



**Policy Name:** HMPPS Mandatory use of ViSOR

**Re-Issue Date:** 24/01/2023      **Implementation Date:** 16/01/2023

**Replaces the following documents which are hereby cancelled:** PSI 40/2014 - PI 56/2014

**Introduces amendments to the following documents:** N/A

**Action required by:**

x	HMPPS HQ	x	Governors
x	Public Sector Prisons	X	Heads of Group
x	Contracted Prisons	x	The Probation Service
x	Under 18 Young Offender Institutions	X	Other providers of Probation and Community Services

**Mandatory Actions:** All groups referenced above must adhere to the Requirements section of this Policy Framework, which contains all mandatory actions.

Managers of Assisted Technology users should make all reasonable efforts to facilitate access to information held on the ViSOR database via reasonable adjustments, for example, providing additional admin resource. Advice for line managers on reasonable adjustments can be found here [RA on Equip](#) or here [MAPPA Website](#). Where all options have been exhausted and access cannot be facilitated due to technical deficiencies assistive technology users will be exempt from this mandate.

As ViSOR is a database that was developed in 2003/2004 its inception precedes the [2010 Equality Act](#) and the prohibitive expense of making changes to the access route to ViSOR to enable all AT falls within the disproportionate burden exemption from that act. Work on a new system that will supersede ViSOR in 2023/24 (MAPPS) is being developed with Assistive Technologies in mind and will be accessible for all users of Assistive Technology.

**For Information:** By the implementation date Governors of Public Sector Prisons and Contracted Prisons (In this document the term Governor also applies to Directors of Contracted Prisons) and Heads of Probation Delivery Units must ensure that any new local practices they develop because of this Policy Framework are compliant with other relevant legislation, including Equality Act, 2010.

The Policy Framework contains guidance on implementing the mandatory requirements set out in sections 4 and 5 of this document. This Policy Framework also contains links to more detailed guidance and advice all of which, along with other supporting documentation, is available on the MAPPA website. To access these please follow this link [MAPPA@justice.gov.uk](mailto:MAPPA@justice.gov.uk) and register. Some of these documents are property of the Home Office and only available to existing visor users and others are accessible to all HMPPS staff.

**Understanding this Policy Framework:** The joint thematic inspection of MAPPA found that there is a knowledge gap amongst Prison and Probation staff with regards to ViSOR.

As ViSOR is a multi-agency system some of the terminology and language used is unfamiliar to HMPPS staff. This framework uses certain terms to achieve consistency across all Responsible Authority agencies as they are used in the Visor standards. To help the reader understand unfamiliar terminology this Policy Framework contains links to a document “explanation of ViSOR terminology” which gives more detailed explanations of words, phrases and acronyms that commonly cause confusion or misunderstanding. These words and phrases are hyperlinked within the document to more detailed explanation contained in section 7 of this Policy Framework. Further supporting documentation is available on the [MAPPA Website](#) and on Equip. There is also a detailed ViSOR page on the HMPPS SharePoint ([ViSOR page on SharePoint](#)).

### **How will this Policy Framework be audited or monitored?**

Each prison group and probation MAPPA area have a ViSOR [Central Point of Contact](#) (CPC) whose responsibility it is to ensure that regular audits are completed. The CPC could carry out these audits or delegate the task to another member of staff who should provide audit reports and feedback to the CPC. The CPC will provide reports on request to the area MAPPA Strategic Management Board (SMB), Governors, Head of Public Protection, Head of Operations, Regional Probation Director/Prison Group Director or National MAPPA team.

**Resource Impact:** As this Policy Framework largely replaces an existing PSI there will be no significant additional resource impact. This Policy Framework now reflects the agreed 2017 Probation Service VISOR day-to-day business model and requires the creation of ViSOR nominal records for MAPPA Category 2 Level 1 cases at the time that the MAPPA level is set. This task fits within the workload of the current case administrator and MAPPA administrator provision and creation of MAPPA category 2 Level 1 ViSOR nominal records will commence in each MAPPA area once sufficient numbers of staff have completed the required vetting and training detailed in this document.

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**Deputy/Group Director sign-off:** Gordon Davison, Public Protection Group Director HMPPS

**Approved by OPS for publication:** Sarah Coccia and Ian Barrow, Joint Chairs, Operational Policy Sub-board, December 2022

### **Revisions**

<b>Jan 2023</b>	The link to the intranet changed to the new Justice SharePoint page.
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## 1. **Purpose**

