

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT



Ministry
of Justice

Service Specification for

Manage the Custodial & Post Release Periods

Service Specification Document

This document defines the service, including the required outcome(s) and outputs. As part of a Contract, the national minimum outputs in this document are mandatory for all providers. The document can also contain optional outputs that are available for Commissioners to commission.

1. Service Specification Document

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued
P1.0	Preview publication.	11-11-2011
P1.1	<p>Preview publication of transitional version of this specification. Amendments made since previous publication:</p> <ul style="list-style-type: none"> • Strategic context: various updates made to reflect transitional specification arrangements and requirements of delivery of supervision on licence. • Section 4 - service elements in scope: amended to provide list of in-scope service elements, to conform to template design. Details of which elements apply to which offender types removed as covered elsewhere (see column headed 'Applicable Offender Types' in outputs table). • Output table: key added explaining changes made. Various changes made regarding eligible offender types and assurance measures. New output 14a added relating to signposting. Outputs 22 and 23 amended to show as applicable to both custody and community. 	05-03-2012
P2.0	Go live publication of transitional version of this specification. Section 9 - Reference to supporting documents - updated. Section 11: reference to supporting Instructions added.	27-04-2012
P3.0	<p>Go Live version, prepared following revisions to align with the Transforming Rehabilitation Programme.</p> <p>Note: This specification has been re-titled (was formerly called 'Manage the Sentence Pre & Post Release from Custody') to allow for the inclusion of activity relating to remand prisoners.</p> <p>Key outcomes: reduced from 6 to 3; one original key outcome retained (reoffending is reduced).</p> <p>Definition of service: revised to include reference to assessment of need for remand prisoners.</p> <p>Service elements in scope: 'The sentenced is managed end to end' replaced by: 'The individual is managed for the duration of the sentence or custodial period'. 'An assessment and plan for the sentence are prepared' replaced by: 'A plan is prepared'; other references to 'sentence plan' amended to 'plan' only. New service elements added: 'The custodial period is</p>	28-03-2014

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

	<p>commenced’ and: ‘Risk is managed’. <u>Service elements deleted:</u> ‘A needs screening is prepared’.</p> <p>Out of scope/dependent service elements: Clarification added.</p> <p>Strategic context: Strategic significance: updated. Definition of key terminology added. As a consequence, ‘Offender Manager’ is capitalised where it appears in this specification. Standard wording inserted about Transforming Justice programme, equalities and female offenders.</p> <p>Service outputs: Outputs have been reordered. Various outputs: reworded to use provider-neutral language. The ‘applicable offender types’ column has been amended, where appropriate, to include both sentenced offenders and remand prisoners (latter were previously out of scope); or to refer to offenders subject to supervision after the end of sentence, where appropriate.</p> <p><u>New outputs added:</u> New outputs 22, 22a and 23 (risk management and risk escalation) added to align with Manage the Sentence for a CO or SSO specification. New output 40a added (vulnerable offenders – safety plan) to align with Manage the Sentence for CO or SSO specification. New output 43 added (initial appointment with Offender Manager on release). New output 35 added to cover licence conditions – statutory post release supervision period. New output 50 added to ensure that where no pre-release plan exists, one is created. New output 60 added (“The offender understands where the statutory licence period ends and the supervision after the end of sentence period commences.”). New output 14a added – plan to cover custodial period.</p> <p><u>Former outputs deleted:</u> old outputs 15 (risk of serious harm recorded), 16 (tiering), 17 (sentence plan produced), 21 (agencies notified, start of sentence), 36 (plan reviewed in preparation for release), 50 (review – change of circumstances), 52 (access to community resources).</p> <p><u>Former outputs amended:</u> See annex A, at end of this document, for detailed list of changes made.</p>	
--	---	--

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

P3.1 IP	<p>Version prepared for internal publication only, in line with pre-election publication guidance.</p> <p>National Minimum Outputs: Row 8: References to PSI 15/2015 on Adult Social Care and to DH Care and Support Statutory Guidance added in column for 'Detailed Mandatory Instructions'. Social Care added as policy theme.</p> <p>Minor updating of other references to reflect newly issued Instructions. References to Trust contracts/contract measures deleted as no longer applicable.</p> <p>Out of scope service elements: Updated with standard bullets points (such as young people and detailing of staff to the service) which apply to all service specifications.</p>	01-04-2015
P3.1	Post-election publication version. No new changes made.	18-05-2015
P3.2 (V0.1)	New output added at row 5a: offenders and relevant agencies are informed of the outcome of child contact applications, and offenders are given reasons for decisions in writing. Change reflects revisions to the Public Protection Manual, including new approach to the concept of disclosure.	30-09-2015

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

P3.2 (V0.2)	Output at row 5a deleted, following DAWG decision to update referencing only. References to Public Protection Manual to be updated, to quote most recent version.	26-01-2016
-------------	--	------------

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

P3.3	<p>Specification updated by MOJ Community Commissioners. A light touch document refresh, with Policy Reference material updated. NOMS badge removed replaced with an MOJ badge to reflect Commissioners move to MOJ. The following policy references have been removed:</p> <p>PC 63/2005 Statutory Guidance on Implementing Section 11 of the Children Act 2004 applies</p> <p>PC 41/2004 Initial Guidance for the Prolific and Other Priority Offender Strategy: Catch and Convict Framework: sets out the framework for the Prolific and Other Priority Offenders programme.</p> <p>PC 79/2005 PPOs Summary of Actions and Monitoring Arrangements (this published the multi-agency PPO Premium Service document and required Probation Areas/Trusts to carry out the probation-specific actions it contained)</p> <p>PCs 32/2005, 63/2005 and 87/2005 cover safeguarding children. These universally require referral, information sharing and inter-agency co-operation for those offenders who represent a risk to children, and those living in households where children at risk are resident.</p> <p>PC 03/2005 sets out the expectations in respect of the Probation and Police Service sharing information to support supervision, revocation and recall for offenders on licence</p> <p>PC 41/2004 Initial Guidance for the Prolific and Other Priority Offender Strategy: Catch and Convict Framework: sets out the framework for the Prolific and Other Priority Offenders programme</p> <p>PC 79/2005 PPOs Summary of Actions and Monitoring Arrangements (this published the multi-agency PPO Premium Service document and required Probation Areas/Trusts to carry out the probation-specific actions it contained)</p> <p>PCs 32/2005, 63/2005 and 87/2005 cover safeguarding children. These universally require referral, information sharing and inter-agency co-operation for those offenders who represent a risk to children, and those living in households where children at risk are resident</p> <p>PC 05/2009 Reporting Arrangements for Offenders Released on Life Licence</p> <p>PC 32/2007 Management of Foreign National Prisoners defines the information sharing and inter-agency requirements for the management of foreign national offenders who are the subject of immigration proceedings</p> <p>PC 03/2005 sets out the expectations in respect of the Probation and Police Service sharing information to support supervision, revocation and recall for offenders on licence</p> <p>Compliance Best Practice Guide Performance Improvement Unit 2008</p>	22-10-2017
------	---	------------

