https://guest.lifesize.com/454861>. (Please note that you can copy and paste the link in to your browser if clicking on it does not work).

4.4 When clicking on the link the Lifesize App should open. The user will then be required to enter their name and then click on the Join button.

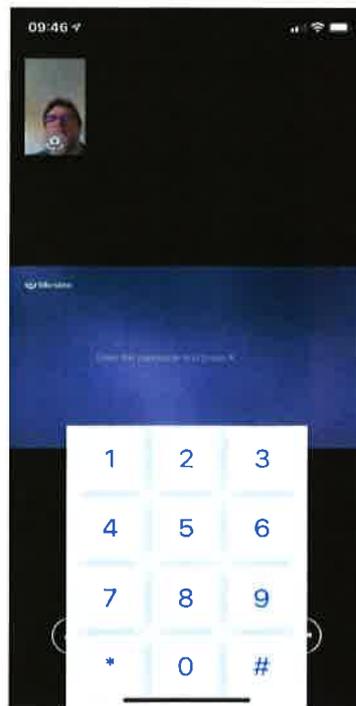
4.5 The second method of joining is to open up the Lifesize App on the chosen device and enter the User's name and the extension number of the private consultation or Virtual Custody Court hearing then click on the join button. (Note that if using the App on a Windows or Mac OS computer the user will need to click on "Join a Meeting" at the top of the white box area within the App window to get to the screen that has the name and extension boxes on it).

4.6 A screenshot of the Lifesize App on both iOS and Windows 10 are shown below

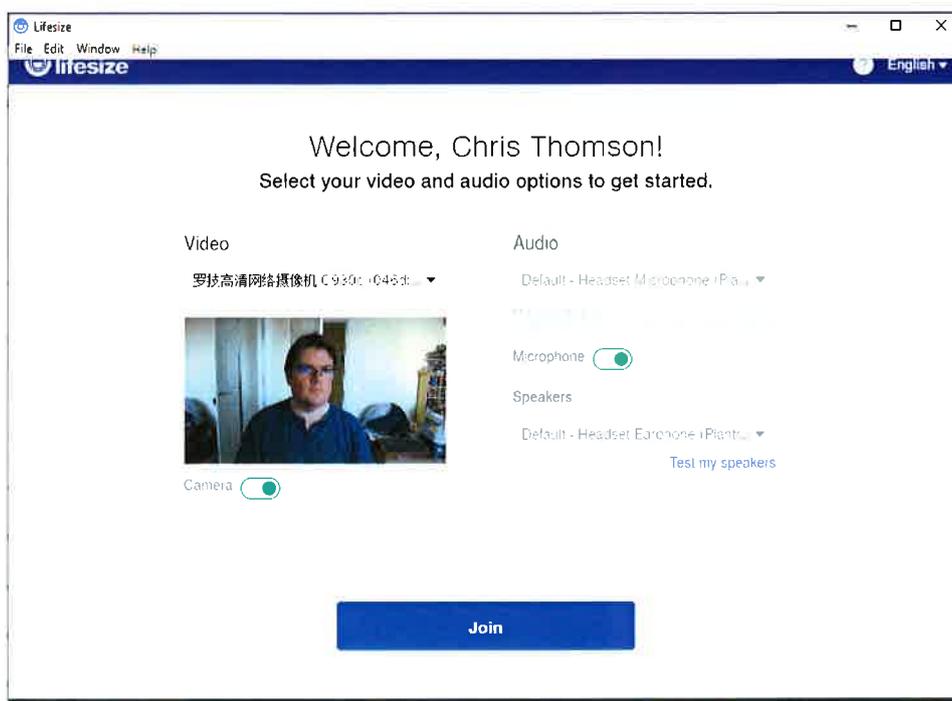


4.7 The the private consultation or Virtual Custody Court hearing will have a Passcode and the user will be prompted to enter the code.