- 1.1 This Policy Framework sets out the mandatory requirement for relevant HMPPS staff in England and Wales to actively use ViSOR in their contribution to the risk management of MAPPA (Multi Agency Public Protection Arrangements) offenders and other ViSOR nominals.
- 1.2 ViSOR is a Home Office system that was created to support the work of the MAPPA responsible authorities in their delivery of the Multi-Agency Public Protection arrangements set out in the [2003 Criminal Justice Act](#)
- 1.3 ViSOR is a national 'Official Sensitive' database that supports public protection by facilitating effective sharing of information and intelligence on violent, sexual, terrorist and other dangerous offenders between the three MAPPA Responsible Authority agencies, namely the Prison and Probation services and Police Service (including Counter Terrorism Police). ViSOR also contains records of other nominals such as Serious Organised Crime (SOC) and Potentially Dangerous Persons (PDP) and is used by associated partner agencies including NCA (National Crime Agency) and MOD (Ministry of Defence).
- 1.4 ViSOR assists in the end-to-end management of offenders and improves the capacity to share intelligence and improve the safe transfer of key information when offenders move areas. A ViSOR record will contain joint risk assessments and risk management plans from MAPPA Responsible Authority agencies.
- 1.5 The changes in this policy framework reflect the position of HMPPS that ViSOR will be established as a business-as-usual (BAU) system in sentence management. ViSOR will assist offender management decision-making to better protect victims, potential victims and enhance safe release of people in prison and transfer of people on probation supported by robust risk management plans.

## 2. **Evidence**

- 2.1. All individuals identified as MAPPA eligible, along with nominals identified by police forces as being potentially dangerous persons, qualify for inclusion on the ViSOR database. The sharing of information and intelligence on these individuals is key to the effective management of each case. As a multi-agency information sharing tool, the effectiveness of ViSOR is dependent on the quality and timeliness of information and intelligence recorded within it, along with consistency in the interpretation of that data.
- 2.2. There have been several reports including the [2022 joint thematic inspection of MAPPA](#), 2020 Jonathan Hall, QC, MAPPA TACT Review, MAPPA Serious Case Reviews, Coroners Enquiries, Domestic Homicide Reviews and Serious Further Offence reviews which have all highlighted the need for greater information sharing between agencies. Each of these reports have made recommendations relating to the multi-agency sharing of information and the ViSOR database is a tool designed specifically to enable MAPPA responsible authority agencies to store and share that information.
- 2.3. Internal audits of ViSOR identified the need for more effective governance, more consistent use of ViSOR and better quality assurance. National ViSOR projects in both Prison and

Probation have been established in order to achieve this. The probation project started in 2019 and aims to deliver ViSOR as a business-as-usual tool in sentence management and the Prison ViSOR project started in 2022 aiming to embed a formal governance structure and ensure consistent and effective usage of ViSOR across all prison establishments

- 2.4. Additionally, HMIP inspections [2015](#) and [2022](#) made recommendations for the probation service to create ViSOR nominal records for all MAPPA category 2 cases in order to enhance and formalise the sharing of risk information on Multi-Agency Public Protection cases. These inspections found that there were gaps in information sharing for MAPPA category 2 nominals without a ViSOR record compared to MAPPA category 1 nominals and MAPPA cases managed at level 2 and level 3 where information is more effectively shared via the ViSOR database.
- 2.5. This Policy Framework aims to assist HMPPS staff in their use of ViSOR to strengthen public protection through providing a clear set of requirements and guidance and should be used in conjunction with the overarching ViSOR Standards. The implementation of this Policy Framework alongside current Prison and Probation Service ViSOR projects will support these improvements.
- 2.6. The PF is underpinned by;
- A 2018 memorandum of understanding ([MOU](#)) between the ViSOR lead National Police Chiefs Council and HM Prison and Probation Service. It sets out the intention of the Probation Service to create additional ViSOR records for MAPPA category 2 Level 1 offenders to facilitate the exchange of risk related information and ensure risk assessments are accurate and lead to robust and defensible risk management plans which will enhance public protection.
  - The ViSOR section of the E3 (2019) blueprint outlines the probation working model and the probation service commitment to embed ViSOR as a business as usual system in sentence management. This included the intention to create ViSOR records for all MAPPA eligible cases once enough staff members are vetted and trained.
  - Probation Service [National Standards](#) which refers to ViSOR (the dangerous Persons Database) as a store for maintaining accurate records including risk assessments and MAPPA minutes.

### 3. Outcomes

- a) Once there are [sufficient numbers](#) of appropriately vetted and ViSOR trained staff accessing the database, using ViSOR as a day-to-day tool in sentence management will ensure the consistent and effective use of ViSOR in line with this Policy Framework
  - b) All probation practitioners have access to information on ViSOR to assist with delivering effective and robust risk management and enhance public protection by ensuring that risk assessments are fully informed.
  - c) ViSOR is used to store and appropriately share risk information and intelligence with partner agencies including MAPPA minutes
  - d) ViSOR usage is regularly quality assured and data measured.
- 3.1 This will enable Prison and Probation Services, as MAPPA Responsible Authority agencies, to make effective use of ViSOR as a day-to-day system to deliver better information sharing and strengthen public protection.

#### 4. Probation Service requirements

##### Governance and required infrastructure

##### 4.1 Regional Probation Directors must ensure that;

4.2 They have enough (or are working towards having enough) staff, with the right level of [Vetting](#) and [training](#) in place to deliver the effective management of ViSOR in their region.