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Introduction to Manage the Custodial & Post Release Periods specification

1.	Service Name	Manage the Custodial & Post Release Periods
2.	Key Outcome(s) for Service	<ul style="list-style-type: none"> • Reoffending is reduced • The custodial sentence is managed. • Risk of serious harm is reduced
3.	Definition of Service	<p>This specification deals with those activities which are required to manage a custodial sentence pre and post release, including management of the offender during the licence period and assessment of need for remand prisoners (where applicable).</p> <p>Managing a custodial sentence consists of a sequence of tasks, some common to all prisoner status types and sentences, others which will differ depending upon offence, the offender's characteristics or developments during sentence. The HMPPS Model sets out common tasks such as:</p> <ul style="list-style-type: none"> • Planning for the sentence • Making arrangements for implementing the plan including the delivery of the licence and notice of supervision conditions • Monitoring and review • Enforcement <p>Mandatory inter-agency procedures, designed to protect the public, apply when, for example, there are issues related to the safeguarding of children or domestic abuse of vulnerable adults. Enforcement and transfer processes must be invoked as required.</p> <p>HMPPS expects Offender Managers to meet their obligations of promoting diversity, and maintaining and increasing public confidence in the criminal justice system during discharge of their duties.</p> <p>Arrangements are to be made and information exchanged to ensure that a plan for the sentence is safely, effectively and efficiently implemented.</p>

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

4.	Service Elements In Scope	<ul style="list-style-type: none"> • The individual is managed for the duration of the sentence or custodial period • The custodial period is commenced • The sentence is commenced • A plan is prepared • The plan is implemented • Risk is managed • The custodial term of the sentence is managed • Release from custody is managed <p>For cases, which will be subject to a licence period post-release, the following elements apply:</p> <ul style="list-style-type: none"> • Licence management is commenced • The offender is monitored and compliance is promoted • The plan is reviewed and the sentence is terminated
5.	Out of Scope Service Elements	<ul style="list-style-type: none"> • Civil Offenders • Fine Defaulters • Immigration, repatriation and removal services • Victim liaison (except for referral to victim liaison services) – see Victim Liaison specification • Staff training and supervision • Reception, first night and induction processes (see Early Days specifications) • Health screening on reception (covered within Early Days specifications) • Pre-sentence assessment and report preparation for court work (see Court Work other than Assessments & Reports specification) • Case Allocation Tool (completion of case allocation tool is in Assessment & Reports Pre-Sentence specification, and recording and communicating the outcome of the case allocation tool is in the Court Work specification) • Prisoner escort form process (see External Movements & Appearances specification) • Initial observation and categorisation is complete (see Categorisation & Allocation for Prison Custody)

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

		<ul style="list-style-type: none"> • Immediate and priority offender needs are identified on reception into custody and dealt with or communicated to the Offender Manager responsible for managing the case (covered within Early Days specifications) • Cell Sharing Risk Assessment (CSRA) to be completed and communicated to residential and OMU staff (covered within Early Days specifications) • Assessment, Care in Custody & Teamwork (ACCT) assessments are completed where needs are identified and communicated to residential and OMU staff (see Management of Prisoners at Risk of Harm to Self or Others specification) • Pre-release practical arrangements, such as clothing, personal effects and escort to gate (covered within Early Days specifications) • Young people (aged 15-17). For split sites, the specification appropriate to the individual's circumstances should be applied • Escort of prisoners to/from the activity (see Internal Prisoner Movements specification) • Detailing of staff to the service • Procurement of goods/stationery
6.	Dependent Service Elements	<p>Rehabilitation Services - In Custody and Rehabilitation Services – In the Community:</p> <ul style="list-style-type: none"> • These specifications define those resettlement services that have not been covered by other specifications, such as Correctional Services Advice and Accreditation Panel (CSAAP) accredited programmes, and activities linked with prisoner employment, training and skills or other co-commissioned activity. They also define the necessary outputs, outcomes and associated costs that ensure an integrated approach to the delivery of effective resettlement services in custody and the community that ultimately address offender rehabilitative needs, reduce reoffending and protect the public • There are clear interdependencies with 'Manage the Custodial & Post Release Periods', in terms of Offender Managers responsible for management of the case to refer to these services which will be provided by contracted providers • The Rehabilitation Services - In Custody specification includes one-to-one support such as mentoring, a key feature of the new 'Through the Gate' services, and also includes provision for the 'enabling' of these services. <p>Deliver Statutory Supervision Post-Release: Whilst the delivery elements are contained within 'Deliver Statutory Supervision Post-Release', management of the offender and management of risk of serious harm aspects are contained within the 'Manage the Custodial & Post Release Periods' specification. Activity with an offender within the two specifications is therefore aligned to ensure that any relevant information is exchanged between the Offender Manager and the provider of the statutory supervision.</p>

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Categorisation & Allocation for Prison Custody: There is interdependency with 'Manage the Custodial & Post Release Periods' as the categorisation assessment includes information arising from risk and need assessments.

Immigration, Repatriation & Removal Services: This specification defines those service outputs related to the case management of Foreign National Prisoners ensuring they are correctly identified and referred to the immigration authority so that, where eligible, they can be considered for removal at the earliest opportunity. There is interdependency with 'Manage the Custodial & Post Release Periods' as Foreign National Prisoners will be case managed in the same way as any other offender cohort until the point that a deportation notice is authorised.

Early Days & Discharge - Reception In; First Night In Custody; Induction to Custody; Discharge:

- These specifications define the service outputs related to prisoners being received into lawful custody and are treated with decency and with regard for their and others' safety and well-being, they are kept safe and supported during their first night in prison and their immediate needs are met and to enable prisoners to know and understand their entitlements and responsibilities, and how to access support and facilities available to them.
- There is an interdependency with 'Manage the Custodial & Post Release Periods' as the work completed during the early days processes feeds information into how the offender is case managed through their time in custody and on into the community in relation to resettlement needs.

Court Work other than Assessments & Reports: This specification captures the new Case Allocation Tool which will determine risk level and the provider of these services. It is assumed that the initial case record, for the purposes of maintaining a real time single point of reference, will be opened on the probation case management system, National Delius, and that the information in relation to allocation will follow to both contracted providers and prisons. Prisons and/or contracted providers will need to update Prison NOMIS and/or any other authority approved systems contracted providers choose to use with this information.