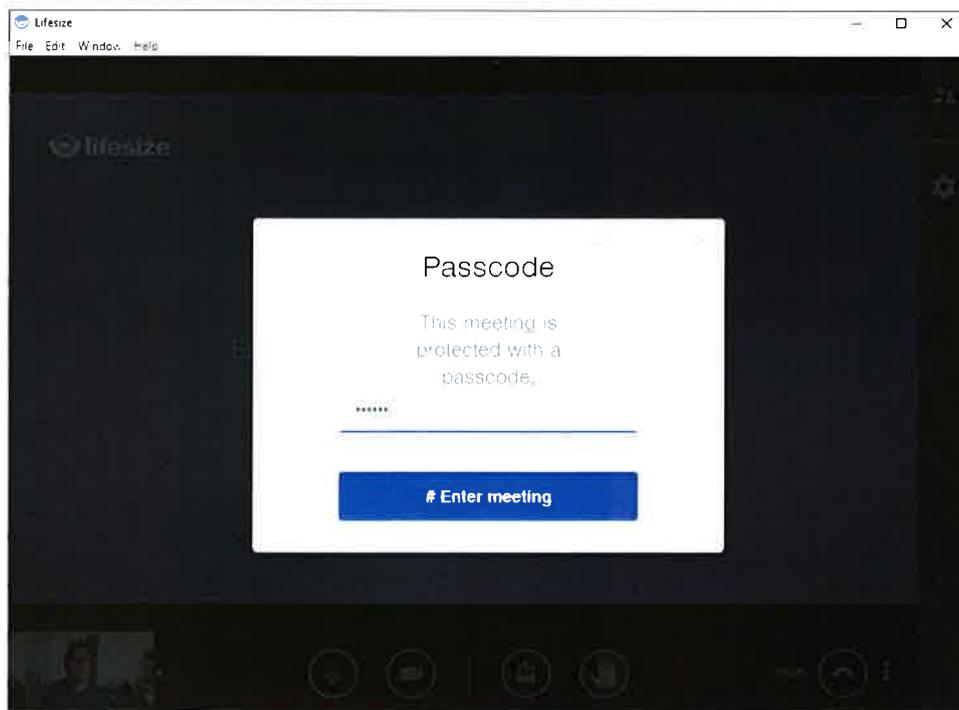
4.8 On the iOS app the user will be presented with a screen similar to the one shown above. The Android version will be similar to this also. At this point the user enters the passcode they have been given using the on screen keypad. Once the number is entered press the # button on the keypad. As long as the passcode has been entered the correctly then the user will enter into the private consultation or Virtual Custody Court hearing .



4.9 In the Windows and Mac OS version of the App before the user is prompted for the passcode they will be asked to confirm the camera and audio settings. A screen like the one below should appear.



4.10 Please check that the camera and audio settings are correct and then click on the join button. The user will be presented with a screen similar the one shown in the screenshot below.



4.11 A user may also hear the audio announcer say "Please enter the passcode followed by the pound or hash key" – **Please ignore this message as this is intended for audio only participants.** Enter the six-digit passcode and then click on the blue button that says "# Enter Meeting". The user should now be entered in to the the private consultation or Virtual Custody Court hearing.

4.12 Please note that if joining from a computer from within an organisation's network there may be a delay in getting connected to the call as a result of security policies in place. Please allow up to a minute for the App to join the call.

4.13 At the end of a the private consultation or Virtual Custody Court hearing, or once the user's participation is complete, the user need only press the hangup icon to end the session similar to a phone call.

Frequently Asked Questions:

Q - How Many User's can access Lifesize?

A – Technically we can host up to 50 participants in our Lifesize meeting spaces, however in reality during the course of a normal virtual custody court we would not have that many individuals in a call.

Q - Does a User have to have a camera switched on to join a call?

A – Yes, your camera should be switched on. In the physical court space the defence agents, fiscals and sheriff like to be able to see each other especially to pick up on visual cues and it is therefore good etiquette to ensure this is still the case if you are connected by video link.

Q - I cannot download the applications due to my Organisation's Security Settings. Can I join using another method?

A – Please contact your organisation's ICT support team for assistance with installing the application. If they have problems with installation we would be happy to discuss issues with them and work with them to try and resolve them.

Q – Do I have to sign up to use the Lifesize application?

A – Absolutely not, there is no requirement to sign up for an account with Lifesize in order to join as a guest in to a virtual custody court or police consultation room. However, Lifesize do offer a free account level which you are more than welcome to make use of, it will give you the ability to host video calls for purposes other than joining virtual custody courts or consultations with clients in police custody.

C THOMSON

ICT

13th August 2020