



# COVID Operating Hours (COH) Crown Court Pilot Assessment Final Report

## User experience and Insight

25<sup>th</sup> November 2020



# 1. Summary

## Approach

- As part of HMCTS' Crime Recovery Plan, one of the four pillars to recovery is to further maximise the use of our existing estate through opening our buildings for longer during COVID-19. The premise is that our buildings can be open for longer, allowing for additional court sessions at different times of day, not that any party would be required to attend court for longer.
- The approach was piloted initially in Liverpool Crown Court before being piloted in 6 further Crown court sites (Cardiff, Kingston-Upon-Hull, Portsmouth, Reading Snaresbrook, and Stafford). The aim of the pilots was to understand whether COH is a viable option to increase capacity to list and dispose of jury trials in the Crown court.
- A bespoke data collection exercise was completed to collect management information from pilot sites. This was supplemented with 116 qualitative interviews and a survey of legal professionals.

## Findings

- Across all pilot sites there were 224 trials and 586 sessions recorded.<sup>1</sup> 241 sessions were run in Standard Hours courts, 172 in COH AM sessions and 173 in COH PM sessions.
- COH appears to be an effective way of increasing the capacity of a single courtroom and thus, disposing of cases. Overall COH courtrooms dealt with more trials per day than standard hours courtrooms, with more cracked and effective trials being disposed of in COH courtrooms as was to be expected with shorter, simpler cases listed into those courtrooms. As a 'blended approach' the model was found to increase overall capacity of the pilot sites to dispose of cases while maintaining a mix of longer/shorter, complex/simpler, cases.
- However, it is acknowledged that COH courts use judge time less efficiently: two judicial sitting days are required for one COH day - one for each session.
- There was increased pressure on HMCTS staff over and above that which COVID-19 brought. Extra staff should be reflected in resourcing plans if future adoption is considered.
- There were a number of elements that supported effective running of the approach including; two teams of staff to manage movement of people, optimising space to enable management of jurors, clear agreed processes for implementation.
- Effective communication was considered to be key to the success of the pilots, including in advance to parties, through Local Implementation Teams and regular sessions with local partners to implement and manage the process.

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<sup>1</sup> Snaresbrook did not provide session details for 17 trials (13 trials in standard hours sessions and 4 in COH).

- Consistent guidance was helpful for the pilots but flexibility to adapt to local circumstances was also usefully applied.

## 2. Background and context

### 2.1 Aim of pilots

As part of HMCTS' Crime Recovery Plan, one of the four pillars to recovery is to further maximise the use of our existing estate through opening our buildings for longer during COVID-19. The premise is that our buildings can be open for longer, allowing for additional court sessions at different times of day, not that any party would be required to attend court for longer.

A judicially-led working group developed options for the temporary implementation of staggered or alternate operating hours in the magistrates' and Crown Courts, called COVID Operating Hours (COH). The membership of the working group comprised representatives of CJS agencies, the judiciary and magistracy, the Ministry of Justice, the Victims' Commissioner, Witness Service and the legal professions.

A COVID Operating Hours (COH) model was tested initially in Liverpool Crown Court before being piloted in 6 further Crown court sites (Cardiff, Kingston-Upon-Hull, Portsmouth, Reading, Snaresbrook, and Stafford). The aim of the pilots was to understand whether COH is a viable option to increase capacity to list and dispose of jury trials in the Crown court.

The COH model tested involved operating two court lists for two sessions in one courtroom, one in the morning and one in the afternoon. No one individual was expected to participate in both the morning and afternoon session in one day. For example, morning trials that lasted more than one session would return for the morning session the next day. Alongside the 'COH court' at least one 'standard hours' trial court operated. This is referred to as the 'blended approach'.

### 2.2 Summary of pilot sites and the approach implemented

- The COH approach was used in one courtroom per site and there was always at least one other courtroom running standard hours jury trials. In addition to collecting monitoring data for COH courtrooms, sites also collected monitoring data for the standard hours courtrooms running in parallel as part of the blended model. Table 1 shows the number of courtrooms per site, and the first and last pilot sitting date for each.
- The sites implemented the COH dual list model slightly differently. Most sites ran COH sessions from 9am-1pm and 2pm-6pm. Due to the restrictions on building capacity in Stafford a different model was adopted where COH sessions ran from 9:30am to 1:30pm and 1:30pm to 5:30pm in two separate court rooms. This enabled them to manage their capacity within COVID guidelines.