Prisoner Employment & Training Services: There are interdependencies with 'Manage the Custodial & Post Release Periods' in terms of Offender Managers responsible for management of the case to signpost to co-commissioned services contained within the Prisoner Employment & Training Services specification

Management of Prisoners at Risk of Harm to Self or Others:

- The outcomes for this service are intended to be achieved within the narrower context of "risk of harm to self or others" during their time in custody rather than the overall context of public protection. It is recognised that the management of prisoners at risk of harm to themselves or to others has clear links with other prisoner-facing services including 'Manage the Custodial & Post Release Periods'. Offender Managers will be responsible for considering risk to self and

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

		<p>others in the context of assessments, evaluation and sentence planning</p> <ul style="list-style-type: none"> Interventions for those at risk of harm to self or others identified through individual care or management and plans to manage self harm or violent behaviour (such interventions are covered in the Deliver Accredited Programmes specification or unaccredited interventions within the Resettlement Services – In Custody)
7.	Strategic Context	<p>The specification aligns with the Ministry of Justice (MOJ) <i>Transforming Rehabilitation: A Strategy for Reform</i> document published in May 2013. This outlines the services to be provided by the National Probation Service and prisons, and the services to be delivered by contracted providers.</p> <p>The National Probation Service holds responsibility for advice to courts, and offender management of MAPPA and high risk of serious harm and other public interest offenders. For low and medium risk of serious harm cases, the National Probation Service must also respond to information from the contracted provider and staff working in prisons that suggests that there may be a potential escalation to high risk of serious harm, undertake renewed risk assessments and take on the responsibility for the management of any cases in which risk of serious harm has become high.</p> <p>This specification requires effective working arrangements between the National Probation Service, prisons and providers of services.</p> <p>Background</p> <p>This specification has been re-drafted to replace the specification ‘Manage the Custodial Sentence – Manage the Sentence Pre & Post Release from Custody - <i>transitional version</i>’, taking account of the new structure for supervision of offenders post release and increase of volumes of offenders under supervision.</p> <p>Scale</p> <p>The scale, complexity and cost of the ‘Through the Gate’ activities contained within this specification vary with the individual risks, needs and complexities of the offender/remand prisoner, and with the length of the sentence or time spent remanded in custody. Offenders and prisoners remanded into custody will be assigned to services based on assessed need and risk.</p> <p>Strategic Significance</p> <p>The National Offender Management Model originally introduced an evidence-based, whole system approach to managing an offender’s sentence, which placed the offender at the centre, and was managed by a community based Offender Manager. However, this service was never available to offenders sentenced to less than 12 months in custody or to low risk offenders serving determinate sentences. Various reports on offender management, including the 2011 joint inspection report ‘A Joined Up Sentence? Offender Management in Prisons 2009/10’, highlighted the fact that offender management did not always work as intended. The report ‘Managing offenders on short custodial sentences’ (National Audit Office, 2010) highlighted the lack of coherence in the service offered to the under 12 month population, the duplication of assessment processes, and the</p>

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

inconsistent targeting of services.

Plans were already in place to address these issues by extending offender management to all sentenced offenders. This was known as the 'end state' specification. The 'transitional state' specification worked towards the end goals of 'end state' by extending offender management to all offenders with more than four weeks to serve.

Changes made to specification outputs

Changes have been made to outputs in recognition of the structure of offender management which will see contracted providers directly managing offenders of low and medium risk in the community. High risk offenders will continue to be managed by the public sector and privately managed prisons during custody and by the National Probation Service in the community. This specification also captures the requirement for effective liaison between all parties

The term 'Offender Supervisor' has been removed from the service outputs, as it was felt to be insufficiently provider neutral for those outputs which related to both custodial and post release periods. Where the title of Offender Manager has been used in outputs, this now refers to anyone case managing the offender during the sentence.

Some outputs have been changed to refer to offender management *and* case management. These changes have been made to reflect the different operating models for remand prisoners.

Further changes create a new period of supervision for offenders serving custodial sentences of more than one day but less than two years. The Statutory Supervision Period begins at the end of the Licence Period (technically the end of the sentence) and ends on the expiry of a total period of 12 months after release from custody. The following examples illustrative the impact of how these legislative provisions will apply for different sentence lengths, compared with sentences under the law before amendment.

Sentence imposed by court	Pre RP custodial period	RP custodial period	Pre RP arrangements on release	RP arrangements on release
6 months	3 months	3 months	3 months in community, but with no licence conditions or supervision	3 months' licence plus 9 months' supervision. Total supervision: 12 months
10 months	5 months	5 months	5 months in community but with no licence conditions or supervision	5 months' licence plus 7 months' supervision. Total supervision: 12 months
18 months	9 months	9 months	9 months' licence	9 months' licence plus 3 months' supervision. Total supervision: 12 months

The following definitions are to be used within the context of all 'Through the Gate' specifications:

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Offender management (for custodial sentences): Offender Management is an evidence based case management structure which provides an end-to-end process of supervision by a named Offender Manager throughout the sentence. The Offender Manager is responsible for the overall management of the offender throughout their custodial sentence. All offenders will be managed to a level that reflects their assessed risk of serious harm and likelihood of reoffending.

Offender management for retained cohort: Offenders serving custodial sentences and retained by the National Probation Service (NPS) will be allocated to a named NPS Offender Manager at the commencement of their sentence and following case allocation at court.

For these offenders, during their custodial period, the role and function of the Offender Manager will be supported by an Offender Supervisor who will take responsibility for delivering some or all of the offender and case management processes. This will include the screening of resettlement needs using the Basic Custody Screening Tool. Any division or delegation of Offender Management responsibilities between the Offender Manager and the Offender Supervisor during the custodial period will be dependent on the offender's assessed level or risk.

Offender management for competed cohort: Offenders nominally allocated to a contracted provider post sentence at court will have a named Offender Supervisor for the custodial period of their sentence. The Offender Supervisor will be responsible for delivery of direct Offender Management and Case Management processes during the custodial period. Prison staff will complete the Basic Custody Screening Part 1.

Post release from custody, the offender will be managed by a named contracted provider Offender/Case Manager, who will be responsible for managing their sentence during the licence period in the community.

Management of remand prisoners: All remand prisoners will have a named prison-employed member of staff allocated as their Case Manager who will be responsible for managing and co-ordinating the case for the duration of their custodial period.

A Plan: The plan will enable the effective case management of the offender for the duration of their sentence. It describes an overarching record which will enable Offender/Case Managers to co-ordinate effectively any other plans or interventions completed by providers working on specific aspects of the offender's case, such as resettlement, healthcare, education, drugs/alcohol, one-to-one support. The mechanisms for generating and recording the plan are operational decisions dependant on length of sentence and will use approved tools. This specification set out that, prior to release, there will be activity to identify risk and planning for the offender's release, with a plan produced upon release for the licence and supervision periods. Additionally, those serving more than 12 months in custody will receive a plan to cover the custodial period. The NPS will produce a custodial sentence plan for retained cases serving less than 12 months. All plans are subject to review.

Rehabilitation: This aims to restore offenders to a purposeful life in which they do not reoffend.

