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Data should be at the centre of the criminal justice system to improve user experience, says new techUK report

- *techUK publishes 25 recommendations for effective use of data and technology to support a seamless citizen experience across the criminal justice landscape*

LONDON, 27 April 2022: Technology trade association techUK has today launched a new report calling to unlock the power of data and technology innovation to reform the criminal justice system (CJS) and put the service users at its centre.

With the evolving digital crime landscape, cases are increasing in complexity and the CJS must urgently keep up to deliver justice swiftly. techUK's report '*Digitising Justice: Putting data at the centre*' specifically calls for digital reformation of the criminal justice system through 25 recommendations to improve access to justice, join up services and enhance processes.

The vision for the Ministry of Justice (MoJ) is to deliver a world-class justice system that works for everyone in society. With the release of the MoJ Digital Strategy 2025, there is a plan for the user experience of justice to be simpler, faster, and better. For techUK's Digital Justice Working group, which led the launch of this report, data sits at the heart of this vision.

The challenges of data sharing are disrupting the development of an efficient criminal justice system, and techUK's recommendations explain how digitisation through effective use of data and technology will support a seamless citizen experience across the criminal justice landscape, further improving its use and rehabilitation rates.

The report's key recommendations highlight:

- The MoJ and Police should work with techUK to break down barriers to building public trust in the adoption of emerging technologies across the criminal justice (CJ) landscape.
- The public sector should work more closely with the technology industry to build confidence in the ways in which digital evidence is gathered, managed, and shared.
- The idea of a victim being required to 'tell their story once' without having to repeat it to a number of agencies needs to be carefully considered when designing data systems, collecting and analysing data.
- With a drive to reduce reoffending, considerations should be made relating to digital skills passports for prisoners and prison leavers where data on that individual can be stored and is easily accessible for support agencies - from health and employment to education.

- The industry at large must ensure that the technology implemented meets the needs of diverse groups of people and separate cohorts of prisoners.

Georgie Henley, Head of Justice and Emergency Services, techUK, said:

"This report highlights the collaborative work being undertaken to digitise services, the vital role of data and technology in reforming the criminal justice system of today, whilst also looking ahead to the justice system of tomorrow.

"For techUK's Digital Justice Working Group, data and technology sit at the heart of the MoJ's vision for simpler, faster and better services across the justice system, and we look forward to working with partners and stakeholders across the criminal justice landscape to deliver this vision."

Brendan Swarbrick, Executive Client Director, Justice and Public Safety, Sopra Steria and Interim-Chair of techUK's Digital Justice Working Group said:

"The criminal justice system in England and Wales is undergoing significant change and the effective use of data and digital technology is pivotal to achieving the ambition of a more joined up, simplified, user-centred service. This report by the member-led techUK Digital Justice Working Group demonstrates the value and impact that can be realised by collaboration between industry and stakeholders from across the Criminal Justice System to drive meaningful change through digital adoption."

The report is being launched at techUK's Justice and Emergency Services Drinks Reception, which will include keynotes from Gina Gill, Chief Digital and Information Officer (CDIO) at the Ministry of Justice, and Martin Hewitt, National Police Chiefs' Council (NPCC) Chair, on 27 April.

Notes to Editors

The full report and recommendations can be downloaded [here](#).

[techUK's Justice and Emergency Services hub](#)

About techUK

techUK is the technology trade association that brings together people, companies and organisations to realise the positive outcomes of what digital technology can achieve.

With over 850 members (the majority of which are SMEs) across the UK, techUK creates a network for innovation and collaboration across business, government and stakeholders to provide a better future for people, society, the economy and the planet.

By providing expertise and insight, we support members, partners and stakeholders as they prepare the UK for what comes next in a constantly changing world.