**Table 1: Number of courtrooms and sitting dates across sites**

	Cardiff	Hull	Liverpool	Portsmouth	Reading	Snaresbrook	Stafford
Number of standard hours (SH) courtrooms (16 rooms)	2	2	3	2	3	3	1
Number of COH courtrooms (7 rooms)	1	1	1	1	1	1	1
First sitting date in pilot	28/09	14/09	17/08	21/09	21/09	14/09	14/09
Last sitting date in pilot	23/10	23/10	7/09	30/10	30/10	22/10	23/10

*Dates are first and last date that data for sessions was provided*

## 2.3 Methodology

The assessment involved a multi-method research approach to explore the experiences of different court users and the judiciary involving:

- A bespoke *MI data collection exercise*, for COH and standard hours court rooms, with data for almost 600 sittings received, processed and analysed
- *Legal professionals survey* to capture their experiences and perceptions of hearings during COVID Operating Hours (52 responses)
- *Feedback from jurors*
- Qualitative *depth interviews* (116 - including written feedback from 4 witnesses) as follows:

**Table 2: Number of interviews conducted by user group**

User group	Number of interviews
HMCTS staff	50
Witness service and Witness care	19
CPS	7
Judiciary	15
Legal professionals	7
Probation	5
Prison Escort and Custody Services (PECS)	5
Prison – Offender Management Unit	1
SERCO - Onsite custody Manager	1
Prison – head of operations	1
Public witnesses	5
	(1 in person, 4 written)
	<b>116</b>

## 2.4 Limitations and data considerations

- Management information data was collected during the pilot from listing officers and court clerks. It is possible that timing data for sessions and breaks were not recorded consistently across all rooms/sites. Findings should therefore be regarded as approximate.
- Snaresbrook did not provide session or timings detail for 17 trials (13 trials in standard hours sessions and 4 in COH). Findings based on sessions or timing data (Table 5 onwards) therefore do not include these 17 trials but do include detailed data for the other 19 COH trials heard in Snaresbrook.
- Survey findings represent the views of respondents only and should therefore not be generalised to all legal professionals. Only limited feedback was received from Jurors so should be treated with caution.

# 3. Delivery of COVID Operating Hours

## 3.1 Implementation of Covid Operating Hours

- A working group, Chaired by HHJ Menary QC, the Recorder of Liverpool, was established to consider options for COVID operating hours in Crown courts. That group agreed the COH model to be piloted and it was via that group that the views of CJS partners and other stakeholders, including the legal professions, were considered.
- As a result, some key principles were agreed for the initial pilot at Liverpool Crown Court and from there, more targeted guidance was established. Pilot sites followed this guidance for implementation but also adapted it to their local circumstances, and in recognition of judicial decision making around listing.
- All sites implemented the blended approach – with one COH court operating alongside at least one standard hours court room.
- The implementation of COH included reviewing risk assessments to ensure that jury trials in COH courtrooms were COVID secure. These measures included ensuring social distancing, managing overall building capacity and footfall, and appropriate cleaning standards.
- Pilot sites were provided with a checklist to help them to consider how to implement the approach in their local areas. This included;
  - Considering how space in court buildings would be used to allow for sufficient capacity for jury rooms;
  - Identifying staff to support the running of COH;
  - Putting plans in place to secure sufficient juror capacity, manage contact with jurors, and manage social distancing throughout the day;
  - Working with key stakeholders to ensure support for witnesses (including providing support for those arriving for early start times or leaving late in the day);
  - Agreeing an approach with Prison Escort and Custody Services (PECS) including defendants' attendance at the start or end of days, distances to and from the nearest prison and the approach to transport (it was agreed that for the pilot sites it would not be appropriate to list female or juvenile custody cases in COH because of the distance to the respective establishments);
  - Agreeing an approach to listing of cases with judges and setting up an approach to communicating listing to parties in advance.
- Sites set up Local Implementation Teams to bring together partner agencies and other interested parties to provide oversight of the preparations and agree readiness for commencement of COH at the court. These were established to support effective operation of the pilots and support communication throughout the process.