Resettlement: This refers to the assistance with rejoining the community following release from a Bail accommodation, prison or Approved Premises. The resettlement of remand prisoners and offenders is a core function of the 'Through The

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

		<p>Gate' services, directly related to reducing reoffending and protecting the public. In custody, resettlement involves helping prisoners to maintain and develop appropriate community ties in preparation for their release. It enables the offender to become a productive and active member of the community including how to access and use services. Resettlement services will continue to be delivered 'Through the Gate' and post release to enable transition from the custodial environment to living in the wider community.</p> <p>Equalities: Under the Equality Act 2010, the Ministry of Justice has an ongoing legal duty to pay 'due regard' to the need to: eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct; advance equality of opportunity between different groups (those who share a protected characteristic and those who do not); and, foster good relations between different groups. Providers are required to act in accordance with this duty, as well as the more general provisions of the Equality Act. Historically, there have been unequal patterns of outcomes, with some groups of offenders with shared protected characteristics faring better than others. The MOJ is committed to address this disproportionality.</p> <p>Female Offenders: Female offenders are a minority grouping within the offender cohort and often exhibit complex needs which must be addressed if their risk of reoffending is to be reduced. The government published its Strategic Objectives for Female Offenders in March 2013, which is integral to the delivery of offender management services. Needs in relation to domestic violence, sexual violence, and abuse are highly prevalent among female offenders. The MOJ is working with the Home Office on its Ending Violence Against Women and Girls: action plan 2013.</p>
8.	Flexibility	All the outputs in this specification are mandatory – referred to as the National Minimum .
9.	Reference to Supporting Documents	Supporting documents to be determined.
10.	Example Measurement / Assurance Method for Commissioners	Delivery under this specification is subject to the requirements set out in the NPS SLA; the CRC Contract (Schedule 9 - Service Levels and Service Credits and Schedule 21 - Management Information) and HMPPS Performance Reports. These documents include information about key performance measures, equalities data, management information, quality assurance and inspection activities.
11.	References for Detailed Mandatory Instructions	<ul style="list-style-type: none"> • Multi-Agency Public Protection Arrangements (MAPPA) Guidance (most recently issued in 2012) • Section 254 of the Criminal Justice Act 2003 sets out the provisions for recall of offenders on licence • The Children Act 2004 places a duty on probation providers to provide senior management membership of Local Safeguarding Children Boards (formerly Area Child Protection Committees). As a consequence, Offender Managers

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

have a duty, working in partnership with other local agencies, to promote the well-being of children. This is a wider focus than protecting children from harm and includes expectations, defined in local procedures, that Offender Managers will share information with Children's Social Care services which falls short of an assessment that a child has been harmed. Parental drug abuse and domestic abuse within a household are examples of such information.

- Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children (March 2013, HM Government)
- The Crime and Disorder Act 1998 provides a legal basis for data sharing, whilst the Data Protection Act 1998 provides a legal framework for handling personal information. These Acts should facilitate responsible information sharing between agencies in pursuit of a reduction in crime and disorder

Mandatory policy provisions which apply for custody are:

- PSI 03/2015 Sentence Calculation – Determinate Sentenced Prisoners
- PSI 18/2014 Licences, Licence Conditions and Polygraph Examinations
- PSI 19/2014 (PI 13/2014 - AI 13/2014) Sentence Planning: sets out the expectations for staff with regard to sentence planning, including planning activities undertaken under in respect of allocated persons by Community Rehabilitation Companies (CRCs)
- PSI 41/2014 (PI 57/2014) Process for CRCs to refer cases in custody or the community to NPS for Risk Review, including escalation
- PSI 15/2015 (AI 10/2015 - PI 11/2015) Adult Social Care
- PSI 34/2014 Provision of offender risk information to home office immigration enforcement regarding foreign, national offenders who are being considered for deportation
- PSO 2205 Offender Assessment and Sentence Management – OASys: includes various mandatory actions relating to OASys, the IT-based Offender Assessment System (relevant only for NPS and Public Sector and Privately Managed Prisons; guidance only for contracted providers)
- PSO 4700 Indeterminate Sentence Manual and PSI 36/2010 which introduced PSO 4700 new Chapter 4: Serving the Indeterminate Sentence
- PSO 4800 Women Prisoners
- PSO 6000 Parole, Release and Recall
- PSO 6010 Generic Parole Process
- PSO 6300 Release on Temporary Licence (ROTL)

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

- PSO 6700 Home Detention Curfew (HDC)
- PSI Prison Service Instruction (PSI) 16/2010 Confiscation Orders
- Public Protection Manual Policy provisions which apply to the community are:
- National Standards for the Management of Offenders in England and Wales 2015: these define minimum requirements for many of the activities which are required to manage a custodial sentence
- PI 07/2014 Case Transfers: For offender's subject to statutory supervision either pre-release from custody or whilst completing an order or licence: sets out the new procedures for the transfer of cases between CRCs, between CRCs and the NPS, and within the NPS. Also, sets out requirements for the transfer of offenders in and from other UK jurisdictions
- PI 11/2014 Licence Conditions, Polygraph Examinations and Temporary Travel Abroad: includes updated arrangements regarding the application of standard and additional licence conditions, policy on consideration of applications for temporary travel abroad, and introduces the new licence conditions for polygraph examinations for sex offenders
- The accreditation criteria and delivery manuals for accredited offending behaviour programmes (these set out the specific expectations placed upon Offender Managers when managing a sentence/licence containing a programme)
- The Offender Assessment System (OASys) policy sets out the requirements related to the assessment of offenders under community orders, the formulation of sentence plans and the review and evaluation of those plans. It requires that an action should be entered into the sentence plan for any offending-related need from the OASys "menu" of needs which is scored as positive or any risk of harm factor identified (OASys Manual Chapter 11, paragraph 5.1, page 169)
- The Violent and Sex Offender Register (ViSOR) Manual sets out mandatory requirements for electronic information sharing with the police on sexual and violent offenders
- HMPPS is a participant in Multi-Agency Risk Assessment Conferences (MARACs), to which the Co-ordinated Action Against Domestic Abuse (CAADA) MARAC Implementation Guide applies. This establishes expectations in relation to referral, information sharing and inter-agency risk management for offenders associated with the victims of domestic abuse
- PI 52/2014 Provision of offender risk information to home office immigration enforcement regarding foreign, national offenders who are being considered for deportation.
- PI 27/2014/ PSI 30/2014 Recall Review and Re-Release of Recall Offenders: sets out enforcement and recall procedures for those on licence
- PI 53/2014 – PSI 36/2014 Polygraph Examinations: Instructions for Imposing Licence Conditions for the Polygraph on

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

		<p>Sexual Offenders: Mandatory & Discretionary testing of sex offenders released on licence</p> <ul style="list-style-type: none"> • PI 06/2015 (PSI 07/2015) Early Days in Custody: includes requirements to complete the BCST and resettlement plan • Equality Act 2010 • Care and Support Statutory Guidance Issued under the Care Act 2014; Chapter 17. Prisons, approved premises and bail accommodation (DH, October 2014) • PSI 52/2011 Immigration, Repatriation and Removal Services
12.	References for Non-Mandatory Guidance	<ul style="list-style-type: none"> • Strategic objectives for female offenders (MoJ, March 2013) • The Best Practice Guide: Compliance (Probation Improvement Unit - July 2008) provides guidance on best practice for securing offender compliance with a community order or licence • Her Majesty's Inspectorate of Probation (HMI Probation) criteria for Offender Management Inspections exert considerable influence upon policy and practice, since providers understand that they will be used as a benchmark against which their policy, arrangements and practice will be judged and reported • HMI Probation Offender Management Inspection, Thematic and Incident Reports also exert significant influence on policy and practice; some of the recommendations from these reports are incorporated into mandatory policy instruments above • Refocusing the Care Programme Approach: policy and positive practice guidance (Department of Health, March 2008) - sets out expectations for multi-agency working with those who are the subject of a Care Programme, including expectations placed upon Offender Managers • Reducing reoffending by ex-prisoners (Social Exclusion Unit report, July 2002) • HMPPS Risk of Serious Harm Guidance (June 2009) • NPS compliance guidance • Changing Lives? Desistance Research and Offender Management (McNeill, F. & Weaver, B. Scottish Centre for Crime & Justice Research, June 2010) • PSO 2205 Offender Assessment and Sentence Management – OASys (guidance only for contracted providers)
13.	Review	Review cycle to be determined