4.3 Staff complete and successfully clear [Non Police Personnel Vetting](#) (NPPV) at Level 2 or 3 where required (or any other form of vetting stipulated by the Home Office as a requirement to access the ViSOR database) prior to training.

4.4 Their region has arrangements in place for continuity and resilience (including [CPC](#) and [LPCs](#) and cover arrangements) to support operational service and consistent managerial oversight of effective information sharing through ViSOR including at times of unforeseen disruption of service such as a global pandemic.

4.5 Regions work together so that sufficient numbers of staff complete the accredited Probation Service ViSOR Train the Trainer programme and are available to deliver [ViSOR training](#).

4.6 [NPPV](#) cleared staff successfully complete HMPPS approved ViSOR training or have previously completed official College of Policing ViSOR training delivered by a HMPPS or College of Policing Approved ViSOR trainer.

4.7 Following successful completion of the approved ViSOR training probation service staff complete the probation service e-learning [ViSOR quality assurance](#) package on My Learning following the successful completion of the ViSOR training. (Probation staff only)

##### 4.8 Each Probation MAPPA area must have:

<a href="#">Central Point of Contact</a> (CPC)	<b>One per MAPPA Area</b>
Must have Non-Police Personnel Vetting ( <a href="#">NPPV</a> ) <a href="#">level 3</a> clearance	(Generally appointed by the Head of Public Protection)
<a href="#">Local Point of Contact</a> (LPC)	<b>One per unit within a MAPPA area</b>
Must have a minimum of <a href="#">NPPV level 2</a> clearance but if vetted to NPPV 3 an LPC can deputise for the CPC when needed.	
Probation Practitioners, Case Administrators and MAPPA administrators	<a href="#">Sufficient numbers</a> to deliver the <a href="#">ViSOR day to day business model</a>
Must have a minimum of <a href="#">NPPV level 2</a>	

##### Roles and responsibilities

##### Which cases require Probation to create a Visor record?

- 4.9 It is the responsibility of the probation service to create, own and manage the ViSOR record for cases identified as [MAPPA category 2](#).
- 4.10 A MAPPA administrator or case administrator tasked with creation of ViSOR nominal records must create a ViSOR nominal record for all cases registered at MAPPA Level 2 or 3 within 5 days of registration at level 2 or 3.
- 4.11 When there are enough staff trained and using ViSOR in a MAPPA area a ViSOR Nominal record must be created for all MAPPA Category 2 cases managed at MAPPA level 1. These records should be created by a MAPPA administrator or case administrator tasked with creation of ViSOR nominal records no later than 6-8 months pre-release (when the MAPPA level is set). Each Probation region must have a plan for ensuring they have enough vetted and trained staff using ViSOR to facilitate this.
- 4.12 When the prison service request that a ViSOR nominal record is created for a MAPPA category 2 case in custody. The probation area in which the person on probation will be managed in the community must create a basic ViSOR record and partner the prison users as requested.
- 4.13 When enough staff are trained and using ViSOR to be able to create ViSOR nominal records for community MAPPA cases then, when a MAPPA eligible nominal is given a community sentence then the MAPPA administrator or case administrator tasked with the creation of ViSOR nominal records must create a ViSOR nominal record within 3 days of sentence.
- 4.14 Where the person on probation is under statutory probation supervision and the case meets the threshold for [MAPPA Category 3](#) management at MAPPA Level 2 or 3 the responsible probation area must create a ViSOR nominal record within 3 working days of registration.
- 4.15 For cases where the individual has been moved from MAPPA Category 2 to Category 3 at the end of licence and still requires MAPPA management at level 2 or 3 the probation service will continue to manage the ViSOR nominal record until the case is de-registered from at which point the record must be archived.

**The Probation [CPC \(ViSOR Central Point of Contact\)](#) role is to give quality and security assurance of the use of ViSOR in their area.**

- 4.16 It is the CPC's responsibility to;
- a) Authorise and monitor user access to ViSOR
  - b) Allocate ViSOR users to other key roles, including Local Points of Contact (LPCs), Supervisors, Managers and Partners
  - c) Be responsible for archived nominal records, ensuring compliance with [Data Protection Legislation](#)
  - d) Attend or provide regular representation at the relevant ViSOR [Regional User Group](#).
  - e) Assure the quality of area ViSOR records by ensuring that regular minimum dataset audits are completed. ([minimum dataset](#)) and by use of any other formal audit tool.
  - f) Bulk transfer records, as required
  - g) Archive relevant Nominals
  - h) Unarchive nominal records and reallocate when they need to be managed again
  - i) Delete records when necessary in line with [Data Protection Legislation](#) and [Retention, review and disposal | College of Policing](#)
  - j) Edit, add or delete any data for relevant ViSOR nominals.



- k) Transfer records to another agency or area and receive transfers from others
- l) Set the Limited Access flag for relevant Nominals
- m) Merge duplicate records
- n) Produce statistical information when requested.
- o) Conduct log on audits to monitor the usage of ViSOR and review compliance with the probation [business model](#) .
- p) Ensure that systems are in place to reconcile the probation service case management system, (nDelius) with ViSOR records to ensure accuracy and consistency.