## 3.2 Summary of pilots

**Table 3: Trial outcomes**

	Trial disposals (effective + cracked)	<i>of which:</i>		Ineffective trials	<b>Total</b>
		<i>Effective trials</i>	<i>Cracked trials</i>		
<b>Percentages</b>					
Standard hours	88%	71%	17%	12%	100%
COH (all)	90%	67%	23%	10%	100%
<i>of which:</i>					
<i>COH AM sessions</i>	86%	64%	23%	14%	100%
<i>COH PM sessions</i>	94%	72%	22%	6%	100%
<b>Total</b>	89%	69%	21%	<b>11%</b>	<b>100%</b>
<b>Numbers</b>					
Standard hours (16 rooms)	73	59	14	10	<b>83</b>
COH (all) (7 rooms)	127	95	32	14	<b>141</b>
<i>of which:</i>					
<i>COH AM sessions</i>	64	47	17	10	<b>74</b>
<i>COH PM sessions</i>	63	48	15	4	<b>67</b>
<b>Total</b>	200	154	46	<b>24</b>	<b>224</b>

*Percentages may not sum due to rounding.*

- COH sessions appear to be an effective way of disposing of cases. Table 3 shows that COH courtrooms dealt with substantially more trials than standard hours courtrooms, with more cracked and effective trials being disposed of in COH courtrooms (127 trial disposals compared with 73 in standard hours courtroom). The figures in Table 3 include varying numbers of courtrooms at each site, running for different periods.
- However, it is acknowledged that COH courts use judge time less efficiently: two judicial sitting days are required for one COH day - one for each session.
- The proportion of effective, cracked and ineffective trials in the two types of courtroom were broadly similar, with similar proportions of trial disposals (effective and cracked trials – 88% in standard hours courtrooms compared with 90% in COH courtrooms).
- The most common reasons given for ineffective trials included the defendant being absent, ill or not produced, prosecution witness being absent, case not reached, and defence not ready.



**Table 4: Average number of trial disposals (cracked and effective) per room per week**

	<b>Standard hours</b>	<b>COH</b>	<b>Overall</b>
<b>Average</b>	0.9	3.5	1.7

- Looking at a per room per week basis (see Table 4), COH courtrooms disposed of 3.5 trials per room per week with an average of 0.9 trials disposed of per standard hours room per week (defined as effective and cracked trials), reflecting the different nature of trials listed in the two types of room.
- If a standard hours court were to hear the type of cases heard in COH courts, the number of disposals would be around 5/7 of that in a COH court (due to a COH court sitting for 7 hours a day assuming two 30 minute breaks, compared with approximately 5 hours in a standard hours court excluding lunch breaks). This suggests that a standard hours courtroom, operating with the same case mix as a COH courtroom, could dispose of approximately 2.5 trials per room per week.<sup>2</sup>

**Table 5: Number of sessions**

	<b>Total sessions</b>	<b>Average sessions per trial</b>
Standard hours	241	3.4
COH (all)	345	2.5
<i>of which:</i>		
<i>COH AM sessions</i>	172	2.4
<i>COH PM sessions</i>	173	2.7
<b>Total</b>	<b>586</b>	<b>2.8</b>

*Average sessions per trial include all trials (effective, cracked and ineffective).*

- On average, trials heard in COH courtrooms took place over fewer sessions than trials heard in the standard hours courtrooms. This was to be expected given judges tended to list less legally complex, shorter cases into COH sessions.
- Cases heard in afternoon COH courtrooms took slightly longer than those heard in morning sessions.

<sup>2</sup> Calculated as  $3.5 * (5/7) = 2.5$ .

**Table 6: Session lengths**

	Standard hours	COH (all)	COH AM sessions	COH PM sessions	Total
4 hours or under	68%	97%	95%	98%	<b>85%</b>
Over 4 hours to 5 hours	22%	3%	5%	2%	<b>11%</b>
Over 5 hours	10%	0%	0%	0%	<b>4%</b>
<i>Number of sessions</i>	241	345	172	173	<b>586</b>

*Session lengths exclude breaks*

- Court staff were asked to list all breaks during a session. Approximate session lengths were then estimated by excluding breaks from sessions. Table 6 shows that, as expected, COH sessions were shorter than standard hours sessions.
- Around a third of standard hours sessions sat for more than 4 hours (net of breaks).
- A tenth (10%) of standard hours sessions sat for longer than 5 hours (their expected maximum sitting time). The equivalent for COH sessions (lasting longer than their expected maximum 4 hours sitting time) was 3%.