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Specification

National Minimum

<i>Row</i>	<i>Service Element</i>	<i>Outputs / Output Features</i>	<i>Applicable Offender Types</i>	<i>Policy Theme</i>	<i>Example Measurement / Assurance Method for Commissioners</i>	<i>References for Detailed Mandatory Instructions</i>	<i>References for Non-Mandatory Guidance</i>
1.	The individual is managed for the duration of the sentence or custodial period	Diverse needs are taken into account to ensure effective management of the case including for any necessary induction, assessment, planning, review and evaluation.	All sentenced offenders and prisoners remanded into custody identified with diverse needs	Diversity	Contract Management and/or Audit	Equality Act 2010	Refocusing the Care Programme Approach: policy and positive practice guidance (DoH, March 2008)
2.	The individual is managed for the duration of the sentence or custodial period	The case is created or updated on authority approved case management systems as required.	All sentenced offenders		Contract Management and/or Audit		
3.	The individual is managed for the duration of the sentence or custodial period	The Initial Sentence calculation is completed and confiscation orders are identified.	All sentenced offenders	Sentence Calculation	Contract Management and/or Audit	PSI 03/2015 Sentence Calculation PSI 16/2010 Confiscation Orders, Chapter 2	

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Row	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
4.	The individual is managed for the duration of the sentence or custodial period	Public Protection, safeguarding and multi-agency or special scheme arrangements are delivered.	All sentenced offenders and prisoners remanded into custody	Laming Report, Safeguarding Children	Local Safeguarding Audit OM041 MAPPA effectiveness Contract Management and/or Audit	Children Act 2004 MAPPA Guidance (2016) Public Protection Manual	CAADA MARAC Implementation Guide (2007) Re-focussing the Care Programme Approach (2008)
5.	The individual is managed for the duration of the sentence or custodial period	Public Protection, safeguarding and multi-agency or special scheme arrangements are monitored and reviewed.	All sentenced offenders and prisoners remanded into custody	Laming Report, Safeguarding Children	Local Safeguarding Audit OM041 MAPPA effectiveness Contract Management and/or Audit	Children Act 2004 MAPPA Guidance (2016) Public Protection Manual	CAADA MARAC Implementation Guide (2007) Re-focussing the Care Programme Approach (2008) Critical Public Protection Case arrangements
6.	The individual is managed for the duration of the sentence or custodial period	The offender is engaged as an active participant in planning their sentence and advised of any material developments as necessary.	All sentenced offenders	Effective Practice	OM029 Offender Feedback Contract Management and/or Audit	PSO 2205 OASys, Chapters 5 and 10	OASys Policy – Use of the Self Assessment Questionnaire (SAQ) HMI Prisons ‘Expectations’ Section 4: 4 Changing Lives? (SCCJR, 2010) PSO 2205 - OASys

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Row	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
7.	The individual is managed for the duration of the sentence or custodial period	The offender's sentence and the prisoner's custodial period is case managed.	All sentenced offenders and prisoners remanded into custody		Contract Management and/or Audit	PSI 19/2014 (AI 14/2014 - PI 13/2014) Sentence Planning	National Offender Management (OM) Model (to be updated)
8.	The custodial period is commenced	Resettlement needs are identified and a resettlement plan is prepared in preparation for release into the community.	All sentenced offenders and prisoners remanded into custody	Social Care	Contract Management and/or Audit	PSI 15/2015 Adult Social Care Care and Support Statutory Guidance, Chapter 17 (DH 2014) PSI 07/2015 (PI 06/2015) Early Days in Custody	HMI Prisons 'Expectations' Section 4: 9
9.	The custodial period is commenced	Information relating to identified resettlement needs is shared with all relevant stakeholders.	All sentenced offenders and prisoners remanded into custody		Contract Management and/or Audit		
10.	The sentence is commenced	All sentenced offenders are allocated to an Offender Manager and all remanded prisoners are allocated to a case manager, who will be responsible for managing/coordinating the sentence and/or case for the custodial period. The offender or remand prisoner is informed and this is recorded on authority approved IT systems.	All sentenced offenders and prisoners remanded into custody		Contract Management and/or Audit	National Standards 2015	OM Model (to be updated)

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Row	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
11.	The sentence is commenced	Female offenders are offered the option of being allocated a female Offender Manager.	Female offenders	Female offenders	Contract Management and/or Audit	Equality Act 2010	Strategic objectives for female offenders (MoJ, March 2013)
12.	The sentence is commenced	The offender understands all aspects of their sentence including the consequences of failing to comply.	All sentenced offenders	Compliance Enforcement	Contract Management and/or Audit		NPS Compliance Guidance
13.	The individual is managed for the duration of the sentence or custodial period	Planning the sentence takes into account the needs and concerns of victims in liaison with Victim Liaison Services for both statutory and non-statutory cases.	All offenders whose victims could be in scope of Victim Liaison Services		Contract Management and/or Audit		
14.	A plan is prepared	A plan is completed and informed by at least one interview with the offender upon release and based upon risk identification and planning activity carried out in the 12 weeks prior to release	All offenders sentenced to 1 day or more.	Offender management	Contract Management and/or Audit	PSO 2205 OASys	National Standards PSO 2205 OASys
14a.	A plan is prepared	A plan is prepared to cover the custodial period	Offenders serving more than a 12 month sentence, and all retained offenders who will have a licence	Offender management	Contract Management and/or Audit		PSO 2205 OASys

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Row	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
15.	A plan is prepared	Where appropriate, an enhanced assessment is completed including a contribution from a specialist provider.	Offenders with complex needs where a report/assessment from a specialist (such as a psychiatrist) is deemed necessary as part of the overall assessment	Female Offenders Offenders with complex needs	Contract Management and/or Audit	PSO 4800 Women Prisoners, Annex A 'Guidance Notes on Gender Specific Standards', Issue C: Induction, Resolving Urgent Issues and Assessment	Strategic objectives for female offenders (MoJ, March 2013)
16.	A plan is prepared	A post sentence report is prepared.	Indeterminate sentence offenders		Contract Management and/or Audit	PSO 4700, new Chapter 4, para 4.5.18	OASys Assessments on Lifers and IPP Offenders (March 2011)
17.	A plan is prepared	The Multi Agency (Lifer) Risk Assessment Panel (MALRAP/MARAP) meeting is convened.	Indeterminate sentence offenders	Public Protection	Contract Management and/or Audit	PSO 4700, new Chapter 4, paras 4.5.14 - 4.5.20	
18.	The plan is implemented	Arrangements are made and information is exchanged to ensure that the plan is implemented.	All sentenced offenders	<i>Policy will need to be revised</i>	HMI Prison Inspection Reports Sentence plan outcomes report Contract Management and/or Audit	PSO 2205 OASys	HMI Prisons 'Expectations' Section 4: 3 PSO 2205 OASys