**A “How to” guide containing advice for CPCs in the fulfilment of the above can be found [here](#).**

The ViSOR Central Point of Contact must;

- a. ensure that only people with current vetting (Non-Police Personnel Vetting level 2 or 3 or any other vetting stipulated by the home office and authorised by the senior responsible officer for ViSOR) have access to ViSOR. When an individual’s vetting expires their account should be disabled until their vetting is renewed (any exceptions to this must be approved by the Chief responsible officer for ViSOR).
- b. The CPC, or a person nominated by them, will make the request for [new user accounts](#) to be created once they have received confirmation that the individual has up to date NPPV2 or 3 and has successfully completed the required level of official/accredited training.
- c. The CPC should store the signed [SyOps](#) (System Operators agreement) for each person granted a ViSOR Live account. These can be stored electronically.

**The CPC must ensure that all ViSOR users adhere to and sign (where required) the current and any subsequent revised versions of the:**

- [ViSOR System Operating Procedure \(SyOps\)](#)
- [ViSOR National Standards document](#)
- [Probation Service ViSOR Business Model](#)
- [Probation Service ViSOR Minimum Datasets](#)
- [ViSOR Audits and Quality Assurance Framework](#)

The CPC will be made aware of any updates or changes to the above documents by attending (or sending a representative to) the ViSOR [RUG](#) (Regional User Group) meeting. The regional user group meetings take place every 3 months.

**Case Administrators and/or MAPPA administrators must:**

- 4.17 Run the nDelius [ViSOR contact report](#) and copy ndelius contacts identified by the probation practitioner as needing inclusion on the ViSOR nominal record and paste these into the relevant ViSOR nominal’s [activity log](#) (if the information contains details of [attachments](#) that require updating then this should be done at the same time).
- 4.18 [Copy the R10 RoSH Summary and R11 Risk Management Plan](#) (RMP) sections from OASys to the Risk Assessment and Risk Management Plan attachments on the nominal’s ViSOR record when and OASys assessment has been completed
- 4.19 Inform the [manager of the nominal record](#) that the risk assessment has been added to ViSOR by adding an [activity log](#) entry and selecting notify manager. ([How to guide](#))



4.20 Add the minutes of all MAPPA meetings to ViSOR Risk Management Plan attachment. This should be done as soon as they are received and on every occasion in line with the MAPPA guidance and ViSOR Standards. The production of MAPPA meeting minutes must adhere to the following timescales:

- Level 3 meetings within 5 working days
- Level 2 meetings within 10 working day

N.B. Where there is more than one Probation PDU involved this is the responsibility of the probation area managing the person on probation.

4.21 Add completed polygraph reports for any person on probation subject to polygraph testing, in line with [Polygraph Policy Framework](#).

4.22 Copy completed MAPPA Level 1 reviews into the ViSOR Activity Log in line with [Probation Service Management of MAPPA Level 1 Cases Policy Framework](#)

4.23 Update all attachments required to meet the probation service [minimum dataset](#)

4.24 Ensure that the current [HMPPS Offender Manager](#) (POM/COM) is recorded on each ViSOR nominal record.

4.25 Add partners to nominal records when requested within 3 days of request. This can be actioned by The [manager, supervisor, LPC](#) or [CPC](#) of the [nominal record](#)

4.26 Request partnership to all Police created and owned ViSOR records where the Probation Service has statutory management responsibility for the nominal and nominals who continue to be managed under MAPPA.

4.27 Inform the probation practitioner of any updated information from ViSOR relating to nominals they manage.

4.28 Add the termination OASys ([R10 RoSH Summary and R11 Risk Management Plan](#)) to the ViSOR nominal record prior to transfer to the police (MAPPA cat 1 cases) or prior to archiving the record at the end of the person on probation's sentence/license supervision.

**Practice Staff must:**

4.29 Log on to ViSOR when working from an Office and regularly check their "[to do list](#)".

4.30 Use their professional judgement when dealing with tasks arising from changes to or additions to ViSOR records and where any imminent risk to the public, including family, victims, staff etc is identified deal with them immediately.

4.31 Check the ViSOR nominal record for up to date risk information prior to contact with a person on probation.

4.32 Inform their Case Administrator (accessing ViSOR) when they have updated OASys so that ViSOR can be updated accordingly.

4.33 Select "yes" for the option "include in ViSOR extract" for all nDelius contacts intended to be copied to ViSOR.

- 4.34 Ensure that every ViSOR nominal has a ViSOR registration on ndelius. If an ndelius record does not have a ViSOR registration added then the option of adding ndelius contacts to ViSOR will not be enabled.
- 4.35 Indicate which attachment needs updating and who, in the activity log, should be informed when completing ViSOR contacts on ndelius.
- 4.36 Inform their line manager and their counterpart offender manager in the Police should they be made aware of an imminent risk before making a ViSOR entry. If the subsequent ViSOR entry is about imminent risk the Practitioner must ask the Case Administrator to prioritise uploading that nDelius entry

**Senior Probation Officers must:**

- 4.37 Log on to ViSOR prior to supervision with a probation practitioner to ensure that the ViSOR record is up to date and that the Probation Practitioner is using information from ViSOR to inform their risk management of the ViSOR nominal.
- 4.38 Inform the **CPC** when a member of staff who is a ViSOR user leaves a ViSOR user role so that the CPC can disable and archive the ViSOR user account.