### 3.3 Views on the approach to implementing COH

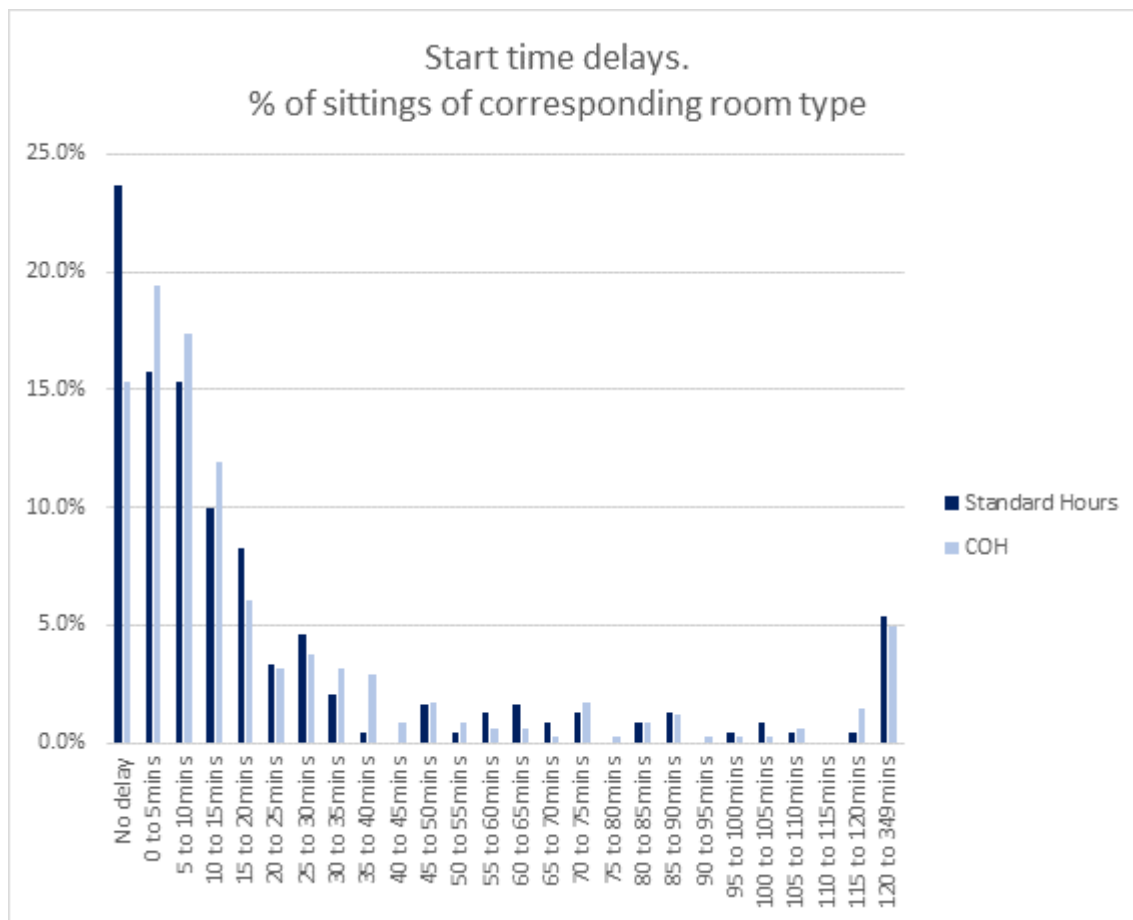
- Courts reported that they tended to list less legally complex, shorter cases and those that are likely to crack in the COH court. Longer, more serious cases were directed to the standard hours court room because they needed the greater flexibility that a full day session provides.
  - Listing officers were defining short cases as being ones with one defendant and estimated to last 3 days or less.
  - Cases which were listed in COH court included drugs, fraud and ABH charges.
- The research indicated that courts found ways to adapt listing practices over the COH pilot:
  - Some judges said they used future trial reviews to list cases in advance that they believed would crack prior to the day of the trial;
  - One court started to list some longer, more complex cases in the PM session by using time in the morning to have procedural discussions prior to the trial starting with the jury present.
- The listing of shorter cases in the COH courts generated mixed views among judges and listing officers. Some appreciated the capacity to hear cases that would otherwise not be heard, while others felt that resource should be deployed on longer cases.