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Row	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
19.	The plan is implemented	Where appropriate, offenders are referred to resources and facilities, that reduce reoffending and protect the public as identified in the plan.	All sentenced offenders	Offender management	HMI Prison Inspection Reports Contract Management and/or Audit		HMI Prisons 'Expectations' Section 4: 5
20.	The individual is managed for the duration of the sentence or custodial period	A record of all contact and key events is maintained using authority approved IT systems.	All sentenced offenders		Contract Management and/or Audit	PSO 2205 OASys, Chapter 9 (9.7) National Standards 2015	HMI Prisons 'Expectations' Section 4:4 PSO 2205 OASys, Chapter 9 (9.7)
21.	Risk is managed	Management of offenders takes account of individual needs, circumstances and risks including risk to self and others.	All sentenced offenders.	Diversity Equality of Outcome	Contract Management and/or Audit	Equality Act 2010	HMI Prisons 'Expectations' Section 4: 4 Reducing Reoffending Pathways
22.	Risk is managed	The Offender Manager follows appropriate guidance and protocols when they observe or receive information that indicates that an offender may present an increased risk. The contracted provider will make a referral to the NPS of all cases where they consider that the risk of serious harm has increased to high.	All	Risk Management Compliance Management	Contract Management and/or Audit	MAPPA Guidance PSI 41/2014 (PI 57/2014) Risk Escalation	HMPPS Risk of Serious Harm Guidance – June 2009

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Row	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
22a.	Risk is managed	The National Probation Service will receive referrals from the contracted provider and from public sector and privately managed prisons providers relating to risk escalation, and where it is determined that there is a high risk of serious harm, the NPS will assume responsibility for the management of the case. It will decide on any appropriate planned risk escalation review date for those cases that are not confirmed as a high risk of serious harm at the time of referral.	Medium and low risk offenders	Risk Management Public Protection Compliance	Contract Management and/or Audit	PSI 41/2014 (PI 57/2014) Risk Escalation	
23.	Risk is managed	The Offender Manager will receive and act upon the assessment from the National Probation Service including for the transfer of identified high risk of serious harm cases.	Medium and low risk offenders	Public Protection	Contract Management and/or Audit	PSI 41/2014 (PI 57/2014) Risk Escalation	
24.	The plan is implemented	Plans are checked and reviewed at any point when there is a significant change of circumstance	All offenders sentenced to 1 day or more	<i>Policy will need to be revised</i>	HMI Prison Inspection Reports Contract Management and/or Audit		HMI Prisons 'Expectations' Section 4: 3 OASys Briefing Pack 4.3.1 (July 2009)

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Row	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
25.	The individual is managed for the duration of the sentence or custodial period	Identified needs in relation to an offender's risk of serious harm, risk to self, likelihood of reoffending, resettlement needs, multi-agency or specialist provision are acted upon and recorded on the relevant authority approved systems.	All sentenced offenders		Contract Management and/or Audit		
26.	The custodial term of the sentence is managed	The Offender Manager and/or contracted provider are informed when a prison transfer takes place.	All sentenced offenders	Offender management	Contract Management and/or Audit	PSO 2205 OASys	PSO 2205 OASys
27.	The custodial term of the sentence is managed	Applications for Release On Temporary Licence (ROTL) are processed and contributions provided to inform reviews. The Licence is enforced for offenders who are released.	All eligible sentenced offenders	Temporary Release	Contract Management and/or Audit	PSO 6300 ROTL	
28.	Release from custody is managed	Suitability for early release is assessed, contributions are provided to inform the review. The offender is informed and the licence is enforced.	HDC, Early Removal Scheme eligible offenders	Early Release	Contract Management and/or Audit	PSI 52/2011 PSO 6000 (chapters 3 and 9) PSO 6700 HDC, chapters 3, 4 and 5	

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Row	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
29.	Release from custody is managed	Consideration for release on parole is facilitated and reconsidered every two years.	Indeterminate sentence offenders	Public Protection	Contract Management and/or Audit	PSO 6000, Chapter 5 PSO 6010 Generic Parole Process, para 2.4	HMI Prisons 'Expectations' Section 4: 8
30.	Release from custody is managed	Sentence calculations and tariff amendments are completed. Sentence calculations checks are completed 14 days and two days prior to discharge.	All sentenced offenders	Sentence Calculation	Contract Management and/or Audit	PSI 03/2015 Sentence Calculation	
31.	Release from custody is managed	Management of the case successfully transitions from custody to community.	All sentenced offenders	Offender Management Public Protection	Contract Management and/or Audit	National Standards 2015	MAPPA Guidance 2016
32.	Release from custody is managed	Pre-release arrangements are informed by a check with the local Police in the locality to which the offender will be released to establish whether the offender is known or believed to represent a risk of domestic abuse.	All sentenced offenders	Domestic Abuse	Contract Management and/or Audit		
33.	Release from custody is managed	Licence preparation is informed by information shared between agencies and partners in order to	All sentenced offenders	Public Protection	Contract Management and/or Audit	PI 11/2014 Licence Conditions,	

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Row	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
		address identified risks and needs.				Polygraph Examinations & Temporary Travel Abroad PI 53/2014 – PSI 36/2014 Polygraph Examinations	
34.	Release from custody is managed	The statutory licence contains only those conditions necessary and proportionate to manage the risk of harm and reoffending posed by the offender, including when necessary polygraph testing.	All sentenced offenders	Public protection	Contract Management and/or Audit	PI 11/2014 Licence Conditions PSI 18/2014 PI 53/2014 – PSI 36/2014 Polygraph Examinations	HMI Prisons 'Expectations' Section 4: 5
35.	Release from custody is managed	The statutory post release supervision period should include requirements (a) to (h) set out in s 256AB(1) of the CJA 2003 unless exceptional circumstances apply.	All offenders sentenced to <24 months.	Public protection	Contract Management and/or Audit	PSI 18/2014	HMI Prisons 'Expectations' Section 4: 5
36.	Release from custody is managed	The offender understands all restrictions and conditions on which they are released.	All sentenced offenders	Offender management	Contract Management and/or Audit	PSI 18/2014 PI 11/2014 Licence Conditions	
37.	Release from custody is managed	The offender signs the licence. Where the offender refuses to sign, the reason for refusal must be recorded on authority approved IT	All sentenced offenders		Contract Management and/or Audit	PI 11/2014 Licence Conditions	