**Line managers of ViSOR users must**

- 4.39 Inform the CPC when a member of staff who is a ViSOR user leaves a ViSOR user role so that the CPC can disable and archive the ViSOR user account.

**Guidance for how to complete these requirements can be found on the MAPPA website [here](#)**

**5. Prison Service requirements**

**Governance and required infrastructure**

- 5.1 The Prison Group Director must appoint a **CPC** to act as security and quality assurer for ViSOR usage in their prison Group.
- 5.2 The CPC must work with Governor’s and **ViSOR leads** from each prison within that prison group to ensure that ViSOR is used in line with this Policy Framework and ViSOR standards.
- 5.3 The Prison Governor must ensure they have **sufficient** numbers of staff, with the required level of **vetting and training** in place to deliver the effective management of ViSOR in their establishment.

**5.4 Each Prison Group area must have:**

<b>Central Point of Contact (CPC)</b> NPPV3 required	<b>One per Prison Group</b> (appointed by the relevant Prison Group Director)
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**5.5 Each prison establishment must have:**

<b>ViSOR Lead(s)</b> NPPV 2 required. *NPPV3 recommended	<b>Minimum of One per Prison</b> (Ideally HOMD, HOMS, Hub manager or other manager)
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(if a ViSOR lead is vetted to NPPV3 they can be given the <a href="#">central support token</a> )	
ViSOR users <a href="#">NPPV2</a> required	Sufficient numbers to deliver ViSOR as business as usual tool.

5.6 Governors must ensure that;

- Arrangements are in place to provide continuity and resilience within each establishment to support operational service and consistent managerial oversight of effective information sharing through ViSOR at times of unforeseen disruption of service such as a global pandemic. (e.g. having as many members of staff vetted and trained to be able to cover for people unable to attend work)
- Staff complete and successfully clear required vetting ([Non-Police Personnel Vetting level 2 or 3](#) or any other vetting stipulated by the home office to enable access to ViSOR.)
- Staff who have successfully cleared the requisite vetting complete HMPPS [Approved ViSOR training](#) or have previously successfully completed College of Policing approved VISIR training. delivered by a HMPPS or College of Policing Approved ViSOR trainer.

## Roles and responsibilities

### The Governor Must:

- 5.7 Ensure that ViSOR is populated and used in accordance with this PF and [ViSOR Standards](#) for all ViSOR nominals in their prison.
- 5.8 Ensure that that processes are in place so that Intelligence/Security reports relating to risk are added to the ViSOR nominal record.
- 5.9 Appoint at least one ViSOR Lead who should be a HOMD, HOMS, Hub manager (or any other manager not tasked with updating ViSOR). In each establishment the overall responsibility for the completion of ViSOR tasks and the quality of entries lies with the Governor but can be delegated to the [ViSOR lead](#).

### ViSOR leads must:

- Ensure all the necessary ViSOR tasks are completed in their establishment so that the [minimum dataset](#) is met.
- Assure the quality of prison contributions to [ViSOR records](#) within their prison by completing [minimum dataset](#) set checks and [reporting back](#) to the [CPC](#)
- Assure the CPC that ViSOR approved workstations meet the [physical security requirements](#) as set out in the [SyOps](#) agreement.
- Identify appropriate users to be ViSOR trained and [signpost available vetting and training](#).
- Ensure processes are in place so that ViSOR alerts are added to prison digital systems (NOMIS) for all prisoners identified as ViSOR nominals.
- Ensure that the ViSOR nominal record is fully updated prior to a prisoner's transfer to another prison
- Ensure that requests are made for prison users to be removed as partners when a prisoner leaves the prison
- Ensure that Intelligence Reports are added and updated to the relevant ViSOR nominal record.

## HMPS Central Point of Contact (CPC)

- The prison CPC's (Central Point of Contact) role is to assure that ViSOR is being used consistently within their designated prisons. They can do this by working closely with the Governors and their ViSOR leads in each establishment. The ViSOR lead in each establishment will complete ViSOR returns providing detail of staff movements, vetting and training status and ViSOR log on activity to their CPC.