- Listing officers reported that because the COH court had its own structure it was harder to be flexible with how it was managed alongside the other court rooms e.g. slotting in floating trials.
- Due to the case profile at one site (where the majority were sex cases) it was harder to find appropriate cases that fitted with the COH court. The resident judge therefore used the COH courts for short work or other court business when needed.

**Table 7: Start delays**

	Standard hours sessions	COH sessions (all)	COH AM sessions	COH PM sessions	Total
No delay	24%	15%	17%	14%	19%
30 minutes or under	57%	62%	58%	65%	60%
Over 30 minutes	19%	23%	25%	21%	21%
<i>Number of sessions (=100%)</i>	241	345	172	173	586

Where data returns had missing actual start and end times, the listed start and end time was imputed, which means no start delays would have been recorded for these sittings.



- Overall, COH sessions were slightly more likely than standard hours sessions to experience start time delays (85% compared with 76%). The most common reasons listed for delays in the COH courts were: court not ready or other business overran, awaiting defendant or defendant failed to attend, awaiting legal professionals, or awaiting jury/jury delays.
- Around a fifth of trials heard in both COH courtrooms and in standard hours courtrooms started more than 30 mins after their listed start time (23% of COH sessions compared with 19% of standard hours sessions).
- This varied however by morning and afternoon COH sessions, with a quarter of COH morning sessions experiencing delays of more than 30 minutes compared with a fifth of COH afternoon sessions.
- Courts adapted to the needs of prisons and PECS by not putting custody cases in the PM COH court which may in turn have meant fewer delays in these sessions.

**Table 8: Overruns**

	Standard hours	COH (all)	COH AM sessions	COH PM sessions	<b>Total</b>
No overrun	71%	83%	76%	89%	78%
30 minutes or under	24%	15%	19%	11%	19%
Over 30 mins	5%	3%	5%	0%	4%
<i>Number of sessions (=100%)</i>	<b>241</b>	<b>345</b>	<b>172</b>	<b>173</b>	<b>586</b>

*Defined as the difference between the actual end time and the listed end time*

- COH sessions were less likely than standard hours sessions to run beyond their listed end-time, reflecting the 'hard stops' at the end of the AM and PM sessions at 1pm and 6pm respectively.
- COH morning sessions were more likely to run over their listed end-times than COH afternoon sessions.

## 4. Users' experience of COVID Operating Hours

The evaluation of the COH pilot had two main strands to capture the experiences of judges, staff and court users:

- 1) *Qualitative depth interviews* with; Judges, HMCTS staff, partner organisations and witnesses
- 2) *Survey* of legal professionals.

### Insights from qualitative interviews

#### 4.1 Views on listing in the COH courts

- Resident Judges felt that the COH pilot may be a useful tool for increasing capacity for sites which have more Judges than available court rooms.
- Communication was effective in most courts and people were prepared for the COH pilot. However, in one court, partners (Witness Care, Witness Service) reported only being given a week's notice.
- Some courts scheduled weekly catch up calls with stakeholders which worked well as they were able to discuss and then address issues as they arose e.g. custody cases not being scheduled into the COH PM court.
- COH courts operated hard stops at 1PM and 6PM, which created some inefficiency as sessions would finish early if they thought a witness would go past the stop time compared to standard hours where they could overrun.
  - On occasions where the AM session was allowed to overrun, it caused significant disruption to the PM court.
- Sending out final lists late (often the night before and at up to 5 PM) because of COH court scheduling had a knock-on effect for partner agencies.
  - Probation, CPS, prisons, SERCO, witness care needed to have the final list as early as possible to ensure everything was in place for trial the following day.

#### 4.2 Resources

- Court staff were taking on additional responsibilities as a result of COH courts and there was a strong feeling that sites would benefit from additional resource.
  - Some courts brought in additional resource from other jurisdictions or roles, but these staff needed extra support initially which impacted on existing experienced staff.
- Safely moving AM and PM COH court and standard hours court jurors around the building created significant extra work.

- Some courts reported it was difficult to find Judges and Recorders to work in the PM court because of issues with commuting and caring commitments.
- HMCTS staff reported that clerks and ushers who didn't have childcare commitments were disproportionately more likely to work the PM court.
- Listing officers and Judges felt it was more efficient to have Judges rather than recorders sitting in COH courts because there was more flexibility in the work they could do when cases cracked so there was less wasted resource.
- There were concerns from some courts that extra care needed to be given to the selection of jurors as it was reported that potential jurors with childcare responsibilities preferred to choose the AM session.
- Probation staff reported no problems in resourcing the pilot although said they would have to look at resourcing plans if this was made more permanent.