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Row	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
		systems.					
38.	Release from custody is managed	Relevant third parties are informed of the discharge from custody.	All sentenced offenders	Public Protection	Contract Management and/or Audit		
39.	Release from custody is managed	All information in relation to the case is transferred onto the designated national case management system and closed down or archived on custodial ICT systems.	All sentenced offenders		Contract Management and/or Audit	PSO 2205 OASys	PSO 2205 OASys
40.	Release from custody is managed	Female offenders who are at risk of domestic abuse are helped to prepare a safety plan.	Female offenders	Domestic Abuse	Contract Management and/or Audit	PSO 4800 Women Prisoners	Strategic objectives for female offenders (MoJ, March 2013) Domestic Abuse Best Practice Guidelines for Probation Trusts, Chapter 5 (February 2011)
40a.	Release from custody is managed	Vulnerable offenders subject to risk of victimisation are helped to prepare a safety plan.	All vulnerable offenders	Equalities Act Safeguarding Vulnerable Adults	Contract Management and/or Audit		Strategic objectives for female offenders (MoJ, March 2013)
41.	Licence	The commencement of the	All sentenced offenders		Contract		

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Row	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
	management is commenced	licence is recorded on authority approved systems.			Management and/or Audit		
42.	Licence management is commenced	Relevant agencies are informed of the commencement of the licence.	Offenders who present a Risk to children MAPPA eligible offenders Domestic Abusers Offenders subject to deportation	Safeguarding Children Laming Report	Contract Management and/or Audit	Section 11 Children Act 2004 PSI 52/2011	Public Protection Manual 2009 Chapter 1, paras 7.10 and 8.7, Chapter 2, section 4, para 2.6
43.	Licence management is commenced	All offenders will have an initial appointment with their designated Offender Manager within one working day of release from custody (or immediate release from court following a period of remand).	All sentenced offenders	Compliance Enforcement	Contract Management and/or Audit	PI 11/2014 Licence Conditions PI 04/2010 Community Compacts	
44.	Licence management is commenced	The provider ensures the offender understands the sentence process, licence conditions (and statutory post release supervision period where applicable), including the consequences	All sentenced offenders	Compliance Enforcement	Contract Management and/or Audit	PI 11/2014 Licence Conditions PI 04/2010 Community Compacts	

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Row	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
		of failing to comply.					
45.	Licence management is commenced	The post-release plan is informed by at least one home visit.	High risk of serious harm cases and others determined where professional judgement suggests the need	Public Protection National Standards	Contract Management and/or Audit		
46.	Licence management is commenced	Female offenders are offered the option of being allocated a female Offender Manager to manage the sentence.	Female offenders	Female Offenders Equality of Outcomes	Contract Management and/or Audit	Equality Act 2010	Strategic objectives for female offenders (MoJ, March 2013)
47.	Licence management is commenced	Female offenders are offered the option of being interviewed in a female-only environment.	Female offenders	Female Offenders	Contract Management and/or Audit	Equality Act 2010	Strategic objectives for female offenders (MoJ, March 2013)
48.	Licence management is commenced	An enhanced assessment is completed where a need is identified including a contribution from a specialist provider.	Offenders with complex needs where a report/assessment from a specialist (such as a psychiatrist) is deemed necessary as part of the overall assessment	Female Offenders Offenders with complex needs Personality Disorder Pathway	Contract Management and/or Audit		Personality Disorder Pathway Project

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Row	Service Element	Outputs / Output Features		Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
49.	Licence management is commenced	Compliance with local and national inter-agency procedures and protocols contributes to the protection of the public	Multi-Agency Public Protection Arrangements (MAPPA)	MAPPA eligible offenders	Public protection	HMI Probation OMI reports		
	Licence management is commenced		ViSOR (database for violent and sexual offenders)	MAPPA eligible offenders	Public protection	HMI Probation OMI reports Contract Management and/or Audit	PI 56/2014 – PSI 40/2014 Mandatory use of ViSOR	MAPPA guidance (2016)
	Licence management is commenced	Compliance with local and national inter-agency procedures and protocols contributes to the protection of the public	Safeguarding children	Offenders living with or having significant contact with a child	Safeguarding children Children and families reducing reoffending pathway	HMI Probation OMI reports Contract Management and/or Audit		
	Licence management is commenced		Multi-agency Risk Assessment Conference (MARAC)	Offenders who represent a risk to victims of domestic abuse	Domestic abuse Children and families reducing reoffending pathway	HMI Probation OMI reports Contract Management and/or Audit		Public Protection Manual

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Row	Service Element	Outputs / Output Features		Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
	Licence management is commenced		Mental Health Act Care Programme	Offenders subject to a MH Act care programme	Public protection	HMI Probation OMI reports Contract Management and/or Audit		MAPPA guidance (2016)
50.	A plan is prepared	A plan is prepared post release for any case when no pre-release plan exists		All offenders sentenced to more than a day, where no plan exists	Offender management	Contract Management and/or Audit	National Standards 2015	National Standards 2011 Draft Practice Framework
51.	A plan is prepared	Any needs identified from the review in relation to an offender's resettlement, risk of serious harm, likelihood of reoffending, related needs and multi-agency or specialist provision are recorded using authority approved systems.		All sentenced offenders		Contract Management and/or Audit	National Standards 2015	Children and Families Act 2014
52.	A plan is prepared	Post-release lifer reports are completed as required.		Indeterminate offenders		OM27 Generic Parole Process - PAROM1 Return timeliness (NPS only) Contract Management and/or Audit	PSO 4700, Chapter 13 (para 13.15)	
53.	The offender is monitored and	Jurisdiction is transferred out to the offender's new		All offenders subject to licence management	Public protection	Contract Management	National Standards	

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Row	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
	compliance is promoted	contract package area when an approved offender move takes place. Continuity of the management of the sentence is maintained.	and supervision after the end of sentence		and/or Audit	2015 PI 07/2014 Case Transfers	
54.	The offender is monitored and compliance is promoted	Jurisdiction is accepted into the offender's new contract package area when an approved offender move takes place. Continuity of management of the sentence is maintained.	All offenders subject to licence management and supervision after the end of sentence	Public protection	Contract Management and/or Audit	National Standards 2015 PI 07/2014 Case Transfers	
55.	The offender is monitored and compliance is promoted	Enforcement action is taken where appropriate.	All offenders subject to licence management and supervision after the end of sentence	Enforcement	Contract Management and/or Audit	CJ Act 2003 S.254 PSO 6000, Chapter 7 (paras 7.3 - 7.7) PSO 4700, paras 13.18-13.19 PSI 17/2013 / PI 07/2013 Recall Review & Re-release of Recall Offenders PI 6/2014 Enforcement	
56.	The offender is monitored and compliance is promoted	The Offender Manager is informed of return to custody for recalled offenders.	All offenders recalled to custody	Enforcement	Contract Management and/or Audit	PSO 6000, Chapter 7 (para 7.8)	