### 5.10 The prison CPC must;

- [Authorise new user access](#) to ViSOR having been assured that the new ViSOR user has attained the required level of vetting and successfully completed the official/accredited ViSOR training.
- Ensure that all current ViSOR users in each establishment have up to date NPP Vetting clearance (with the support of the ViSOR leads)
- Approve usage of desktop devices ensuring that they meet the [physical security requirements](#) (with the support of the ViSOR lead)
- Assure the quality of prison contributions to ViSOR Records for establishments in their Prison Group.
- Produce statistical information on request:
- Monitor ViSOR usage in all establishments in their area by ensuring that regular [login audits](#) are completed.
- [Manage the ViSOR user accounts](#) within their Prisons and request removal of inactive ViSOR user accounts (with the support of the ViSOR lead)
- Attend or provide regular representation at the relevant ViSOR [Regional User Group](#) meetings
- Check a sample of the [minimum dataset](#) checks [completed by the ViSOR leads](#).

### CPCs can access guidance and advice on the completion of these tasks in the [HMP CPC how to guide](#)

5.11 The CPC, in conjunction with the Governor and ViSOR lead from each establishment must ensure that all ViSOR users adhere to and sign (where required) the current and any subsequent revised versions of the:

- [ViSOR System Operating Procedure \(SyOps\)](#)
- [ViSOR Standards document](#)
- [Prison Service ViSOR Minimum Dataset](#)

The CPC will be made aware of any updates or changes to the above documents by attending (or sending a representative to) the [ViSOR RUG](#) (Regional User Group) meeting and disseminating communication to all ViSOR users via the Governor and ViSOR leads.

### When a new prisoner arrives in custody the Case administrators must

5.12 Complete a search on ViSOR using the PNC number to see if a prisoner received into custody is a ViSOR nominal.

### Once it has been identified that the Prisoner is a ViSOR nominal the case administrator must:

5.13 Make a request to the ViSOR nominal [record owner](#) within 7 days of reception to custody for all current ViSOR users in their establishment to be partnered to the nominal record. (A

ViSOR user cannot update a [ViSOR nominal record](#) unless they are [partnered](#) to that record.)

- 5.14 Ensure that a ViSOR alert is added to NOMIS/DPS.
- 5.15 Check their ViSOR “[to do](#)” list daily to see if partnership has been granted.
- 5.16 Update all [attachments](#) in line with the [minimum dataset](#) requirements (once [partnership](#) is granted).
- 5.17 Ensure that the current [HMPPS Offender Manager](#) (POM) is recorded on each ViSOR nominal record.
- 5.18 Update the transfer date on the custody [attachment](#) when a prisoner leaves their prison
- 5.19 Notify the nominal [record owner](#) when a prisoner is transferred to another prison and request that prison users are removed as partners to the record.

#### **Prison Offender Managers (POM) are required to**

- 5.20 Check the ViSOR nominal record of prisoners allocated to them for information to help inform their risk assessment.
- 5.21 Ensure that all relevant risk information obtained from ViSOR is shared with other departments in the prison when necessary to keep staff and prisoners safe.
- 5.22 Ensure that all relevant risk related information added to NOMIS is also added to the ViSOR nominal record during the prisoner’s time in that prison. (this can be done by informing the case administrator accessing ViSOR who can update the activity log and any relevant attachments).

#### **Managers approving Release on Temporary Licence must**

- 5.23 Ensure that ViSOR has been accessed prior to approving Release on Temporary Licence to assess any potential risk.

#### **Security staff must**

- 5.24 Check a nominal’s ViSOR record for risk information added by other agencies and previous establishments to inform their risk assessments and intelligence reviews.
- 5.25 Ensure that all relevant risk information obtained from ViSOR is shared with other departments in the prison when necessary to keep staff and prisoners safe.
- 5.26 Sanitise and add intelligence reports to the ViSOR nominal record in line with NIU [Policy Framework](#)

**Guidance and advice for Prison staff completing these requirements can be found on the MAPPA website [here](#)**

## **6. Constraints**

- 6.1 In order to access ViSOR staff must obtain clearance of [Non-Police Personnel Vetting \(NPPV\)](#). Level 2 is required for all operational practice staff and operational support staff and NPPV Level 3 for [CPC](#) and [Central Support token](#) holders.
- 6.2 In order to access ViSOR staff must pass Official/Accredited ViSOR training approved by National ViSOR Training Working Group and delivered by a HMPPS or College of Policing approved ViSOR trainer.
- 6.3 Prior to accessing ViSOR training staff must read and sign the Home Office/HMPPS System Operating Manual ([SyOPs](#))
- 6.4 Prison ViSOR users may only access ViSOR at computer terminals marked as [ViSOR approved](#). There must be a risk assessment completed on these devices before access can be approved to ensure that the [Physical security requirements](#) are met.
- 6.5 The ViSOR lead in a prison can complete the [risk assessment](#) on behalf of the CPC but a ViSOR terminal can only be approved by the [Central Point of Contact](#).
- 6.6 ViSOR cannot and must not be accessed via wi-fi unless extra security provision has been expressly granted by the chief responsible officer for ViSOR. Probation users must be in a secure office and their laptop connected to a Probation Service Local Area Network (LAN) cable. Prison ViSOR users must be in a secure location within their prison and connected to a Local Area Network cable.
- 6.7 Some users of Assistive Technologies will not be able to access ViSOR due to current technological limitations. In these instances, managers should ensure that [reasonable adjustments](#) are put in place to allow the sharing of information on ViSOR.