### **4.3 Well-being and requests for changes**

- Staff across sites volunteered to pull together and worked hard to ensure the COH pilot could get up and running but, as a result, some staff ended up working both the AM and PM shifts to help colleagues.
- Court staff, Judges and legal professionals who worked the PM court reported arriving home later in the evening, which caused many to feel that their work/life balance had been negatively impacted.
- Some legal professionals welcomed COH courts as an increased opportunity to earn fees which was important given that work had reduced during the pandemic.
- The research suggested concerns or requests for hearing changes were raised directly with the judge at the future trial review. This meant that there were only a small number of formal requests reported by listing offers to move a case from a COH court to a standard hours court.
- Staff reported not feeling well-rested. Although staff are building up flexi-leave they didn't have the opportunity to take it during the pilot because of resourcing pressures.
- When there were no breaks in the COH sessions it was felt that concentration levels for all parties, and in particular jurors, were impacted.
- Limited feedback was collected from jurors by local courts. Jurors generally gave a positive response on social distancing whilst in court. Some said that they would have felt better if more emphasis had been placed on wearing a mask. Respondents were generally very positive about the processes, support and court environment. Some comments were made about needing more information and also about queues to enter the court building.

## Survey of legal professionals

A short survey was developed to collect information from **legal professionals** on their experiences of the COH pilot. The survey was sent to chambers to make available to legal professionals and/or shared with legal professionals directly (depending on site). Responses were received from **52** legal professionals and represent the views of respondents only, they should not be generalised to all legal professionals.

### 4.4 Arriving at court

**Table 9: Arriving at court (Legal Professionals Survey)**

	Standard hours	COH	<i>of which:</i>	AM COH	PM COH
<b>Number of respondents</b>	<b>22</b>	<b>40</b>		<b>28</b>	<b>20</b>
Whether had any issues arriving at court for trial start time					
Yes	1	-		7	4
No	21	-		21	16
Whether had sufficient time to meet witnesses and other parties before the trial					
Yes, for all trials	10	15		8	11
Yes, for some trials	2	0		0	0
No	0	7		7	3
Whether had sufficient time to take instruction from the defendant before the trial					
Yes, for all trials	7	10		6	5
Yes, for some trials	5	6		5	3
No	2	6		5	1

*8 respondents attended both COH AM and PM sessions. They answered the sufficient time questions once. Their responses are listed against each type of session they attended and are therefore duplicated.*

Respondents who had attended COH sessions were more likely to report having issues arriving at court, not having sufficient time to meet witnesses and other parties or take instruction from defendants; than respondents who had attended standard hours sessions. The majority of respondents across both groups reported no issues however.

## 4.5 Delayed starts

**Table 10: Delayed starts (Legal Professionals survey)**

	Standard hours	COH	of which:	AM COH	PM COH
<b>Number of respondents</b>	<b>22</b>	<b>40</b>		<b>28</b>	<b>20</b>
Reported a delayed start	17	26		21	11
No delayed starts	5	14		7	9
<b>Reasons for delayed start</b>					
Defendant arrived late for a bail hearing	4	7		7	1
Defendant arrived late for a custody hearing	3	10		9	4
Jury were not ready	3	10		9	3
Courtroom was not ready	6	6		4	3
Other	9	13		10	7

*8 respondents attended both COH AM and PM sessions. They answered these questions once. Their responses are listed against each type of session they attended and are therefore duplicated. Respondents could select more than one reason. Responses do not therefore sum to totals.*

The majority of respondents to the survey reported that they had experienced a delay to their trial start time. Approximately three-quarters of respondents who had attended a standard hours session or morning COH session reported a delay, compared with just over half of respondents attending afternoon COH sessions. Table 10 lists the reasons given for delays.