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Row	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
57.	The offender is monitored and compliance is promoted	Relevant information is prepared in sufficient time for first Parole Board hearing.	Indeterminate sentenced offenders and offenders subject to the 1991 CJ Act		Contract Management and/or Audit		
58.	The offender is monitored and compliance is promoted	Recalled offenders are motivated and supported to engage with the re-release plan.	All recalled offenders	Enforcement	HMI Prison Inspection Reports Contract Management and/or Audit	PSI 17/2013 / PI 07/2013 Recall Review and Re-release of Recall Offenders	
59.	The offender is monitored and compliance is promoted	An application for the suspension of the supervision element of the licence is made in relevant cases.	Indeterminate sentence offenders		OM020 Orders and licences successfully completed Contract Management and/or Audit	PSO 4700 Chapter 13, para 13.9	
60.	The plan is reviewed and the sentence is terminated	The offender understands where the statutory licence period ends and the supervision after the end of sentence period commences.	All offenders subject to supervision after the end of sentence.		Contract Management and/or Audit		
61.	The plan is reviewed and the sentence is terminated	Third parties are informed of the termination of the sentence.	All sentenced offenders subject to public protection / safeguarding concerns	Public Protection	Contract Management and/or Audit	National Standards 2015	
62.	The plan is reviewed and the	A final review of outcomes is completed at the	All sentenced offenders	Effective Practice	Contract Management	National Standards 2015	

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Row	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
	sentence is terminated	termination of the sentence and recorded on authority approved IT systems.			and/or Audit		
63.	The plan is reviewed and the sentence is terminated	The case is closed down on systems at the end of the statutory supervision period.	All sentenced offenders		Contract Management and/or Audit		

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

Annex A: Summary of revisions to existing service outputs

The list below records changes made to service outputs as published in the previous version of this service specification (version P2.0 of 'Manage the Sentence Pre & Post Release from Custody – transitional version' dated 27 April 2012).

- Old output 1 (“The case is managed...”) replaced by new output 7; reworded to include remand prisoners who are case managed during the custodial period
- Old output 2 (record of contact maintained – now output 20): “using prescribed systems” replaced by “using authority approved IT systems”
- Old output 3 (OM/supervisor acts on information) replaced by new output 23 (OM acts on advice from NPS)
- Old output 4 (public protection) separated into new outputs 4 and 5.
- Old output 5 (the offender is engaged) now output 6. Words added: “...and routinely advised of any material developments”
- Old output 6 (management takes account of individual needs) now output 21. Reference added to “...including risk to self and others”
- Old output 7 (victim liaison) now output 13. Reworded to refer to Victim Liaison Services instead of Victim Liaison Officers, and reference to statutory/non statutory cases added.
- Old output 8 (data): deleted – to be covered in contracts
- Old output 9 (case is created), now output 2; “or updated” added; reference added to “authority approved” systems
- Output 10 (case allocation): reworded to refer to allocation to Offender Manager or case manager. Reference added to authority approved IT systems
- Output 11: (female OM): reference to supervisor deleted
- Old output 12 (initial sentence calculation): now output 3
- Old output 13 (offender understands sentence) now output 12. Wording aligned with language in Manage the Sentence for CO or SSO
- Old output 14 (enhanced assessment) now output 15; applicable offender type amended to explain meaning of specialist reports
- Old output 14a (“The offender’s needs are screened...”) replaced by new outputs 8 and 9 (resettlement needs)
- Old output 15 (risk of serious harm recorded): deleted
- Old output 16 (offender assigned to correct tier): deleted
- Old output 17 (sentence plan produced): deleted
- Old output 18 (MALRAP meeting): now output 17
- Old output 19 (assessment informed by one interview): now output 14
- Old output 20 (post sentence report): now output 16
- Old output 21 (agencies notified): deleted
- Old output 22 (assessment and plan are reviewed): now output 24: reworded; reference to transfers removed.
- Old output 23 (sentence plan implemented): now output 18: reference to “safely, effectively and efficiently” deleted; now refers to “plan” not “sentence plan”
- Old output 24 (referral to resources): now output 19: added reference to resources “that reduce reoffending and protect the public” for clarity
- Old output 25 (transfer): now output 26: reference to “or contracted provider” added on the basis that they may be working with the offender on a voluntary basis whilst in custody
- Old output 26 (ROTL applications): now output 27
- Old output 27 (suitability for early release): now output 28; reference to contributions added
- Old output 28 (consideration for parole): no change: now output 29
- Old output 29 (calculations completed): now output 30
- Old output 30 (case transitions): now output 31. Wording simplified
- Old output 31 (policy check – domestic abuse): now output 32: added wording about “locality” for clarity

Service	Manage the Custodial & Post Release Periods	Version	P3.3
Document	Service Specification	Sign-off Complete	MCB OCT

- Old output 32 (licence preparation): now output 33 – no change
- Old output 33 (licence conditions): now output 34: “risk” replaced by “risk of harm and reoffending”. Reference to polygraph testing added.
- Output 34 (offender understands licence restrictions): now output 36: minor rewording to cover all offenders
- Old output 35 (offender signs licence): now output 37: text added about recording offender’s reasons for refusal to sign
- Old output 36 (plan reviewed in preparation for release): deleted as covered under row 31 (case transitions from custody to community)
- Old output 37 (third parties informed): now output 38; wording simplified; reference to “termination of NOMS involvement” removed
- Old output 38 (case is closed): now output 39; data references added
- Old output 39: (safety plan): split into outputs 40 (safety plan – domestic abuse) and 40a (safety plan – vulnerable offenders)
- Old output 40 (licence management commenced): now output 41
- Old output 41 (confirmation to agencies): now output 42
- Old output 42 (offender understands consequences): now output 44: reworded to stress provider’s responsibilities
- Old output 43 (needs identified from review) reworded; now row 51
- Old output 44 (home visit – post-release plan): now output 45; applicable offender type amended. Reference to tiers 3 & 4 removed. Now refers to high risk of serious harm cases and others determined by professional judgement
- Old output 45 (female offender manager): now output 46
- Old output 46 (women-only interview environment): now output 47
- Old output 47 (enhanced assessment): now output 48: ‘applicable offender type’ clarified
- Old output 48 (compliance with protocols): now output 49
- Old output 49 (communication - non-English speaking offenders): replaced by new output 1 (diverse needs taken into account).
- Output 50 (review - change of circumstances): deleted
- Old output 51 (lifer reports): now output 52
- Old output 52 (community resources): deleted
- Old output 53 (jurisdiction transferred): some rewording; “new probation trust area” changed to: “new contract package area”
- Old output 54 (jurisdiction accepted): minor rewording as per output 53
- Old output 55 (enforcement action): wording simplified
- Old output 56 (Parole Board hearing): split into two (56 – OM informed; 57 - information prepared)
- Old output 57 (recalled offenders motivated): now output 58
- Old output 58 (licence suspension): now output 59
- Old output 59 (final review of outcomes): now output 62: reference added to “authority approved IT systems”
- Old output 60 (third parties informed): now output 61: “as required” added
- Old output 61 (case is closed): now output 63: wording added “at the end of the statutory supervision period”