## **7. Explanation of ViSOR terminology**

Accessing a ViSOR nominal record you are not partner to	You can still access ViSOR nominal records that you are not partnered to but you must give a full and reasonable explanation as to why you are looking at that record. (i.e. you are requesting partnership because they have entered your prison or you are managing a nominal who is linked to another ViSOR nominal and you want to share information with the manager) Every time you access a nominal record that you are not partnered to the CPC (owner of the record) is informed.
Activity Log	An area on ViSOR where updates and information can be shared and messages can be sent for the attention of the manager, Supervisor, LPC and CPC of a record.
Attachments	A ViSOR nominal record is made up of an activity log and 47 attachments. Each attachment is like a folder containing information about the nominal. e.g. the relationships attachment contains information about the people the nominal has relationships with (personal, criminal, professional) and the intelligence attachment contains details of intelligence from partner agencies.
Bulk Partner	When a new member of staff joins a team and you want them to be partnered to all nominals in that prison or unit within a PDU. A person holding the CPC or Central Support Token can copy all the partnership
Central Support Token	Anyone vetted to NPPV3 level can request the Central Support Token.



	This token allows the user to complete most of the tasks a CPC would do. Such as, archive old user accounts when staff leave, request and agree transfer of records, bulk partner new users and complete area log on audits.
contact details/white pages	Every ViSOR user has a contact card stored within the ViSOR system containing their name, role, email address and contact telephone number. This is so that they can be contacted by other ViSOR users with information about the case. The directory holding all the contact details of all ViSOR users is call White Pages. Every ViSOR user's name is hyperlinked within ViSOR directly to their contact card so that contact details of other users can be found quickly.
CPC (Central Point of Contact) Probation	The role of a Probation CPC is to be the MAPPAs area contact point <b>on the ViSOR system</b> . Although this role will include non-ViSOR system actions such as security assurance and account access approvals. The CPC will hold a CPC "token" (there can only be one per MAPPAs area) which will allow them to authorise the transfer and archiving of ViSOR Nominal records as well managing ViSOR user accounts as creation and removal of ViSOR user accounts.
CPC (Central point of contact) Prison	The Prison CPC role is one of security and quality assurance. As prisons do not own nominal records the prison CPC does not have as many system-based responsibilities as Police and Probation counterparts however, they are responsible for oversight of all ViSOR related activity within their Prison Group. It is recommended that the CPC is based in a regional role. Appropriate roles for the CPC include the Reducing Reoffending lead, the regional Assurance lead or (if ViSOR security input is managed regionally) the head of the regional security intelligence hub. There is flexibility for the PGD to appoint someone else as appropriate however there should be clear reasons for this, particularly if the individual is based in an establishment. CPC must be vetted to NPPV Level 3 and have CPC ViSOR training. Information about accessing this training can be found at the end of this document.
HMPPS Offender Manager	On ViSOR the Prison and/or probation manager (i.e. the lead practitioner managing the offender) is recorded on the nominal record as the HMPPS Offender Manager. This is the POM in custody and the COM in the community.
HMPPS Offender Manager Recorded on nominal summary screen.	The contact details of the POM or COM should be visible on the nominal summary page of a ViSOR nominal record so that anyone needing to contact them with details about the nominal can do so quickly <ul style="list-style-type: none"> <li>• if the POM/COM is a ViSOR user then the case administrator or POM/COM can request that they are added as HMPPS Offender Manager by the record owner by informing the ViSOR Nominal record owner of the current POM/COM via an activity log entry.</li> <li>• If the POM/COM is not a ViSOR user then the case administrator should add the name, email address and contact telephone number of the POM/COM in the General Comments section of the <a href="#">ViSOR Nominal Summary screen</a></li> </ul>
Identity Manager - LDAP	Identity manager is where a ViSOR user can manage ViSOR user accounts. Create and delete user accounts, add or remove tokens, reset passwords etc