## 4.6 Views of COH sessions

**Table 11: Experience of being involved in a COH trial (Legal professionals survey)**

	COH	of which:	AM COH	PM COH
<b>Number of respondents</b>	<b>100%</b>	<b>40</b>	<b>28</b>	<b>20</b>
Very good	5%	2	1	1
Good	15%	6	5	1
Neither good nor poor	40%	16	11	10
Poor	27.5%	11	7	5
Very poor	12.5%	5	4	3

*8 respondents attended both COH AM and PM sessions. They answered this question once. Their responses are listed against each type of session they attended and are therefore duplicated.*

Legal professionals who had attended a COH session were asked how they rated their experience of being involved in a COH trial. Overall, 20% rated their experience as either



good or very good, 40% rated it as neither good nor poor, and 40% rated it as poor or very poor.

Table 12 shows how ratings varied by whether respondents were male or female, and whether they had childcare responsibilities. Overall, male respondents were more likely to rate their experiences both positively and negatively than female respondents, who were more likely to express a neutral view.

Similar proportions of respondents both with and without childcare responsibilities expressed positive, neutral and negative views - around a fifth of respondents rated their experience as either good or very good, two-fifths rated it as neither good nor poor, and two-fifths rated it as poor or very poor. Respondents with childcare responsibilities were however more likely to express stronger views (both 'very good' and 'very poor').

These figures are based on very small numbers and should be regarded as representative of respondents' views only.

**Table 12: Experience of being involved in a COH trial, by sex and whether have childcare responsibilities (Legal professionals survey)**

	Male	Female	Have childcare responsibilities	No childcare responsibilities
<b>Number of respondents (=100%)</b>	<b>27</b>	<b>13</b>	<b>18</b>	<b>22</b>
Very good	7%	0%	11%	0%
Good	15%	15%	11%	18%
Neither good nor poor	33%	54%	39%	41%
Poor	30%	23%	22%	32%
Very poor	15%	8%	17%	9%

## 5. Summary

### Flexibility:

- Combined with standard hours sessions, COH appears to be an effective way of disposing of cases. Overall COH courtrooms dealt with more trials than standard hours courtrooms, with more cracked and effective trials being disposed of in COH courtrooms. As a 'blended approach' the model was found to increase capacity of the pilot sites to dispose of trials.
- Pilot sites followed the guidance provided for implementation and adapted this to their local circumstances. The approach was not considered to be appropriate for all work but provided flexibility as one element of HMCTS' Covid response.

### Optimising processes:

- Extra staff were needed to run the approach, this will need to be reflected in resourcing plans if future adoption is considered.
- There were a number of elements that supported effective running of the approach including; two teams of staff to manage movement of people, optimising space to enable management of jurors, clear agreed processes for implementation.
- Effective communication was considered to be key to the success of the pilots, including in advance to parties, through Local Implementation Teams and regular sessions with local partners to implement and manage the process.

### Further Assessment:

- During the pilots it was not possible to collect detailed data on the impact of the approach on those with caring responsibilities and the impact on specific groups (including citizens and witnesses).
- Additional monitoring should be put in place to understand any impacts on these groups if the approach is rolled out further as part of ongoing public sector equality duties.

## **A. Technical Appendix**

- A.1. Profile of respondents to legal professionals survey
- A.2. Qualitative interviews sample breakdown
- A.3. List of data assumptions

## A.1. Profile of respondents to legal professionals survey

52 legal professionals responded to the survey.

10 respondents attended both a standard hours and a COH session, and 8 respondents had attended both a morning and an afternoon COH session. They are listed below against each type of session they attended (and are therefore duplicated).

Numbers do not therefore sum to totals.

	Standard hours	COH	<i>of</i> <i>which:</i>	AM COH	PM COH	Total
<b>Number of respondents</b>	<b>22</b>	<b>40</b>		<b>28</b>	<b>20</b>	<b>52</b>
Sex						
Male	11	27		19	12	<b>34</b>
Female	11	13		9	8	<b>18</b>
Age						
25-44 years old	9	19		12	9	<b>24</b>
45-64 years old	12	21		16	11	<b>27</b>
65 and over	1	0		0	0	<b>1</b>
Ethnicity						
White	19	37		26	18	<b>47</b>
Asian or Asian British	0	1		1	0	<b>1</b>
Mixed or multiple ethnic groups	1	1		0	1	<b>1</b>
Prefer not to say	2	1		1	1	<b>3</b>
Main language						
English or Welsh	20	40		28	20	<b>50</b>
Prefer not to say	2	0		0	0	<b>2</b>
Have childcare responsibilities						
Yes	9	18		13	8	<b>23</b>
No	13	22		15	12	<b>29</b>
Have other caring responsibilities (to adults with either long-term physical or mental ill-health/disability or problems relating to old age)						
Yes	7	16		10	10	<b>19</b>
No	15	24		18	10	<b>33</b>