LPC (Local Point of Contact)	Each MAPPA area is broken up into units (usually these match with PDUs within an area). Each one of these units will have a Local point of contact who can act on behalf of and report back to the CPC. If they are vetted to NPPV 3 they can hold a Central Support Token that will allow the same functionality as the CPC enabling the LPC to deputise for the CPC.
Manager	For the probation service the Manager of a ViSOR record is the administrator who manages the updates. i.e. updates the ViSOR nominal record with contacts from ndelius and up to date OASys assessments. The manager of the record is also responsible for ensuring that all the relevant attachments are updated when information is received. (e.g. if the manager receives a message stating that the nominal has a new phone number they should update the telecoms attachment)
nominal record owner	ViSOR Nominal record for MAPPA cat 1 and 4 cases will be owned by the Police force area the person on probation is registered in. All MAPPA cat 2 records will be owned by the Probation Service area managing the nominal. MAPPA cat 3 cases where the nominal is under statutory probation supervision the Probation Service will be the record owner.
Partner /partnership	If you have an active interest in a ViSOR nominal (e.g. they are a prisoner in the establishment you work in or you are a probation practitioner or administrator involved in the management of the nominal in the community) then you should be made partner to the record. If you are partner to the record you can access the nominal record quickly and without having to give an explanation as to why you are looking at that record.
Partner token	You can search for any nominal on the ViSOR database but you must give a full and reasonable explanation as to why you are looking at somebody's nominal record.  You can be made a "partner" to that record for any cases that you have an active involvement in. Once you are partnered to record you are free to look at those nominal records.
Police owned nominal records	The Police will create and own all ViSOR nominal records for MAPPA category 1 and 4 cases.
RUG – ViSOR Regional User Group	As part of the ViSOR governance structure there are quarterly meetings of all agency CPCs in a region. (i.e. Prison, Police and Probation CPCs in a particular geographical region e.g. NE, NW, SE etc) These regional meetings allow CPCs time to discuss ViSOR related issues, raise concerns and discuss possible requests for changes to the system.  Information from the National User Group (NUG) meetings are disseminated through the RUGs. So attendance at these meetings is crucial to ensure that agencies and areas are aware of any changes.
Sufficient numbers	Ideally, all operational Practice staff and administrative support staff (case administrators, MAPPA/ViSOR administrators) involved in the management of nominals held on the ViSOR database would have access to and use ViSOR as a day to day tool to support sentence management. However, where there are factors prohibiting access

	for some individuals then enough staff should be trained and using ViSOR to ensure that information continues to be shared in an effective and timely manner
sufficient numbers of Prison staff	Ideally, all OMU staff, (HOMD, HOMS, POMs and case administrators) and Security staff involved in the management of nominals or with information or intelligence relating to a ViSOR nominal will have access to the ViSOR database. However, where there are factors prohibiting access for some individuals then enough staff should be trained and regularly using ViSOR to ensure that information continues to be shared in an effective and timely manner.
Supervisor	The supervisor token allows an individual to sign off risk assessments once they have been copied over to ViSOR. It's good practice for this to be the SPO of the Probation Practitioner.
SyOps (System Operators agreement)	The ViSOR System Operators agreement is a written agreement that must be signed by everyone wishing to access the ViSOR system. It is a signed agreement that the user will adhere to the security requirements and understands that contravention of the security restrictions could lead to disciplinary or legal action being taken against them.
To do list	When you log on to ViSOR you will be notified of any changes to any of the nominal records you have a relationship with via the "to do list". This will inform you if you have been partnered to a record, it will signpost newly posted important Activity Logs for your attention and notify users of cases ready to archive. It will also show managers the progress of a case transfers.
ViSOR Administrative access	ViSOR Administrative access allows a user access to Identity manager. Users must be vetted to NPPV3 and ideally would not be a ViSOR live user. (i.e. this should be another administrator not a case administrator or MAPPA administrator)
ViSOR Lead	Every Prison should have at least one ViSOR lead. The ViSOR lead will be a manager who will work with the Governor and the CPC to give assurances that ViSOR tasks are being completed and that physical security requirements are being met. The ViSOR lead will also complete ViSOR returns for the HMP Operational Implementation Support Group.
ViSOR nominal	ViSOR holds information on some individuals who have not been convicted of MAPPA eligible offences. Therefore, they are not referred to as offenders. This is why all individuals on ViSOR are referred to as ViSOR "nominals".  There are also a number of people who are subject to police notifications but no longer current to probation, so they are not referred to as people on probation.
ViSOR Nominal record	The "file" or "folder" that holds all the information about the Nominal is referred to as the Nominal record
ViSOR Nominal Summary screen	The front page of a ViSOR Nominal record is referred to as the Nominal Summary screen.  This has an overview of all the case details (photograph of nominal, risk level, warning markers, MAPPA category and Level etc)

ViSOR record quality assurance checks	As a minimum the SPO should check that a ViSOR nominal record is correct and up to date (i.e. the record shows the correct Risk level, current address, MAPPA level, that the latest OASys is included etc) the SPO should also seek to assure that the Probation Practitioner is using information from ViSOR to inform their risk assessments and risk management plans.
ViSOR registration on ndelius	If a person on probation has a ViSOR record but does not have a ViSOR registration on nDelius then the option to include contacts in the ViSOR extract does not appear. In order for a Probation Practitioner to add information from ndelius to ViSOR they must ensure that there is a valid ViSOR registration on the record.
ViSOR Tokens	<p>Different ViSOR users will have different access rights. These access rights are known as tokens. Different tokens allow users different functionality on the ViSOR database.</p> <p>For example, if you do not have the “create” token you cannot create new nominal records. If you do not have the Partner token you cannot be partnered to any nominal records and only people with the manager or supervisor token can be manager or supervisor of the nominal record.</p>

Guidance for this Policy Framework can be found [here](#) on the MAPPA Website.

[HMPPS ViSOR Policy Framework Guidance](#)