## A.2. Qualitative interviews sample breakdown

Site	Total number of interviews per site	Breakdown of Interviews completed by user group
<b>Liverpool</b>	<b>26</b>	2 x Judges 1 x usher 3 x court clerks 2 x jury officers 2 x listing officers 4 x managerial staff 2 x legal professionals 1 x Public witness 2 x Witness service staff 1 x Witness service volunteer 3 x CPS 2 x Witness Care 1 x Prisoner escort and custody services (PECS)
<b>Stafford</b>	<b>11</b>	2 x clerks 1 x listing officer 1 x jury officer 1 x jury officer assistant 2 x ushers 1 x legal professional 1 x probation 1 x GEOamery (PECS) 1 x judge
<b>Cardiff</b>	<b>15</b>	2 x listing officer 1 x court clerk 1 x operations manager 1 x CPS 2 x jury officers 2 x Witness care 1 x probation 1 x witness service 1 x legal professional 2 x Judges 1 x prison OMU contact
<b>Portsmouth</b>	<b>26</b>	1 x listing officer 1 x listing assistant 1 x delivery manager 1 x jury manager 2 x ushers 3 x new court clerks 2 x court clerks 2 x witness care 2 x witness service 1 x CPS 1 x probation 1 x prison (onsite manager – SERCO) 2 x legal professionals 1 x PECS delivery manager 1 x judge

		4 x Witnesses
<b>Hull</b>	<b>18</b>	1 x listing officer 2 x jury officers 3 x court clerks (2 interviews, 1 x email feedback) 2 x ushers 1 x witness service 1 x CPS 2 x witness care 1 x probation 1 x legal professional 1 x prison (head of operations) 1 x Judge (RJ) 2 x Recorders
<b>Reading</b>	<b>12</b>	1 x listing team delivery manager 1 x resident judge 4 x judges 1 x court clerk 1 x witness care 1 x SERCO / custody suite manager 1 x witness service 1 x CPS 1 x PECS delivery manager
<b>Snaresbrook</b>	<b>9</b>	1 x prisons / SERCO 1 x witness service 1 x witness care 1 x court clerk 2 x jury officer 1 x probation 1 x listing officer 1 x Judge (RJ)
<b>TOTAL INTERVIEWS - 116</b>		

### A.3. List of data assumptions

1. We have assumed that the breaks listed by clerks have been recorded in a consistent manner. In practice, it is possible that breaks were not consistently recorded across all rooms/sites. Timing data for breaks, sitting times and efficiencies should therefore be seen as approximate and interpreted with caution.
2. In a small proportion of cases, information on start and finish listed time was missing and the standard start or end time for that court has been imputed.
3. Where lunch breaks were not recorded in standard hours sessions which ran over the lunch period (post 2pm), a one hour lunch break has been imputed.
4. Where comments indicated that a break took place prior to the actual start time, the break has not been included as it may, e.g. refer to another trial.
5. Where a case was originally listed to start at 9am in the COH room, but was moved to the standard hours court on the day and started at e.g. 10:30, the listed start time has been altered to the usual start time for that court.
6. Jury deliberations and retirements have been included in sitting times (i.e. not recorded as breaks). Any breaks that juries had while deliberating have not been recorded.
7. Where a case with multiple sessions has been heard in both a COH room and a standard hours room, the outcome has been listed under where the bulk of the case was heard.
8. Where two trials were heard in a standard hours room in one day (e.g. one in the morning and another in the afternoon), they have been counted as two separate sessions.
9. Where a case has multiple defendants under one case reference number, this has been recorded as one case/disposal.
10. Where one trial has two listed case reference numbers, this was recorded as one case/disposal.
11. Cases that were part-heard at the end of the pilot have been coded as effective.
12. Snaresbrook Crown Court provided high level data for their 13 standard hours trials and 4 of their COH trials (trial outcomes only, no detail on number of sessions or timing or breaks). These 17 cases have been included in Tables 3 and 4 on trial outcomes and disposals, but are not included in Table 5 onwards, which present session level findings. Snaresbrook did provide detailed data for 19 COH trials, which are included in all data tables.